Northern Gas Networks

Young Innovators Council

Session 5:
The Customer Disconnection Journey

October 2026

Facilitated and written by Solutions for the Planet

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1. Executive Summary

Session 5 of Northern Gas Networks' (NGN) Young Innovators Council (YIC) explored the customer gas disconnection journey, asking what the panel believe would make the process clear, fair, accessible and easy to navigate. After hearing how the current journey works, the YIC considered the barriers different customers could face and looked ahead to what a good disconnection experience should offer customers in the future.

A consistent message throughout the session was that customers need clearer information about gas disconnection before and throughout the process. The young people of the YIC identified that confusion could be caused by a limited awareness of how disconnection works, which organisations are involved and what customers actually need to do practically. They wanted information to be easy to find and understand, with clear explanations of responsibilities, costs and the different stages customers will go through. Several of the young people also suggested that all the organisations involved in the disconnection journey should provide more consistent and joined-up information.

Accessibility and choice in communication were also important. While the YIC saw value in online information, social media and digital tools, they did not believe a good service should depend solely on customers being confident online. They suggested simplified forms and guidance, alongside non-digital alternatives and easy access to human support for customers who need it. The young people also wanted customers to be kept informed throughout their individual journey, suggesting regular updates and tracking tools so that they could understand what had happened, what was coming next and where they were in the process.

Looking towards 2040, the YIC imagined a more joined-up disconnection journey, with information, contacts, costs, timelines and progress updates brought together in one accessible place. However, digital solutions were not viewed as a replacement for human support. When considering what would make them trust the process, the young people repeatedly returned to honest communication, transparency, regular updates, accessible human assistance and information from sources they considered trustworthy.

Overall, the YIC described a good disconnection journey as one that is simple, transparent, accessible and centred on the customer. They wanted customers to understand what is happening and why, know who is responsible at each stage, receive consistent communication and support, and feel informed and in control throughout the process. For NGN, the session highlighted the importance this group of young people place on reducing confusion and customer stress while maintaining choice over how people access information and support.

2. Overview of session

Background to the Young Innovators Council

2026 is the sixth year of Northern Gas Networks' Young Innovators Council (YIC). The YIC panellists continue to be the voice of young people at Northern Gas Networks, and the business ensures that these young people's thoughts and opinions are put at the heart of decision making.

This year started with 42 YIC panellists, 15 of whom are continuing from last year and the remaining 27 are new to the YIC. This balance of retention and renewal is positive, as a number of long-standing members from previous years have outgrown the age group for this panel. It ensures sustained engagement with youth voice and relevance to the current climate and their unique perceptions. 5 members have since given up their places on the panel, meaning that the panel currently has 37 members.

Background to the Session

As some households and businesses consider transitioning away from gas, Northern Gas Networks wants to explore how best to make the voluntary gas disconnection process straightforward, fair and safe. The Young Innovators Council will be asked to consider what should happen from the moment they start thinking about disconnecting to the point when their home is safely disconnected. This will help the business to understand what customers need from a safe, fair and easy-to-navigate gas disconnection service, and improve NGN's information, customer journey, support and service standards. The YIC do not need to understand gas engineering; this is about interrogating the current customer disconnection experience from the perspective of future customers and service users, asking them what would make the experience clear, fair, accessible and easy to complete.

YIC 2026 Session 5: the Customer Disconnection Journey

Date and time: Wednesday 21st October 2026, 5:15 - 6:50pm
People involved: 2 S4TP facilitators, 1 S4TP observer, 6 NGN facilitators, 1 external witness, 1 external observer
Panel attendance: 21 **Panel non-attendance:** 16
Apologies: (of 16 non-attendees) 10

Objectives:

- Understand what the YIC perceive as the biggest challenges customers may face when disconnecting from the gas network.
- Explore the support, information and communication customers would need to make the process simple, fair and accessible.
- Prioritise the improvements young people believe would make the greatest positive difference to customers.
- Co-create a set of youth-framed principles for a clear, fair and safe disconnection service.

Pre-work

The YIC were not asked to complete any pre-work for this session. The session was intended to reflect the experience of a customer encountering the gas disconnection process for the first time. Initial assumptions, misunderstandings, questions and reactions are valuable evidence for NGN.

Agenda *[Timings may vary ± 5 mins]*

5:15	Arrival
5:20	Welcome, “You said... so we...”, session framing
5:29	Zoom quiz: disconnecting from the gas network
5:38	NGN expert witness presentation: voluntary disconnection from NGN’s network
5:49	Breakout rooms: Journey Detectives: reviewing the current journey through future customer’s eyes.
6:15	Feedback from the breakout rooms
6:26	Zoom whiteboard: "Imagine it's 2040 and your family is disconnecting from the gas network. What should the experience look and feel like for them?"
6:37	Plenary discussion: “A good disconnection journey for ALL should always…”
6:50	Wrap up, feedback form and finish

3. Attendees

Young Innovators Council

Aaliyah	Kat
Akorede	Liam
Alice	Mojisola
Anna	Natalya
Ashford	Nora
Divya	Orla
Dylan	Sophia
Ellie	Toby
Grace	Vallerie
Ifza	Zahra
Isabelle	

Solutions for the Planet

Leo Cade-Smith	Youth Insights Programme Lead
Claire Fitton	Youth Insights Programme Manager
Fran Isherwood	Youth Insights Programme Coordinator (Maternity)

Northern Gas Networks

Emma Holman	Sustainability Reporting Lead
Jarred Knott	Project Manager - Energy Futures
Alex Lawson	Net Zero Educator
Hollie Scott	Engagement Coordinator
Kati Sexton	Customer Care Officer
Suzanne Townsend	Connections Customer Manager
Jenny Wilkinson	Stakeholder Lead

Observers

Rupika Madhura	NGN's Independent Stakeholder Group

4. Key Discussion Points

You said... so we're... *[Appendix 1]*

Hollie Scott, Northern Gas Networks' Engagement Coordinator, shared how the business has acted on the YIC's insights from Session 4 about ensuring 'intergenerational fairness' in relation to future investment in the gas network. The panellists had suggested that fair doesn't always mean equal, and that NGN needed to consider who would be paying and who would benefit from investment. This has led NGN to begin modelling work which will help show customers what different investment choices could mean for their future bills. The YIC had also expressed a desire for NGN to be open about the choices they are making in terms of future investment. NGN have, in response, pledged to bring the YIC's feedback on this topic together with that of their adult customer panel, before raising the resulting work with the YIC again next year to demonstrate the effect the panel has had on their choices.

Zoom quiz: disconnecting from the gas network *[Appendix 2]*

Before hearing any information about the current voluntary disconnection process at NGN, the YIC were invited to answer some quiz questions about it. This was both to help contextualise the session, and also to understand what the panellists may or may not understand. The responses show that the YIC have a relatively strong grasp of what gas disconnection means and why it might happen, but were less confident about the practical process involved.

Most of the panellists correctly identified what a permanent disconnection involves (84%), why someone might disconnect (74%), and the estimated proportion of homes not connected to the gas grid (63%). However, knowledge of the practical disconnection process was less developed: only 37% knew that the gas meter usually needs to be removed first, while almost half (47%) believed local council approval was required. This is understandable, given that the quiz was facilitated *before* the YIC heard from the session's expert witness - and provided meaningful context for that presentation.

