

Correspondence Address:

Customer Support, Customer Service, Lakeside House, The Lakes, Bedford Road, Northampton. NN4 7HD

Business Section	Accountable Manager	Contact Email	Contact Tel. Number	Contact Fax. Number
Customer Operations				
Our Customer Operations Department is developing a world class Customer Centre to give our customers a single point of contact into Gas Distribution, whilst providing excellent customer service. The team also forecast workload for our field force to ensure that we have the right people in the right places, enabling National Grid to provide a safe and efficient service.				
Customer Centre				
Gas Distribution's Customer Centres at Northampton and Hinckley receive and handle 3,000,000 calls per annum. The centres provide 24/7 services to a range of customers fulfilling National Grid's licence obligation to provide an emergency call handling and enquiries service to the UK population. In addition to this service the Customer Centres provide meter and supplier data on behalf of Xoserve through the M Number Line, and provide customers with CORGI information where they have been disconnected due to a gas leak, through the Appliance Repair Helpline.				
Gas Emergency Service (24 Hour) Our Gas Emergency Service deals with gas emergency calls where attendance is required by an engineer. This would include (but is not limited to) gas escapes, fires or explosions, damage to pipelines or assets used to convey gas and reports of either poor or no pressure from NGG network.	Lionel Lincoln Lewis	<u>Lionel.L-Lewis@uk.ngrid.com</u> Please note this email address is not monitored 24 hours a day	0800 111999	N/A
			0845 6056677	N/A
			0845 6056677	N/A
Gas Enquiry Line This number is left at properties where National Grid has been unable to gain access for either planned or unplanned work. This number can be used to enquire on the status of previously reported jobs where emergency attendance was confirmed as required.				
Theft of Gas Reporting			0845 6056677	N/A
M-Number Enquiries (End Consumer ONLY)	Gemma Norton	N/A	For end users only requiring an MPRN 0870 6081524	
Complaints & Enquiries				
Complaints	Jean Robinson	<u>box.complaints@uk.ngrid.com</u>	0845 070 0203	
Chairman's Complaints	Jean Robinson	<u>box.customer.escalations@uk.ngrid.com</u>	0845 609 1943	
Small Business Claims	Jean Robinson	<u>Box.CS.busclaims</u>	0845 757 3202	
Enquiries Line	Jo Haynes	<u>box.enquiries@uk.ngrid.com</u>	0845 070 0203 Opt 1	
Enquiry Line – North London Alliance	Jo Haynes	.box.enquiries.alliance	0800 096 5678	
East Coalition	Jo Haynes	.box.enquiries.coalition	0845 246 1285	
West Coalition	Jo Haynes	.box.enquiries.coalition	0845 604 4527	
Direct Labour	Jo Haynes	.box.enquiries.coalition	0845 604 2574	
M1 Gas Alliance	Jo Haynes	.box.enquiries.alliance	0845 6000320	
North West Gas Alliance	Jo Haynes	.box.enquiries.alliance	0161 703 1000 / 0161 703 1010	
West Midlands Gas Alliance	Jo Haynes	.box.enquiries.alliance	01902 826106	
Standards of Service – Liability Payments (Northampton)	Jo Haynes	<u>.box.BCPIP.C.Payments.SOS.SharedServices</u>	0845 070 0203 Opt 1	
Plant Protection – The Plant Protection team provide details of our assets which are required prior to commencing work on site.				
Plant Protection / 'Dial Before You Dig'/'Stopping Up' Enquiries for both gas and electricity	Mandy Bates	<u>plantprotection@uk.ngrid.com</u>	0800 688 588	01455 233790
Utility Search Enquiries	Mandy Bates	<u>www.utilitysearch.com</u>	0800 688588	01455 233790
Way leave Enquiries – Electricity only	Helen Worsley	N/A	0800 3895113	N/A
Street Works - The SWAT team manage our NRSWA noticing activities.				
Street Works Admin Team	Paul Gerrard	<u>paul.z.gerrard@uk.ngrid.com</u>	07785 290579	N/A
GT1 / Live Service Checks - The team manages requests for pipe status information and GT1 requests.				
Gas Service Pipe Physical Status Information (up to 4") Live / Dead Checks	Ivie Aroko	<u>servicepipeenqu@uk.ngrid.com</u>	0845 366 6755 (Option 3)	NA
Gas Service Pipe Pressure & Capacity Information (GT1)	Ivie Aroko	<u>networkstrategy.gt1andgt2@uk.ngrid.com</u>	0845 366 6755 (Option 2)	N/A
Operational Support.				
Gas Safety Regulation Cut offs occurs following the 12 month anniversary date of the removal of a gas meter from site.				
Gas Safety Regulations Cut Off Services - GS (I&U)R	Diane Green	<u>.BOX.GasSafetyRegs</u> <u>diane.l.green@uk.ngrid.com</u>	0845 366 6755 (Option 1)	N/A

