

North Tyne

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 North Tyne area. This includes a locally run engineering firm employing 55 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.



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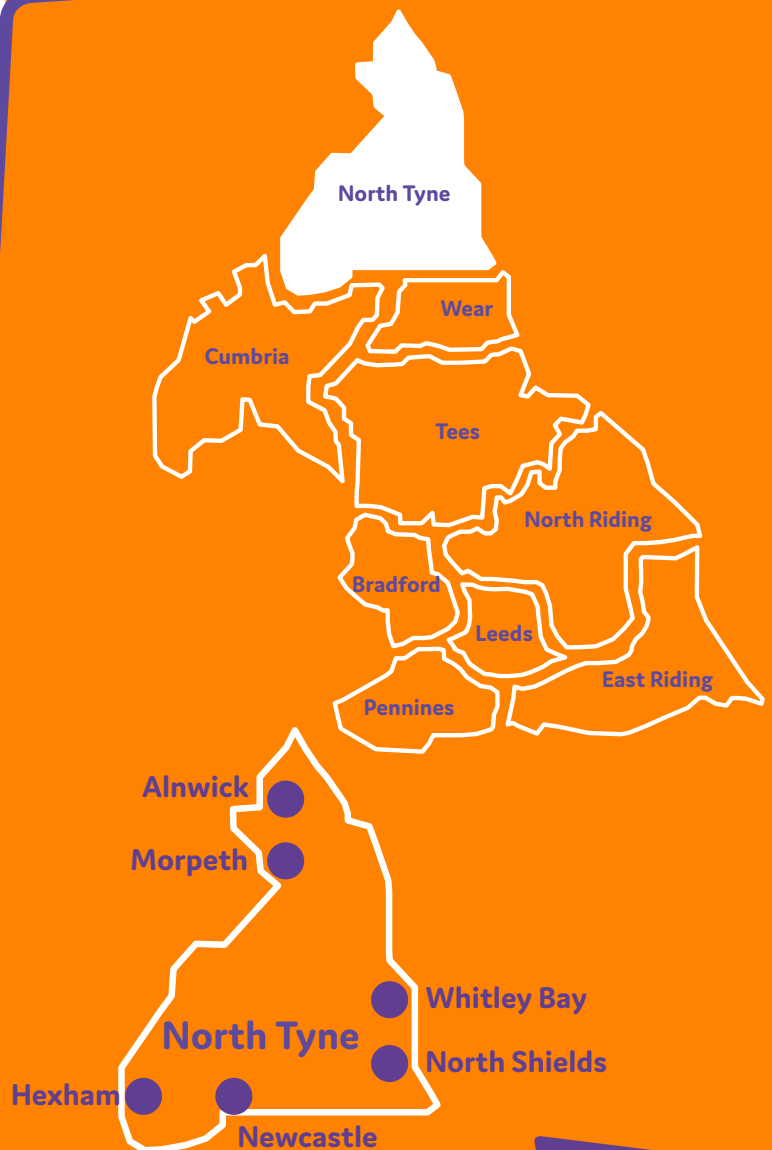
"North Tyne is a great patch to work in with a real sense of pride and community spirit in the area. We're working hard to ensure there is always a safe and reliable supply of gas to customers and we tackle gas escapes as quickly as possible. We're upgrading the pipes to modern plastic materials for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

We're investing approximately
£20.8m
in North Tyne

(April 2018 - March 2019)

We're replacing around
49.5km
of ageing metal gas pipes in North Tyne with modern plastic ones

(April 2018 - March 2019)



The North Tyne area spans from Berwick-upon-Tweed on the Scottish Borders to north of the River Tyne and extends to Brampton in the west. It covers the city of Newcastle as well as North Shields, Alnwick, Morpeth, Hexham and Whitley Bay.

North Tyne covers an area of 3,600km² and includes our depot in Burradon, an offtake site in Saltwick, where gas is transported into the distribution network from the grid and two pressure reduction stations in Hazelrigg and Blaydon.

£570k upgrade on Osborne Road, Newcastle

We're continuing to work closely with Newcastle City Council to upgrade 1.7km 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.

The scheme is part of a larger project to decommission the gas pipes that run through the Tyne Bridge, which have been in place since the bridge opened in 1928.

Country's most considerate site

Earlier this year, our gas holder demolition site on Minton Lane, North Shields won the 2018 Most Considerate Site Award (under £500k) from the Considerate Constructors Scheme (CCS). We were recognised for bringing the community together to preserve the history of this local monument, which had stood proud since 1906. This included meeting with local people, contacting relatives of those employed at the gas works during World War II and working with local school children to create a mural, as a lasting legacy for future generations.

99% response

In 2017/18 we kept customers in North Tyne 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

Customer care team: 0800 040 7766

Smell Gas or suspect Carbon Monoxide? 0800 111 999

Meet the team



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Get in touch



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we are
the network