

# Northern Gas Networks



## Discretionary Reward Scheme

Submission 2015 - 2018



we are  
the network

## An integrated approach

We have a range of interlinked strategies which set out our commitments to local communities, and embed best practice across the organisation.



## Our community promises

Working with our stakeholders, we have developed a series of simple, direct promises. They identify where we can make the biggest difference to quality of life – ensuring we focus our investment, time and energy on things that make a lasting difference.



## A green, sustainable business

We have continued to make great progress in becoming a cleaner, greener business – reducing waste in our daily operations, and gearing up for a low carbon, sustainable future.

Our environment strategy, finalised in 2017/18, is our roadmap for continual improvement, and builds upon work from previous years. Informed by consultation with more than 500 colleagues and stakeholders, it contains five commitments, each underpinned by action plans:

- 1 Take action against climate change
- 2 Improve air quality
- 3 Use resources responsibly
- 4 Enhance life on land
- 5 Creating lasting energy solutions

Since our last submission, we have created a dedicated environment team to deliver our strategy - ensuring a low carbon approach to core service delivery, and supporting colleagues to become greener at work and at home.

## Commitment in daily operations

We have continued to reduce waste and energy consumption in our daily operations. Key successes include:

**new** **Enhancing spoil recycling/reuse:** by addressing the lack of approved aggregate recycling centres in the region.

Our senior managers worked with Yorkshire Highways and Utilities Committee to open two new recycling centres in 2016. We also transferred redundant processing equipment to one of our contractors, enabling them to set up their own aggregate recycling centre.

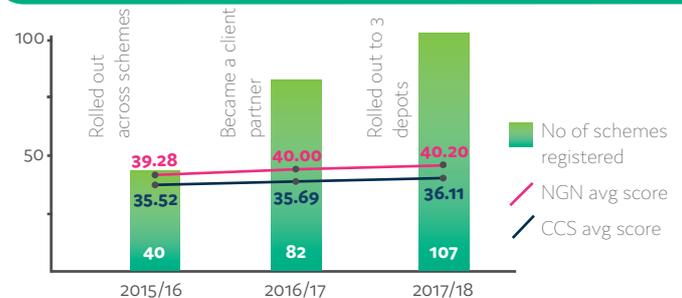
We made landfill and virgin aggregate performance a KPI for our network of local contractors, and provided additional training to enhance their performance and data reporting.

In 2016/17 five contractors achieved an impressive 0% excavation spoil to landfill and 0% virgin aggregate use.

**42% reduction in virgin aggregate use – equating to 12,286 tonnes saved since 2014/15. That's enough to fill 2 and a half Olympic size swimming pools!**

- **Supply chain innovation:** our operational and innovation teams work with our supply chain to develop greener ways of working. Annual depot days are used to source good ideas, leading to close partnership working.
- **Considerate Constructors' Scheme (CCS):** As the only GDN Client Partner in the CCS, we benchmark our work sites – including community, safety and environmental performance – against the industry gold standard.

**Over the past three years we have registered circa 230 replacement and major project sites, and have recently extended our registration to include 3 of our operational depots, covering our emergency and repair processes.**



**CCS: Rolled out and scaled up**

**Participation in the scheme and supply chain collaboration have led to a number of environmentally-driven innovations, which through NGN investment, have now become business as usual.**

- **Filters which allow water from excavation sites to be cleaned** and disposed of down the drain, at site, rather than tankered away. Used around 1,600 times in the first 12 months.
- **We scored 10/10 for harvesting rainwater** on a CCS site, using a garden water butt, to wash workers' boots with!
- **A hi-tech drip pad to capture spills** from portable generators, preventing hydrocarbons from entering the local environment.
- **A new way to cap-off stubs of short pipe in the highway**, avoiding the need to dig in high-impact locations. By using this technique we have avoided sending 4,420m<sup>3</sup> of spoil to landfill. That's around 15,000 bath tubs full of spoil.

