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



Please follow the step by step process set out below.

Requesting access to our network maps Are you working near to or need us to move our assets?

Step 1 - Contact us

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

Email us: beforeyoudig@northerngas.co.uk

Write to us: Northern Gas Networks, Before You Dig, 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 the 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, including any maps you require

If needed, put plans in place to move our assets to enable your project

Step 4 – Accessing our maps

We will provide you with maps detailing the location of our assets.

If you regularly need this information, we can give you access to our online maps.

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 the guidance <u>here</u>.

Alternatively, depending upon the nature of the work you are carrying out, we may assign a Plant Protection Officer to work with you.

Will I need to pay for access to NGN map?

We do not normally charge for a one-off request or to set you up with online access.

However, if you are a company that charges its customers for accessing our maps on their behalf, we will charge you £25.00 + VAT per request

If a Deed of Easement is required, you will be charged £65.00 + VAT

How much will the

Unless you require us to work outside our normal working hours of 8.30am – 5pm, Monday to Friday, there will be no charge.

If you do require us to work outside of our normal working hours, we will provide you with a statement which clearly sets out our costs and the services we will provide to you.

Step 4 – Moving our assets

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

The process

Once your enquiry has been passed to our Diversions team, you can expect the following:

- Within 24 hours, we will send you 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.
 - b) If we decide a diversion is necessary, within 45 days, we will send you a quotation detailing the work we propose to carry out along with the cost of the work. Our quotations are valid for 90 days.

Are you considering connecting a biomethane plant to our network?

Step 1 - Contact us

Email us: biomethanedoc@ northerngas.co.uk Online: biomethane. northerngasnetworks.co.uk

Write to us:

Northern Gas Networks. biomethane team Northern Gas Networks, 1100 Century Way, Thorpe Park Business Park, Colton, Leeds, LS15 8TU

Step 2 – Tell us what you're planning

Please provide us with the following information:

- Nature of the planned work
- Your contact details

Step 3 – What happens next?

Once you have provided us with an indication of your plans, you will be assigned a Key Account Manager who will discuss your requirements and guide you through the process.

Step 4 – Getting connected

Once we've received your completed enquiry form, we'll be in touch within 15 working days to issue an initial response to your request.

If you wish to proceed further, we will need to undertake a Full Capacity Study to find out more details of the capacity we have available to enable you to connect into our network.

Upon receipt of payment we will provide you with a full capacity study within 30 working days.

After which, our team of specialists will contact you to make sure you have correctly interpreted the data in the report.

Will I need to pay for a capacity study?

The initial response to your query gives an indication of the capacity availability, free of charge.

The Full Capacity Study, which gives much more detailed information using historical and forecast data, is provided at a cost of £2650 + VAT.