



**Powering
your life**

northernpowergrid.com

Who is Northern Powergrid?



We are the people that manage the electricity distribution network that powers your everyday life.

Regardless of who you choose to buy your electricity from, it's our overhead power lines and underground cables across the North East, Yorkshire and northern Lincolnshire that delivers it to your property.

We're investing £2.8bn by 2028 to further improve our network, deliver 10 out of 10 services, support the journey to net zero emissions and help create a greener energy system for our eight million customers.



Helping you be prepared



Power cuts don't happen very often thanks to us investing around £1m a day on managing, maintaining and improving our network.

If you have a power cut, we're ready to safely get your power back on. But what if - due to a complex fault, severe weather or energy emergency - you might be off supply for longer.

Do you have a plan in place for you and your family to help reduce the impact?



Advice and support



Our [northernpowergrid.com/be-prepared](https://www.northernpowergrid.com/be-prepared) page can help you plan, be prepared and stay safe if your power supply is ever affected. Keep this leaflet handy and here's some tips to help you.

- Bookmark our power cut map on your mobile to report and track your power cut. It's the quickest way to see what's happened.
- Follow us on Facebook and X for updates.
- Add 105 - the number to report a power cut or electricity emergency - to your mobile.
- Have your emergency contacts written down and saved on your mobile.
- If you, a family member or friend are medically dependent on electricity ensure you have a plan in place for any equipment and test it. Speak to your medical provider for advice.
- Check if street lights or your neighbours have power. If they do reset your trip switches.
- Keep your fridge and freezer closed to protect the contents. Frozen food should last several hours without electricity.
- Only use other forms of heating or lighting if you can safely.
- Listen for updates and weather reports on your local radio station in a major incident.

Have you considered making a power cut bag for your home - just in case? Here's a list of what you could 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 prepared and consumed cold.

Need extra advice and support?

If you or someone you know, has a medical or personal situation which which means you or they could be more vulnerable in a power cut, it's important we know about it.

Those of pensionable age, medically dependant on electricity, have specific communication needs, poor mobility, a serious illness or mental health care needs, could be eligible to join our free Priority Services Membership.

Being a Priority Services Member doesn't mean your electricity supply will be restored first or protected, it means we know what extra advice and support you may need before, during or after a power cut. It also helps us inform any regional responses led by local resilience partners - such as local authorities and emergency services - in a major incident so support is targeted to those who need it most.



Find out more and join today at northernpowergrid.com/care, email priorityservices@northernpowergrid.com or call **0800 169 2996**. If you're already a member, please let us know if your details change.



Customer feedback



We aim to deliver a 10/10 service. If we've met your expectations, we'd love to hear about it so we can share it with our colleagues who work every day to power your life. Equally, if you have suggestions to further improve our services, email cus.serv@northernpowergrid.com



Visiting your home

Our people and contractors carry ID badges and are happy to show them at any time. To help you feel safe, you can also call us on **0800 169 2996** to set up a password to use if we visit.

Communicating with you

If we have your mobile number, we can send free texts to update you on what we're doing to restore your power. Email generalenquiries@northernpowergrid.com or call us on **105** to update your details.

Find communicating by phone difficult?

We can provide linked up services:

- Minicom/Textphone **0800 028 9507**
- Text Relay – Prefix **18001** then **0800 169 2996**
- InterpretersLive! – British Sign Language service at northernpowergrid.com/BSL-interpreter
- If English isn't your first language, call **0800 169 2996** and we'll arrange an interpreter.

Helping with the cost of living



While our network charges, which appear on your bill from your chosen energy supplier, remain around 25p a day for domestic customers, we understand the impact the cost of the energy you use may be having on your household.

If you need energy advice, have money worries or want to reduce your energy costs, we have partners who can help.

Visit northernpowergrid.com/force-for-good



Get connected

Are you looking to install an electric vehicle charger, invest in a heat pump or connect solar panels? If you need a new or upgraded connection to our network visit:

- northernpowergrid.com/new-connections
- northernpowergrid.com/existing-connections or call **0800 011 3433**.



Got a smart meter yet?

Installed by your energy supplier at no extra cost to you, smart meters show how much energy you're using and can help you manage your household budgets and see where small changes could help you use less.

Visit northernpowergrid.com/smart-metering

Powering careers

We're growing our team. From customer service and project management to digital, power network and smart grid engineering, find out how to power your career at northernpowergrid.com/careers

LOOK UP IT'S LIVE!

POWER CUT?
CALL 105



Every year people are seriously injured or killed when their vehicle, agricultural equipment or fishing rod comes into contact or too close to overhead power lines.

For free safety advice visit
northernpowergrid.com/safety

If you're carrying out work on your land – always check before you dig.

Email safedig2@northernpowergrid.com
or call 0191 229 4271.

STAY SAFE
STAY INSIDE
CALL 105
IF FIRE
JUMP CLEAR



Have young people in your life?

Help them know the dangers of electricity and how to stay safe with our free online education resources.

Visit northernpowergrid.com/education