- GDN collaboration:** We continue to work with our fellow GDNs to share best practice and trial low-dig technologies. In 2016, following successful trials we invested in two 'Core & Vac' vehicles. By taking a small, core from the road we avoid the need for large excavations, virtually eliminating spoil to landfill and virgin aggregate use, halving the duration of works and reducing reinstatement costs by an average of 69%.

All bright ideas, wherever they start, are tested for alignment with our innovation strategy and a cost/benefit assessment is undertaken in advance. This allows us to measure benefits across a range of areas including environmental, customer/stakeholder, safety and efficiency.

- Gas and electric vehicle trials:** we are trialling a range of electric and gas vehicles, to see how they perform in our demanding operational environment. We have introduced three Compressed Natural Gas (CNG) vans to our fleet, a hydrogen powered car and are trialling three electric vehicles, at a cost of £108,000.
- Energy efficient offices and depots:** A rolling programme to upgrade our offices and depots has been an opportunity to introduce energy efficient air conditioning units, boilers, low energy lighting with movement sensors and A rated electrical equipment, such as computer screens.

 **28% anticipated reduction in energy usage at our head office**

## Reducing our impact

 **Solar-powered land remediation:** we continue to remediate our portfolio of former coal gas sites, where there is potential for land contamination. For the first time, we used solar powered pumps at a site in Gateshead to remove 4,500 litres of coal tar from an underground tank – an entirely sustainable solution, which we plan to replicate on future jobs.

 **18 tonnes of CO2 equivalent saved through solar powered land remediation**

- Filling gas holder holes:** Since April 2015 we have in-filled the below ground tanks of four of our demolished gas holders. We partner with specialist contractors to infill the holes with surplus clean soil materials from local development projects which might otherwise have gone to landfill. The combined volume of soil reused at the four sites is approx. 62,589m<sup>3</sup>.
- Reducing gas leaks:** leakage of gas (methane) from our network makes up 95% of our carbon footprint, and results in the build-up of greenhouse gases. We have reduced our leakage by 11.5% since 2014/15 through use of 'real time', remote monitoring and pressure management and innovative ways of locating leaks – such as acoustic cameras and our very own gas detection dog – a police trained sniffer dog called Midge.

## Shaping a low carbon future

Our future energy programme has continued to demonstrate that gas, in its different forms, can play a key role in the UK's low-carbon future.

Our CEO and senior managers work at a regional and national level to make the case for gas. This includes face-to-face briefings for MPs, NGOs, local authorities and industry bodies, and high profile events, such as a joint-utility report into the economic potential of the region's green economy – supported by former Energy Minister, Andrea Leadsom.

A colleague also spent a year seconded to BEIS, advising the heat and science policy teams. Our flagship projects include:

- InTEGReL:** an NGN-led initiative with Northern Powergrid and Newcastle University to transform an existing NGN facility into a research centre, dedicated to developing 'whole-systems' projects which break down traditional barriers between gas, electricity and renewables.
- H21:** we have continued to drive our flagship project with Leeds City Council to repurpose existing gas networks to transport hydrogen, which has evolved into a joint GDN programme which received £9million of Ofgem Network Innovation Competition Funding at the end of 2017.
- HyDeploy:** a pilot project with Cadent and Keele University to heat domestic homes using a blend of hydrogen and natural gas, which could provide a stepping stone to an all hydrogen solution.
- Gas refueling station:** we are working with Leeds City Council to deliver a compressed natural gas filling station which will power the council's refuse lorries and has potential to incorporate other fuels, including hydrogen.
- Biomethane:** Our dedicated biomethane team and online support tools have helped green-gas producers to get connected. During the past three years we have connected 9 new biomethane plants to our network and supported Northumbrian Water to increase capacity at their Howdon site. In total, these plants have the potential to generate enough energy to power 10,050 homes.

