Monthly Stakeholder E Bulletin - July 2026

Your Northern Gas Networks Update

From Waste to Renewable Energy: How Biomethane is Powering Homes on Tyneside



Working together, Northumbrian Water and Northern Gas Networks (NGN) are turning waste into a valuable energy source to heat local homes and businesses. As a result, green gas produced on Tyneside is injected directly into the local gas network and used by customers across the region.

The site is one of 20 biomethane facilities connected to NGN's network. Together, these sites generate 0.71 terawatt-hours of renewable energy each year. This is enough biomethane to heat around 59,000 homes.

Looking ahead, NGN plans to double the amount of energy produced from biomethane over the next five years. This forms part of its commitment to delivering a fairer, greener future for the North East.

Biomethane is a clean, renewable gas produced from organic materials, including household and green waste. The process starts with anaerobic digestion, where naturally occurring microorganisms break down organic matter in the absence of oxygen. During this process, biogas is produced.

Find out more

Other News

Collaborating to support small business success

Northern Gas Networks has joined forces with Cadent to add our voice to an important free guide that will help small to medium-sized organisations, charities and community groups be more energy efficient.

For many businesses, energy accounts for more than 10% of monthly outgoings, making it one of the highest controllable costs. This means energy saving is more than a 'nice to do'. It's essential for future success.

With the right energy-saving practices, energy use can be reduced, bills lowered, and running costs streamlined. It can help businesses plan ahead, stay open and succeed – all while playing a part in supporting a more sustainable energy future.

How will the guide help?

It offers practical advice and tips about how to understand your energy usage by doing an annual energy audit through three simple steps:

reviewing your current tariff to make sure you're on the best available deal,

tracking your overall energy consumption (for example, annual kWh usage), and

breaking down usage by equipment, department or time of day.

This helps to identify where energy is being wasted and where energy-saving changes will have the biggest impact.

How can you help?

In addition to being energy aware in your own organisation, if you know any small business owners, charities or organisations who might benefit from our collaborative Energy Saving Tips For Small Businesses guide, please share it with them through your networks.

It offers practical tips, verified by Energy Saving Trust, they can use to help reduce energy consumption and costs now - and plan ahead for winter when energy use increases.

Also, if you're active on social media, please like and share our posts to help more organisations access this free guide.

Northern Gas Networks (NGN) nominated for three awards in UK Customer Experience Awards



Northern Gas Networks (NGN) is delighted to have been nominated for three awards in the UK Customer Experience Awards 2026 (UKCXA).

NGN joins other organisations from a wide range of sectors in being nominated for 'Best Customer Centric Culture', 'Best Employee Driven CX' and 'Customers at the Heart of Everything We Do'.

The UK Customer Experience Awards (UKCXA) is a prestigious celebration of customer experience excellence in the UK, recognising organisations that place customers at the heart of everything they do.

Since 2010, UKCXA has championed innovation, best practice and outstanding performance in CX.

Find out more

Get Involved

Invitation to Northern Gas Networks' Online Stakeholder Conference: 22 October 2026



Registrations are now open for our annual stakeholder conference, which will take place online on 22 October 2026.

The conference marks an important moment for Northern Gas Networks as we work to deliver on the commitments we made in our GD3 Business Plan (2026–2031).

Our GD3 Business Plan began in April of this year. We must now deliver the promises we made to our stakeholders and customers while continuing to innovate and drive efficiencies. This conference will include presentations from senior personnel at Northern Gas Networks as well as keynote speakers and opportunities to pose questions to our panel.

Importantly, there will also be plenty of opportunities to give your feedback on how we can deliver our plan in collaboration with key stakeholders such as yourself.

The conference will include presentations and interactive discussion sessions including, but not limited, to the following themes.

How we can support regional economic growth

Our social responsibilities and our role in communities

Our role in delivering a decarbonised gas network

Our approach to supporting customers in vulnerable situations

Delivering on our environmental commitments

If you are unable to participate or feel that this opportunity is better suited to a colleague, then please feel free to share this invitation with them. For any questions, contact Vincent Luxmoore on 020 3617 6359 or at contact@northerngasevents.co.uk

Book your spot

Northern Gas Networks, 1100 Century Way Thorpe Business Park, Colton Leeds, LS15 8TU

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