NGN witness presentation

The Young Innovators Council heard from an expert witness from NGN to explain the context of the session's topic, gas disconnection. Suzy Townsend is Connections Customer Manager at NGN, and manages the team overseeing new connections and disconnections across their region. Suzy gave the YIC an overview of the disconnection process, including a number of common reasons people may decide to disconnect from the network. She also gave the YIC details of how the process works, which organisations are responsible for each stage and broke down the average cost of the process from start to finish. Following this, she explained why NGN are looking to hear the opinions from the YIC on the issue of disconnection, providing some examples of the questions the young people should be thinking about during the session.

Breakout rooms: three journey customer scenarios

For the next activity, the panellists were moved into three breakout rooms to discuss three customer journey scenarios, each focusing on a different barrier customers may face when trying to disconnect from the gas network. Through discussion, their task was to be 'Journey Detectives', reviewing the customer journey using the following questions as a guide:

- Where might this customer become confused or stuck?
- What information and support would they need?
- Who should be responsible for helping them?
- Would this process work for someone with different communication, accessibility or digital needs?
- What is the most important change NGN could make?

Each of the breakout rooms was given a different customer scenario to evaluate:

- Breakout room 1: Sami has just bought their first home and is replacing their gas boiler with a heat pump. Sami incorrectly assumes that removing the gas meter will disconnect their property from the gas network.
- Breakout room 2: Alex wants to arrange a disconnection but struggles with long, online forms and wants a trusted person to help manage the process.
- Breakout room 3: Taylor is planning to move away from gas but discovers that different organisations may charge for different parts of the work. These costs were not clear when they made the decision to disconnect.

The groups were asked to feed back to the main room explaining their scenario, outlining the biggest concern they had for their customer's journey and experience, and to suggest a priority improvement that NGN could make to help them.

Breakout Room 1, Customer Scenario 1: "First home, new to the process"

Key discussion points

- The group acknowledged that most people, especially first-time homeowners, don't understand how gas disconnection works
- They also discussed the need for better information and education on the process and which organisations are responsible
- Some panellists suggested that communications should be tailored to reach different groups effectively, using social media for younger customers and letters/emails for older customers
- The need for transparency throughout the process was also discussed, including ideas around customer tracking portals and ongoing update services to keep customers informed of progress

Key themes

- Better general education and awareness of gas disconnection and its process
- Clear, transparent communication to customers throughout the disconnection process
- Tailored methods of communication for different age groups of customers
- A progress tracking and update service for customers

Feedback to the whole group

- The group fed back what they had discussed around the lack of awareness and information, particularly for young people who may be buying their first homes, of the gas disconnection process.
- They proposed that social media and online engagement could help to address this gap through informative and accessible content aimed at the younger customer cohort.
- However, the panellists were keen to ensure that all customers should receive the same level of information on the process and updates on progress - and should have the option to receive this information through whichever medium suits them best, be that online or through more traditional means (e.g. letters, telephone).

Breakout room 2, Customer Scenario 2: "Customer needs extra support"

Key discussion points

- The group felt that the complexity of the forms posed a significant barrier, as customers could struggle to ask questions and find relevant information
- The risk of customers becoming overwhelmed and abandoning the process entirely was discussed
- Panellists discussed a number of amendments to the online process to help customers
- Young people in the group also felt that customers should have the option to access human support
- Giving customers the ability to track the process through regular communications was suggested
- The group were also keen to ensure older people and those with accessibility needs were considered in the design of the process

Key themes

- Forms should be simplified and made more accessible with in-built guidance
- Human support options would benefit customers like the one in the scenario
- Regular communications and reminders would help keep customers informed
- The need for alternative, non-digital routes for customers who either cannot or would prefer not to use online services

Feedback to the whole group

- Proposed regular text updates to keep customers informed of the progress of disconnection.
- Fed back their discussion around NGN offering dedicated telephone support for those who struggle with online forms.
- Create easy-to-access information resources around the gas disconnection process.

Breakout room 3, Customer Scenario 3: "Unexpected costs"
Key discussion points • The group discussed the lack of awareness that multiple organisations are involved • Some young people felt unexpected costs would discourage customers from proceeding • Others suggested that centralised, consistent messaging from all organisations involved would help • Panellists discussed involving independent sources in giving information • Lowering the cost of gas disconnection was also discussed
Key themes • Greater awareness of the gas disconnection process is needed • Costs should be made clear with transparent information from the start of the process • Centralising information in a trustworthy and accessible way would be helpful • Communications should be consistent across all organisations involved • Options to help customers manage costs should be explored
Feedback to the whole group • Began by proposing introducing a payment plan to help customers manage costs. • Suggested communications should be improved over social media to improve awareness of the disconnection process in general • Mentioned collaborating with Which? and Citizens Advice to increase awareness and trust in the process

Across all three breakout rooms, the panellists highlighted similar themes, including the need for better education/awareness of the gas disconnection process generally, transparency around the process and costs included, and the need to tailor methods of communication to suit a range of different potential customers.

- In two of the breakout rooms, the panellists discussed how it is necessary for those organisations involved to **improve education and awareness around the gas disconnection process, including which organisations are responsible, how long it takes and how much disruption it will cause customers**. Some of the panellists raised the idea of tailoring this information to target specific customer demographics – such as a social media campaign to reach younger customers, and informative letters or courtesy telephone calls for older customers.
- Panellists also suggested **simplifying any online forms, ensuring non-digital routes are available, and providing human support where necessary** to help customers with the application process. Across the three rooms the young people valued transparency at every stage of the process, and some suggested that NGN could implement an update/reminder system similar to parcel tracking services to keep customers up to date on the progress of their gas disconnection. **The young people were particularly concerned that digital routes would exclude older customers and those with disabilities or accessibility needs**, and alternative routes should be provided – including direct human support.
- The panellists in breakout room 3 also discussed the idea that **any costs included in the process, and the responsibilities of each organisation involved, should be clear from the start**. Some reflected that they hadn't been aware that multiple organisations would be involved in the process, and proposed that organisations should align their messaging to make this clearer. Some young people suggested that hidden costs could discourage customers from proceeding with disconnection. They also questioned whether it would be possible to explore ways to help customers manage costs through payment plans, for example.
- Some panellists suggested that **co-operation with trusted advisory bodies (such as Which? and Citizens Advice) could help improve awareness and trust in the disconnection process**. They proposed that working to provide a centralised and easily accessible location for guidance around the process, co-ordinated with organisations who are involved and verified by the consumer advisory bodies listed above, would be a benefit to customers.

Overall, the YIC suggested actions that would help to improve the transparency and accessibility of the process, thereby increasing awareness of gas disconnection and ensuring a greater number of people are able to engage in and complete the process.

