

# HELPING YOU BE PREPARED

We invest in our network to improve its reliability, but a power cut can happen at any time so it's important to be prepared.

Especially in winter, when severe weather can increase the risk of damage to your local electricity network. To find out what we do every day to reduce the risk for our customers visit [northernpowergrid.com/weather-aware](https://www.northernpowergrid.com/weather-aware)

## Prepare

If you have a power cut, we have plans in place to support you and we'll work to safely restore your supplies as soon as possible. It's also important that you have a plan for what you might do if you were ever faced with a longer-duration power cut to make it more manageable for you and your family.

Check out [northernpowergrid.com/be-prepared](https://www.northernpowergrid.com/be-prepared) for latest advice. Also, have you considered making a power cut bag that you can keep handy in your home - just in case? Here's a checklist of what you might include:

- torches and spare batteries
- charged power banks for your mobile phones
- a wind-up or battery-powered radio
- hand warmers, blankets, thermals socks and gloves
- long-life food and drinks that can be consumed cold.

## Care

Do you have friends or family members in other areas who, if not affected, you could have an agreement with to visit or temporarily stay with until your power is restored? Could you return the favour for someone you care about?

Is there someone you know who may need extra advice or support in a power cut due to their medical or personal circumstances? If so, make sure they join our free Priority Services Membership today. Find out more at [northernpowergrid.com/care](https://www.northernpowergrid.com/care) or contact our team at [priorityservices@northernpowergrid.com](mailto:priorityservices@northernpowergrid.com) or call 0800 169 2996.

## Share

Do you know someone who would benefit from knowing this advice or perhaps they should join our Priority Services Membership? Help spread the word and remember...

## Prepare...Care...Share

[northernpowergrid.com/be-prepared](https://www.northernpowergrid.com/be-prepared)



**Bookmark our [power cut map](#) on your mobile phone so you can report and track your power cut.**

**It's the quickest way to see what's happened. It shows the same information that our contact centre team has about what we are doing to restore your power.**

**You can also report a power cut on WhatsApp via 0191 687 22 54 (Mon to Fri, 9am to 5pm)**

**Follow us on Facebook and X for updates and add 105 - the national number to report a power cut or electricity emergency - to your mobile phone.**

