

Who are Northern Gas Networks?

We look after the 37,000km of gas mains in your area. We don't own the gas but it's our job to transport it safely to you.

Want to chat?

If you have any questions our Customer Care Team will be able to help:

 customercare@northerngas.co.uk

 northerngasnetworks.co.uk

 0800 040 7766

How to claim compensation

Thank you for your patience while we were replacing the gas mains in your street.

If you've lost money as a result of our work, you may be eligible to claim compensation if:

- the works lasted more than 28 days
- your annual turnover is less than £1.8 million
- the loss in your gross profit is at least £500 and more than 2.5% of your turnover
- you notify us of a claim within three months of the work being completed and send us supporting evidence within six months

All loss of business claims will be dealt with in accordance with the Gas (Street Works) (Compensation of Small Businesses) Regulations 1996.

How to claim

Simply complete the attached form and send it to us with your supporting evidence. Once we've reviewed your claim, the Customer Care Team will be in touch.

What to send with your claim

- 1 Certified trading accounts for the two years predating your claim
- 2 A breakdown of weekly sales figures (excluding VAT) for the two years before the works and up to 10 days after the works were completed
- 3 VAT returns for these sales (if applicable)
- 4 A sketch of where your business is in relation to our works

If you'd like this information in Braille, large print or another language, please call us.



we are
the network

Claiming compensation

To claim compensation, please visit northerngasnetworks.co.uk/getintouch or fill out the form below and send it to us at: customercare@northerngas.co.uk

Your full name <input type="text"/>	When were you disrupted? From <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/> <input type="text" value="HH"/> <input type="text" value="MM"/> To <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/> <input type="text" value="HH"/> <input type="text" value="MM"/>
Your address: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Where is your business in relation to the street works? Please also send us a sketch including traffic lights, road closures, one-way systems, diversions etc. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Your phone number <input type="text"/>	How did the street works impact your business? <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
What does your business do? <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Signed <input type="text"/>
What is the pattern of trade? For example, counter sales, pre-booked orders, appointments, passing trade. <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date <input type="text" value="DD"/> <input type="text" value="MM"/> <input type="text" value="YYYY"/>

Don't forget to include your supporting evidence

We won't be able to process your claim without it.

- Certified trading accounts for the two years predating the claim
- A breakdown of weekly sales figures excluding VAT for the two years before the roadworks and up to 10 days after the works were completed
- VAT returns for these sales (if applicable)
- A sketch of where your business is in relation to our works

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