Whiteboard activity *[all direct YIC quotes]*:

What should customers expect as standard in 2040 that they might not get today?
Clear information and guidance:
Transparent information and honesty
Clear precise information
Understandable, digestible information on offer via things like the internet and the gas company being in touch.
They should get a leaflet explaining the pros and cons (both economically and environmentally) of other energy systems.
Honesty
Accessible information and services:
Information should be even more readily available, since connection will only improve.
Alternatives for people who do not feel confident with just filling the out form, like live Webchat or phone calls.
Easy to switch and have information online that is promoted, to know all options.
Easy access to information and quick and top-tier processes.
High availability and high access for the youth.
In 2040 the generation of probable customers will likely be more comfortable using the internet so may find the relevant information more easily.
Easy to access websites that provide further information
Quicker and simpler disconnection:
Takes less time (a week maybe?). Also a lot cheaper.
Process to disconnect streamlined due to collaboration between the various organisations.

What should customers expect as standard in 2040 that they might not get today? *[continued...]*
Communication, support and progress updates:
Clear and simple instructions, a timeline and constant updates online of where your application and progress is.
Clear understanding of what happens during the whole process and updates through the process.
It must be transparent about the stage of the process; where your application is and how far along to completion it is and what the costs are going to.
Contacts that can help anytime with the application process
Texted updates
Clear line of communication
Cost and compensation:
Consumers should be made aware of how prices of their new energy systems can change thoughout the day or through the year
Honest, accurate prices. Transparency regarding the process of disconnecting and any difficulties
Compensation for whatever was compromised
It would be cheaper and have less of an impact on the surrounding community.
Hydrogen in the future:
In 2040 I think that it would be standard for everything to run on hydrogen, especially new-build houses

If you could invent one new feature, service or tool to make disconnecting easier, what would it do?
A whole page that allows you to access every step needed to disconnect. It goes through them one by one with all the information and contact info that you would require.
Central website that contains all the information about the process, along with a timeline and a regularly updated status. It would also be helpful if the website allowed you to plan your connection process from start to finish including a cost breakdown.
A website just for supporting the process
A website to complete a full application depending on where you live etc. including all the companies needed.
One website with a collection of information and links to the other service providers that will need to be involved.
AI that fills out forms automatically using your details and send reminders about appointments and deadlines
Tracking page showing step by step what is happening and when to expect later developments, also linking contact information of the relevant people in order to allow customers to ask any questions they have.
Maybe an app/website with links to local service providers, or brochures/leaflets for older people or people who cannot access online easily.
A local service outside of technology that helps with the process of disconnection.
A call line that walks you through each step, that is free and you can ring whenever you need help. It's specifically for disconnection.
An information sticker or leaflet on the gas boiler.
I enjoyed the idea from the breakout rooms about stickers on boilers, but I think NGN should also notify people who buy properties on their grid about this service.
One tool that could make the process easier is a system/app that tracked the whole process or just a NGN disconnection app.

What would make you trust the process and feel confident and in control?
Clear information and guidance
A more centralised system of information with quick and easy guides
Quick automated tutorials for common difficulties
Easy access to the information you need
If I know what each process does myself (access to more information)
Clear website user interface
Honesty and transparency
Being updated on what's going on, making sure the company stay in contact
Be honest about wait times. Also a 'you are nth in the queue' feature could be fun. Nothing diminishes trust like lying about timeframes.
The delivery and followed promises of transparency and information
Texted updates
A regularly updated status page that has time stamps and displays latest update time
If I got constant updates
The constant flow of information and updates that will keep you in the loop with every process and step that's been completed. Complete transparency too, so any question that you ask is answered to the best of their ability.
Constant ability to change and choice about what is going on.
Feedback and customer experiences
A way to feed back and read other reviews
Trustpilot - to get real life people's reviews of the service
A collection of previous customers thoughts about their experiences so I know what to expect
If they ask for feedback at set interval times and check if everything is ok

What would make you trust the process and feel confident and in control? *[continued...]*
Accessible, human support
Being able to communicate with a real person easily
No AI
High reliability and clear communication from a human rather than artificial intelligence.
Actual humans helping you out rather than AI chatbots
Easy access to help from NGN and government websites, like chats or help lines.
Government and regulatory sources
Maybe using like the secretary of state for energy's platform or social media, because they would be a trusted source with a large following.
Maybe NGN should collaborate with the government, or work to produce a website
OFGEM
Government resources and advice, as that would be quite trusted

Across the whiteboard activity, the young people of the YIC consistently prioritised a disconnection journey that is clear, transparent, accessible and easy to follow. Looking towards 2040, they expected information to be easier to access and understand, processes to be quicker and simpler, and costs to be communicated honestly (and to be lower, if possible).

When designing new tools and services, a particularly strong theme was bringing the journey together in one place, where future customers receive regular updates on where they are in their specific disconnection journey. The panellists proposed central websites or apps containing step-by-step guidance, timelines, cost information, progress tracking, contact details and links to other organisations involved. However, they did not see digital solutions as a replacement for human support, suggesting phone lines, local services, leaflets and other options for those who need or prefer offline help.

As this group of YIC panellists have stressed before, trust was closely linked to transparency and communication. The young people want honest information about timescales, frequent progress updates and clear explanations of what was happening at each stage. They also valued easy access to a real person, opportunities to read and provide customer feedback, and information supported by trusted government or regulatory sources. Several responses specifically preferred human assistance over AI or chatbots.

Plenary discussion

After the quiet reflection time of the whiteboard activity, the YIC were asked to finish the following sentence in the chat:

"A good disconnection journey for ALL should always…"

Across the plenary, the young people consistently emphasised simplicity, honesty, accessibility and reducing customer stress. The wider discussion also highlighted that trust depends not only on how information is communicated, but where customers find it, with the YIC referring to government or regulatory sources, gas companies, online searches and real customer reviews.



The same question was asked as part of the post-session survey, to give the panellists a chance to reflect on the provocation with a fuller picture of the topic and a bit of distance from the discussions on the call:

Now that you can reflect on all the session discussions, we ask you the plenary question again: **Finish the sentence - "A good disconnection journey for ALL should always…"**
Be clear and informative!
A good disconnection journey for ALL should always include clear and concise information on how to disconnect and who you need to contact. It should never be confusing or difficult.
Be as accessible as possible
Be clearly signposted on websites and through formal updates of the process, in order to inform the customer of what's happening around them.
support
be honest.
... be orderly, fair, transparent, and consumer-focused.
be easy.
Value the happiness of the customer
Have good communication
Give everybody options regarding cost and practical changes
Be clear, transparent and stress free
Leave the customer feeling confident about their decision
Be completely clear, as good value as possible and easy.
Leave the customer satisified with NGN and its conduct.

The post-session responses largely reinforced the priorities raised during the session, with clarity, accessibility, honesty, good communication and an easy, stress-free experience remaining prominent. Both sets of responses also emphasised the customer's experience of the journey, with the panellists wanting customers to feel confident, satisfied and well supported rather than confused or overwhelmed.

5. Key Reflections for Northern Gas Networks

Throughout the session, and in each breakout room, the YIC generated similar ideas for NGN to explore in relation to their gas disconnection service. These ideas centred around several core themes:

Key reflections around education and awareness

1. The YIC agree that more should be done to ensure that customers are aware of the purposes of disconnection, what the process involves and which organisations are responsible.
2. Panellists think the customers should also be able to easily find out how long the process should take and how disruptive they can expect it to be.
3. They suggested that this should be done in a variety of ways (digital campaigns, letters, telephone calls) to effectively target a range of different customer demographics.

