

Are you planning activities which may have an impact on our network?

If you are planning activities or work that may have an impact on our network, please follow the step by step process set out below.

Step 1 – Contact us

Call us: 0800 040 7766, Option 6
(We are open from Monday to Friday, 9am – 5pm)

Email us: plantprotection@northerngas.co.uk

Write to us:

Northern Gas Networks
Plant Protection
1st Floor
1 Emperor Way
Doxford International Business Park
Sunderland
SR3 3XR



Step 2 – Tell us what you are planning

Please provide us with the following information:

- Nature of planned work
- Grid reference or postcode
- Plan of the work (showing the location)
- Proposed start date
- Your contact details

Step 3 – What happens next?

Once you have provided us with an indication of your plans we will contact you within ten working days to;

Share guidance on how to work safely near our pipelines and other assets

or

Put plans into place to move our assets (depending on the nature of the work).

Step 4 – Working safely near our assets

You will be sent a letter which sets out guidance for working safely near our assets. You can also read this guidance [here](#).

We will provide you with maps detailing the location of our assets. We usually send these by email. However, if you regularly need this information, we can give you access to our online maps.

Alternatively, depending on the nature of the work you are carrying out, you may be assigned a Plant Protection Officer to assist you.

How much will the work cost?

- Unless you require us to work outside our normal working hours of 8.30am to 5pm, Monday to Friday, there will be no charge for this service.
- If you do require us to work outside our normal working hours, we will provide you with a statement which clearly sets out our costs and the services we will provide you.

Step 4 – Moving our assets

If the work you are carrying out requires us to move our assets, our Diversions team will deal with your enquiry.

The process

Once your enquiry has been passed to our Diversions team, the following will take place:

1. Within 24 hours, you will be sent a form in the post for you to complete and provide further information. Alternatively, you can complete the form online by clicking [here](#).
2. Once we receive your completed form:
 - a. If we decide that a diversion is not necessary, we will send you guidelines for working safely near our assets which you will receive within five working days.
 - b. If we decide that a diversion is necessary, within 45 days, you will receive a quotation detailing the work we propose to carry out along with the cost of the work. Our quotations are valid for 90 days.

We are here to help

We pride ourselves on delivering a great service to our customers including resolving any issues quickly and courteously. If we can't resolve the problem right away, we will keep you informed every step of the way until we do. If you have had a bad experience and would like to speak to us or make a complaint please contact our Customer Care team:

Call us: 0800 040 7766

Email us: customercare@northerngas.co

Useful information

Northern Gas Networks is the gas distributor for the north of England. Our network covers northern Cumbria, the North East and most of Yorkshire. We do not own all of the gas pipelines or power cables throughout Great Britain. To find out who does and how to get in touch please visit:

<http://www.ukopa.co.uk/>

<http://www.linesearchbeforeudig.co.uk>