

What we do

We distribute gas to 11 million homes and businesses across our four networks, with more than 131,000 km of pipeline

- ✔ What we do
- ✘ What we don't do

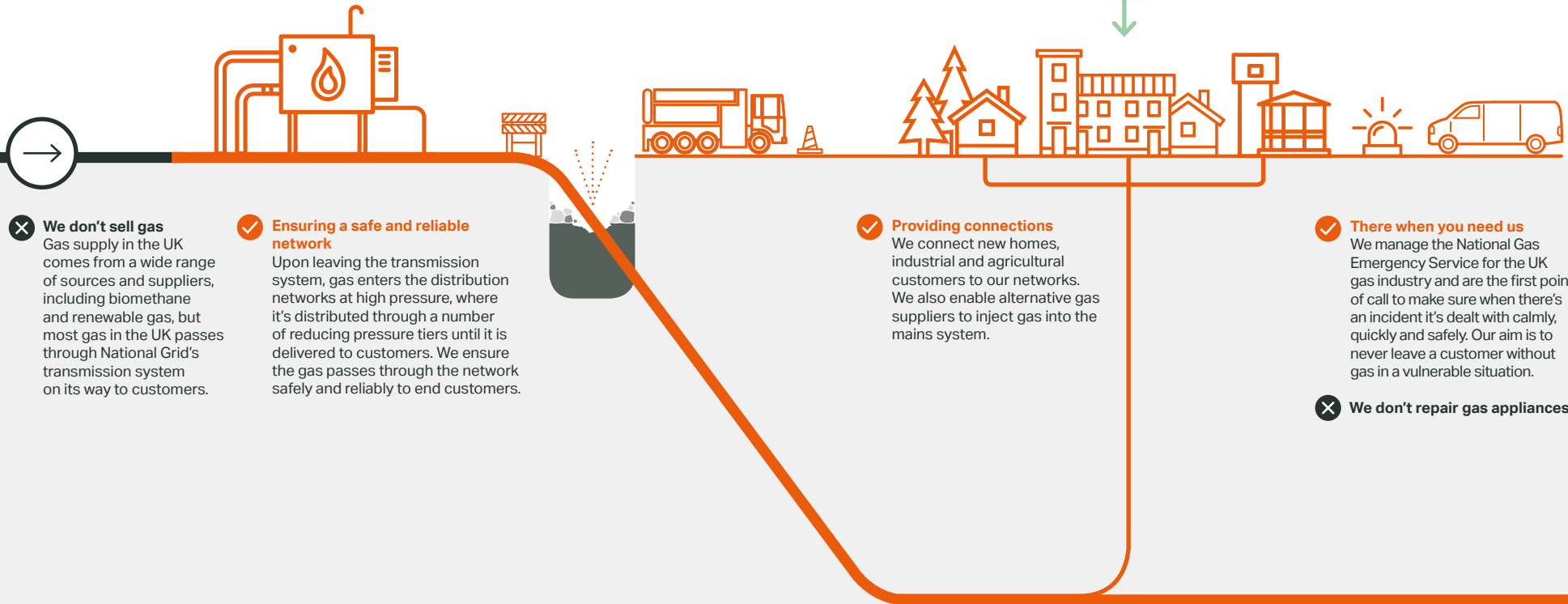
✔ **Keeping the energy flowing**
 In 2019/20 we replaced 1,809 km of pipework above and below ground to ensure a safe and secure service for our customers.

✔ **We provide great quality service and value for money to our customers, whether that means minimising disruption during our works or keeping them updated.**

✔ **We protect and enhance our environment**
 We are leading the development on the future of gas.

✘ **We don't own the gas**

✘ **We don't send out gas bills**



✘ **We don't sell gas**
 Gas supply in the UK comes from a wide range of sources and suppliers, including biomethane and renewable gas, but most gas in the UK passes through National Grid's transmission system on its way to customers.

✔ **Ensuring a safe and reliable network**
 Upon leaving the transmission system, gas enters the distribution networks at high pressure, where it's distributed through a number of reducing pressure tiers until it is delivered to customers. We ensure the gas passes through the network safely and reliably to end customers.

✔ **Providing connections**
 We connect new homes, industrial and agricultural customers to our networks. We also enable alternative gas suppliers to inject gas into the mains system.

✔ **There when you need us**
 We manage the National Gas Emergency Service for the UK gas industry and are the first point of call to make sure when there's an incident it's dealt with calmly, quickly and safely. Our aim is to never leave a customer without gas in a vulnerable situation.

✘ **We don't repair gas appliances**