Key reflections around accessibility

1. Young people believed that online application forms should be simplified where possible.
2. To help customers who may struggle to access online services, panellists felt NGN should ensure that there are well-advertised non-digital routes available.
3. They also advised that direct human support should be made available where possible for those who require it, both due to accessibility needs and to help with troubleshooting in the application process.

Key reflections around transparency

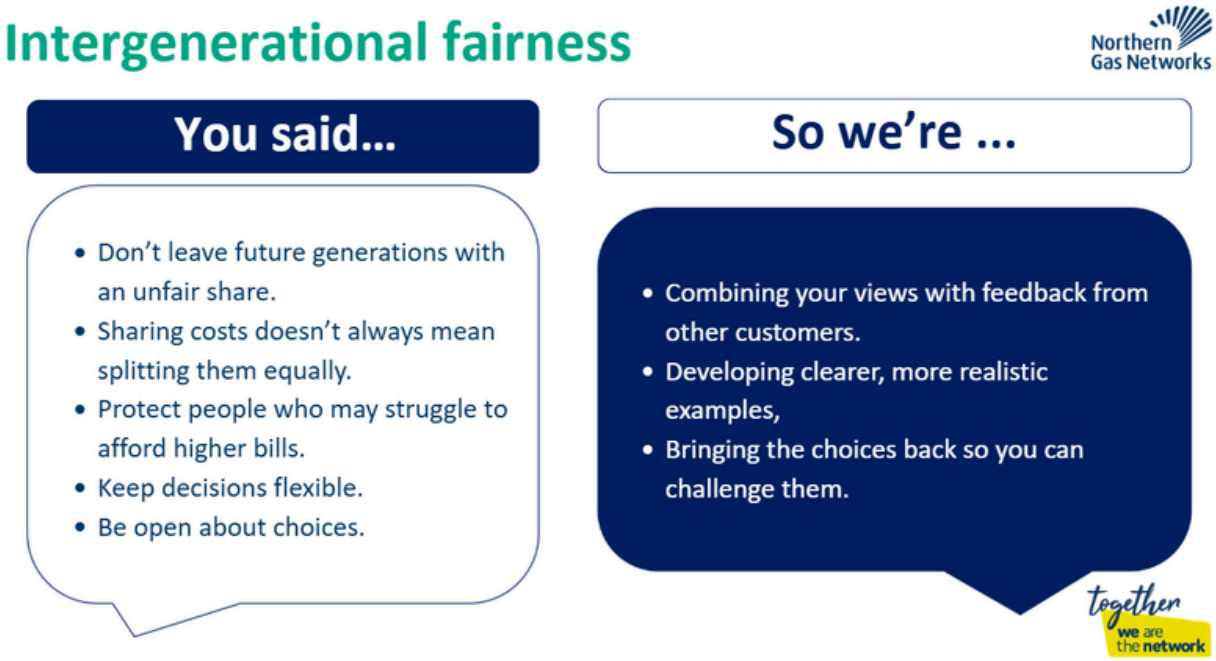
1. The YIC suggested that NGN should be upfront from the start of the process about the costs involved, and the likely timeframe of disconnection works.
2. Additionally, that customers should be made aware that payments will go towards covering work by a range of organisations. They also felt that, where possible, these costs should be specified at the earliest opportunity.
3. Young people also suggested that a variety of payment options (e.g. longer-term payment plans) should be made available to help customers to make the transition.

Key reflections around trust in the process and NGN

1. Panellists believe NGN should explore ways to improve customer clarity and trust in the process by co-operating with trusted consumer advocacy organisations.
2. They also felt that centralising guidance and information in collaboration with other organisations involved in the disconnection process would be a benefit to customers curious about disconnection.
3. The YIC also suggested that for customers who have begun the process, regular updates should be provided to ensure they are informed of the progress of their disconnection - potentially through a dedicated tracking service/website.

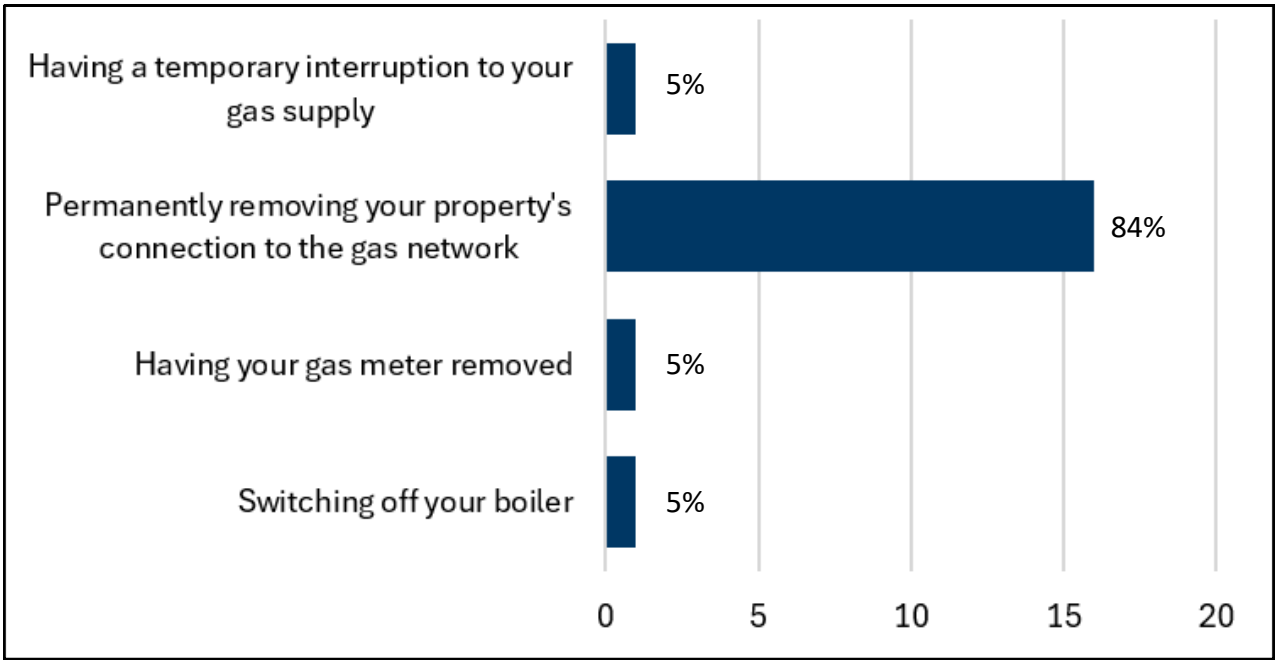
6. Appendices

Appendix 1: 'You said... So we're' slide from the Session.



