

North 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 150 colleagues in the North Riding area. This includes one small, locally run engineering firm employing 65 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.



Richard White
Business Operations Lead
rwhite@northerngas.co.uk

"North Riding 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

£22m

in North Riding

(April 2018 - March 2019)

We're replacing around

48.3km

of ageing metal gas
pipes in North Riding with
modern plastic ones

(April 2018 – March 2019)



The North Riding area spans from Bridlington to Whitby on the east coast and Tadcaster in the west. Pickering and Thirsk are in the north and Driffield in the south.

North Riding covers an area of around 5,500km² and includes our depots in York and Scarborough.

£200k investment around The Oval, Pocklington

We've upgraded approximately 3km of 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. We worked closely with East Riding of Yorkshire Council to minimise any disruption to customers.

Supporting the future workforce

We're a proud partner of North Yorkshire Business and Enterprise Partnership (NYBEP). This not-for-profit social enterprise helps build relationships between businesses and schools to promote employability skills. Through this partnership we've been able to extend our education programme even further, supporting students in Thirsk and York.

99% response

In 2017/18 we kept customers in North Riding safe by responding to 99.4% 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



Richard White

Business Operations Lead
rwhite@northerngas.co.uk

Bob (Robert) Hope

Operations Manager
rhope@northerngas.co.uk



Laura Fairless

Stakeholder Manager
lfairless@northerngas.co.uk

Mick Stephenson

Connections Network Officer
mstephenson@northerngas.co.uk

Get in touch



Hannah Thompson

Customer Care Officer
hthompson@northerngas.co.uk