

# Bradford

Northern Gas Networks (NGN) owns and maintains the vast underground pipe network that covers most of Yorkshire, the North East and northern Cumbria.

**Providing a safe and reliable supply of gas to 2.7 million homes and businesses** 24 hours a day, 365 days a year is our over-riding priority and we invest heavily in our gas network. We also believe in getting actively involved in local communities and supporting people in vulnerable circumstances.

Our region is divided into nine areas or 'hubs' comprising emergency engineers, construction managers, design managers, site managers and community care colleagues.

We create work for more than 150 colleagues in the Bradford area. This includes two small, locally run engineering firms employing 77 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.



**Anna Mycoe**  
Business Operations Lead  
[amycoe@northerngas.co.uk](mailto:amycoe@northerngas.co.uk)

"We're working hard across our Bradford patch to ensure a safe and reliable supply of gas to customers. This means upgrading the gas pipes to new modern pipes and fixing gas escapes. We also do lots in the wide variety of communities where we work including gas safety education."

We're investing  
approximately  
**£19.4m**  
in Bradford

(April 2018 - March 2019)

We're replacing around  
**42km**  
of ageing metal gas  
pipes in Bradford with  
modern plastic ones

(April 2018 – March 2019)



The Bradford area spans from Settle in the north to Ilkley in the east and covers the towns of Bradford, Skipton, Keighley and Menston. It covers an area around 2,200km<sup>2</sup> and includes our depot in Mortimer Street.

## £50k upgrade in Victoria Street, Skipton

We've upgraded approximately 1km of ageing metal gas mains with more durable, modern plastic pipes. This will ensure the continued safe and reliable supply of gas to customers in the area for years to come. We worked closely with North Yorkshire County Council to carefully plan these works to minimise any disruption to customers.

## Commitment to our communities

Our Community Partnering Fund provides grants of up to £10,000 for local initiatives which are improving quality of life for customers in vulnerable circumstances. We have recently supported Highfield Food Co-op with their Energy Matters project to raise awareness of carbon monoxide (CO) among local families, residents and those most at risk.

The fund opens for applications twice each year (Spring and Autumn), with £50,000 available each time.

## 99% response rate

In 2017/18 we kept customers in Bradford safe by responding to 99.7% of gas escapes within the statutory timeframe of one hour. We also got to 99.7% of less urgent escapes within the allotted two-hour window. Both were ahead of our 97% target.

## Did you know?

We are committed to supporting customers in vulnerable circumstances, offering practical support including:

- Training more than 500 of our frontline colleagues to identify and appropriately support customers in vulnerable circumstances.
- Referring customers onto the Priority Services Register, ensuring they receive the help they need during power cuts or when the gas goes off.
- Promoting and arranging for locking cooker valves to be fitted to gas cookers – a simple safety device which helps people with conditions such as Alzheimer's or Autism to live independently by eliminating the risk of the cooker being left on when not in use.

To find out more visit: [northerngasnetworks.co.uk/network-supply](http://northerngasnetworks.co.uk/network-supply)

## Meet the team



**Anna Mycoe**

Business Operations Lead  
[amycoe@northerngas.co.uk](mailto:amycoe@northerngas.co.uk)

**Paul Sadler**

Operations Manager  
[psadler@northerngas.co.uk](mailto:psadler@northerngas.co.uk)

**Mick Seniors**

Connections Network Officer  
[mseiors@northerngas.co.uk](mailto:mseiors@northerngas.co.uk)

**Amy Hurd**

Stakeholder Manager  
07816146631  
[ahurd@northerngas.co.uk](mailto:ahurd@northerngas.co.uk)

## Get in touch



**Suleman Lorgat**

Customer Care Officer  
[Slorgat@northerngas.co.uk](mailto:Slorgat@northerngas.co.uk)



**Sirfaraz Younis**

Customer Care Officer  
[syounis@northerngas.co.uk](mailto:syounis@northerngas.co.uk)