Appendix 2: Results of Disconnecting from the Gas Network quiz *[19 respondents]*

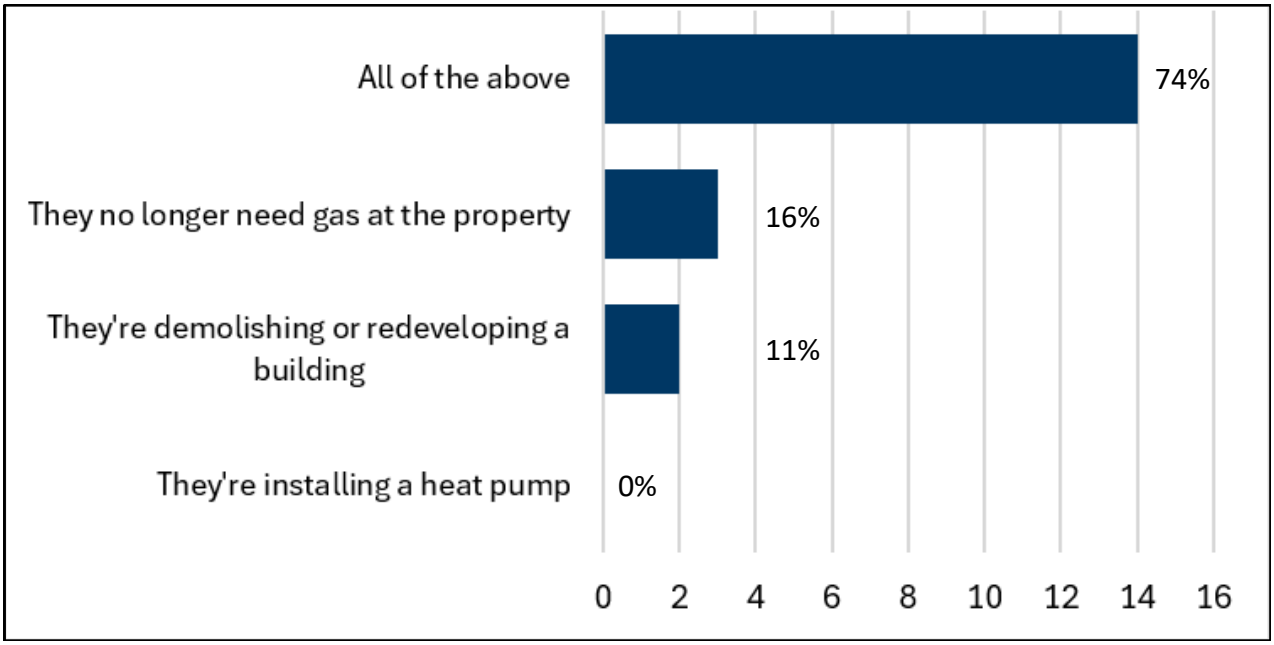
1.Which of these do you think counts as a permanent gas disconnection?



Correct answer:

Permanently removing your property's connection to the gas network

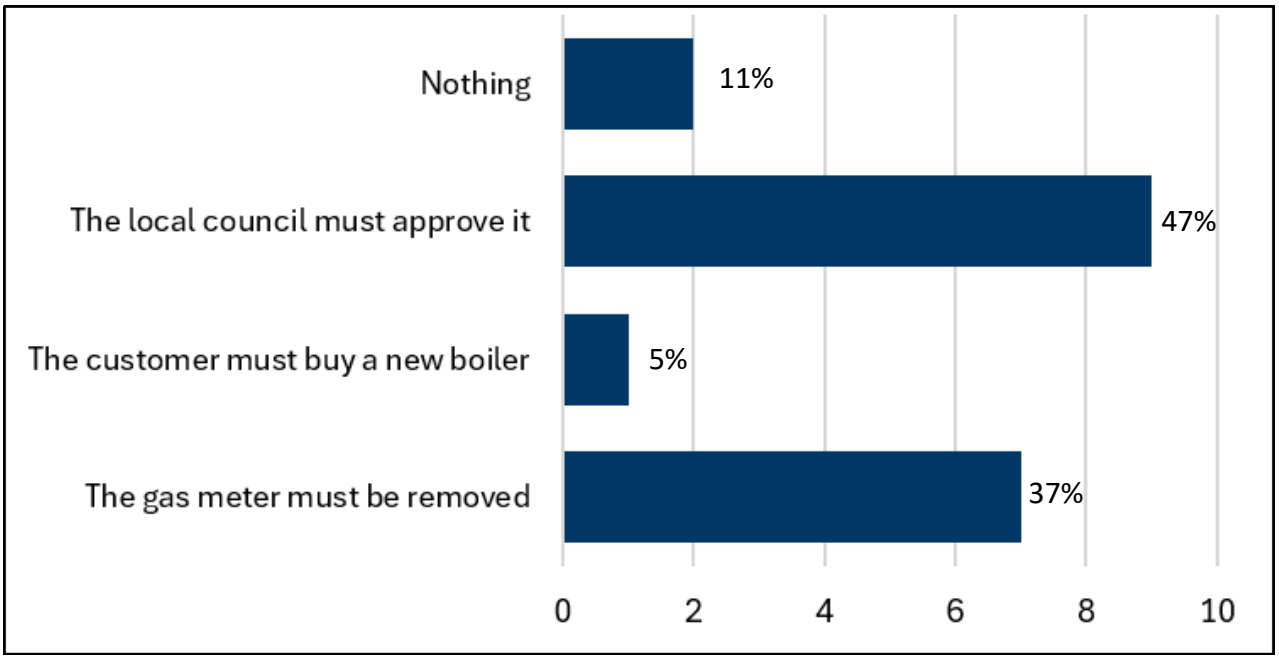
2.Why might somebody choose to disconnect from the gas network?



Correct answer:

All of the above

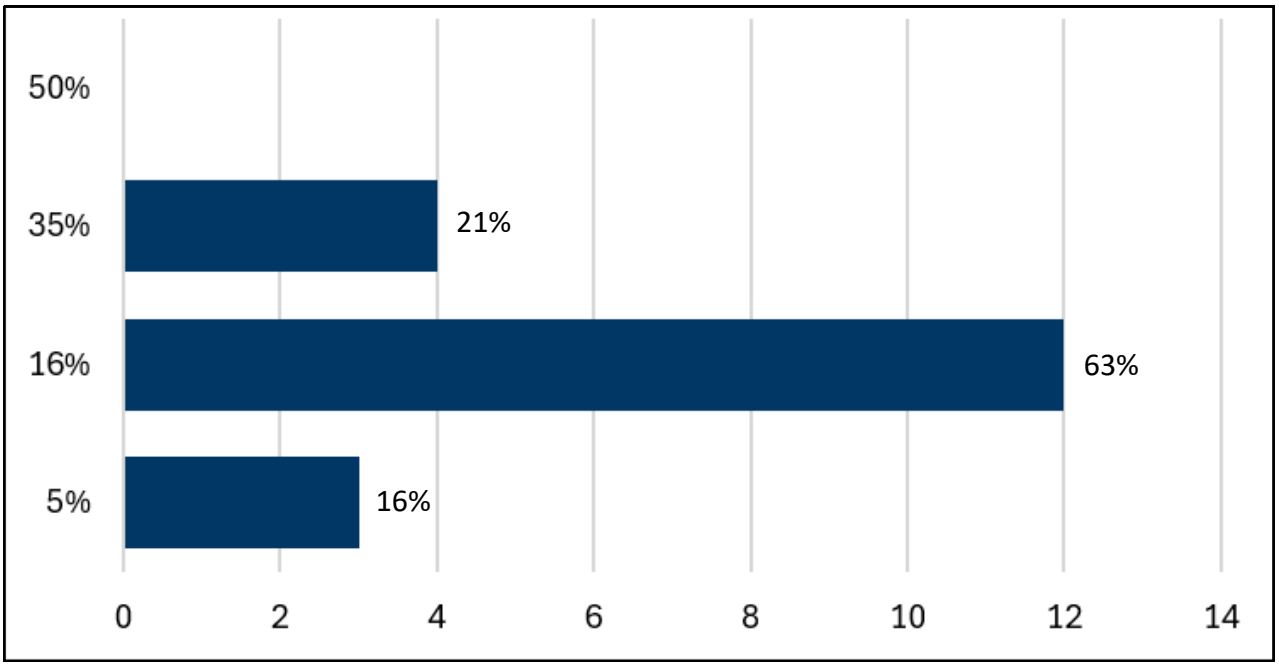
3.Before a gas network operator can disconnect a property, what usually needs to happen first?