## Education and volunteering

We support our colleagues to become greener at home and work, encouraging them to make a positive impact in their local communities:

- We created a handy guide for our 1,450 colleagues encouraging them to become more energy and water efficient in their homes.
- Colleagues have spent more than 610 hours giving back through partnership activities such as Hull Primary Schools
- Environment Conference and volunteering at Wildlife Trust and RSPB sites.
- New starters have planted more than 60 fruit trees at locations of their choice within our network.

Above and beyond highlights	NGN investment	Reach	Example outcomes
Environmentally-driven innovations	Circa £950,000 (not NIA-funded)	More than 5,700 uses p/a, benefitting thousands of customers and wildlife	66% reduction in spoil to landfill in 2016/17 - 12,333 tonnes reduction in spoil to landfill since 2014/15.
New environment team structure and integrated strategies	£95,000	Supporting the 1450 strong workforce to improve environmental performance	Achieved ISO14001:2015 environmental management standard and Silver rating in the BITC Community Environment Index - assuring customers of our environmental commitments.
Protecting our environment through education and volunteering	612 hrs	1385 children in Hull and visitors to 9 wildlife sites across our network.	Sustainable actions to nurture natural habitats and improve community spaces.
Colleague seconded to BEIS to advise the heat and policy teams and H21 engagement activity	circa £508,000	Potentially 25 million homes in UK	<ul style="list-style-type: none"> <li>£25m committed by BEIS for 'Downstream of the Meter Programme'</li> <li>Hydrogen included in Clean Growth Strategy.</li> </ul>
Scaling up and rolling out of Considerate Constructors Scheme (2013/14-2017/18)	Circa £57,000 in registration fees	242 replacement schemes and 3 operational depots	<ul style="list-style-type: none"> <li>Driving best practice and environmental innovations, recognised by 122 national awards and scoring an average of 37.43 against a national benchmark of 35.66.</li> </ul>

# Protecting the region against the dangers of Carbon Monoxide

Protecting people against the dangers of Carbon Monoxide (CO), through education and prevention, remains a business priority, and is strongly supported by our stakeholders and customers.

Stakeholders want us to partner with regional and national organisations to reach the widest possible audience with essential safety messages through a wide range of communication channels.

They also suggested a greater focus on CO risk outside the home (e.g. camping/portable barbecues) and hard to reach and at risk customers, including tenants in the private rented sector, who are disproportionately at risk from poorly-maintained appliances.



## Our approach

### Strategic commitment:

Raising CO awareness remains a core part of our Social Strategy and Community Promises framework. Our Head of Social Strategy manages business-wide delivery against KPIs, agreed with and monitored weekly by the Senior Management Team and CEO.

### Partnership model:

We believe in a sustainable approach. We work with partner organisations at local, regional and national level to improve knowledge, build capability and achieve the widest possible reach.

### Education:

We work to educate people on the symptoms and dangers of CO. For the most vulnerable customers, we provide free CO alarms alongside the education sessions. This approach is helping to improve CO awareness across our region, with customers' baseline knowledge increasing from 6.19 in 2015/16 to 7.52 in 2017/18.

## Engaging on the doorstep

We continue to train our emergency engineers to deliver CO awareness sessions following call outs to local homes.

In 2016/17, we launched a dedicated app to support consistent conversations with customers and obtain feedback on how useful they find the information.



During 2015-18 more than 20,500 customers completed a CO questionnaire, raising awareness from 6.19 to 9.32 across the region.



**2,764 hours spent educating on the doorstep**

## Saving lives with Gascoseekers

All our emergency engineers carry hand-held Gascoseekers which can detect CO. Over the past 3 years 200 instances of CO were detected, 32% of which had not been suspected by the customer.



**64 lives saved in 2015-2018**

## Educating future generations

Engaging children with CO messages from primary school age helps to ensure that future generations are well-informed and protected. We have a wide-ranging outreach programme which includes:

**new** **Young Presenter of the Year:** an annual presentation competition for students aged 12 to 17, drawing from schools in areas of high deprivation. Participants deliver presentations on gas industry topics. 2015's winning talk was from a Year 9 pupil looking at CO. She subsequently went on our BPEC (British Plumbing Employers Council) training course and has continued educating others on the dangers of CO, including encouraging her grandparents to install a CO alarm in their holiday caravan.

