

Contact List for Shippers

BUSINESS AREA	CONTACT NAME	TEL. No.	EMAIL/FAX
System Faults	24/7 Shipper Helpline	+44 (0) 8705 216121	
Within Day Energy Balancing Entry Capacity	Gas National Control Room (24 Hours)	+44 (0) 8701 910636 +44 (0) 8701 910637	Fax (0) 8701 910646
ANS Handset Faults	Cognito Help Sam Harvey	+44 (0) 1635 508300 +44 (0) 1926 656127	samantha.harvey@uk.ngrid.com
NTS Interruption	Melissa Albray	+44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
Exit Capacity Bookings	Melissa Albray	+44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
Entry Capacity Long Term	Chris Gumbley Kay Haycock Dave Wagstaff	+44 (0) 1926 654071 +44 (0) 1926 655342 +44 (0) 1926 654045	chris.gumbley@uk.ngrid.com kay.haycock@uk.ngrid.com dave.wagstaff@uk.ngrid.com
Entry Capacity Short Term	Melissa Albray Nav Dosanjh	+44 (0) 1926 656568 +44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
NTS Maintenance Plans	Jacky Carroll	+44 (0) 1926 653222	jacky.a.carroll@uk.ngrid.com
NTS Maintenance Notices to Shippers	Nav Dosanjh	+44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
Meter Set Up Queries/Default Allocation Queries/ Measurement Queries	John McNamara	+44 (0) 1926 654127	John.Mcnamara@uk.ngrid.com
Reports/Website/ MIPI	Rajesh Kukadia	+44 (0) 1926 654693	sysop.centre.reporting@uk.ngrid.com
Gemini Business Queries	Melissa Albray	+44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
Emergency Procedures	Paul Youngman	+44 (0) 1926 654151	paul.youngman@uk.ngrid.com
General Enquiries (After the Day / Energy Balancing)	Nav Dosanjh Melissa Albray	+44 (0) 1926 656568 +44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
Gas Operational Forum	Nav Dosanjh	+44 (0) 1926 656568	Gasoperations.Shipperliaison@uk.ngrid.com
UKT Commercial	Nick King Jo Cantello Amrit Sandhu Richard Hounslea	+44 (0) 1926 656444 +44 (0) 1926 653528 +44 (0) 1926 655412 +44 (0) 1926 655518	nick.king@uk.ngrid.com jo.cantello@uk.ngrid.com amrit.sandhu@uk.ngrid.com richard.hounslea@uk.ngrid.com

Please note that core office hours are from 08:30 to 16:45

Main switchboard - +44 (0) 1926 653000