

An elderly couple with grey hair are shown in a close embrace. The man is on the left, wearing a dark sweater over a light-colored collared shirt. The woman is on the right, wearing a white and black striped sweater. They are both smiling gently and looking down. The background is a blurred indoor setting.

Priority Services Membership

At Northern Powergrid we understand that all our customers are individuals with unique needs.

We understand that power cuts can cause a worry, particularly if you, or someone you care for, needs the power on for medical reasons, are elderly, sick or disabled or have additional communication needs. You may have young children to look after at home.

Whatever the reason, we have developed tailored services and guidance to ensure you get the support you need.

[northernpowergrid.com/care](https://www.northernpowergrid.com/care)





Priority Services Membership

As a Priority Services Customer, our Priority Services Membership team will make sure you receive extra help and peace of mind if there is a power cut.

We'll contact you to let you know the time your power is likely to be back on and talk through help we may be able to provide.

We do this regardless of the time of day or night by text message, if we have a mobile phone number for you, or by calling you, if we only have a landline number for you.

Scan the QR code or visit www.northernpowergrid.com/care to sign up or call Northern Powergrid on **0800 169 2996**.



Not sure if you are in our area? Visit www.thepsr.co.uk to check.



All information can be made available in other languages, braille and BSL, on request. Contact details can be found here northernpowergrid.com/contact or scan this QR code.

