December 2025

Your NGN News Update

A Word From Mark



2025 has been another very busy but extremely rewarding and progressive year.

As we approach the festive season, I wanted to reflect on our important milestones and key messages as we prepare for 2026 - and the start of RIIO-GD3, our new five-year regulatory contract with Ofgem.

I'd like to start by thanking you warmly for your vital support over the last 12 months. Your feedback has not only helped shape our future plans, but continues to guide everything we do as we work to deliver our vision of a fairer, greener future for the North of England.

Final Determination

Earlier this month Ofgem published its Final Determination for our RIIO-GD3 Business Plan, setting out how much revenue we'll have to deliver our investment plans for 2026 to 2031.

The publication of the Final Determination marks the end of Ofgem's process – and while we recognise the outcome is challenging, we can see many positive areas. We are continuing to assess the details, and will be updating Ofgem about our final position early in the new year.

In our five-year plan, we have secured:

- £1.66 billion to run, maintain and invest in our network.

- £19.3 million to deliver targeted support to customers in vulnerable situations.

- Increased funding of £11.9 million under the Network Innovation Allowance.

- £9.4 million to invest in Data and Digitalisation.

- An additional £3 million in recognition of the ambition and credibility of our business plan commitments.

Investing in our network

Gas remains critical to the UK's energy security, and this year, we've continued to invest heavily in our network, which remains highly resilient. On the very rare occasions our customers experience an interruption to their supply, our rapid and coordinated network-wide operational response has ensured that gas has been restored quickly and that customers have received the highest levels of support.

Helping vulnerable customers

We've continued to go the extra mile to help the most vulnerable and disadvantaged in the communities we serve through our work with trusted third sector partners, whose reach is far greater than anything we could achieve alone. This includes directly addressing fuel poverty and health inequalities through our landmark 'Warm Homes, Healthy Futures' programme. This partnership with National Energy Action and Great Britain's Gas Distribution Networks, which is now in its second year, is delivering a national network of energy focused support, connecting health professionals and public health bodies with local people.

We fervently believe in reducing regional inequalities, creating opportunities through investment in people, and building the skilled workforce needed for a sustainable energy future. We welcomed another group of talented new apprentices in September and this summer,
we celebrated our cohort who successfully graduated following a three-year apprenticeship. These individuals are now progressing into the next phase of their careers with us, strengthening our future capability and leadership pipeline.

Other highlights

It's been another landmark year for our industry-leading Young Innovators Council, which was shortlisted for the 'Best Use of Innovation in Customer Engagement' at the prestigious Engage Awards. Since 2021, 132 young people aged 14–19 have taken part. They constantly challenge us and our decision making, ensuring our strategies are informed by emerging expectations and evolving customer and workforce needs – supporting more resilient and forward-looking decision making.

2025 has also seen positive steps forward for our East Coast Hydrogen collaboration with National Gas and Cadent, focusing on using hydrogen to decarbonise industry. This project will develop a core hydrogen network connecting major hydrogen production and storage hubs with heavy industry and power generation, driving economic growth and creating jobs. Ofgem confirmed its support for the project in June by awarding £96 million of funding to support its next phase, which will include carrying out engineering, planning and public consultation on proposals.

There's no standalone solution for a fully decarbonised economy, but it's essential that we leverage existing infrastructure and readily available opportunities for all renewable energy sources. We've been working in partnership with the GDNs, Future Energy Networks (FEN) and the Green Gas Taskforce to set out the full scope for growth of biomethane in supporting sustainable decarbonisation, Clean Power 2030 and energy security. We're pleased that Ofgem has demonstrated its support by confirming a total of £20 million of funding for biomethane connections for the Gas Distribution Networks throughout RIIO-GD3.

While challenges remain, we're closing the year with a clear understanding of our customers' and stakeholders' priorities and a strong, focused plan to deliver sustainable value for our region in the years ahead.

A huge thank you to our stakeholder community for your continued time and commitment working with us this year. Our achievements and progress in 2025 couldn't have been made without your input, and we look forward to working you in 2026 and beyond.

I'd like to finish by wishing you, your families, friends and colleagues an enjoyable and relaxing festive season, and a happy new year.

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