



Monthly Stakeholder E Bulletin - September 2025

Your Northern Gas Networks Update

Our Annual Stakeholder Report



Customer and stakeholder engagement sits at the heart of our work at Northern Gas Networks (NGN) and we're really pleased to share with you our Annual Stakeholder Report for 2025.

Over the past year, we've continued to build on our strong foundations of meaningful, inclusive, and honest engagement, ensuring that voices from across our communities actively shape both day-to-day decisions and long-term strategic planning.

This report is a reflection on our activity from 1 April 2024 to 31 March 2025, which outlines how our engagement approach has matured, driving fairness, innovation, and resilience in a year marked by economic challenges, rising energy costs, and growing climate awareness.

[Read our report](#)

How Northern Gas Networks is helping to protect our legacy on the Sunderland seaside



As part of our long-term commitment to a greener future for the North of England, innovative environmental work is progressing well at a historic gasworks site in Sunderland.

Northern Gas Networks' comprehensive land remediation programme works on sites such as this, where historical contamination has the potential to negatively impact the environment.

After extensive investigations, experts from Northern Gas Networks discovered that a nine-metre deep former gasholder tank present beneath the site contained substantial volumes of toxic coal tar – a common byproduct

of gas manufacturing before natural gas was introduced in the 1960s.

The tank is well beyond its design life and at risk of structural degradation which could have led to leaks into the groundwater below.

That's why work began in May 2025 to remove the tar. Specialist contractors Rhodar joined forces with subcontractors (environmental engineers Geo2) to carry out the work. Together, they've designed and installed a bespoke solar-powered pumping system that extracts the coal tar from the tank – a sustainable alternative to traditional generators. The tar is then stored in secure containers before being safely transported to a licensed disposal facility.

This work is due to last until around December 2025 – with no disruption to the local residents or environment.

Similar work is planned in at two sites in West Yorkshire over the next few months.

Find out more about the land remediation programme in Northern Gas Networks' [Annual Sustainability Report](#).

[Find out more](#)

Other News

How Northern Gas Networks is playing a vital role helping adults caring for elderly parents



The Carents Room – which receives funding from Northern Gas Networks (NGN) - is celebrating the first ever 'Carents Day' on 9 October to recognise and support the millions of adults in the UK caring for elderly parents.

Alongside fellow gas distribution network Cadent, Northern Gas Networks – which delivers gas to 2.9 million homes and business across the North of England – started supporting The Carents Room charity in 2023 with £1.1m of funding from its Vulnerability and Carbon Monoxide Allowance (VCMA).

Carents - a combination of 'carer' and 'parent' – describes people caring for frail and vulnerable older family members. It's estimated that 57% of all carers in the UK – around 4 million people – are in this category. These

carers face daily emotional, physical and financial pressures and can often feel invisible, isolated and unsupported.

The funding has been used to build, operate and promote the [interactive website](#) for carers to use to access instant online support anywhere in the UK.

[Find out more](#)

Get involved

Last Chance – Join our Annual Stakeholder Conference!



Join our stakeholder conference on 16 October 10am-1pm! 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.

The conference will comprise a series of presentations followed by interactive discussion sessions on the areas that form our GD3 Business Plan. We're also pleased to confirm the panel for the Q&A session at the workshop. You'll have a chance to ask your questions to the panel, alongside NGN representatives, whether you attend online or in person.

A representative from Northern Powergrid – working collaboratively in strategic planning to understand and plan for future energy needs.

Amy Beswick, Leeds Anchors Network project lead – how collaboration with NGN, NPg and partners in Leeds has created opportunities for jobs and skills, and supported sustainable communities.

Jonathan Oxley, Confederation of British Industry (CBI) Net Zero team – challenges for business and regions, including energy planning, investment, workforce and skills.

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