



YOUR NGN NEWS UPDATE

JANUARY 2021

Keeping you safe, warm and connected



We know people across Yorkshire, the North East and northern Cumbria rely on our services 365 days of the year, so keeping our customers and workforce safe is our number one priority. We are working closely with government and public health bodies to ensure we work in line with the latest government guidance during the pandemic. While the national lockdown is in place, we have reduced our planned works to include only **safety-critical projects**.

The work we are carrying out is urgent work that needs to be completed to ensure a safe and reliable supply of gas to the area and it's important that our engineers are allowed to **access customers' properties** to complete this work. We have listened to feedback from customers, who had concerns about engineers entering their properties, and have worked to **improve our direct communications** to give them clear

information about the extra measures we've put in place. Visit our website [here](#) to find out more.

#BeWinterReady

Many of us have seen snow, sleet or rain and sub-zero temperatures over the last few weeks. We want to make sure that our Stakeholders know what to do if there is a loss of gas supply in bad weather:

- **Keep the National Gas Emergency Service number – 0800 111 999* – handy and ring it immediately if you smell gas or suspect a deadly carbon monoxide leak.**
- **Please don't call the National Gas Emergency Service unless you have a gas emergency. For non-urgent enquiries our Customer Care Team are here to help. Call them on 0800 040 7766 or email customercare@northerngas.co.uk.**
- **Keep the number of your gas boiler service contract provider, gas supplier (the company name at the top of your gas bill), or contact details for a Gas Safe Registered engineer to hand in case your gas boiler breaks down or shows an error message.**
- **Get your gas appliances serviced by a Gas Safe Registered engineer. To find an engineer visit the [gas safe register website](#) or ring 0800 408 5500.**

Where stakeholders have available communication channels, we'd value your support in pushing our key 'Be Winter Ready' messages out into your communities. This could be through your own Facebook or Twitter feeds (using #bewinterready) or even through the newsletter of any community organisation that you are involved with locally. For more information click [find out more below](#).

FIND OUT MORE



Evolving our approach to incidents

Over the last two weeks we have experienced **two major gas loss incidents** on our network. Almost 700 properties in the Hebden Bridge area of Calderdale lost supply caused by water finding its way into the local gas network. Five days later, 350 properties around Hull Marina also experienced a loss of supply caused by a burst water main.

We are continuing to improve front line support for local communities during gas loss incidents, even throughout the pandemic. For example, we have delivered more support to customers at the doorstep, as offering an open access drop-in centre would make it difficult to ensure safe distancing. For example, fan heaters were delivered door-to-door, and hot meals were taken to those customers who could not make it along to the local cafes offering free catering. All doorstep support was delivered in a safe and socially distanced way, using PPE including face masks and gloves. Our approach included:

- **Working with local councils, to identify and support vulnerable customers which may not appear on our Priority Services Register (PSR), as well as using onsite door-knocks to validate PSR data**
- **Responding promptly to customer queries posted on community Facebook group pages and Twitter feeds, and signposting customers to NGN support (e.g. our Customer Care Team)**
- **Proactively building relationships with local media and stakeholders at the start of the incident and then providing regular updates**

- **Providing NGN food vouchers to use at local catering businesses, and a meals on wheels service to vulnerable, shielding or isolating customers**
- **Working with Northern Powergrid to understand the resilience of the local electricity network and prioritise**
- **Reaching out and coordinating support from other NGN contractors**

Whilst our response was widely praised by local residents and stakeholders in both areas, we are keen to work with our customers and stakeholders to share learnings from previous incidents, so we can put these into practice and further adapt our approach. If your area was affected by the recent gas outages or you have any ideas on how we could further improve our support to customers during these types of incidents, please get in touch at stakeholder@northerngas.co.uk

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Big Energy Saving Week

Covid-19 has put everybody in a more vulnerable position when it comes to paying for energy, as we're all spending more time at home and more money on energy bills. And with the cold weather well and truly here, many people will have been struggling to keep their homes warm because of inadequate heating and greater lockdown demand.

That is why we supported Citizen's Advice #BigEnergySavingWeek 2021 (18 – 24 January). The annual awareness week was a call to action for gas and electricity customers and gave consumers practical advice on how to reduce their gas bills and make their homes more energy efficient. Find out more below.

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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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