Correct answer:

The gas meter must be removed

4.What percentage of homes in Great Britain are estimated NOT to be connected to the gas grid?



Correct answer:

16%

Appendix 3: write one word to describe this year's Young Innovators Council panel



Appendix 4: notes from absent panellists

[For context, Scenario 4 was not explored during the session due to the number of panellists. The scenario was:

Jordan rents a home where the heating is being replaced.
The landlord, energy supplier, heating installer and NGN are all involved,
but Jordan does not know who is responsible for what.]

"**For scenario 4**
1. I think Jordan might become confused or stuck about whether they have permission to request the disconnection themselves.
2. For information and support they would need a clear explanation of the responsibilities of the tenant, landlord, supplier, installer and NGN.
3. When it comes to responsibility, Jordan should communicate their needs and provide access or information when required, without being expected to resolve every organisational issue alone. The landlord should also confirm permission for permanent changes to the property and clarify arrangements with the tenant.

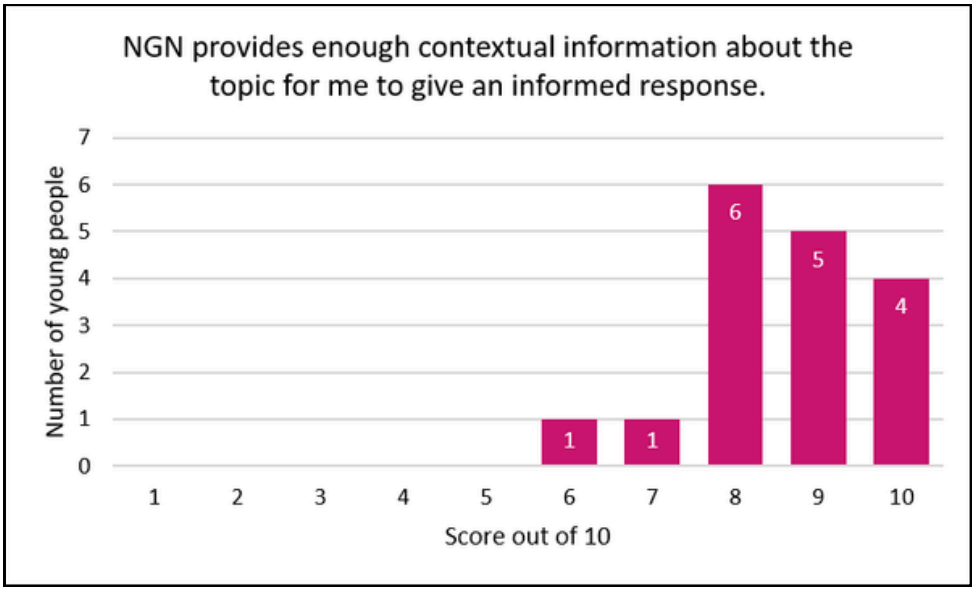
FEEDBACK:
The biggest problem is that there is no clear understanding of who has the authority to make decisions, who pays and who is responsible for coordinating the work.

The **priority improvement that NGN could make** to help them is to introduce a shared responsibility checklist that shows the decision-maker, required permissions, costs and next action for every organisation involved. NGN can also provide a named contact to help Jordan navigate the process."

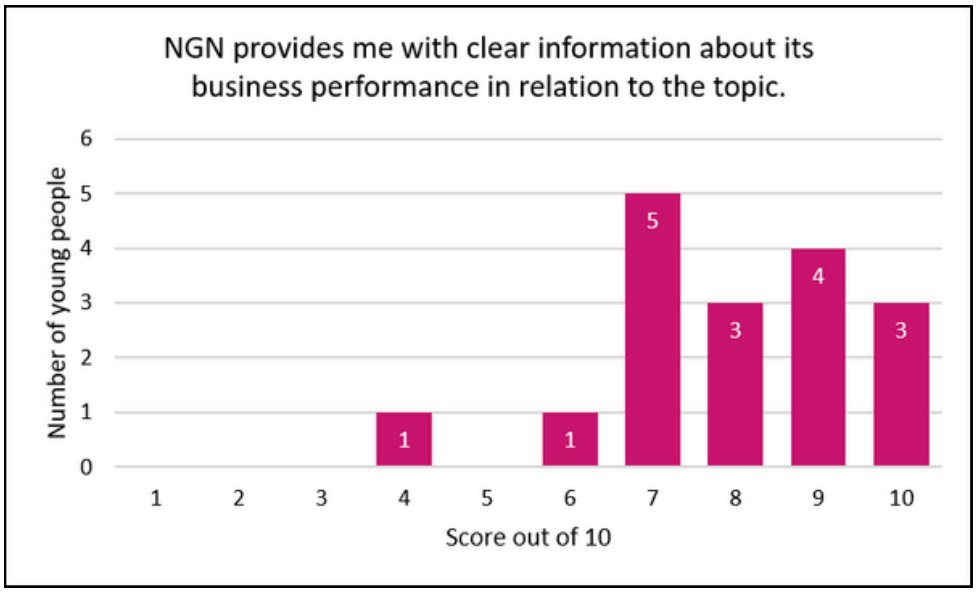
Jamari, NGN YIC panellist 2026

Appendix 5: Post-session Feedback Survey on NGN Engagement. As of 04/11/2026, 17 of the 21 who attended have completed the survey.

