

Leeds

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 560 colleagues in the Leeds area. This includes three small, locally run engineering firms employing 117 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.



Matty McBride
Business Operations Lead
mmcbride@northerngas.co.uk

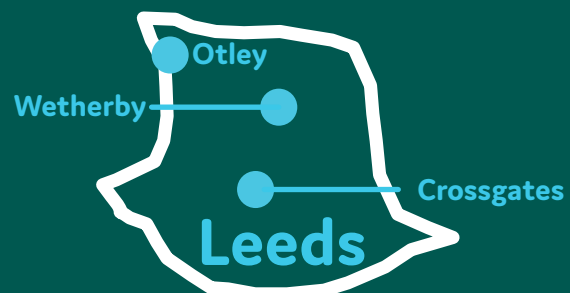
"We're working hard across our Leeds patch to ensure a safe and reliable supply of gas to customers. This means upgrading the gas pipes to new modern pipes and fixing gas escapes. We also do lots in the wide variety of communities where we work including gas safety education."

We're investing
approximately
£24m
in Leeds

(April 2018 - March 2019)

We're replacing around
76.9km
of ageing metal gas
pipes in Leeds with
modern plastic ones

(April 2018 - March 2019)



The Leeds area includes the towns of Wetherby, Otley and Crossgates as well as the city of Leeds.

Leeds covers an area of 1,500km² and includes our head office and construction services hub in Colton and our depot in Cross Green.

£600k investment in Kippax

We are currently carrying out a 45-week scheme in Pondfields Drive in Kippax where we are replacing 5.5km of our metal pipes with more durable and efficient plastic pipes. We have worked closely with Leeds City Council to minimise disruption, planning the works around the school holidays.

Our Army of Ambassadors

Whether it's running safety programmes in schools, giving talks to local community groups or delivering awareness briefings in customers' homes, our army of ambassadors are out and about, educating communities about the dangers of carbon monoxide.

Our newest recruit is Safety Seymour, a friendly purple bear who is doing a great job of raising awareness with the youngest members of our communities. By visiting primary school children in years 1 and 2, he's already made 150 new friends in Leeds.

99% response

In 2017/18 we kept customers in Leeds safe by responding to 99.9% of gas escapes within the statutory timeframe of one hour. We also got to 99.9% 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

Matty McBride

Business Operations Lead
mmcbride@northerngas.co.uk

Josh Hampshire

Operations Manager
jhampshire@northerngas.co.uk

Lee McGuire

Connections Network Officer
lmcguire@northerngas.co.uk



Amy Hurd

Stakeholder Manager
ahurd@northerngas.co.uk

Get in touch



Gemma Emir

Customer Care Officer
gemir@northerngas.co.uk



Josh Baines

Customer Care Officer
jbaines@northerngas.co.uk

Katherine Lee

Customer Care Officer
klee@northerngas.co.uk

Customer care team: 0800 040 7766

Smell Gas or suspect Carbon Monoxide? 0800 111 999

we are
the network