

Cumbria

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 around 100 colleagues in the Cumbria area. This includes one small, locally run engineering firm employing 50 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.

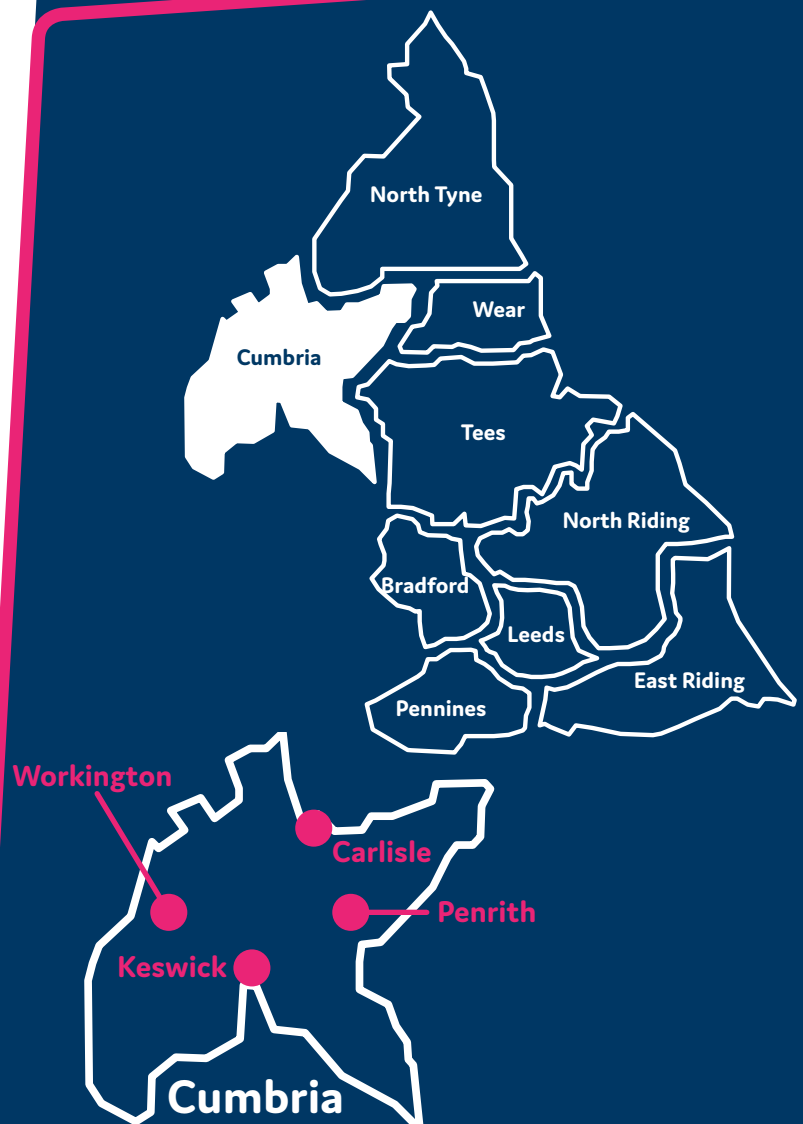


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"Cumbria is a great patch to work in with a real sense of pride and community spirit in the area. We're working hard to ensure there is always a safe and reliable supply of gas to customers and we tackle gas escapes as quickly as possible. We're upgrading the pipes to modern plastic materials for durability but we also work hard on community initiatives in the areas where we work."

We're investing
approximately
£11.5m
in Cumbria
(April 2018 - March 2019)

We're replacing around
39.5km
of ageing metal gas
pipes in Cumbria with
modern plastic ones
(April 2018 - March 2019)



The Cumbria area covers six districts including Allerdale, Carlisle, Copeland and Eden. The area spans from the Irish Sea on its western boundary to Brampton in the north and Ravenglass in the south. It covers the towns of Keswick, Whitehaven, Carlisle, Workington and Penrith.

Cumbria covers an area of 3,200km² and includes our depots in Carlisle and Workington.

£390k upgrade in Hurley Road, Little Corby

We have been working closely with Cumbria County Council to replace 4.5km of ageing metal gas mains with more durable plastic ones. This will ensure the continued safe and reliable supply of gas to customers in the area for years to come.

Prioritising customers

We understand the impact that our works can have on customers so we always put their needs first. During replacement works in Lowry Hill we held a drop-in session so that local residents could learn more about the project and the role of Northern Gas Networks. This session also identified several customers to add to the Priority Services Register, meaning we can prioritise their needs if there are gas supply related issues.

99% response

In 2017/18 we kept customers in Cumbria safe by responding to 99.5% of gas escapes within the statutory timeframe of one hour. We also got to 100% 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

Meet the team



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