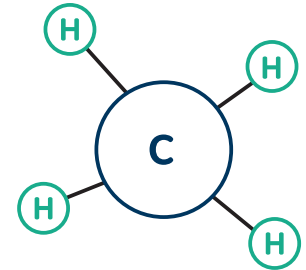


Biomethane Customer Charter

At NGN we recognise that the decarbonisation of our gas grid or 'greening our gas grid' is essential for us to reach future renewable energy targets, particularly for heating and transport.

At Northern Gas Networks, to date there are 17 biomethane sites injecting directly into our gas grid.

We see our role is to proactively support our developers by ensuring that biomethane plants can connect to the gas grid as quickly as possible and to operate as efficiently as possible.



Here at NGN we will:

1. Work with all Gas Distribution Networks (GDNs) to introduce a standard way of connecting plants across all areas of Great Britain, so that biomethane developers have only one process to follow wherever they are
2. Share resources and learning between GDNs as much as possible, to ensure that plants are connected and operate as efficiently as possible while maintaining necessary standards of safety
3. We will use our convening power with other GDNs to support biomethane developers with clear policy and support for gas quality review, (Propanation and CV)
4. Be fully transparent with biomethane developers about the speed and resources available to deliver connections and maintain sites

Here at NGN we commit to:

1. Being there when you need us:
 - a. Attend an interruption within 4 hours
 - b. Restore gas flow in next day (24/7)
 - c. Discuss your schemes with us before a formal application and incurring associated costs (including assessment and design fees)
 - d. Extension of seasonal setting changes to incorporate increased injection over the shoulder months
 - e. Consider alarm limits to aid injection at times of low demand/high pressure
 - f. Review the cost of capacity studies and the NGN charge for connections
 - g. Deliver initial and detailed capacity studies from 15/30 working days to 5/20 respectively
2. Delivering on our promises
 - a. Key account management
 - b. Escalation process to senior manager
 - c. Agree any resolution within 1 working day
3. Proactively listen to our customers
 - a. Carry out two biomethane feedback workshops per year
 - b. Improve our website access for customer feedback