Business Section	Accountable Manager	Contact Email	Contact Tel. Number	Contact Fax. Number
ICP Direct Connection (inc. Design Submission Appraisal)				
Within Network Strategy, this team deal predominately with requests from other parties to connect to the National Grid infrastructure.				
Quotation	Neil Sorrell	nsquoteac@uk.ngrid.com	0845 366 6758 Ext 712214	0845 0700868
Land Enquiries, Acceptance & Fast Track	Claire Davies	nsquoteac@uk.ngrid.com	0845 366 6758 Tel 07917 828091	0845 0700868
Design Approval (inc. mains location enquiries)	Ruth Burden	nsquoteac@uk.ngrid.com	0845 366 6758 Ext 712188	0845 0700868
Certification	Ruth Burden	nsquoteac@uk.ngrid.com	0845 366 6758 Ext 712188	0845 0700868
Start Date Notification Process	Claire Davies	nsquoteac@uk.ngrid.com	0845 366 6758 Tel 07917 828091	0845 0700868
Completion (inc. billing)	Ruth Burden	nsquoteac@uk.ngrid.com	0845 366 6758 Ext 712214	0845 0700868
Accuracy Challenge Scheme	Ruth Burden	nsquoteac@uk.ngrid.com	0845 366 6758 Ext 712188	N/A
Shared Services				
Shared Services provide a number of activities which support Gas Distribution in the delivery of our objectives				
New Connections Standard and Non Standard, Alterations and Disconnections. Requests for standard domestic and non standard new connections, alterations and disconnections are managed by this team.				
Connection Enquiries Please use this number to request meter moves or the installation of a new domestic supplies	Anthony Abbott Mark Wilcockson Gillian Sarson	Cos.enquiries@uk.ngrid.com Customercare.enquiries@uk.ngrid.com	0870 903 9999 0845 366 6762	01604 816 111
Order Process (Customer Sales) • Order Processing • Non standard enquiries • Planning	Donna Green Matt Cummings Amnah Naeem Rachel Whatman	salesorderprocessing@uk.ngrid.com Planning.enquiries@uk.ngrid.com	0845 366 6762 Option 1 for Customer Liaison Option 3 for Quotes & Acceptance Option 2 for Planning & Completions Fax Number 01604 816 111	
Credit Card Payment Line	Phil Cushen	Cashcollection.creditcontrol@uk.ngrid.com	0845 6011 218	N/A
Connection Enquiries & Orders – Gas Shippers only	Anthony Abbott Mark Wilcockson Gillian Sarson	Customercare.enquiries@uk.ngrid.com	0870 160 0259	01604 816 111
Meter Housing Repairs / Meter Box Doors	Rachel Whatman Amnah Naeem	Cos.enquiries@uk.ngrid.com	0870 903 9999 0845 366 6762	01604 816111
Business Driven Sales				
The team manages billing activities for various processes such as PEMS, Mains Diversions and Third Party Claims.				
Debt and Invoice resolution	John Burke	john.z.burke@uk.ngrid.com	0845 601 1218	01604 815068
Independent Gas Transportation Invoice	Richard Colby	.Box.BD.IGTQueries@uk.ngrid.com	0870 609 1544	01604 815068
Post Emergency Metering Services	Richard Colby	.Box.BD.PEMSqueries@uk.ngrid.com	0845 609 1542	01604.815068
Mains Diversions - Billing	Richard Colby	.Box.BD.DiversionaryBilling@uk.ngrid.com	01604 815132	01604 815068
Damage Invoice Enquiries	Richard Colby	claimshandlingunit@uk.ngrid.com .box.ThirdPartyClaims@uk.ngrid.com	0845 605 0101 (Option 1)	01604 815068
Third Party Damage Claims	Richard Colby	claimshandlingunit@uk.ngrid.com .box.ThirdPartyClaims@uk.ngrid.com	0845 605 0101 (Option 2)	01604 815068
Distribution Network Control Centre.				
The DNCC manage the day to day process associated with forecasting and demand management. In order to assist the DNCC in the event of a gas emergency, regular updates for emergency contacts for sites using than 732,000 KWh (25,000Therms) are required.				
Shipper Emergency Contact Information – Updates	N/A	Sysop_centre_com@uktransco.com	N/A	N/A
Commercial.				
The Commercial team leads on Gas Distribution's business to business commercial customer relationships with shippers. The Commercial Team also provide the lead on regulatory and licence issues for Gas Distribution with Ofgem and on leading and managing industry changes through the Uniform Network Code.				
Pricing & Shrinkage	Steve Armstrong	steve.armstrong@uk.ngrid.com	07770 703101	N/A
Uniform Network Code Team	Chris Warner	chris.warner@uk.ngrid.com	07778 150668	N/A
Stakeholder Engagement Team	Tracy Hine	Tracy.Hine@uk.ngrid.com	07885 775624	N/A

Dedicated Contact Michelle Andrews michelle.andrews@uk.ngrid.com Tel: 07816 932124		Dedicated Contact Sue Stanton Sue.stanton@uk.ngrid.com Tel: 07765 898974		Dedicated Contact Katherine Iles katherine.a.iles@uk.ngrid.com Tel: 01926 654828	
Chevron (S) Eon Gazprom (S) British Gas	Regent Shell (S) SSE Statoil	BES BP CNG (S) Corona EDF ENI North Sea Gas N Power	JP Morgan Energy Euro (S) Smartest Energy Spark Total Vayu (S) Winchester Wingas	Chevron (L) CNG (L) First Utility Gazprom (L) Opus Energy	Scottish Power JP Morgan Energy Euro (L) Shell (L) Vayu (L)
(L) = Lead Contact (S) = Supporting Contact					