

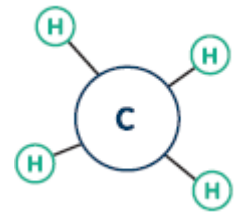
Biomethane Customer Charter

At NGN we recognise that the decarbonisation of 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 19 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.

Biomethane strategy:

1. Our strategic vision for the future of gas, which is underpinned by stakeholder priorities and insights, will be to continue to deliver a safe, reliable gas network for our customers under 'business-as-usual', while undertaking new and proportionate works which make our network ready for an affordable, positive and fair transition to net zero.
2. Biomethane is a decarbonisation solution available now, but continued barriers to entry and operation exist. We remain committed to supporting innovation projects that aim to reduce biomethane connection and operational costs through Future Energy Network's Green Gas Taskforce, and business-as usual process evolution.
3. We recognise that our stakeholders in the biomethane supply chain have a significant role to play in the decarbonisation of our network and that engagement with this group will be a key priority for us.



NGN Commitments:

1. We are committed to enabling the injection of green gas to our network to support the transition to a low carbon energy system and enable net-zero greenhouse gas emissions by 2050.
 - a. Continue to enable connections of low-carbon gas to our network.
 - b. Key account management, ability to raise technical queries and escalate issues.
2. Enhanced customer service performance standards for connection enquiries and studies
 - a. Deliver initial and detailed capacity studies from 15/30 working days to 5/20 respectively.
3. Being there when you need us:
 - a. Attend an interruption within 4 hours*
 - b. Restore gas flow in next day (24/7)*
4. Support Injection
 - a. Where possible, we will also work with our existing sites to improve their injection through mechanisms such as seasonal settings.
 - b. Consider alarm limits to aid injection at times of low demand/high pressure.
5. Proactively listen to our customers
 - a. Continue to gain feedback from our biomethane customers through ongoing engagement and annual forum.
 - b. Keep our biomethane website up to date.
6. Supporting Biomethane Barriers
 - a. NGN remain committed to supporting innovation projects that aim to reduce biomethane connection and operational costs through Future Energy Network's Green Gas Taskforce.
 - b. NGN commit to continued active participation in the Entry Customer Forum (EnCF) and Gas Entry Connections Technical Working Group. The purpose of these groups is to drive standardisation, streamlining and continuous improvement of the connections process across the GDNs.

*NGN will work to attend site for interruption and restoration within the above timeframes, however this is subject to team resources.