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Award

Customer Support Fund - Off Gas Warmth

NORTHERN GAS NETWORKS LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-017009

Procurement identifier (OCID): ocds-h6vhtk-050796 ([view related notices](#))

Published 25 April 2025, 12:37pm

Scope

Description

The Customer Support Fund aims to support customers who are faced with financial hardship. It is recognised that many customers are facing considerable challenges in terms of hardship however, still fail to meet minimum standards required, for the funding of a new gas connection and heating measures via national / Government support mechanisms.

The support provided via this fund, helps fuel poor customers who fall short of requirements due to nuances of the support mechanisms mentioned above.

NGN are looking to extend this contract to provide additional funding to support customers from 1st July 2025 until 31st March 2026.

Contract 1. Customer Support Fund - Off Gas Warmth

Supplier

- COMMUNITAS ENERGY CIC

Contract value

- £262,500 excluding VAT
- £315,000 including VAT

Above the relevant threshold

Earliest date the contract will be signed

1 July 2025

Contract dates (estimated)

- 1 July 2025 to 31 March 2026
- 9 months

Main procurement category

Services

CPV classifications

- 73000000 - Research and development services and related consultancy services

Contract locations

- UKC - North East (England)
- UKD1 - Cumbria
- UKE - Yorkshire and the Humber

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Additional or repeat goods, services or works - extension or partial replacement

Our fuel poor partner CE, are the only supplier who will have the established customer relationship and access to relevant information through their fuel poor assessment work and therefore the ability to determine appropriate applicants for the Customer Support Fund, as outlined in this contract. It would not be possible to have the same set up with any other supplier as a result of this. This further extension is to provide additional funding to support customers from 1st July 2025 until 31st March 2026. The funding which has already been provided via this mechanism has been utilised and additional funding has become available. Without this additional funding, CE will no longer be able to support customers in this regard.

Supplier

COMMUNITAS ENERGY CIC

- Companies House: 09939033
- Public Procurement Organisation Number: PLCQ-6892-XGWW

148 Rose Bowl

Leeds

LS1 3HB

United Kingdom

Email: procurement@ce-cic.org.uk

Website: <http://www.ce-cic.org.uk/>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Customer Support Fund - Off Gas Warmth

Contracting authority

NORTHERN GAS NETWORKS LIMITED

- Companies House: 05167070
- Public Procurement Organisation Number: PRNB-9357-PVLR

1100 Century Way

Colton Leeds

LS15 8TU

United Kingdom

Email: procurement@northerngas.co.uk

Region: UKE42 - Leeds

Organisation type: Private utility