



# DURHAM CATHEDRAL

THE SHRINE OF ST CUTHBERT

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## TESTIMONIAL – NORTHERN GAS AND POWER

Northern Gas and Power (NGP) were engaged by Durham Cathedral in March 2015 to provide advice and assistance with regard to the current energy markets and thereafter negotiate utilities contracts on behalf of the Cathedral due for renewal on 1 October 2015.

The information gathering stages between NGP's broker and the officer responsible on site were thorough, intelligent and concise. NGP put forward various options including background intelligence, alongside a summary of savings provided. The Cathedral were then able to make an informed choice which would best suit their needs going forwards.

Throughout the process the broker and company have been accessible to the responsible person on site (over the phone, via email and at their offices on the Quayside in Gateshead), they are approachable and proactive, providing a 'whole service' tailored to the needs of the client.

Since being engaged and entering into a relationship with NGP in March 2015 the broker has gained a thorough understanding of this complex and unique site. Proactive liaison (via phone, email, meetings, site visits), has enabled decisions to be made of how the company can provide the best advice and support to the Cathedral going forwards.

The transition process of moving from one provider to another is never easy. However, the provision of intermediary assistance via NGP's broker offering support to the responsible officer on the Cathedral site has been exceptional. Complex account and site specific queries have been actioned and followed through quickly and effectively to resolution. Other problems and longstanding requests outstanding from the previous broker such as site-works applications have been actioned and rectified in fair and reasonable timescales.

I would highly recommend the services of Northern Gas and Power.

John Holmes  
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