

Your Northern Gas Networks Update

Neighbourhood Pipeline Campaign



New research has been conducted by Northern Gas Networks (NGN) to launch our Neighbourhood Pipeline campaign, which aims to encourage people to look out for people in the community who may need extra support by passing on information about gas and carbon monoxide energy efficiency and additional support services available.

The research revealed that 61% of Yorkshire folk have turned to a neighbour to ask them for help, with 15% of those asking for support on a regular basis.

Speaking about the research, Eileen Brown, Director of Customer Experience at Northern Gas Networks, said: "This research has revealed that people in Yorkshire have strong ties with their

neighbours and their communities, and we're hoping to harness these relationships through our new Neighbourhood Pipeline campaign.

"We're asking individuals and people who run community-based groups and organisations to sign up to our Neighbourhood Pipeline and pass on information about gas and carbon monoxide safety, energy efficiency and additional support services available to our hard-to-reach, priority customers.

"Some of our priority customers may not have access to a computer or online information. They might not be able to read the leaflets we post through their door or understand the language we write in. But they might trust a good neighbour or someone who runs a community group or place of worship they attend and be grateful for the potentially life-changing information you have access to. Together we are stronger, so please pledge your support and help us to reach as many of our priority customers as possible with information that will help them to stay safe and warm."

The priority customers who Northern Gas Networks is hoping to reach via this campaign includes people over 65, families with children under five, those with disabilities or a long-term health condition, those who don't speak English as a first language, those who may be rurally isolated and people who are struggling financially.

[Find out more](#)

Our Annual Environment Report



We are excited to share our annual environment report which covers the period 1 April 2023 to 31 March 2024.

Our customers and stakeholders tell us that they expect energy networks to deliver ambitious decarbonisation plans to contribute to achieving net zero and want us to enable sustainable and affordable forms of energy while taking real action now to reduce the impacts of our business operations on the environment and the communities that we serve, by making sustainable investment decisions which will deliver value for the long term.

This is a responsibility that we take incredibly seriously, and our Environmental Action Plan contains tangible commitments and actions that we are putting into practice to make our region cleaner and greener.

Over the past year we have continued to work closely with our local delivery partners to significantly reduce gas leakage from our network, diverting our waste from landfill, planting over 22,000 trees to improve air quality in some of the most polluted towns and cities in our region, and embed sustainability principles in our supply chain. Meanwhile, our work to progress hydrogen as an alternative fuel to natural gas for powering electricity generation and critical industry continues, and we remain committed to progressing sustainable solutions to help to achieve net zero.

As we share our performance for 2023/24, sustainable thinking and action remains more important than ever to the delivery of our overarching objectives: providing a safe and reliable gas service that our customers can depend on; supporting the transition to net zero and continuing to modernise our operations to drive efficiencies that ensure that we can deliver a value for money service for our customers, meanwhile ensuring that customers on the lowest incomes and in our most disadvantaged areas, experience a fair and equitable energy transition.

[Read our report](#)

Other News

Northern Gas Networks launches annual carbon monoxide awareness competition to educate young people



We are excited to announce the launch of our latest competition, aimed at raising awareness about the dangers of carbon monoxide (CO) and promoting safety to primary school aged children and their families.

The annual competition is part of NGN's ongoing work in collaboration with other gas networks across England, Scotland and Wales to educate about how to keep safe and protect yourself from this poisonous gas.

CO is a colourless, odourless gas that can be deadly if inhaled in large quantities. It is often produced by faulty gas appliances, blocked flues, or poor ventilation. To combat this silent threat, NGN is inviting schools, clubs, and groups to participate in the competition by creating educational materials that highlight the risks of CO and explain how to prevent it.

The competition is part of a wider educational initiative with Bonanza Creative who run two tailored classroom-based educational programmes in schools throughout the UK;

Safety Seymour for Key Stage 1 pupils aged five to seven.

CO Crew for Key Stage 2 pupils aged eight to 11.

During the sessions, pupils learn about what CO is, where it comes from, the dangers posed by this poisonous gas and how to stay safe. All primary school aged children are encouraged to take part.

For more information about the competition, including terms and conditions please click below.

[Find out more](#)

Get Involved

Northern Gas Networks Data Personas Workshop

Northern Gas Networks are looking to undertake some research around data and digitalisation services.

At NGN, we are committed to supporting a safe, secure, and fair transition to a net zero energy future, and providing customers and stakeholders with access to their data is key to enabling this. We are currently working hard to increase the amount of data available via both their website and their dedicated data portal.

NGN's current digital offering includes:

- Raw data files on a range of topics such as unplanned interruptions
- Statistical reports such as boundaries
- Business related reports and strategies such as their business plan
- Guidelines and information on a range of topics such as low carbon technology
- Accessing help such as use of chat bot and contact numbers

Data portal: <https://northerngasopendataportal.co.uk/>

Website: <https://www.northerngasnetworks.co.uk/>

We are now conducting research to help us understand how we can improve our data offering, and as part of this we will be holding a workshop with key stakeholders such as yourself. We are keen to understand:

- How you use data in your current role
- Whether you have ever downloaded data or looked for information via the NGN website, portal or on other networks (water, gas, electricity, transmission)
- Your experience using this data and information
- Any challenges or barriers you faced
- Any additional data sources you would like but are not offered currently.

If you would be interested in attending a workshop to discuss the above, please register your interest below. We will then get in touch in due course with further information and potential dates. If you'd prefer to contribute, by filling in our short survey, we have also linked this below for you.

[Register your interest in our workshop](#)

[Complete our survey](#)

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



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