



**CEG**

**Customer  
Engagement Group**

**Recruitment Pack  
2020**

# Your opportunity to shape the future

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

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 to the government 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 is joined by experts in industrial, commercial and customer strategy, with a focus on customer service, innovation, asset management and sustainability.



"The CEG has played a key role in helping us to keep the voice of our customers at the centre of our plans. As we move into our new regulatory period, their role has never been more important. 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,  
Northern Gas Networks**



The Customer Engagement Group is a powerful guiding force that shapes Northern Gas Networks' business plan from 2021. As a member, you will have the opportunity to ensure NGN fulfils its commitments to its 2.7 million customers in the Yorkshire & Humber, the North East and Cumbria. We are now seeking to refresh our group for the next phase of scrutiny and challenge. If you are passionate about how future energy systems will deliver the best social, environmental and economic outcomes for our region I would like to hear from you."

**Jenny Saunders CBE,**  
**Chair of the Customer Engagement Group**



## NGN at a glance

**Since Northern Gas Networks started operating in 2005, they've 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 1,400 people and provides regular work to around 800 contractors. NGN's engineers are out on the streets 365 days 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 their priorities meet those of the people they serve. Without this guidance they can't meet their aims of providing excellence in customer service.

# The Opportunity

## The Role

We are looking for 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.

### By getting involved you will have the opportunity to:

- 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 combined with your ongoing intellectual curiosity;
- You to be located within or have a deep understanding of NGN's geographical area;
- Your attendance at a 1-day induction event and capacity to attending Customer Engagement Group **bi-monthly meetings**, stakeholder events and other related activities **up to 12 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 for a further three-year period.



**Northern Gas Networks will 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 plan to remunerate group members either at a specific agreed rate or with a contribution to a preferred charity or other arrangements as appropriate.

### The profile

Expertise and specialist knowledge in one or more of the following areas would be welcomed;

- Innovation and the future of energy
- Environmental improvement and decarbonisation
- Public policy
- Finance and commercial strategy
- Understanding of regulatory policy and regulatory framework
- Social inclusion and fuel poverty
- Asset management

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 during Spring with a view to new panel members joining July.

To arrange an informal discussion with the Chair please email **CEG@northerngas.co.uk**.

To apply, please submit 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 Thursday 30th April. Interviews will take place on Wednesday 6th May or Thursday 7th May by telephone or video.

You can hear what existing members of the group say about its work by visiting [ngnceg.co.uk](http://ngnceg.co.uk)

The CEG report and supporting appendices can be found on the links below;

[Customer Engagement Group Report to Ofgem on NGN RIIO-2 Business Plan](#)

[CEG Impacts Appendix](#)

For further information on Northern Gas Networks and its work please go to: [northerngasnetworks.co.uk](http://northerngasnetworks.co.uk)

The NGN RIIO- GD2 Business Plan can be found on the link below;

[NGN-RIIO-GD2-Business-Plan-2021-2026](#)



