



## YOUR NGN NEWS UPDATE

DECEMBER 2021

### 2021 highlights and look ahead

In this last e-bulletin of the year we reflect on 2021 and take a look at our achievements and challenges, as well as looking forward to 2022. 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. 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

First and foremost, I hope you are all keeping well as we reach the end of 2021.

Looking ahead to 2022, we will continue to evolve and adapt to the challenges Covid-19 looks certain to present. As a business in close contact with customers every day, we remain absolutely focused on the critical role we play in supporting people and communities in need of help, as the pandemic enters its next phase through the Omicron variant.

In addition to these challenges, we are tackling another crisis in the form of soaring energy costs. The price of natural gas has risen over 200% since the start of the year, and we’ve seen 28 energy suppliers fold as their businesses became unsustainable.

This is a concerning time for thousands of bill payers across our region, and for those who are most vulnerable, we are offering additional support wherever possible through our strategic partners.

Most recently we've linked up with charity Fuel Bank Foundation, to create a fund helping deliver same-day emergency financial support for those struggling to top up their meters, as well as assistance in managing energy costs and support for families.

Times are tough right now, and only three weeks ago we saw communities and energy networks tested to their limits by Storms Arwen and Barra.

Extreme weather as a result of climate change is something we cannot ignore, but we know climate change cannot be resolved by one silver bullet alone.

Storm Arwen demonstrated just how interconnected our systems are, so to ensure future resilience, it is essential that we continue to invest in networks through a whole systems approach.

While it has been incredibly difficult close to the year, it's important to stress there have been some wonderful achievements in 2021.

With climate change high on the government agenda and COP 26 drawing global attention, we continue to lead in demonstrating the gas network's crucial role in reaching net zero targets through our hydrogen programmes.

In July, we were delighted to open the doors of our Hydrogen Homes at Low Thornley, for stakeholders and customers to experience the reality of a home heated by 100% hydrogen.

Only half a mile away, 670 homes in the village of Winlaton are now using a 20% blend of hydrogen to stay warm this winter, the first time hydrogen has been used on a public gas network.



Last month, alongside Cadent and National Grid, we launched the East Coast Hydrogen feasibility study at the House of Commons, setting out a plan for linking production of 7GW of hydrogen with connection to 39,000 businesses and four million homes by 2030.

In May, we also led an industry-first by offering customers the opportunity to invest in a greener future through our Green Transition Bond, helping fund the upgrade of pipes to prepare the gas distribution network to transport hydrogen.

The future looks bright for our network, but ensuring we have a sustainable business must be the foundation for this.

Sustainability has been a key focus for us in 2021, and we launched our People and Planet Strategy in November.

This ambitious plan aims to place people and communities at the heart of our future, with short, medium and long-term targets based on our RIIO GD2 plans, meaning we'll be pushing ourselves to go beyond existing goals to ensure we deliver for our people.

### **Looking ahead**

The challenges for our business and the wider energy sector remain significant. The RIIO-GD2 period commenced in April 2021 and set out the next set of targets for NGN – reducing customer bills, delivering higher levels of service alongside the significant investment required to deliver Net Zero by 2050.

However, as the frontier company in the sector, we remain well placed to meet these challenges head-on. Our track record of delivering frontier levels of performance on a sustainable basis along with continued prudent management of our financial position means we now have a business that is resilient and well placed to meet the challenges of the future.

Finally, I would like to wish you and your loved ones a wonderful festive season, and hope you all stay safe and well into the new year.

**Mark Horsley**

*CEO Northern Gas Networks*

## Our Stakeholder Report

**It's that time of year again when we share our activities and achievements over the past year.**

Our **2021 Stakeholder Report** brings the important facts and figures about our performance to life by including key examples of our work and how collaboration with charities, businesses, local authorities, education providers, government and other utility companies is benefiting our region.

The report also highlights where we are innovating new technology to provide even better service, and how we have worked proactively to engage with customers across all our communities, particularly throughout pandemic when people need additional support and reassurance. If you have any feedback on the report, we would welcome your comments. You can contact us at [stakeholder@northerngas.co.uk](mailto:stakeholder@northerngas.co.uk)

**READ OUR REPORT**

# Best wishes for the festive season and a happy New Year!

We think the best part of Christmas is the joy of giving.

That's why we're supporting three fantastic charities this year:  
Yorkshire's Brain Tumour Charity, Shelter and Andy's Man Club.

All you have to do is click below to choose which charity you'd like us to  
make a donation to on your behalf.



VOTE NOW



## 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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