



Monthly Stakeholder E Bulletin - July 2025

Your Northern Gas Networks Update

RIIO-GD2 Strategic Commentary



The 2024–25 reporting year marks the fourth year of the RIIO-GD2 price control period. Against a backdrop of continued economic uncertainty and evolving regulatory expectations, NGN have delivered strong operational, financial, and strategic performance, reinforcing our position as the frontier gas distribution network.

Over the last year, NGN has remained steadfast in supporting customers through the ongoing cost of living crisis. Through targeted initiatives such as the Vulnerability and Carbon Monoxide Allowance (VCMA), the Community Partnering Fund, and the Customer Support Fund, we have provided both immediate crisis support and embedded long-term solutions to support the most vulnerable in our region. We have maintained our focus

on an outstanding customer experience achieving a customer satisfaction score of 9.3 and maintaining industry-leading performance in emergency response, with 99.9% of uncontrolled gas escapes attended within one hour.

We have also performed strongly against our biggest area of work, the iron mains replacement programme, delivering 447.7km of Tier 1 mains abandonment, and this proactive approach supports safety, reduces methane emissions, and puts us in a strong position for RIIO-GD3.

Environmental initiatives remain a central focus of NGN's operational performance and strategic planning, and we continue to make significant progress in reducing our environmental impact, with a 6.5% reduction in total greenhouse gas emissions and zero excavation spoil sent to landfill for the second consecutive year.

As we look ahead, NGN will continue to deliver on core safety, environmental and services.

As a business, we were pleased with Ofgem's recent Draft Determinations for the RIIO-GD3 business plan, which reaffirmed NGN's frontier status and rewarded our exceptional track record of delivery. We will continue to engage with Ofgem to support and help further develop its methodology to ensure that we secure the necessary funding to continue to deliver the outstanding level of service and long-term value that we have delivered through RIIO-GD1 and GD2 to date.

[Find out more](#)

Our Annual VCMA Report



We have recently published our Annual VCMA (Vulnerability and Carbon Monoxide Report).

The Vulnerability and Carbon Monoxide Allowance (VCMA) was a newly created fund for the Gas Distribution Networks' (GDNs) funding period April 2021 to March 2026.

This report provides an annual update detailing how investment of the VCMA has been progressing, any stakeholder engagement linked to the VCMA, an overview of all projects that have been funded so far, and a look ahead to the next year and beyond. The Collaborative VCMA report will be published in conjunction with individual GDN VCMA reports.

[Read our VCMA report](#)

Our Annual Innovation Report



NGN is awarded funding from our regulator, Ofgem, which enables us to deliver transformative innovation projects aimed at facilitating the transition to net zero and addressing the challenges faced by priority customers.

During RIIO-2, we have successfully delivered innovation projects through the Network Innovation Allowance (NIA), enabling us to research and develop new products, methodologies, and services that are transforming how we operate and delivering greater benefits to our customers.

Our annual innovation report highlights some of those projects and the impact they are making.

[Read our Innovation Report](#)

Get involved

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.

[Find out more](#)

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