

Who we are

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

✓ What we do

✗ What we don't do

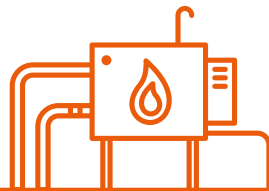
✓ **Keeping the energy flowing**

In 2018/19 we replaced 1,701km of pipework above and below ground to ensure a safe and secure service for our customers.

✓ **We believe in providing great quality service**

and value for money to our customers, whether that means minimising disruption during our works or keeping them updated.

✗ **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 & 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 energy**

We help industrial and agricultural customers connect to our networks, for example, to provide energy to new housing estates or enabling 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**