

## Introduction to National Grid

### About us

National Grid is an international electricity and gas company and one of the largest investor-owned energy companies in the world. We play a vital role in delivering gas and electricity to many millions of people across Great Britain and northeastern US in an efficient, reliable and safe manner.

We are committed to safeguarding our global environment for future generations and providing all our customers with the highest standards of service through investment in our networks and through our talented, diverse workforce.

National Grid owns the high-voltage electricity transmission network in England and Wales and operates the system across Great Britain. It also owns and operates the high pressure gas transmission system in Britain and its distribution business delivers gas to 11 million homes and businesses.

National Grid also has a number of related businesses such as Liquefied Natural Gas (LNG) importation and storage, land remediation and metering.



### Gas Distribution UK

Our Gas Distribution UK segment comprises four of the eight regional gas distribution networks in Great Britain. Our networks comprise approximately 132,000 kilometres of gas distribution pipelines and

we transport gas on behalf of approximately 25 active gas shippers from the gas national transmission system to around 10.8 million consumers.

### The National Gas Emergency Service provider

We also manage the national gas emergency number (0800 111 999) for all the gas distribution networks and for other gas transporters in the UK. We handle approximately 2 million calls per year to the national gas emergency number and a further 1.4 million calls to the enquiries line, appliance repair helpline and meter number enquiry service



### National Grid High Level Company Structure (Gas)

