

We are the network

Your NGN news update
November 2018

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Hello

It's that time of year again when we share our activities and achievements over the past year.

Our 2018 Stakeholder Report brings the important facts and figures about our performance to life by including key examples of our work and how collaboration with charities, businesses, local authorities, education providers, government and other utility companies is benefiting our region.

Whether you read through the report or choose to dig deeper on our website we want to know what you think about our current performance and our future plans.

A word from Mark

At Northern Gas Networks we are focused on delivering the right services, in the right way for our customers. That's why we want to continue hearing your views about the services you receive from us now, and what you'd like to see in the future.

Based upon what stakeholders have already told us, we're beginning to build our business plan for the next regulatory period. Known as RII0-GD2, it will run from 2021 to 2026 and we will submit our plan to Ofgem (the energy regulator) in the second half of 2019.

We want to ensure that our business plan truly reflects what customers and stakeholders in our region need, so over the coming months we will provide even more opportunities for you to get involved, and in ways to suit you.

Keeping customers at the heart of our plans

To ensure we're doing this effectively, an independent Customer Engagement Group (CEG) has been created to hold us to account and make sure we're engaging you in a meaningful way. You can learn more about the CEG at <https://ngnceg.co.uk/>

Whether you have opinions about bills and value for money, customer service, sustainable energy, fuel poverty, community engagement, or any other aspect of our service, we'd love to hear from you.

Together, we are the network

In the meantime, please read the Stakeholder Report accompanying this newsletter to get a sense of our performance over the last year and then let us know what we could do better or what you'd like us to continue doing. You can always email our stakeholder team: stakeholder@northerngas.co.uk

As always, our achievements are reliant on solid partnerships with our stakeholders. We couldn't do it without you, and I look forward to another year of productive relationships, candid conversations, and great outcomes for our shared customers.

Mark Horsley
Chief Executive Officer

Our Stakeholder Report

is full of useful information, from your 60 second guide to NGN, to how we efficiently spend 17% of your bill to keep the North of England cooking on gas.

[Read more](#)



How we spend your £10.83 per month

Around £130 (17%) of the average annual domestic gas bill pays for the distribution services we provide. This money helps to:

- keep our network in good order
- keep people safe
- improve customer service
- develop affordable, low carbon energy solutions for the future.

[Find out more](#)



Meet your Customer Engagement Group (CEG) Chair

The CEG is an independent group responsible for providing challenge on whether Northern Gas Networks' next business plan meets its commitments to customers.

Find out how the group represents the needs and interests of current and future customers.

[Find out more](#)

Working with you

How we worked with stakeholders in 2017/18

Each year under the Stakeholder Engagement Incentive Scheme we submit a report to Ofgem detailing how we've engaged with our stakeholders and the outcomes delivered as a result.

This year's report includes the key initiatives we delivered in 2017/18, many of which were through partnership working, both within and outside of our sector.

Download your copy of the report by clicking on the button below.

You can then send us your feedback on the report and any opportunities you may have for us to work together by emailing: stakeholder@northerngas.co.uk

[Read more](#)

Keep in touch...

To keep in touch with our programme, follow us on Twitter @NGNgas or via our Facebook page.