

Wear

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 380 colleagues in the Wear area. This includes a small, locally run engineering firm employing 56 engineers. These colleagues are helping to deliver our gas mains replacement programme – upgrading existing metal pipes with more durable plastic ones.



Fergal O'Donovan
Business Operations Lead
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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 metal pipes with modern durable plastic pipes to reduce the risk of escapes. We're working hard in the areas where we work to have a positive lasting influence on those communities."

We're investing
approximately
£25.2m
in Wear

(April 2018 - March 2019)

We're replacing around
54.4km
of ageing metal gas
pipes in Wear with
modern plastic ones

(April 2018 - March 2019)



The Wear area spans from Gateshead in the north to Peterlee in the south and covers the towns and cities of Sunderland, Gateshead, Durham and South Shields.

Wear covers an area of 2,000km² and includes our customer contact centre in Sunderland and depot in Hendon.

£140k upgrade in Queen Alexandra Road, Sunderland

We've upgraded approximately 680m 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.

Commitment to communities

We are continuing to invest more than £1.3m to safely dismantle and remove three gas holder tanks in Redheugh, Gateshead.

Keen to minimise our impact on both the local community and environment, we registered this site under the Considerate Constructors Scheme and are innovating to ensure a positive lasting legacy.

Gas holders, built in Victorian times, are often key landmarks so our community artist has been working with local stakeholders to host art workshops in schools to capture this historic moment.

We also received a sustainability award from the Chartered Institution of Water and Environmental Management (CIWEM). The award recognised how we used solar powered pumps to remove more than 4,500 litres of coal tar from an underground tank, saving more than 18 tonnes of CO₂ and approximately £6,000 in costs.

99% response

In 2017/18 we kept customers in Wear safe by responding to 99.1% of gas escapes within the statutory timeframe of one hour. We also got to 98.9% 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

Customer care team: 0800 040 7766

Smell Gas or suspect Carbon Monoxide? 0800 111 999

Meet the team



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we are
the network