

Reducing customer bills

Our promise: We recognise that affordable bills are a priority for our customers and will deliver a 8.6% real terms reduction in bills from 2021.



8.6%
reduction in bills

£90 million

additional benefit delivered to customers over five years

£150 million

estimated customer saving over 5 years



92%

of our customers find
our plan acceptable

Helping those who need it most

Our promise: We will support customers who are struggling financially, or in vulnerable circumstances, through an enhanced support programme, and through partnerships with expert organisations.

£1 million

alongside our shareholders we will invest to support communities most in need



Striving to help at least 10,000 customers in fuel poverty

Total Customer Benefit: £22 million or £84 million over a lifetime



25,000

additional customers supported on the Priority Services Register



£750,000

NGN Hardship Fund, helping people who are struggling

Total Customer Benefit: £14 million or £49 million over a lifetime

£250,000

for grass roots projects

Total Customer Benefit: £470,000



24/7

Priority Services Hotline



4,000

paid volunteering days for colleagues every year

A thriving environment

Our promise: We will reduce our business carbon footprint, reflecting our customers environmental concerns.

Daily operations

Net Zero

by 2031



Reduce gas leaks by a further

24%



< 0.1%

waste from the holes we dig sent to landfill

Reduce business carbon footprint by 47%

40,000

trees planted

Total Customer Benefit:

£940,000 or £23 million over a lifetime

World leader

in proving evidence for hydrogen as a low carbon energy source, through real world trials



Cleaner vehicle fleet

50% of our vehicles to be ultra low emission or hybrid by 2026

Delivering an outstanding service

Our promise: We will continue to enhance the customer experience and maintain our position as the industry's leader in customer satisfaction, while maintaining the high standards of safety and reliability our customers expect.

£800 million

investment in our pipe network

Even faster

1 and 2 hour emergency response, improving on our 99.8% and 99.9% performance standards



Reinstatement times reduced from

5 working days to 3 calendar days

Enhanced repair times for gas escapes

Total Customer Benefit: £8 million or £81 lifetime benefit

1 hour

complaints resolution, when things go wrong

Total Customer Benefit: £6 million

Double

compensation payment set by our regulator in RIIO-1. Funded by our shareholders.



Gas back on in 2 hours

Gas will be restored to appliances in two hours when interrupted unexpectedly.

Total Customer Benefit: £3 million

2 hour appointment service

so that customers can book a slot that's convenient for them for their gas supply to be safely restored.

Total Customer Benefit: £25 million