

**NATIONAL GRID  
GAS DISTRIBUTION**

**SHIPPER - CORE CONTACT DIRECTORY**

**Correspondence Address:**

Information Management, Distribution Support, Lakeside House, The Lakes,  
Bedford Road, Northampton  
NN4 7HD

<b>Business Section</b>	<b>Accountable Manager</b>	<b>Contact Email</b>	<b>Contact Tel. Number</b>	<b>Contact Fax. Number</b>
Gas Emergency Service (24 Hour)	Debbie Mitchell / Alun Stevens	N/A	0800 111999	N/A
Shipper Emergency Contact Information - Updates	N/A	<a href="mailto:sysop_centre_com@uktransco.com">sysop_centre_com@uktransco.com</a>	N/A	N/A
Customer Support Team (complaints, compliments and enquiries)	Alun Stevens	<a href="mailto:complaints.ds@uk.ngrid.com">complaints.ds@uk.ngrid.com</a>	0845 0700203	01604 815288
Gas Enquiry Line	Debbie Mitchell / Alun Stevens	N/A	0845 6056677	01604 815288
Theft of Gas Reporting	Debbie Mitchell / Alun Stevens	N/A	0845 6056677	N/A
Standards of Service – Liability Payments (Newcastle)	Tony Screen	<a href="mailto:BCPIPC_payment_standards_of_service@uktransco.com">BCPIPC_payment_standards_of_service@uktransco.com</a>	07768 104295 0191 2184571	0191 2184652
Third Party Claims / Emergency Damage	Learie Eversley	<a href="mailto:claimshandlingunit@uk.ngrid.com">claimshandlingunit@uk.ngrid.com</a>	01604 815228	01604 815228
ICP Direct Connection (inc. Design Submission Appraisal)	Tracey Mallett	N/A	01455 892594	N/A
Gas Service Pipe Physical Status Information Live / Dead Checks	Cathy Kirton	N/A	01455 236716 01455 892312	01455 892287
Gas Service Pipe Pressure & Capacity Information (GT1)	Annette Bunn	<a href="mailto:networkstrategy.gt1andgt2@uk.ngrid.com">networkstrategy.gt1andgt2@uk.ngrid.com</a>	01455 236 766	0845 0700868
Meter Housing Repairs / Meter Box Doors	Andrel Gordon / Abdul Basir	N/A	01604 815 947 01604 815 964	N/A
PEMS	Reshma Bodalia / Terry Ann Bower	<a href="mailto:Box.BD.PEMSqueries@uk.ngrid.com">Box.BD.PEMSqueries@uk.ngrid.com</a>	0845 6091542	01455 815246
Mains Diversions	Reshma Bodalia / Gillian Jarvis	N/A	01604 815199	01604 815246
SWAT	Paul Gerrard	<a href="mailto:paul.z.gerrard@uk.ngrid.com">paul.z.gerrard@uk.ngrid.com</a>	07785 290579	N/A
Gas Safety Regulations Cut Off Services - GS (I&U)R	Andy Hutchinson / Cathy Kirton	<a href="mailto:andrew.hutchinson@uk.ngrid.com">andrew.hutchinson@uk.ngrid.com</a>	07767 478264	01455 892287
Plant Protection / 'Dial Before You Dig'/'Stopping Up' Enquiries	Diane Green	<a href="mailto:plantprotection@uk.ngrid.com">plantprotection@uk.ngrid.com</a>	0800 688588	01604 816121
Wayleave Enquiries	N/A	N/A	0800 3895113	N/A
Utility Search Enquiries	Diane Green	<a href="http://www.utilitysearch.com">www.utilitysearch.com</a>	0800 688588	N/A

Business Section	Accountable Manager	Contact Email	Contact Tel. Number	Contact Fax. Number
Accuracy Challenge Scheme	Dina Mihsein	<a href="mailto:dina.misein@uk.ngrid.com">dina.misein@uk.ngrid.com</a>	01455 893196	N/A
M-Number Hotline (End Consumer)	N/A	For bulk requests only: <a href="mailto:datacentre.spa@xoserve.com">datacentre.spa@xoserve.com</a>	Individual: 0870 6081524  For up to 10 Requests: 0845 6013049 Commercial only	N/A

Business Section	Accountable / Manager	Contact Email	Contact Tel. Number
Account Management	Kerri Matthews Julie Sutton Diane Whilding	<a href="mailto:kerri.mathews@uk.ngrid.com">kerri.mathews@uk.ngrid.com</a> <a href="mailto:julie.sutton@uk.ngrid.com">julie.sutton@uk.ngrid.com</a> <a href="mailto:diane.whilding@uk.ngrid.com">diane.whilding@uk.ngrid.com</a>	07714 346642 07771 771852 07979 707732
Miscellaneous Billing	Andrew Hartley	<a href="mailto:andrew.hartley@uk.ngrid.com">andrew.hartley@uk.ngrid.com</a>	07770 702998
Pricing	Steve Armstrong	<a href="mailto:steve.armstrong@uk.ngrid.com">steve.armstrong@uk.ngrid.com</a>	07770 703101
Regulation Team	Chris Warner	<a href="mailto:chris.warner@uk.ngrid.com">chris.warner@uk.ngrid.com</a>	07778 150668
Domestic Connections Disconnections	Sue Phillips	<a href="mailto:sue.x.phillips@uk.ngrid.com">sue.x.phillips@uk.ngrid.com</a>	07767 754821