 **11 schools involved in Young Presenter since 2015**

**new** **Safety Seymour:** We've adopted this initiative from Cadent (see collaborative submission), and all our Community Care Officers and Stakeholder Managers have been trained to deliver the schools sessions. We're adding our own regional approach, by trialling half-day rather than full-day sessions (to reach more children), and sending postcards to children after their summer breaks to reinforce the important safety messages learnt in school.



**1,260 children reached through Safety Seymour scheme**

**Primary school challenge:** 394 students from eight Leeds primary schools took part in our first NGN Primary Challenge in 2016/17. Business volunteers delivered workshops around CO and wider gas safety, and children created their own safety videos. The winning video, by Temple Newsam Halton Primary School, is being used as resource for primary schools across the region.

 **394 children engaged through Primary School Challenge**

## A regional CO network

We've been busy building a network of trusted, well trained partners to help us reach a wider audience with CO messages.

In 2016, we became the only GDN recognised as a BPEC accredited CO training provider, allowing us to equip a network of colleagues and partners with the skills and knowledge to educate customers about CO risks and symptoms.

**Provided comprehensive training to more than 40 front-line individuals, working for more than 11 organisations, reaching circa 6,500 of those at risk.**

## new Supporting grassroots initiatives

In 2016 we launched our Community Promises Fund – providing grants of up to £10,000 to community projects with a CO or fuel poverty focus.

The scheme is designed to help us identify local groups who can roll out CO messages to vulnerable and hard-to-reach customers. Local initiatives included:

— **Protecting tenants:** local housing provider, Fusion Housing, gave out 110 free CO alarms to its clients and delivered briefings, as part of a holistic campaign around safer, warmer homes.

- **Training for food co-operative:** volunteers at Highfield Food Co-operative in Keighley attended our BPEC accredited training course, and have since delivered CO awareness and energy savings sessions for local residents.



Zana is a Kurdish refugee from Iraq. He is a filmmaker and social activist. He attended a CO safety briefing organised by Highfield Food Co-operative and we are supporting him to become a CO trainer, so he can spread the message to the Kurdish community.

**“I found this project very good and it is important for people to know about the dangers of Carbon Monoxide.”**

- **Bus ticket promotion:** we supported The Dominic Rogers Trust’s innovative approach to print CO awareness messages on circa 1.5 million bus tickets, offering discounted CO monitors to customers travelling in Leeds and Huddersfield.
- **Saving lives through education:** our partnership with DIAL, a Leeds charity that sees disabled people support others with disabilities, had a potentially life saving effect. Thanks to the education sessions we ran with them, a service user who obtained a free CO monitor found his boiler was emitting dangerously high levels of CO, and knew to call the National Gas Emergency Number immediately.

**Our partnership with the Leeds based charity DIAL had a potentially life saving impact for a service user.**

- **Energy Doctor outreach:** 192 volunteers at Yorkshire Energy Doctor (YED) have received CO training, reaching a potential 2,000 vulnerable customers each year.

The first year of the scheme has helped identify partners who we can work with again in the future, and also created a networking opportunity among participants. DIAL and Yorkshire Energy Doctor are now working together, as a result of the scheme.

Our trailblazing Community Promises Fund provided the framework for the collaborative GDN CO Fund which was established in 2017 to give out £10,000 a year (see collaborative DRS).



**YED frontline staff knowledge of CO raised from 6.14 to 9.32 out of 10.**

## Spreading the word in innovative ways

Stakeholders want us to deliver a consistent UK wide strategy around gas safety. This includes spreading the word in innovative ways and practical initiatives, such as safety checks and the provision of household detectors.

