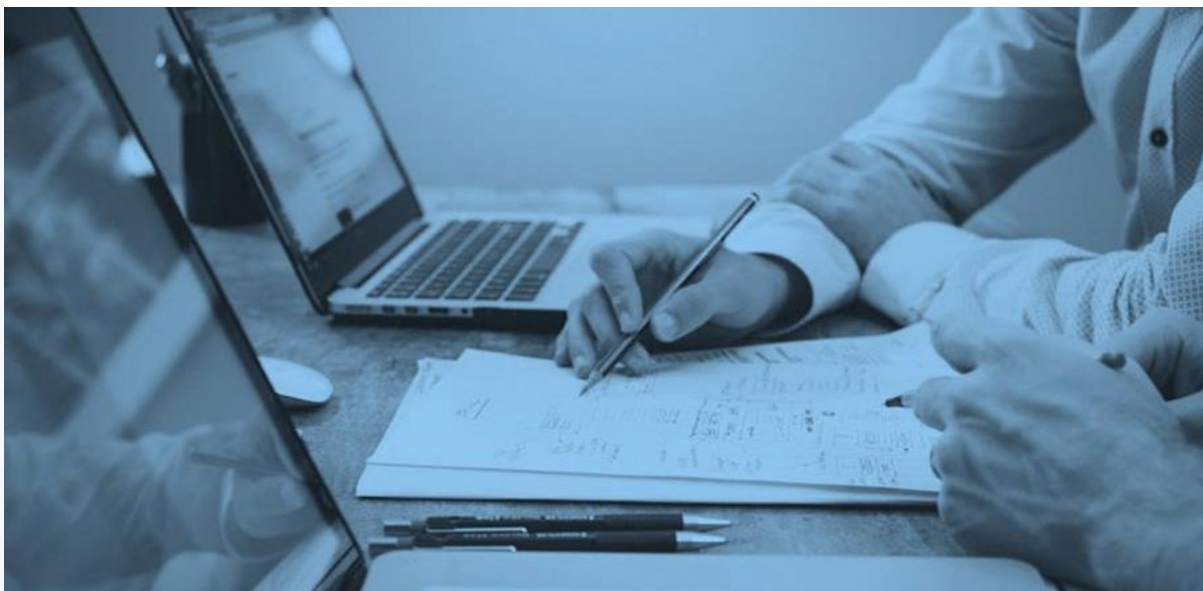


YOUR NGN NEWS UPDATE

JULY 2020

Shaping and preparing for our RIIO-GD2 Price Control



As part of the ongoing business planning for RIIO-GD2, Ofgem published its draft determination of our business plan earlier this month. RIIO-GD2 is the agreement we'll make with Ofgem about what we'll deliver for customers from 2021 until 2026. You can view the draft determination [here](#). This follows the submission of our final business plan in December 2019, which was shaped and informed by over 189,000 customers and stakeholders.

As we consider the pathway to achieving Net Zero emissions and supporting the UK's economic recovery, investment will be central to delivery of a sustainable future for our customers, at low

cost. We'll be reviewing Ofgem's proposal in detail over the coming weeks and working constructively with the regulator to raise any issues of concern ahead of the final settlement in December 2020.



We want to know what you think

It is important that we give stakeholders timely opportunities to help us shape our final settlement with the regulator. We are therefore offering all our stakeholders dedicated time with a member of our RII0-GD2 senior leadership team, either over email or on the phone, so that you can discuss your views with them. Your feedback will be invaluable. If you are interested in arranging a conversation, please email us at stakeholder@northerngas.co.uk

Life changing impact of gas connections

Earlier this month, we welcomed research from the **Connecting Homes for Health** pilot, a project delivered by NEA, NGN and YES Energy Solutions, in what's believed to be an industry first combining funding from two different schemes. More than 100 properties in the North East of England benefited from free gas connections (courtesy of NGN), central heating systems, and energy efficiency advice. The results of the research project demonstrate clear and significant impacts:

- More than 8/10 participants felt that their health was affected by being unable to keep warm at home, which reduced to fewer than 1/10 after pilot intervention
- Participants reported how easy their new systems were to use, improved affordability of their energy bills and how well they could keep their homes warm
- Wider potential of tackling health inequalities by combining funding in this way, providing insight on how future schemes could be shaped

NGN will continue to support and deliver vital assistance through with fuel poor gas connections during our next regulatory period and beyond, and will work with the Government, Ofgem and the NEA to ensure that the learning from this vital research helps us and our partners

make homes healthy and warm both now and into the future.

[DOWNLOAD THE REPORT HERE](#)

Our biomethane workshop

In May, we invited all our biomethane stakeholders to collectively attend a workshop to discuss their preferences together and to hear challenge and feedback. The workshop focused specifically on our proposed charter and our commitments, as well as plans to develop a focused engagement for the next year. Here's a summary of how we've specifically addressed their key feedback:

They said...

- we'd like a contact within NGN to provide a more strategic end-to-end overview
- it would be useful to get update on innovation projects to plan for potential changes
- your four-hour response time needs to go further with someone on the ground within four hours or sooner
- we support your Biomethane Charter, but we'd like clearer commitment around the levels of engagement

...so we have:

- implemented a key account management system, with both strategic and day to day operational contacts
- added innovation project updates as a standard agenda item for future sessions
- committed to attending future faults within four hours, depending on operational requirements
- created a clear plan for an enhanced schedule of engagement, with a 2nd workshop planned for later this year.

The feedback they gave us during this workshop is helping to shape the way we work both now and, in the future. We are now working hard together as a team to make sure that we bring to life the ideas that we heard, and to also make certain that our future engagement plans are structured around the priority areas highlighted.

[DOWNLOAD THE REPORT HERE](#)

Looking for support during the

coronavirus pandemic?

We are still encouraging community organisations, charities and local businesses to send in requests for support during this difficult time. NGN's staff can volunteer in a wide range of roles, from providing 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

AskNGN@northerngas.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

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