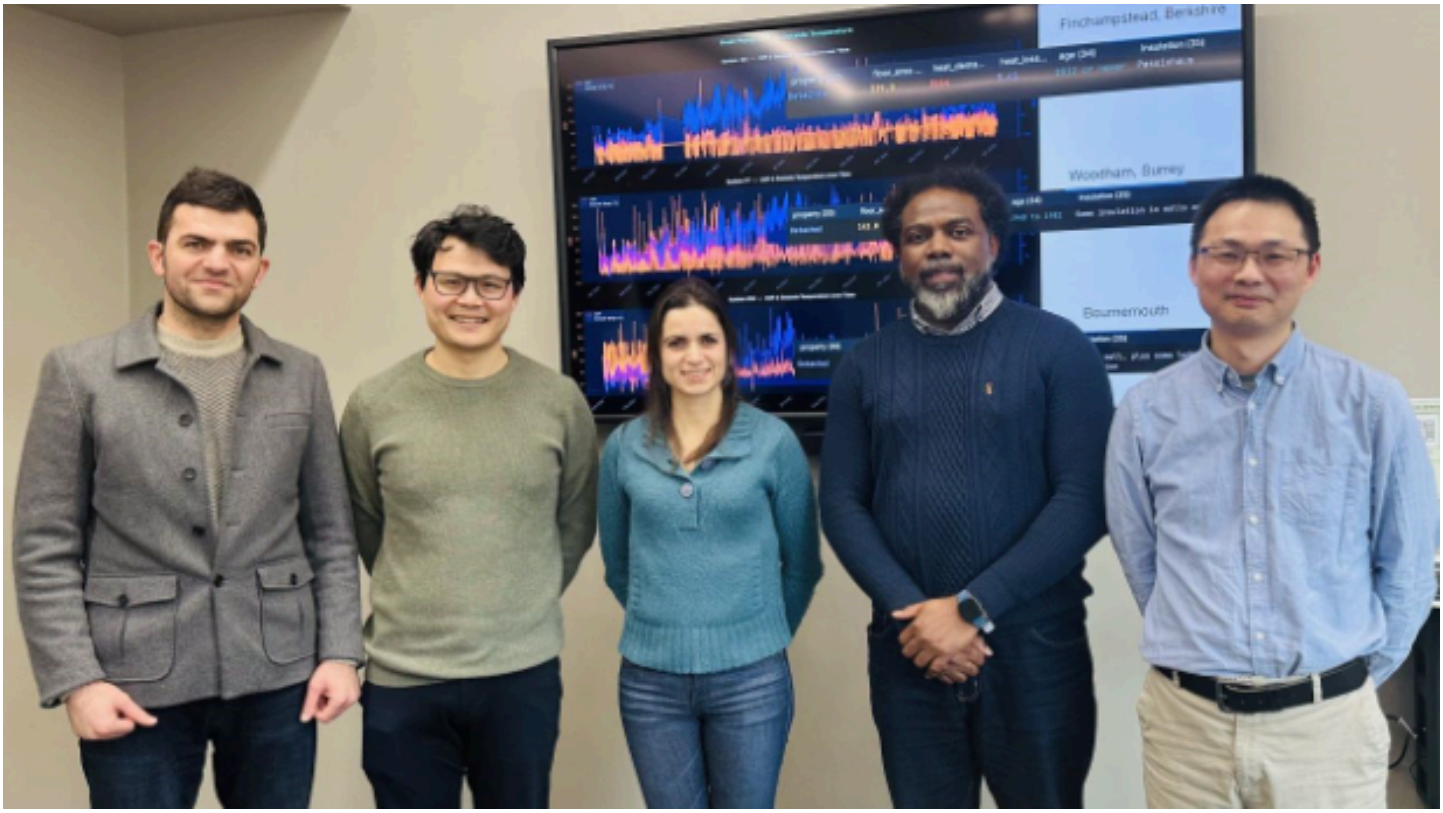
Monthly Stakeholder E Bulletin - April 2026

Your Northern Gas Networks Update

Demystifying Heat Pump Running Costs for Householders



As part of our mission to accelerate a fair and sustainable decarbonisation for all, we're currently working on two exciting projects here at our Net Zero Research Village (NeRV) site to help householders navigate the challenges of heat pump adoption.

Heat pumps are an efficient, low carbon heating solution and increasing up-take is seen as a vital step towards decarbonising home heating in the UK.

While government incentives and schemes are encouraging more householders to adopt the technology, the rate of installation is still behind that needed to meet climate targets.
Reaching those targets depends on a variety of factors but one of the biggest barriers to heat pump adoption is uncertainty around running costs.

Our latest collaboration with Newcastle University will provide householders with trusted insights into long-term heat pump affordability. This means clearer expectations, fewer surprises on energy bills and greater confidence when deciding whether a heat pump is right for their home.

This six-month project brings together the University's expertise in AI, data science and smart energy systems with NeRV's industry insight and real-world testing environment.

The result will be non-intrusive, privacy-conscious, data-driven AI models that use smart meter data and contextual factors captured from the Futures Close research properties.

This data will then be used to generate accurate, personalised forecasts of heat pump running costs without the need for disruptive surveys or complex user inputs.

Project lead, Nathan Ekanem said: “We’re delighted to be teaming up with Newcastle University again on this project, which will boost confidence and help accelerate the transition to low-carbon heating for householders across the North East, Teesside and Humber region.”

To find out more about NeRV and the ongoing projects, please click below.

Find out more

Other News

We’re delighted to have been awarded ‘Champion Employer’ accreditation by Stonewall



Northern Gas Networks (NGN), has been recognised as a ‘Champion Employer’ by Stonewall – the human rights charity which supports the LGBTQ+ community in the UK.

NGN initiatives highlighted by Stonewall as particularly impactful include the colleague LGBTQ+ Allies Community.

This is just one of NGN’s thriving Colleague Communities which help drive positive change across the business.

The LGBTQ+ Allies Community provides a safe space for LGBTQ+ colleagues and actively encourages participation from trans and non-binary colleagues.

Stonewall complimented the confidential telephone support line which is specific to LGBTQ+ issues. They also recognised good practice in the use of multiple gender marker options and gender-neutral titles and how NGN always considers a potential supplier’s commitment to diversity and inclusion.

Strong relationships with stakeholders have led to breakthroughs. These include partnering with the charity Northern Pride and Curious Arts to offer LGBTQ+ awareness training for colleagues, including the senior leadership team.

Find out more

Get Involved

Customer Panel March 2026



Northern Gas Networks' Citizen Panel allows our thinking to be challenged and tested by a group of consumers.

At our recent session, we focused on how customers want us to present and communicate the network charge - our portion of the gas bill - on our website.

We also wanted to gain insight into which drivers for the East Coast Hydrogen project have the most support from members, and understand public information needs at the 'FEED study' stage, for planned 2026 engagement, while developing principles for future consultation and engagement.

To find out more and read the report please click the link below.

Read the report

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