

CEG - Customer Engagement Group

Your opportunity to shape the future

The North of England's gas distributor, Northern Gas Networks (NGN) independent Customer Engagement Group (CEG) is recruiting new members. Established in 2018, the group helped to shape a customer focused business plan (2021-26) and is providing ongoing challenge to ensure delivery of the plan continues to meet stakeholders' needs.

The Opportunity

The Role

We are looking to refresh the group and are seeking to appoint two new members:

- a specialist in Environment & Sustainability, and Decarbonisation,
- energy sector specialist with expertise in commercial and regulatory strategy and business planning

who are able to scrutinise Northern Gas Networks' current and future business plan. The CEG is a diverse group of people who are passionate about the value of customer led services and who are willing to share their skills, expertise and experience to help create a gas network fit for the future.

The CEG is an independent group that monitors and challenges NGN to make sure it continues to meet stakeholder's and customers' needs. The remit of the group has developed since it was established, and we are awaiting guidance from Ofgem on any specific future role it wishes the group to undertake from October 2023 in the new business planning process.

As a member, you will play a crucial role in challenging NGN's decisions, making sure it fulfils its promise to its 2.7 million customers across Yorkshire & Humber, the North East and Cumbria and helping to ensure its plans for the next price control period (2026-2031) reflects stakeholders' needs and is ambitious, efficient and innovative.

If you are passionate about how future energy systems will deliver the best social, environmental and economic outcomes for our region and want to help make a difference we want to hear from you.

By getting involved you will have the opportunity to:

- Assess, challenge and shape Northern Gas Network's proposed new Business plan for 2026-31
- Ensure that stakeholder and customer views reflected in NGN's proposed outcomes for 2021-26 are carried out;
- Ensure that the needs of millions of customers, including the most vulnerable, are truly reflected in the services they receive;
- Contribute to both the local and national drive to innovate and decarbonise a vital element of the UK's energy mix

To fulfil your duties as a board member we would need:

- Your expertise and knowledge in one or more of the above specialist areas combined with your ongoing intellectual curiosity;
- You to be located within or have a deep understanding of NGN's geographical area and business;

- Your attendance at a 1-day induction event and capacity to attending Customer Engagement Group **monthly meetings held in person across NGN's region and online**, stakeholder events, subgroup meetings on specialist topics, and other related activities **up to 20 days** a year, with the potential to increase by mutual agreement; and
- Your commitment to serve for a **term of three years**, (with the potential to renew)

Northern Gas Networks provide a range of resources to the Group to support you in undertaking this role, including secretariat support; access to Northern Gas Networks staff and relevant data; a full induction and training; and resources to enable the commissioning of specialist analysis or research as required.

Remuneration:

We remunerate group members either at a specific agreed rate or with a contribution to a preferred charity or other arrangements as appropriate.

The profile

We are seeking expertise and specialist knowledge in

- Sustainability, environmental improvement and decarbonisation
- Energy sector commercial and regulatory strategy and business planning

Other areas of expertise relevant to our work include

- Public policy
- Finance and commercial strategy
- Business Planning processes
- Understanding of regulatory policy and regulatory frameworks
- Commercial and business energy needs
- Innovation, Change management, Diversity Equality and Inclusion and HR
- Data and digitisation

We actively welcome applications from everyone, regardless of age, gender, ethnicity, sexual orientation, faith or disability across the NGN region.

Interested in joining us?

We will be looking to speak to interested parties on October 11th via Teams with a view to new panel members joining in November/December.

To apply, please submit a covering letter briefly outlining why you are interested in this opportunity and what area(s) of expertise you feel you could bring as well as a copy of your CV to CEG@northerngas.co.uk by **25 September**.

Background

- You can read more about the work of the CEG by visiting <https://ngnceg.co.uk/>

- For further information on Northern Gas Networks and its work please go to: www.northerngasnetworks.co.uk
- The NGN RIIO- GD2 Business Plan can be found: [NGN-RIIO-GD2-Business-Plan-2021-2026](#)

About Jenny Saunders, Chair of the Customer Engagement Group

The CEG Chair, Jenny Saunders CBE DCL, has over 30 years' experience of providing policy and thought leadership to the energy industry and is a trusted advisor on national energy issues. Chief Executive of National Energy Action for ten years until 2017, she has been instrumental in raising awareness of the impact of fuel poverty on the most vulnerable in society.

Jenny has chaired the CEG since it was established in 2018 and is joined at the CEG by experts in industrial, commercial and customer strategy, with a focus on customer service, innovation, asset management and regulatory frameworks. More recent members were recruited from NGN's Young Innovators Forum to help reflect future customers on the group.

NGN at a glance

Since Northern Gas Networks started operating in 2005, they have been leading the way as one of the most cost-efficient of the UK's gas distribution networks.

Northern Gas Networks is recognised as a dynamic, passionate, people focused team that safely and reliably delivers gas to over 2.7 million homes and businesses across the North East, northern Cumbria and much of Yorkshire.

NGN directly employs around 1,300 people and provides regular work to around 800 contractors. NGN's engineers are out on the streets 365 every year carrying out planned and unplanned upgrades and responding to gas emergencies to keep customers connected and make sure they stay safe.

Northern Gas Networks is heavily regulated by Ofgem and much of their funding comes from homeowners' energy bills so it's important that they are constantly pushing forwards and finding new ways to meet the needs of their customers. At the heart of that is stakeholder engagement and making sure NGN priorities meet those of the people they serve. Without this guidance they can't meet their aims of providing excellence in customer service.

NGN and the CEG

"The CEG has played a key role in helping us to keep the voice of our customers at the centre of our plans. This is an exciting opportunity to shape the future of the energy mix for the north of England and I look forward to continuing to work closely with the CEG to ensure our stakeholders are at the heart of our business decisions." Mark Horsley, Chief Executive Officer at Northern Gas Networks