



We are the network

Your NGN news update

May 2020

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We know people across Yorkshire, the North East and northern Cumbria rely on our services. So we're doing everything we can to continue to meet the needs of our communities.

Keeping colleagues and customers safe

During the Stay Home phase of the coronavirus lockdown, we focused our work on our critical services, such as the urgent repair and maintenance of our network to keep the gas flowing. We are now working methodically towards the **remobilisation of planned works** to upgrade our critical infrastructure and to modernise ageing metal gas mains. We are reviewing new gas connection projects and pipe alterations on a case-by-case basis and will be carrying out this work where customers are comfortable for us to do so, prioritising urgent jobs.

While the majority of our work will be carried out in the street, it is important that our **engineers are allowed to access customers' properties** where there is a safety risk or to ensure the continuity of a



Keeping the gas flowing

Kris Marley is one of NGN's many emergency response engineers who are working in new ways to keep the gas flowing and protect customers during the coronavirus lockdown. Click 'Watch Here' to view a short video clip, featured on Tyne Tees News.

[Watch here](#)

safe gas supply. We are taking, and will continue to take, every precaution to keep customers safe during our work. Our engineers will follow UK government health and safety advice and are practising social distancing wherever possible.

To ensure we can continue to deliver the highest standards of service, and to protect our colleagues, customers and our communities we have developed a risk assessment process to **ensure all of our worksites, including offices and depots, are Covid-19 secure**. We are redesigning our office and depot spaces to ensure that social distancing can be maintained and have introduced new measures to ensure safe hygiene practices.

You can read more about the extra safety measures that we have in place to make our workplaces Covid-19 secure and protect you, our colleagues and engineers on our [website](#).



Looking for support?

We are now encouraging community organisations, charities and local businesses to send in requests for support. NGN's staff can volunteer in a wide range of roles, from access to vehicles and drivers, to delivering care packages to customers' doorsteps and toiletries to care homes and hospices.

Anyone working for an organisation that is looking for support, or knows someone who does, can get in touch with Northern Gas Networks at AskNGN@northerngas.co.uk

SUPPORTING OUR VULNERABLE CUSTOMERS

Care Packages

For many people self-isolating at home, access to enough food and other essential items can be a source of worry. With many of our colleagues living and working in communities right across region, we are well placed to step in and deliver care packages directly to people's doorsteps. During every gas emergency visit, our emergency response engineers are asking customers who are self-isolating or are shielding if they would benefit from a care package. Care packages are made up of in-demand items such as pasta, tea and toilet rolls, as well as a puzzle book to help customers keep their minds active while they stay indoors. The packages also include an information card which signposts customers to further support and Northern Gas Networks' own Customer Care Team. Find out more [here](#).

Carehome Support

We are also donating gifts to care homes to help brighten the lockdown for residents. At a time when residents cannot have visits, the donations are small gestures of support and goodwill, with items such as sweets, chocolates and flowers being delivered to the front door: the sorts of gifts that friends and family themselves might usually take along for their relatives. Flowers and toiletries have also been donated for care home staff, while some

care homes have also received Samsung tablets, so that residents can talk to and see their families during the lockdown.

GET INVOLVED

Join us at our H21 social sciences report launch

As the UK looks to rebuild the economy in response to the coronavirus pandemic, there is increasing focus on how to shape an economy and a society that are cleaner, greener and more resilient. Hydrogen has the potential to play a key role in addressing the decarbonisation challenge, and projects like H21 are leading the way in supplying government with the essential safety evidence required for policy change.

In collaboration Leeds Beckett University, we have undertaken a research project to gain **essential insight into public perceptions of hydrogen**. The research team have explored current perceptions focusing on how the public would respond to a conversion, their questions and concerns and how we can increase public support.

Join the virtual launch event of this social sciences report, taking place via webinar on **Friday 5th June, 10:00 until 11.15am**. Sign up [here](#).

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