- We hit the streets to promote CO safety with shoppers. We held four information roadshows (one in partnership with Tyne and Wear Fire and Rescue Service) in areas with a high percentage of privately rented accommodation. The activity resulted in around 5,000 direct engagements with shoppers and we presented to council employees and catering staff who use carbon producing fuels in onsite restaurants.
- Over a 21 day period, we showed a safety video in shopping centres across the network, highlighting the dangers of CO outside the home. This reached more than 700,000 people.
- We sponsored the Bradford Film Festival, screening a series of videos to promote CO safety and the Priority Service Register - our videos were shown on a big screen in Bradford City Centre and seen by up to 1.5 million people.

**“Those attending were hugely impressed with your team, the presenters in particular (the presentation was first class). Gas Safe register also commented on the professionalism and competency of your team.”**

David Wilson - Group Regional EHS Manager for intu – North & Midlands

## Playing a national role

We are playing a key part in developing and co-ordinating national CO awareness activity.

Our Head of Social Strategy, is chair of the GDN CO group, and helps to drive the groups’ work plan.

NGN took a lead in developing a new national campaign - iFest - for all the GDNs to highlight the dangers of CO to festival goers, with a target audience of 18-24 year olds. The game was promoted alongside camping and festival tips on social media, and a targeted advertising campaign. iFest is a successor campaign to iCOP – an NGN-developed gaming app. During the past three years, these games have been played or downloaded more than 20,000 times.



**20,000 students and festival goers reached**

Above and beyond highlights	NGN investment	Reach	Example outcomes
Our emergency engineers have spent 2,764 hours educating customers on the doorstep	More than £94,000	20,537 customers completed a CO questionnaire	Customer awareness of CO increased by an average of 2 points following our engineers’ briefings, reaching 9.32/10 in 2017/18.
187.5 hours spent educating future generations	More than £11,700	Around 1800 children aged five to seventeen	Increased CO awareness among children and their families
Only GDN authorised to deliver the BPEC accredited CO awareness course	£3,460	Trained more than 40 partners and colleagues to reach up to 6,500 of those most at risk.	Increased front-line staff knowledge of CO from 6.14 to 9.32 out of 10.
Community promises fund provides financial grants and other support to help grass roots initiatives raise awareness across our network	£19,575	1,521,723 potential across our network	Following NGN briefings, 100% of participants in Bradford Community Broadcasting’s project knew symptoms of CO poisoning and what to do if they suspected an escape.
52 hours spent promoting the dangers of CO to people at shopping centres, film and music festivals	£16,750	2.2m within our region	Customers’ baseline knowledge increasing from 6.19 in 2015/16 to 7.52 in 2017/18.

# Supporting fuel poor customers and those in vulnerable circumstances

Fuel poverty, and other associated forms of vulnerability, are complex and deep rooted.

While we have regulatory targets around assisted gas connections, our strategy goes way beyond these, by taking a holistic approach to supporting struggling customers.



## Our approach

### Company wide commitment:

tackling fuel poverty is a business-wide commitment, from our CEO and senior management team to our front line colleagues.

### Test and grow:

to continually improve our knowledge, we start with small pilot projects, see what works, and then develop those projects which deliver results, and are scaleable, replicable and sustainable.

### Going beyond the meter:

providing holistic support for fuel poor customers – not just assisted gas connections.

### Targeted intervention:

we focus our investment and partnerships in areas with highest incidents of fuel poverty and related socio-economic issues – from remote rural areas off the gas grid such as Northumberland, to deprived urban areas such as Bradford.

### Collaboration:

fuel poverty is a complex issue we can't solve alone. We work with a wide range of partners for greater learning, reach and impact.



## Above and beyond

We have smashed regulatory targets for assisted gas connections to fuel poor customers over the past three years.

Year	2015/16	2016/17	2017/18
Target	1,500	2,000	2,000
Actual	2,458	2,638	circa 2,040

**By going above our Ofgem requirement, we have helped to lift more than 6,750 customers out of fuel poverty, saving them a collective £1.7m per year.**

## Helping families save energy and money

Working with three community energy partner organisations, we've provided holistic support for fuel poor customers in some of our most deprived communities – with new heating systems, insulation and energy advice – in addition to assisted gas connections.



