

NATIONAL GRID GAS DISTRIBUTION

SHIPPER - CORE CONTACT DIRECTORY Published October 2010

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 Experience - Contact Centre				
Gas Distribution's Contact 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 Contact 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)	Martin Neat	Martin.Neat@uk.ngrid.com Please note this email address is not monitored 24 hours a day	0800 111999	N/A
Gas Enquiry Line			0845 6056677	01604 815288
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	N/A
Customer Relations Team (complaints and compliments)	Jo Morgan	box.complaints@uk.ngrid.com	0845 0700203 (option 2)	N/A
Customer Support Team (enquiries)	Jo Haynes	box.enquiries@uk.ngrid.com	0845 0700203 (option 1)	01604 815288
Standards of Service – Liability Payments (Northampton)	Jo Haynes	box.BCPIPC.Payments.SOS.Shared Services	07500552463 01604 816051	01604 815288
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	Malcolm Gomm	nsquoteac@uk.ngrid.com	01455 236908	0845 0700868
Land Enquiries, Acceptance & Fast Track	Claire Davies	nsquoteac@uk.ngrid.com	01455 237830	0845 0700868
Design Approval (inc. mains location enquiries)	Ruth Burden	nsquoteac@uk.ngrid.com	01455 231670	0845 0700868
Certification Start Date Notification Process	Andy M Turner Claire Davies	nsquoteac@uk.ngrid.com	01455 231666 01455 237830	0845 0700868
Completion (inc. billing)	Chris Williams	nsquoteac@uk.ngrid.com	01455 231649	0845 0700868
Accuracy Challenge Scheme	Andy M Turner	nsquoteac@uk.ngrid.com	01455 231666	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.				
Domestic Connections, NSC & Disconnections Quotations, Acceptances	Steven Firth	Customerorderedsales.enquiries@uk.ngrid.com	0870 903999 Option 2	01604 816111
Domestic Connections, NSC & Disconnections Planning	Steven Firth	Customerorderedsales.enquiries@uk.ngrid.com	0870 903999 Option 2	01604 816111
Non Standard Connections (Multiple and I&C connections)	Neil Sorrel	Ns.nonstdconnections@uk.nrid.com	01455 893169	
Meter Housing Repairs / Meter Box Doors	Steven Firth	Customerorderedsales.enquiries@uk.ngrid.com	0870 903999 Option 1	Fax: 01604 816111

Business Section	Accountable Manager	Contact Email	Contact Tel. Number	Contact Fax. Number
Business Driven Sales The team manages billing activities for various processes such as PEMS, Mains Diversions and Third Party Claims.				
Debt to Cash	Ian Rix	mailto:Ian.Rix@uk.ngrid.com	07774 156092	
PEMS - Billing	Tracey Phillips	.Box.BD.PEMSqueries@uk.ngrid.com	0845 6091542	01604 815246
Mains Diversions - Billing	Tracey Phillips	.Box.BD.DiversionaryBilling@uk.ngrid.com	01604 815132	01604 815068
Third Party Claims / Emergency Damage	Tracey Phillips	claimshandlingunit@uk.ngrid.com .boxThirdPartyClaims@uk.ngrid.com	01604 815132 01604 815240	01604 815068
Operational Support. Gas Safety Regulation Cut offs occurs following the 12 month anniversary date of the removal of a gas meter from site. The team also manages requests for pipe status information and GT1 requests.				
Gas Safety Regulations Cut Off Services - GS (I&U)R	Diane Green	.BOX.GasSafetyRegs diane.l.green@uk.ngrid.com	01604 815338	N/A
Gas Service Pipe Physical Status Information (up to 4") Live / Dead Checks	Diane Green	servicepipeenqu@uk.ngrid.com	01604 815374	NA
Gas Service Pipe Pressure & Capacity Information (GT1)	Diane Green	networkstrategy.gt1andgt2@uk.ngrid.com	01604 815377	N/A
Engineering Services. Plant Protection provides an administrative service progressing 3rd Party Enquiries to prevent damage to our assets. The SWAT team manage our NRSWA noticing activities.				
Street Works Admin Team	Paul Gerrard	paul.z.gerrard@uk.ngrid.com	07785 290579	N/A
Plant Protection / 'Dial Before You Dig'/'Stopping Up' Enquiries for both gas and electricity	Samantha Webster	plantprotection@uk.ngrid.com	0800 688588	01455 233790
Utility Search Enquiries	Samantha Webster	www.utilitysearch.com	0800 688588	01455 233790
Way leave Enquiries – Electricity only	N/A	N/A	0800 3895113	N/A
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	Steve Armstrong	steve.armstrong@uk.ngrid.com	07770 703101	
Network Code Team	Chris Warner	chris.warner@uk.ngrid.com	07778 150668	
Industry Engagement Team	Tracy Hine	Tracy.Hine@uk.ngrid.com	07885 775624	

Dedicated Contact Michelle Andrews michelle.andrews@uk.ngrid.com Tel: 07816 932124		Dedicated Contact Andy Clasper andy.clasper@uk.ngrid.com Tel: 07884 113385		Dedicated Contact Katherine Iles katherine.iles@uk.ngrid.com Tel: 01926 654828	
British Gas	Regent	BES	Sempre	Katherine is currently on maternity leave.	
Chevron	Scottish Power	BP	Smartest Energy		
Eon	Shell	CNG	Spark		
Gazprom	SSE	Corona	Total		
GdF Suez	Statoil Hydro	EDF	Vayu	(L) = Lead Contact (S) = Supporting Contact	
Opus Energy		ENI	Winchester		
		First Utility	Wingas		
		North Sea Gas			
		N Power			