



Together, we are the network

We are tremendously proud to be the North of England's gas distributor. By transporting gas to homes and businesses across the North East, Cumbria and much of Yorkshire, we provide an essential service to 6.8 million customers.

As a company based in the heart of the region, we are uniquely privileged and have a responsibility to be a positive influence on the communities that we operate in and enhance customers lives.

That's why our future business plan for 2021 – 2026 and beyond has been co-created with you and our customers.

Have your say about our future business plan for 2021 – 2026

Over 25,000 customers and stakeholders have shaped our draft business plan, supported by insights from hundreds of conversations every single day. We've engaged online, in our contact centre, in customers' homes, at events and in meetings with stakeholder organisations. You can read about what you've been telling us [here](#).

Our plan is centred around seven key promises designed to deliver the outcomes that matter most to our customers between 2021 - 2026 and beyond. These are based on the areas that you have told us are important to you.



Environment Workshop

In February we engaged local policy makers, industry and our supply chain about what more we could be doing to improve the environment. Read about what we heard and what we're doing in response.

[Read more](#)





It's our most ambitious plan to date and is built on the bold and innovative services we deliver today and consistently strong performance since 2005.

Now we'd like to know what you think about our future business plan; how acceptable and affordable you think it is and if you trust us to deliver. As a trusted stakeholder your insights are invaluable and will inform what we will deliver for our customers over the next five years, so please take the time to let us know what you think.

Find out more about our future business plan from 2021 – 2026 and take our **online survey** before Monday 12th August.

Thank you.

The Stakeholder Team.

Social Workshop

We held a workshop with third sector, community groups, industry and our supply chain to inform our social strategic priorities and plans to support customers that need additional help. Read about what we heard and what we're doing in response.

[Read more](#)



NGN Public Panel

Over three full days we brought together a diverse range of domestic customers to get feedback about the service they want to receive from their gas network.

[Read more](#)

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

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