

# People, pipes, passion.

Your quarterly stakeholder update



## NGN and you in 2016

Throughout 2016 we have been working to make it as easy as possible for you to help shape what we do, and how we do it. It's been a really busy year and we can't thank you enough for your input in terms of feedback but also, for working with us to deliver joint solutions to our shared challenges.

There have been many and varied highlights for us throughout the year but we wanted to share just a few of them with you as we start looking ahead to 2017.

We are always looking for new ways to talk to local communities about our work and how we can work more closely with them. In early 2016 we held our **Depot Days**, opening our doors to everyone in our communities to come and see what we do first-hand. These interactive sessions saw everyone from councillors to local schools and charities seeing our work up close. We received some great feedback and we're looking forward to opening our doors again next year.

It has been a big year for us raising awareness of the role of gas in Energy Futures; Energy Minister, Andrea Leadsom attended our **Energising the North** event in Leeds in March. We also launched **H21 City Gate**, our ambitious plans to convert significant parts of the UK gas grid to be 100% hydrogen, over the summer. We think the message is getting through and we're delighted that the Energy and Climate Change Committee recognised Hydrogen as a potential solution to explore in the future of heat debate.

In July we published our **2016 Stakeholder Report** outlining our performance for the previous year and bringing it to life through case studies. If you're yet to see the report or visit our website please do, and be sure to share your views with us - they really do matter.

We rounded off the year by announcing the successful projects for our **Community Promises Fund**. The Fund supports projects and initiatives which aim to help alleviate hardship and other challenges associated with fuel poverty, educate around environmental energy efficiency ideas, raise awareness of the dangers of carbon monoxide poisoning and

We wish you a  
*Merry Christmas* and a  
*Happy New Year!*



**Click the snow globe**

**Vote by 31st December**  
for the charity you'd like us  
to make a small donation to  
on your behalf.



## Energising the North January 2017

At our Westminster event, we'll be discussing the North of England's role in the future of energy, including the gas as a sustainable role and the impact on the North of England's economy.

**Contact us if you'd like to know more.**

[Contact Us](#)



**Community Promises Fund -**

encourage the study of STEM subjects (science, technology, engineering and maths) and related career opportunities. After applying earlier this year, 11 projects were chosen, each receiving grants up to £10,000.

As always, if you have any feedback about this e-bulletin or any questions about our work, we'd love to hear from you. Just email:

[stakeholder@northerngas.co.uk](mailto:stakeholder@northerngas.co.uk)

## Events

**Join us** to hear more about the fund, the projects and how we can raise awareness of Carbon Monoxide poisoning, STEM and Fuel Poverty in your community.

**10 February in Leeds OR  
15 February in Newcastle**

[Register](#)

## An engaging 2017

We won't be taking our foot off the pedal with plans in place for 2017 to:

- Test new service improvements or ideas with between 100 to 300 customers and stakeholders, through short surveys – the first of these will be on our refreshed web-site being launched in January
- Conduct focus groups early in 2017 to share our commitments for the next 3 years based on feedback to date and understand how these fit with what matters to you and test these with a much wider group through a survey
- Run our satisfaction survey so you can let us know how easy it is to work with us, your preferences and feedback on channels and frequency of communication and more
- Run Community Promises Fund workshops in early 2017 to share learning with all our third sector partners and continue to work with the other utilities on our social programmes to maximise our impact
- Continue to update you on what is happening at NGN and other opportunities to engage through this e-bulletin, for example we will be running our depot days again in 2017

**We look forward to working with you in 2016. Please do [get in touch](#) if you want to get involved.**



## Ready for Winter

Winter is always a busy time at NGN but, as ever, we're ready for whatever the season brings!

**In 2015/16 we invested £130 million, which included updating and replacing our assets.**

Following the floods in Winter 2015/16 we also developed an £11 million investment programme to assess all our pipe bridges over rivers and strengthen them where required to ensure resilience during future storms.

**You can read more about our preparations on our [website](#).**



## News and Media

Northern Gas Networks' fleet secures prestigious [FTA Van Excellence Accreditation](#)

North Shields [gas holder's World War Two ties unveiled](#)

[Weaving innovation into the fabric of NGN](#)

[A special thank you](#) to stakeholders in Penrith

[NGN teams up with Auriga](#) to help vulnerable customers in Cumbria

**We'd welcome feedback on any of our initiatives...**  
Email: [stakeholder@northerngas.co.uk](mailto:stakeholder@northerngas.co.uk)

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