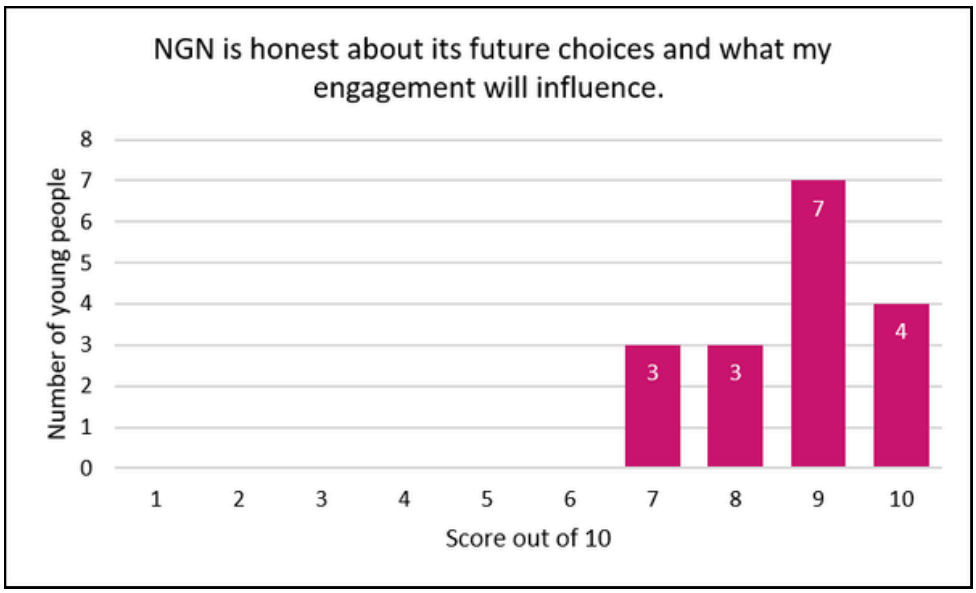
8.59
AVERAGE
2.d.p



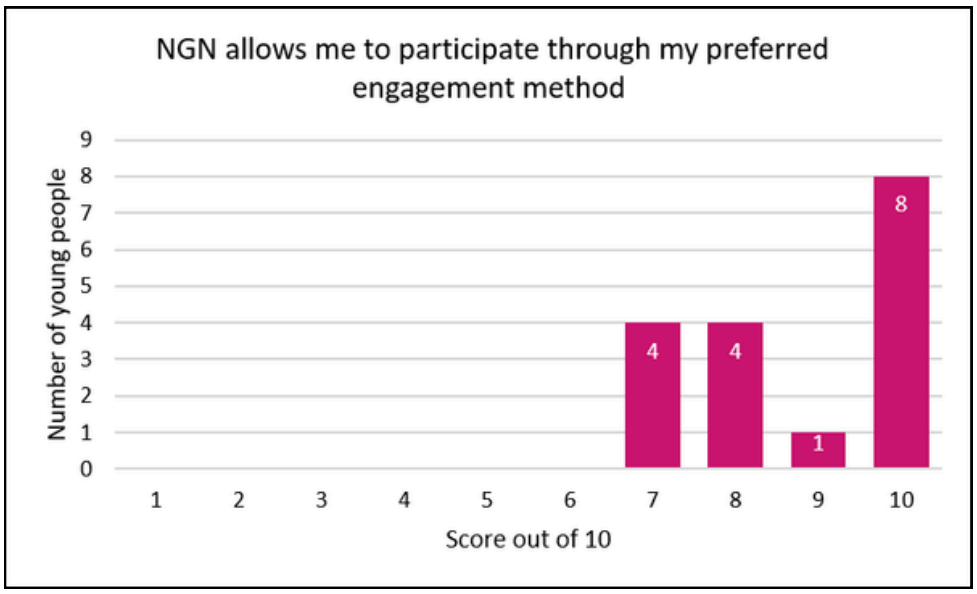
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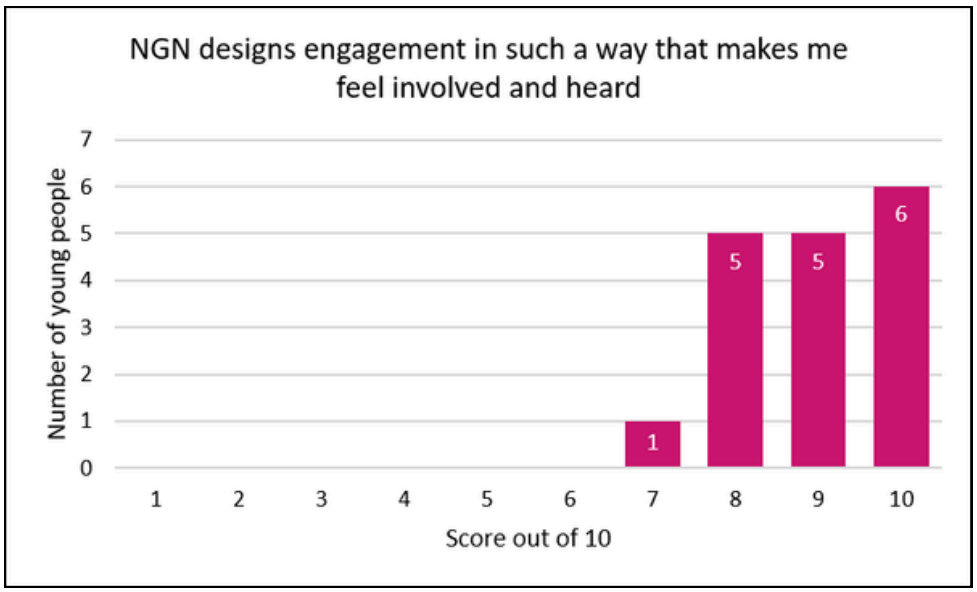
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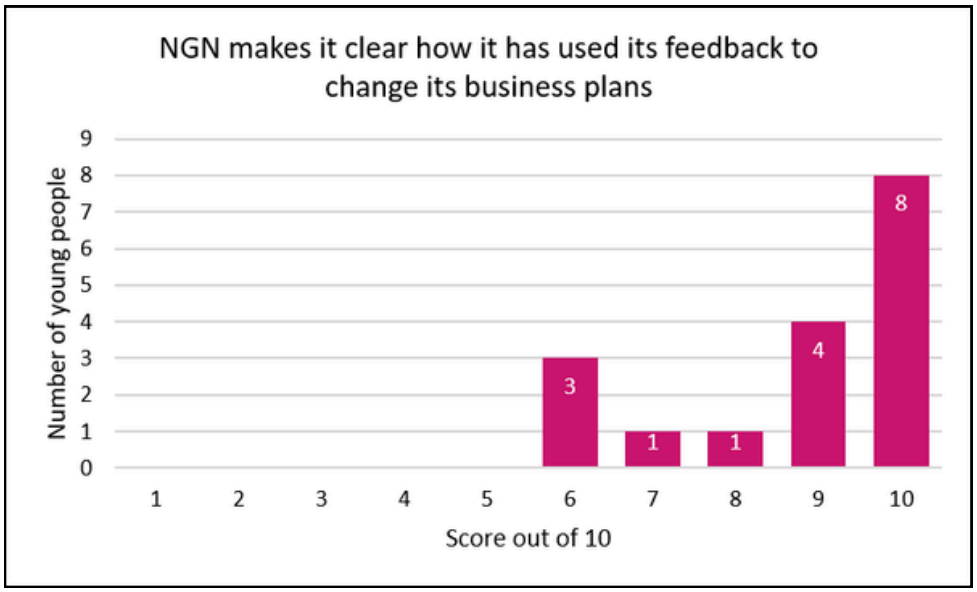
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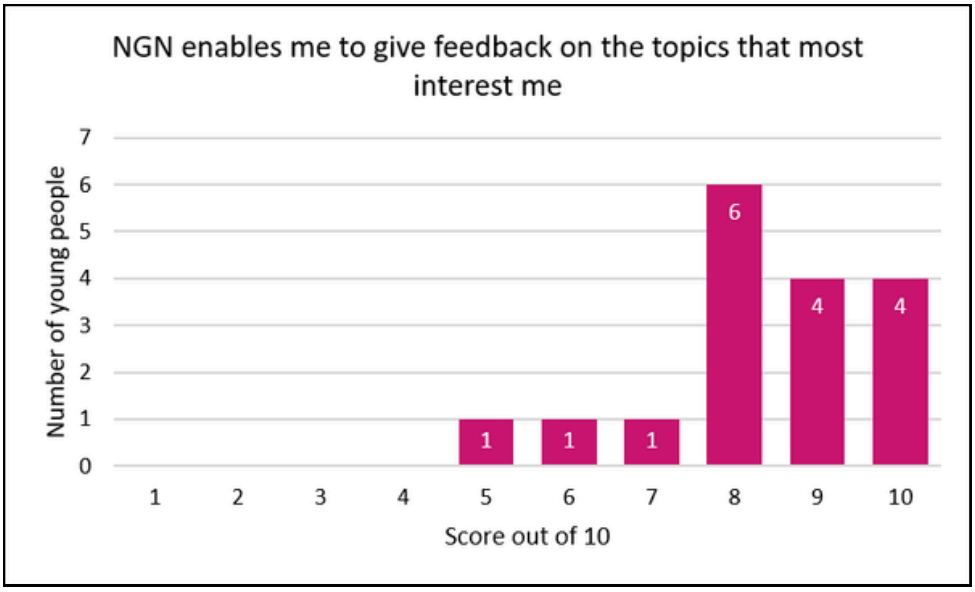
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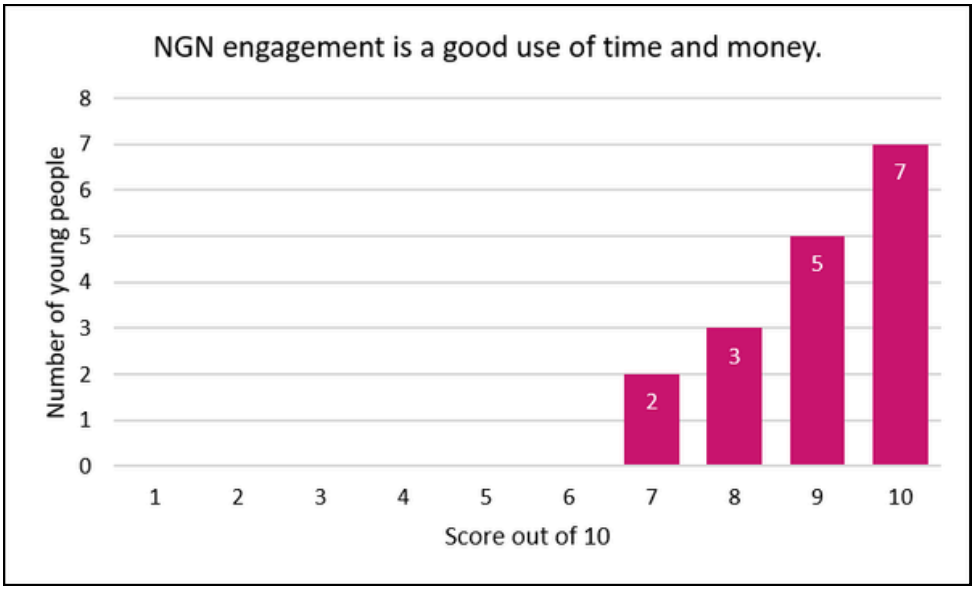
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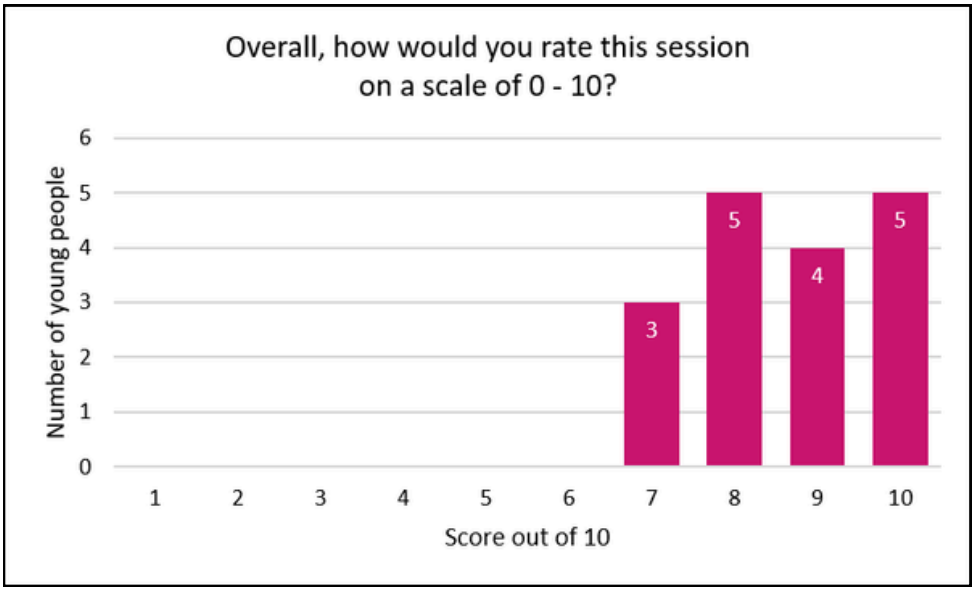
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9
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Appendix 6: Responses to the question 'What was the most interesting or thought-provoking part of the session for you?' *[all direct YIC quotes]*

People's opinions on using AI or real people to help you through the process
The breakout room conversations and discussion about the scenarios
I didn't know that it was possible to get your gas connection cut off
Figuring out ways to inform customers of the process by which gas is disconnected
What is disconnection?
Honestly there isn't one that particularly stands out, since it's all very engaging and interesting. I enjoyed everything, from the first session, where we had to physically go to NGN and do some team building while basically getting some background knowledge, from the most recent, which was eye-opening to the procedures and circumstances around it.
Finding out you can switch off your gas supply to the house and how it's not very known.
The solutions that were thought of
The fact that to stop using gas you actually have to inform the gas network since you get charged for it until you do.
In the breakout rooms when we were given people to help (hypothetically)
Discussing how people can not be aware of all the costs relating to hydrogen pumps or disconnecting their gas
Thinking of new ways to make the process easier for customers and putting myself in the customer's shoes.
Going through each different scenario about different people
The whiteboard activity; seeing lots of different people's opinions
How little I knew of the process of cutting off a gas supply and how little information was available on it currently.
Difference of opinions but still being able to collaborate.