



YOUR NGN NEWS UPDATE

DECEMBER 2022

2022 highlights and look ahead

As is customary in our last e-bulletin of the year, wanted to take a few moments to reflect on some of our achievements over the last 12 months, and also take a look at what 2023 holds for NGN. There's never a dull moment in our industry and this year has certainly delivered its fair share of challenges and successes. We hope you find this re-cap both interesting, and informative.

A word from Mark

First of all, season's greetings as we approach the festive season.

It's fair to say 2022 has been a challenging year, coming off the back of the most difficult period any of us can probably remember.

As the year has unfolded, there's been a growing recognition within NGN that now, more than ever, we need a laser focus on the needs of our customers – and in particular those who are vulnerable or at risk from fuel poverty.

Soaring energy prices and the wider cost of living crisis are having a huge impact on both households and businesses across our whole network. They're also stretching the precious

resources of our many partners and stakeholders in the charity and community space.

Recognising this, we've entered into a number of new partnerships aimed at providing tangible on-the-ground support to those most in need.

Last month, for example, we were delighted to be able to announce a pioneering three-year relationship with Marie Curie, which will help support terminally ill patients with their heating and energy needs. The scheme, which also includes our fellow distribution networks SGN, Cadent, and Wales & West Utilities, will enable Marie Curie to recruit two Energy Support Officers to their Information and Support Line. These new roles will provide in-depth information to cancer patients on the grants and benefits available to them, as well as providing general support to families and carers.

In another example, we've also just agreed to provide a total of £20,000 in grant funding to nine different community organisations in the North East, to help them with the frontline work they're doing with vulnerable people. The money will help to pay for a range of vital support including tools, IT equipment, storage, and warm winter clothing.

It's initiatives like these that have contributed to us being awarded the coveted ISO 22458 accreditation around inclusive services and consumer vulnerability, following a six-day assessment in October. The BSI kitemark is recognised as a symbol of outstanding quality, safety and trust, assessed against internationally recognised standards.



Back in July we submitted our Year 1 report to our regulator Ofgem, setting out how we'd performed against the commitments that we made to customers and stakeholders in our business plan. They were pleased with our performance and confirmed that we're on track to achieve all our targets except for one of our environmental aims, which we've decided to tackle in an innovative, but longer-term, way. We're confident that this final target will be met by 2026.

Looking Ahead

Looking ahead, myself and colleagues are hugely excited at some of the projects and initiatives that will begin to bear fruit next year and beyond.

Our work on the successful delivery of the HyDeploy 2 project, which demonstrated the feasibility of blending up to 20% hydrogen by volume was a leading highlight of 2022. Supplying nearly 700 homes in Winlaton, Gateshead, with the blended gas for 10 months proved it could be safely used by customers with no change of appliance or change in behaviour.

We're in the process of developing our proposal to host the first hydrogen village on our network in Redcar, which will be used to transport 100% hydrogen to 2,000 homes and businesses in the town. Our final plans will be submitted at the end of March with a decision about whether we've been successful expected in the summer.

The economic and political environment in which we're working remains challenging, but we're confident that by working closely with our partners we can continue to balance

customer bills and ensure safe, secure supplies of energy, whilst increasing the levels of customer service, meeting our environmental objectives, and ensuring that nobody gets left behind on that journey.

Best wishes,

Mark Horsley

CEO Northern Gas Networks

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 four fantastic charities this year: Homeless Hampers, Raise the Roof Hull, Carlisle Key and Centrepoint.

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

Choose a charity

Click on the link below before the 31st December 2022 and we'll make sure your chosen charity receives a donation.



**HOMELESS
HAMPERS**



**RAISE THE
ROOF HULL**



**CARLISLE
KEY**



CENTREPOINT



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