

Tees

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 overriding 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 200 colleagues in the Tees area. This includes two small, locally run engineering firms employing 96 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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"We're a customer focused business and we work hard to ensure that customers are at the heart of everything we do. Our engineers are replacing old pipes with modern durable plastic pipes to reduce the risk of escapes. We're working hard in the Tees area to have a positive lasting influence on those communities."

We're investing
approximately
£24m
in Tees
(April 2018 - March 2019)

We're replacing around
90km
of ageing metal gas
pipes in Tees with
modern plastic ones
(April 2018 - March 2019)



The Tees area spans from Hartlepool in the north to the North York Moors in the south. It covers the towns of Middlesbrough, Stockton, Darlington, Redcar, Saltburn by the Sea, Leyburn, Catterick, Marske, Bedale and Bishop Auckland.

One of the largest areas in our network, Tees covers an area of 3,700km² and includes our depot at Cannon Park in Middlesbrough.

£150k upgrade in Cockton Hill Road, Bishop Auckland

We've upgraded approximately 800m of metal gas mains with more durable plastic pipe. This will ensure the continued, safe and reliable supply of gas to customers in the area for years to come. We worked closely with Durham County Council to minimise disruption, planning the works around the school holidays.

Partnering with HartlePower CIC

Our Community Partnering Fund provides grants of up to £10,000 for local initiatives which are improving quality of life for customers in vulnerable circumstances. In 2017/18, we awarded HartlePower CIC a grant in support of their project to raise awareness of carbon monoxide (CO) among local families, residents and those most at risk.

The fund opens for applications twice each year (Spring and Autumn), with £50,000 available each time.

99% response

In 2017/18, we kept customers in Tees safe by responding to 99.7% 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



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