



YOUR NGN NEWS UPDATE

March 2023



New text messaging trial launched to improve customer service

As part of our ongoing strategy to improve the customer journey at NGN, our Connections team have linked up with an organisation called Localz, who will be able to offer us real-time stakeholder engagement with location tracking and two-way customer communications, along with both service and product delivery.

The joint project will deliver a text messaging service to our customers, providing them with real time updates on the progress of their project.

The text service will initially focus on planning and delivery, with texts being sent to confirm the start date, to remind our customers of the upcoming appointments and to give progress updates about the works from our engineers.

We are currently working on the design and build phase of the project, with testing scheduled to start mid-April and a prospective go live date of around mid-late May.

We know how important it is that our customers get up-to-date information and we're hoping this project will help us to deliver real improvement in that part of the customer journey!

NGN successfully trials gas leak detecting robots



This month, we successfully trialed some high-tech robots on our network, that can effectively detect leaks in water and gas pipes.

Designed and built in Yorkshire, the LeakVISION robots can be deployed remotely for long distances, reducing the excavation needed to locate a leak and minimising environmental impact.

Harrogate-based Synovate, part of the Synthotech Group, has invested over £1.2m and spent two years developing this next generation of robots, which can sense water and gas leaks from within the pipes. Synovate is also developing robots to find hydrogen leaks.

Simon Langdale, engineering director at Synovate, said: “The LeakVISION robots will make it easier and faster to identify and fix leaks, which will be a significant benefit to the environment. In addition, deploying robots saves time and resources over traditional excavation methods.”

In other news:

NGN backs search for region's next generation of energy

innovators

Northern Gas Networks is proud to be supporting one of the major categories in this year's North East Innovation Awards – which are now open for applications.

Taking place as part of VentureFest North East on the 10th May 2023, the Awards celebrate the outstanding innovations and transformative business practice taking place across the region.

Graeme Miller, Head of Innovation at Innovation SuperNetwork who deliver VentureFest North East, said: "VentureFest has spent the last decade providing a platform for businesses at the cutting edge of innovation. The Awards are an important part of this celebration and give the region's businesses the opportunity to showcase their work to peers, highlight their success and fly the flag for the transformative work coming out of the North East!"

NGN will be supporting the **Energy Innovation of the Year** Award, which focuses on innovation in the energy sector. We are looking for businesses that have used innovation to improve energy efficiency or are bettering our ability to build sustainable energy sources.

[Find out more](#)

Get involved!

Annual Customer Perceptions Research

At the start of this year, we completed our flagship annual perceptions research with over 1,300 customers from across our network. The survey explores customers' opinions and their perceptions of key areas of our business, including customer priorities, sustainability commitments, energy use, hydrogen, vulnerability support, communities, and the impact of NGN's works.

We surveyed 1,355 domestic and business customers, which has helped us understand what our customers are feeling and thinking on key business areas - something that is crucial to

help us make better decisions. To read the report or view our key findings, please click the link below to go to our website.

Read our report

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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Northern Gas Networks, 1100 Century Way Thorpe Business Park, Colton
Leeds, LS15 8TU

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