



Monthly Stakeholder E Bulletin - August 2025

## Your Northern Gas Networks Update

### **We've submitted our response to Ofgem's Draft Determination for our business plan for 2026 – 2031**



On Tuesday 26 August we submitted our response to Ofgem's Draft Determination for our RIIO-GD3 Business Plan, which outlines how much revenue we can have to deliver our investment plans for the North of England for 2026 - 2031.

As a frontier performing gas distribution network, our Business Plan is ambitious and builds on our track record of outperformance across safety, reliability, efficiency and customer service, setting out a £1.8 billion investment for customers and the environment.

Built to deliver our vision for **a fairer, greener future for the North of England**, our plan was informed by a comprehensive programme of engagement with thousands of customers and stakeholders and designed to ensure that every pound that we spend supports our customers priorities and preferences.

Ofgem will publish its Final Determination on the gas distribution networks plans in December and we've remained focused on working with the regulator to support a decision which is affordable, deliverable and prioritises sustainable value for the region.

### What's next?

Are you passionate about ensuring fair and transparent costs, strengthening support for customers in vulnerable situations, or making vital investments in sustainability? We'd love you to us at our annual Stakeholder Conference on 16 October, where you can find out more about our plans for 2026 – 2031 and the consultation process so far.

You can find out more and sign up at the bottom of this E Bulletin.

In the meantime, you can find our full response to Ofgem's consultation in our [Documents Library](#) on our website.

[Visit our documents library](#)

## Other News

### Work Experience Week Inspires Future Talent





This summer marked an exciting step forward in shaping our Future Talent Pipeline, as we launched three mini trials; one online via Microsoft Teams, one in Leeds and one in Sunderland. These trials were designed to test and refine our approach to work experience, with nine members of our Young Innovators Council playing a key role in the process.

The journey began in March with a virtual session facilitated by *Solutions for the Planet*, where the Young Innovators Council shared their brilliant ideas for work experience tailored to the needs of young people - especially those with a passion for STEM. These ideas laid the foundation for the three pilot experiences we developed and tested this summer.

Participants engaged in a wide range of sessions, including:

- Leadership panels
- Conversations with former apprentices
- Demonstrations from teams such as Human Factors, Internal Communications, Innovation, and Energy Futures
- A bespoke innovation skills workshop featuring hackathons and real-world challenges to apply creative problem-solving

The feedback from our young participants has been overwhelmingly positive:

***"It felt like the leaders at the top of the business genuinely care about young people and our ideas."***

***"The planning and preparation from all departments was impressive."***

***"I really enjoyed the challenge of the Net Zero Island."***

Colleagues who supported the trials also shared their enthusiasm:

***"It's a fantastic idea to structure work experience in this way!"***

***“It’s brilliant to hear the initial feedback has been so positive - I hope they found it helpful and inspiring.”***

Every colleague involved truly embodied the NGN Way, serving as inspiring role models and contributing to a collective success.

## Get involved

### **Join our Customers in Vulnerable Situations Workshop – Enabling Collaboration**

During 2025, Northern Gas Networks will continue to meet regularly with a wide variety of stakeholders. This regular engagement is key to gaining valuable feedback and insight about how we prioritise and move forward with our commitments. It also ensures that our strategic direction, continues to be in line with the needs of our customers in vulnerable situations.

Our first hot topic workshop of the year – Enabling Collaboration will take place on **Tuesday 9th September at 10am.**

The event will be held via Zoom and we would be really pleased to see you there! Please register your interest below.

[Sign up](#)

## **Join our Annual Stakeholder Conference - Thursday 16 October**

Northern Gas Networks would like to invite you to participate to our stakeholder conference. This event will be held simultaneously in person, at our office in Leeds (with lunch provided) and online.

The main purpose is to seek feedback from key stakeholders such as yourself on the work we have done to deliver the commitments we made in our GD2 Business Plan (2021 – 2026) and to discuss the priorities we have included in our upcoming GD3 Business Plan, which runs from 2026 – 2031.

In June of this year, after reviewing our GD3 Business Plan and those of our peers, we received our regulator’s ‘Draft Determination’. This encourages us to continue to deliver outstanding service at an efficient cost to consumers. It’s vital that we engage and look for ways to increase collaboration with all of our stakeholders. Your feedback will shape how we implement our Business Plan in the coming years, so we do hope you are able to participate.

The conference will comprise a series of presentations followed by interactive discussion sessions on the areas that form our GD3 Business Plan. These include:

#### ***Providing a high quality of service***

*Customer service and our work to support those customers in vulnerable situations.*

#### ***Secure and resilient supplies***

*How we can continue to provide a safe, secure and resilient network.*

#### ***Preparing for a low cost transition to net zero***

*Reducing our impact on the environment and incorporating greener sources of gas onto our network.*

[Sign Up](#)

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