












Northern Powergrid is the company that powers everyday life for 8 million people, across 3.9 million homes and business in the North East, Yorkshire and northern Lincolnshire.



 Here is some advice on how to be prepared and what to do if there is a power cut.

## Before

-  **Keep a torch in a handy place** and ensure it has batteries in it. Candles are not safe.
-  Have **warm clothing** and **blankets** to hand.
-  Make sure your **mobile phone** is **fully charged** and that **important numbers** are also stored on a **notepad** in case it dies.
-  Have a **fully charged** mobile phone **power bank** that you can charge your phone and other rechargeable items with.
-  Have a **battery-powered radio**, tuned into a local radio station.
-  Consider getting an **analogue landline phone**, rather than a digital one. Remember, if your landline phone requires a mains power supply, it will not work during a power cut.
-  Fill a **vacuum flask** with a warm drink.
-  Fill a **hot water bottle**.
-  **Leave a light switched on**, so you know when the power has been restored.
-  If you think you might need extra support during a power cut, make sure you are a **Priority Service Member** so we can ensure you are as safe and as prepared as possible. Sign up by calling **0800 169 2996** or online at **[northernpowergrid.com/care](https://www.northernpowergrid.com/care)**
-  If you are already a member and any of your contact details have changed since signing up, you can get in touch with the team to update them and if you would like to receive text messages instead of calls during the night, let us know your mobile phone number, either by calling us on **0800 169 2996** or by e-mailing us at **[priorityservices@northernpowergrid.com](mailto:priorityservices@northernpowergrid.com)**

## During

- Visit **[www.northernpowergrid.com](https://www.northernpowergrid.com)**
- **Call 105** (national Freephone service – will redirect you as required)
- Or **0800 169 2996** (our dedicated Priority Services Membership line – available 24 hours a day, 365 days a year).
- **Turn off or unplug electrical equipment**, especially anything that generates heat.
- Never to put yourself in danger and **alert the emergency services if a dangerous situation arises**.

## After

- When power is restored **turn your appliances back on one at a time**.
- **Northern Powergrid will contact you every two years** to ensure we have all your correct details.



**POWER CUT?  
CALL 105**



Need information in a power cut?  
Visit [northernpowergrid.com](https://www.northernpowergrid.com)  
for updates or call **105**.