

East Riding

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 almost 300 colleagues in the East Riding area. This includes three small, locally run engineering firms employing 165 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.

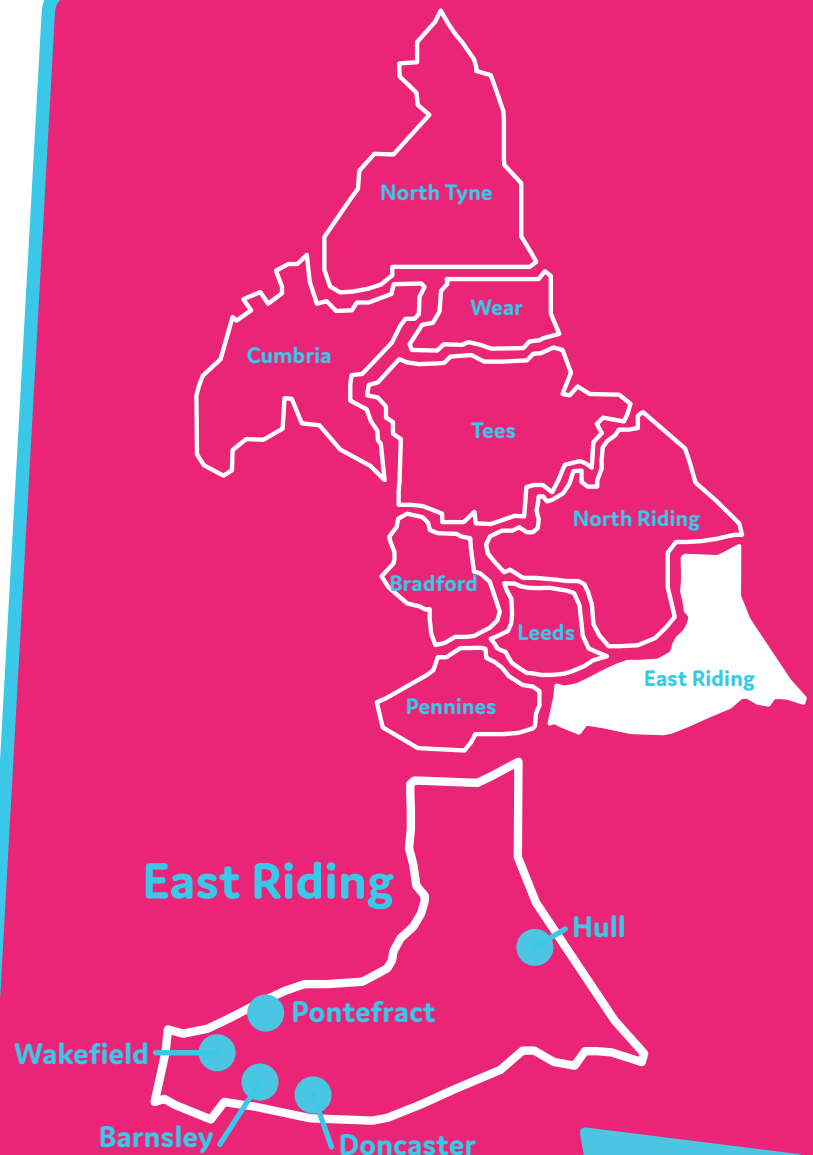


Russ Kaye
Business Operations Lead
rkaye@northerngas.co.uk

"We're working hard across our East Riding 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 support the wide variety of communities where we work, including delivering gas safety education."

We're investing
approximately
£22.8m
in East Riding
(April 2018 - March 2019)

We're replacing around
100km
of ageing metal gas
pipes in East Riding with
modern plastic ones
(April 2018 – March 2019)



The East Riding area includes the cities of Hull, Wakefield, Pontefract and northern tips of Doncaster and Barnsley. The Yorkshire Wolds is on its northern boundary and the Humber Estuary and the North Sea mark its southern and eastern boundaries.

East Riding covers an area of around 3,500km² and includes our depots in Hull and Pontefract.

£500k upgrade in Carleton Road, Pontefract

We are currently upgrading approximately 1.7km of ageing metal gas mains with more durable plastic pipes. This will ensure the continued safe and reliable supply of gas to customers in the area for years to come.

Supporting Hull Children's University

For the past three years we have been actively supporting Hull Children's University to raise the aspirations of young people in the area. This year our colleagues have already supported more than 20 learning experiences through Hull Children's University's Primary School and Children in Care programmes.

99% response

In 2017/18 we kept customers in East Riding safe by responding to 99.7% of gas escapes within the statutory timeframe of one hour. We also got to 99.8% 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

Russ Kaye

Business Operations Lead
rkaye@northerngas.co.uk

Bob (Robert) Hope

Operations Manager
rhope@northerngas.co.uk

Amy Hurd

Stakeholder Manager
ahurd@northerngas.co.uk

Get in touch



Eileen Carr

Customer Care Officer
ecarr@northerngas.co.uk



Heather Brown

Customer Care Officer
hbrown@northerngas.co.uk



Kati Sexton

Customer Care Officer
ksexton@northerngas.co.uk