



## Together, we are the network

Over the last few months we have continued to work collaboratively with you to help understand and drive our business priorities. We have also recently completed our series of NGN Public Panel events which have provided us with some truly insightful discussions to help us continue to deliver a service that is deemed right for our customers. Shortly, we'll be sharing with you the feedback you've been giving us and how we'll use this to shape the way we work.

### Get involved

Didn't make it to one of our workshops? Don't worry, you can still share your views on how we should continue to keep our customers happy and provide a safe, reliable service with minimal interruptions to your gas supply. And as an extra incentive, there's a chance to win an **Amazon gift card worth between £100 and £500** for every survey you complete!

You can give us your opinion on whichever of our services you care about the most\*:

- **Protecting the environment and delivering a low carbon energy future**
- **Supporting our local communities**
- **Providing a safe service including our**



### Recognised for our outstanding support

We're proud to announce we have achieved the BS 18477 standard in recognition of the outstanding support we offer customers, including those in vulnerable circumstances.

[Read more](#)

### response to gas emergencies

- **Looking after you when your gas goes off during planned work to upgrade our pipes**
- **Looking after you when your gas goes off unexpectedly**
- **Delivering a truly great customer experience and getting it right first time every time we dig in the street**

Have you visited our new **online engagement hub**?

You can sign up to events, take part in surveys and see what our customers and stakeholders are telling us. You can also find out what we're doing with your feedback and how it's influencing our future plans. While you're there, take part in our **BIG survey** to let us know what you think about the services we provide.

\*We're carrying out this survey in line with the Market Research Society's Code of Conduct, and we won't use any of your answers for marketing or sales purposes. By taking part in the survey, you're agreeing to the Terms and Conditions and confirming that you're over 16. For more information on how we use your details, read our Personal Data Privacy Notice.



## Recognised as 'gold standard'

We're delighted that 52 of our work sites have won Gold, Silver and Bronze awards at the Considerate Constructors Scheme (CCS) National Site Awards 2019. CCS is a benchmarking programme recognised as the 'gold standard' in civil engineering. We became the first gas distribution network to join the scheme in 2014.

[Read more](#)

## HyDeploy

The government recently announced their proposals to increase the proportion of green gas in the grid. HyDeploy, our joint pioneering hydrogen energy project with Cadent, aims to investigate if blending hydrogen with natural gas could be an easy way to reduce CO2 emissions from home cooking and heating, without changing customer appliances. Our launch event took place in London on Wednesday 3rd April with a number of key stakeholders from industry, government, regulation and business.

[Find out 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](mailto:stakeholder@northerngas.co.uk)

We're passionate about protecting your rights under GDPR. You've previously shown, or we feel you have, a legitimate interest in Northern Gas Networks and that's why we're sending you this e-bulletin. If you no longer wish to receive these communications please [click here](#) to unsubscribe. For information about how we use your details, please read our [Personal Data Privacy Notice](#).

