



YOUR NGN NEWS UPDATE

February 2023



Hydrogen town pilot bid submitted.

Our hydrogen programme has reached another milestone, as we have submitted our initial proposals to host hydrogen town pilots on our network to the Government's Department for Energy Security and Net Zero (DESNZ, formerly BEIS).

The government invited gas distribution networks to propose plans for conversion of over 10,000 properties from natural gas to hydrogen by 2030, ahead of a potential national roll out. The town pilot will only go ahead if a positive decision on hydrogen for home heating is made by the Government in 2026.

Successful hydrogen village trials, including our Redcar Hydrogen Community proposal, will play a key role in this.'

The Government's 10 Point Plan for a Green Industrial Revolution and the British [energy security strategy](#) includes a hydrogen town pilot by the end of the decade. We have identified areas for potential town pilots in Hull and East Riding, Teesside and Leeds. Any areas which are selected for

development by the Government in the spring will be progressed with outline plans to explore further how they could be converted to hydrogen, and networks are hopeful that up to ten towns across the UK will be selected by DESNZ.

Watch our town animation below, for an introduction to our bid and if you have any questions about Town Pilots, please contact the Stakeholder team via email, at stakeholder@northerngas.co.uk

[Watch our town animation here](#)

NGN launches new partnership with The Carents Room to support carers.



In response to the significant impact the cost-of-living crisis has had on older members of our communities, we have launched a new partnership with The Carents Room, to provide support and online resources for families taking on caring responsibility.

According to a survey conducted by Age UK, 9.4million individuals aged 65 and over have expressed concerns about financial management.

Our strategic partnership brings together the expertise of The Carents Room and NGN to make a positive impact on the estimated 3 million adult carers across the United Kingdom who help their elderly relatives. With resources becoming increasingly scarce, the collaboration will provide support to ensure that every customer is supplied with energy, especially during the colder months.

Dr Jackie Gray, the founder of The Carer's Room, commented: "I am delighted to be working with NGN and other partners. Carer's Room is not just about health and social care. It's also about staying safe and enjoying life. Older adults are often more susceptible to sudden changes in their routine and environment, and some need more help with everyday tasks such as cooking, heating, maintenance and bills."

Eileen Brown, Customer Services Director at NGN said: "We're committed as a business to leveraging any and all partnerships that help us meet our commitment to support customers, particularly those most in need."

"By partnering with The Carer's Room we want to do all we can to 'help to the helpers' who give their time and energy to look after others. We're looking forward to a long and productive partnership."

Find out more

In other news:

NGN become one of the world's first to attain BSI Kitemark recognising work supporting consumer vulnerability.

We have become one of the world's first companies to attain the new BSI Inclusive Service Kitemark recognising our work supporting consumer vulnerability and our inclusive and flexible provision to support our customers.

NGN's Customer Experience Director Eileen Brown said:

"We take great pride in making every contact count with our customers and always aim to deliver more than expected, whilst continually looking to improve. The award of this Kitemark, is testament to the teamwork and ethos that runs through the business, when it comes to supporting our customers, in particular, those who require extra help."

The kitemark has industry specific requirements testing our processes and provides a framework ensuring NGN and its

colleagues understand the underlying factors involved in consumer vulnerability, and work to develop processes, implement services, collaborate with partners, and look at new innovations to help overcome this challenge and any future challenges they may face.

Get involved!

Save the date!

We'll be holding our annual strategic workshop on Tuesday 25th of April 2023 and would love to see you there.

Meeting regularly with a wide variety of stakeholders is key to gaining valuable feedback and insight about how we prioritise and progress our commitments, as well as aligning us to our strategic direction.

We're inviting stakeholders to join us for an extended session focusing on customers in vulnerable situations to take a retrospective look back at 2022, as well as set our key priorities for the next 12 months.

Discussion areas will include:

- reviewing performance over the last 12 months,
- understanding how well we have engaged over the last 12 months
- gaining insight about your priorities for the next 12 months.

This workshop will be held via zoom, and we really hope to see you there! Registration for this event will open in March on our TogetherNow website. Please see below last year's annual strategic report, and in the meantime if you have any questions, please don't hesitate to contact us via stakeholder@northerngas.co.uk.

Annual Strategic Report 2022

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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