**£1.7m in bill savings for customers**



**14,000 tonnes carbon saving**

## Helping off-grid communities with Warm Hubs

Our Warm Hubs initiative, introduced in our last submission, has gone from strength to strength. The hubs provide warm community places, staffed by volunteers, where vulnerable residents (usually in areas off the gas grid) can go to socialise, get warm, have a hot meal and access information, advice and referrals to relevant support.

20 hubs have been established across rural Northumberland, and we have opened our first urban hub in a deprived part of Newcastle. As proposed, after three years of NGN support, the programme has become financially self-sustaining - securing its long-term future.

Fellow gas distributor SGN recently opened its first Warm Hub, following our success.

- We've established Warm Hubs in community centres, church halls, a cafe, a pub and even a fish and chip shop!
- Over 1,000 residents in Northumberland attend Warm Hubs each week in winter months.
- £750,000 of funding secured for Warm Hubs from external sources.
- Over 200 Warm Hubs volunteers have received training.
- Warm Hubs won 'best community initiative' in the 2017 Utility Week Awards.

## Working with our fellow utility companies

Infrastructure North is the longest-standing multi-utility partnership, and features ourselves, Northern Powergrid, Northumbrian Water and Yorkshire Water.

During the past three years, the partnership, which includes a social outputs subgroup, chaired by NGN, has come a long way - working collaboratively to support vulnerable and fuel poor customers. Key activity and outcomes include:

- **A vulnerable customer summit:** attended by 140 representatives of public and third sector organisations. The event led to the creation of a number of shared action plans, and cross-utility sub-groups.

**"We're delighted to be working with Infrastructure North to develop partnerships with the third and health sectors, supporting our communities and addressing some of the wider societal challenges we face in our region."**

Jane Hartley, CEO, Voluntary Organisations Network, North East.

- **A joint customer campaign:** including an 'energy at home' booklet providing tips on energy and water efficiency, and jointly funded advertising promoting the priority services register, fuel poor network extension scheme, locking cooker valves and targeting 14,000 elderly people living independently at home.
- **Energy efficiency training:** for seven individuals from five community groups across the region.
- **Supporting ex-offenders:** we have delivered workshops to motivate offenders into employment as part of Northumbria Community Rehabilitation Company's MOVE project.
- **Additional support for those in need:** NGN colleagues have referred an additional 4,836 vulnerable customers to Northern Powergrid's Priority Services Register.
- **A joint report 'Growth, Investment, Potential,'** which demonstrates the impact our organisations have on the region and lets customers and stakeholders know about the support available to the communities we serve.

## Working with social housing partners

Since 2015, we've matured our partnerships with Registered Social Landlords and local authorities. We know that combining assisted gas connections with other 'whole house' measures, such as new boilers is what really makes a difference so we've proactively supported our partners to become more ambitious, helping us achieve our fuel poor targets. For example:

- **A partnership with Leeds City Council** saw us switch more than 1,100 properties from electric to gas heating, as part of a wider refurbishment programme.
- **We linked Stockton based social housing group Thirteen with National Energy Action**, supporting them to conduct research into tenants' energy use habits, to change behaviour and inform future strategies.
- **We supported local authorities bidding for a share of a national Central Heating Fund from DECC (now BEIS)**. Our Head of Social Strategy wrote to every Local Authority within our network to offer NGN's expertise in developing their proposals. With our support, £11 million was awarded to regional local authorities (44% of the total national funding), paving the way for home heating solutions such as air and ground source heat pumps and almost 1,000 additional gas connections and new gas heating systems.
- **With our support, 25 local authorities and social housing organisations received funding** in the first round of the Cadent administered Warm Homes Scheme to provide whole-house solutions for hundreds of potentially fuel-poor families.

## Building partnerships in hard to reach communities

In 2016, we launched our Community Promises Fund – a grants scheme for local organisations working with vulnerable and hard-to-reach customers.

