Monthly Stakeholder E Bulletin

Your Northern Gas Networks Update

Our Annual Stakeholder Report is now live!



We recently published our Annual Stakeholder Report, which demonstrates how stakeholders have helped NGN improve the services we provide, the way we work and the support we offer customers over the past 12 months. It also shows how listening to stakeholders has led directly to better services, better decisions and better outcomes.

At NGN, stakeholder engagement is not a standalone activity. It is rooted across the organisation and informs how we make decisions, develop services and plan for the future.

Over the past year, we have continued to strengthen our approach by broadening the range of voices we hear from and improving how we capture, analyse and act on stakeholder feedback. We recognise that different audiences require different methods of engagement, so we tailor our activities to the topic, stakeholder group and desired outcomes. This helps us reach a more diverse range of customers, communities, partners and organisations, ensuring that our decisions are informed by a diverse range of perspectives.

Find out more via the button below, or visit our website for more information.

Read our report

Our Independent Stakeholder Group Annual Report is now live!



The Independent Stakeholder Group (ISG) provides independent challenge and scrutiny of Northern Gas Networks (NGN), bringing the perspectives of customers, communities, delivery partners and future customers into its work.

The period from April 2025 to March 2026 marked the final year of RIIO-GD2 and NGN's transition to the new RIIO-GD3 price control. It was a year of regulatory negotiation, preparation and uncertainty, particularly around affordability, future bills, the role of gas in the energy transition and the practical capacity needed to deliver NGN's commitments.

The ISG concentrated on three priorities: influencing the GD3 settlement where opportunities remained; testing NGN's readiness to deliver its new commitments; and overseeing the orderly close-out of GD2. We continued to scrutinise customer service, support for customers in vulnerable circumstances, safety, resilience, environmental performance, innovation, workforce capability, inclusion, data and artificial intelligence.

Find out more via the button below, or visit the ISG website for more information.

Read the report

Get Involved

Last chance to register for our 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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