



## 2019 highlights and looking to 2020

In this last e-bulletin of the year we reflect on the year that was and take a look at our achievements and challenges, as well as looking forward to an exciting 2020.

Keeping the North of England cooking on gas is an extremely varied and complex job – one that's as much about people as it is about pipes.

We'll share the latest update on RIIO-2 business plan and take a look back at our largest and most ambitious engagement programme ever undertaken to create a plan that puts customers and communities first.

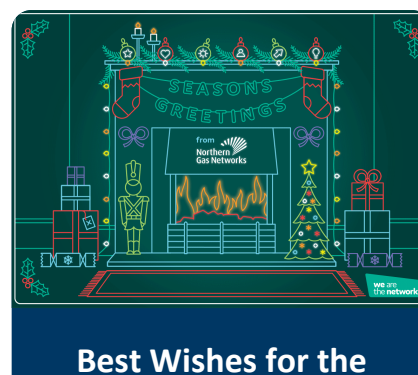
We'll also set out some of the highlights from 2019, including how we performed against our regulatory targets.

It's certainly been an eventful year, and one that wouldn't have been possible without you, so we want to say a huge thank you. We hope you find this e-bulletin interesting and informative.

### A word from Mark

2019 has been a pivotal year for NGN. We've had our heads down to deliver our customer promises for the current regulatory period, as well as looking to the horizon to prepare our business plan for 2021-2026.

In preparation for our new plan, we've spent the



year talking to our customers and stakeholders in great depth. We've reached out through online surveys, one-to-one interviews and the industry's first Citizen's Jury.

Throughout the year, we have also been shadowed by our new **Customer Engagement Group** – a panel of stakeholders with a broad range of expertise, who have scrutinised our future plans, and challenged us to go further.

### Your priorities – now and in the future

So what did customers and stakeholders tell us, and how are we responding?

Perhaps unsurprisingly, people want a good value service that gets the basics right – safety, reliability and high quality customer service.

They want us to be more ambitious in reducing our business carbon footprint, while also continuing to develop alternative sources of energy which can help the UK respond to the climate crisis.

And they want us to continue to go the extra mile for struggling customers and communities, but without treading on the toes of expert organisations in the third sector.

### Meeting expectations

In 2019, we made encouraging progress in all of these areas.

Our mains replacement programme remained ahead of target, creating a safer and more reliable network. Eye-catching innovations such as a robot that can travel through pipes to make repairs, helped us to deliver this core work more speedily and cost-effectively.

Our customer service scores remained in the top tier, as we gained new customer insights, and tailored our service in response, and we received international recognition for our CSR work and customer experience, scooping seven international awards.

We expanded key elements of our social programme, such as our Community Partnering Fund grants scheme, which doubled in size after we invited Northern Powergrid to join us as partner.

## New Year

We want to raise more than just a smile this Christmas. That's why we're supporting three charities – beneficiaries of our Community Partnering Fund – **Success4All**, **Dominic Rogers Trust** and **North Halifax Partnership**.

All you have to do is choose which one you'd like us to make a small donation to on your behalf.

### Choose a charity

**Click on the link below before 31st December and we'll make sure your chosen charity receives a donation.**

**CLICK HERE TO CHOOSE YOUR CHARITY**



## Giving you a stronger voice

Rather than defining the agenda ourselves, we asked customers and stakeholders to tell us what they wanted to talk about, and how they wanted to engage with us. As a result, we have a business plan, shaped by you, that puts our customers and communities first.

[Read more](#)

We continued to invest in our people and places, with flexible training programmes for colleagues, revamped offices and depots and a major IT systems overhaul.

Our day-to-day carbon footprint, excluding shrinkage, reduced by 9% in 18/19 through measures such as reducing business mileage and creating greener offices and we saw dramatic improvements in the amount of spoil we recycle or reuse during jobs.

And our work in future energy reached exciting new milestones, such as the launch of the UK's first hydrogen testing facility in Buxton. We were also pivotal in the creation of a new national hydrogen steering group, to co-ordinate UK-wide activity and secured £6.8 million of funding from our regulator, Ofgem, to deliver the second phase of hydrogen research and development, part of which will involve testing operational and maintenance procedures on the gas network.

### Continuing to lead the industry

All of these achievements place us in a strong position as we enter the final year of the RIIO-1 regulatory period.

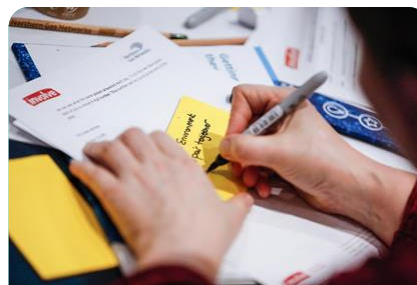
We are set to meet, and in many cases exceed, all of our regulatory targets for the period.

Crucially, our strong performance also means we can be extremely ambitious in our plans for RIIO-2, with a 8.6% real-terms reduction in customer bills, and continual service improvements across the board. What's more, 92% of customers, and 96% of future customers, **found our plans acceptable**.

I wish you and your families a healthy and happy New Year and look forward to continuing our work together in 2020.

**Mark Horsley**

*CEO Northern Gas Networks*



### Gaining a new perspective

Through our research we've heard from you what you expect us to deliver and prioritise. 42 key insights from stakeholders have shaped our business plan and these preferences have been analysed and reflected in our commitments.

[Read more](#)



### Our commitment to you

Our 2021 – 2026 business plan builds upon a bold and imaginative programme of service delivery and business reinvention which began in 2013 to give confidence that we will deliver our promises to you.

[Read more](#)

## OUR NEW BUSINESS PLAN

We submitted our final plan to the energy regulator, Ofgem, on 9 December 2019, following rigorous reviews and challenge from our independent **Customer Engagement Panel (CEG)** and Ofgem's independent **consumer challenge panel**. You can read our full business plan **here** and the CEG's final assessment of our plans **here**.

Ofgem will assess our final business plan in 2020, and we'll share their assessment of it on our website at **[northerngasnetworks.co.uk](http://northerngasnetworks.co.uk)**.

[Find out more](#)

## How your voice has shaped our plan

You can read more about the stakeholder engagement and feedback that has helped to shape our plan by visiting our stakeholder engagement website:

**[together.northerngasnetworks.co.uk](http://together.northerngasnetworks.co.uk)**

## Get in touch...

If you have any feedback about this e-bulletin or any questions about our work, we'd love to hear from you. Just email [stakeholder@northerngas.co.uk](mailto:stakeholder@northerngas.co.uk)

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