The scheme is an opportunity to deepen our knowledge, and forge new links with groups working in hard-to-reach communities, and grow these relationships in future years. We have awarded more than £100k in total - £50,000 in 2016, and again in 2017. Successes from the inaugural year of the scheme include:

- **Radio campaign:** Young people in Bradford produced energy efficiency radio jingles that were broadcast in community languages and during programmes targeting those hard to reach communities.
- **Fuel poverty advice and referrals** for more than **215** customers in Durham, with Woodhouse Close Church Community Centre.

- **Bill reduction and energy efficiency sessions** for **50** members of Highfield Food Co-operative in Keighley
- **Energy advice and finance workshops** for more than **90** social housing tenants in Kirklees, with social landlord Fusion Housing. Staff received training so they can provide ongoing support and advice.

**Learning lessons:** We made 11 grant awards in the first year of our Community Promises Fund (2016) and received 9 close-out reports from partners. Following feedback we revised the application model for 2017, to ensure we receive evaluation and close-out reports for all nine awarded projects.

## The Children's Society partnership: next phase

Building on our experiences in Bradford which, amongst other outcomes, helped 537 families to set up manageable repayment plans for debts totalling £114,640 we launched a new partnership with the Children's Society in Newcastle.

**Independent living support for teenagers:** A six-week development programme targeting 900 teenagers, considering living independently for the first time. More than 900 teenagers engaged since September 2017. By helping teens to understand bills and budgeting we can protect them from becoming the next generation of fuel poor.

## Training our staff to support vulnerable customers

We've continued to work with specialist partners to train our colleagues to spot signs of vulnerability and provide appropriate support and referrals. This has included:

- **17 colleagues trained by the Alzheimer's Society** to be Dementia Champions – enabling them to roll out training to others.
- **360 colleagues now Dementia Friends** (having been trained by NGN's Dementia Champions). Further sessions will run throughout the year.
- **12 colleagues now disability awareness trainers**, following 'train the trainer' session with Royal National Institute for the Blind. They will start rolling out training to our wider workforce in 2018.
- **9 colleagues trained by Durham Fire and Rescue Service** - to identify potential fire risks in customers' homes.
- **Vulnerability awareness sessions have been rolled out to employees in 2018**, covering fire safety, child protection, dementia awareness, hoarding, and more. We have already raised awareness and received feedback from 117 colleagues.

Above and beyond highlights	NGN investment	Reach	Example outcomes
Leading partnerships with electricity and water companies to better support our vulnerable and fuel poor customers	More than £40,000 plus 176 hours of NGN colleagues' time.	19,000 customers, primary care services and other partners made aware of the PSR and FPNES. Directly supported 1,000 customers experiencing or at risk of fuel poverty	4,836 vulnerable customers referred to Northern Powergrid's PSR £90,000 lifetime savings through energy efficiency measures, warm home discounts and switching.
Proactively supported regional local authorities to secure funding for whole-house solutions	£30,000	Circa 1,400 vulnerable households offered whole house heating solutions	<ul style="list-style-type: none"> <li>· £11m funding secured (44% of total available)</li> <li>· Almost 1,000 additional gas connections and new heating systems installed.</li> </ul>
Community promises fund provides financial grants and other support to grass roots initiatives	£36,230	22,521 potential reach across our region (3,521 direct and up to 19,000 indirect)	Through the WASH project, a participant reported receiving the tools needed to save money on fuel and keep safe but he also accessed further learning, to become a project ambassador, bringing him closer to the labour market.
Independent living support for teenagers	£117,170	More than 900 teenagers at risk of fuel poverty	Better informed about developing their life skills, bills and budgeting, improved confidence and education opportunities.
More than 500 colleagues have received enhanced training to support customers in vulnerable situations	£2,380	Circa 20,000 vulnerable customer contacts per year	Vulnerable customers' satisfaction score of 9.93/10.



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the network**