

Emailed to: [cara.yates@ofgem.gov.uk](mailto:cara.yates@ofgem.gov.uk)

11 April 2022

Dear Cara,

**Ofgem Hydrogen Village Trial Detailed Design Studies Consultation.**

We write in response to Ofgem's Consultation on the hydrogen village detailed design studies.

We welcome this consultation and support the approach that Ofgem is proposing to take in its minded to decision in terms of funding the two proposed detailed design studies – Cadent and NGN. We agree, given the information provided, with both the Department for Business, Energy and Industrial Strategy (BEIS) and Ofgem that the two proposals are suitable to support with funding.

As the Energy Ombudsman, we have welcomed initial discussions with both BEIS and Ofgem around the importance of building consumer trust and confidence in the hydrogen village trials. We do think that an important part of that is that consumers involved in the trials have similar protections to consumers on traditional gas or electricity supply. For example, this should include access to consumer advocacy and advice and the ability to raise a complaint if things go wrong with the hydrogen supplier, including the option for consumers to take their complaint to independent dispute resolution.

Please do not hesitate to contact us if you would like further information regarding our response. Our response is not confidential.

Your sincerely,



Ed Dodman  
Director of Regulatory Affairs

**For more information regarding this consultation please contact:**

David Pilling  
Head of Policy and Public Affairs  
Ombudsman Services  
3300 Daresbury Park  
Daresbury  
Warrington  
WA4 4HS  
t: 07595 449366  
e: [dpilling@ombudsman-services.org](mailto:dpilling@ombudsman-services.org)

