



Why we need to switch off
your electricity supply



Who we are

At Northern Powergrid we provide power to the Northeast, Yorkshire and northern Lincolnshire through two electricity distribution companies – Northern Powergrid (Northeast) Ltd and Northern Powergrid (Yorkshire) plc. We deliver electricity safely to 3.9 million homes and businesses through our electricity distribution network for your supplier. Your supplier bills you for your electricity and is responsible for your meter.

Join our online community

Our online community allows us to engage with our customers on a range of topics. Your valuable feedback will help us to identify ways to make improvements and to shape future services. Please register now at www.northernpowergrid.com/community and get involved!

Why we need to switch off your electricity supply

In order to keep the lights on, we typically need to carry out planned work on 480 occasions in an average month, which require the network to be switched off. Please be reassured that this represents only a small percentage of work carried out and that more than 90 % of work is undertaken with the electricity switched on. However, for some types of work such as repairing a fault, replacement and maintenance work, connecting a new supply and clearing trees/vegetation from overhead lines, we need to switch off the electricity to make sure we can carry out the works safely.

How much notice we need to give you

By law we must give you a minimum of two days' notice if we are going to switch off your electricity supply. However, we realise that sometimes this is not long enough for you to make other arrangements, so we aim to give you 10 days' notice. We know that giving customers more notice often means they forget about us switching their electricity off so we've included a reminder on the back page of this leaflet for you to fill in and keep in a place where everyone can see it.

How we can help vulnerable customers

If you are vulnerable and may require additional help, please contact us on 0800 169 2996 for information about our priority services and to register your needs so that we can try to help.

Generator provision

It's not practical for us to provide or connect individual generators. You can hire small generators from local hire shops, if you wish. If you are a large commercial or industrial customer, contact us on 0800 587 8865 and we will give you contact details for specialist generator hire companies.



How to protect your electrical equipment

- You should turn off and unplug any sensitive electrical equipment before we switch the electricity off.
- Turn off electrical equipment that generates heat such as irons, fires, fan heaters, hair straighteners and so on. If you leave these on, they may cause a fire when we switch the electricity supply back on.
- If your burglar alarms have a reliable battery supply they should stay on until we switch the electricity back on.
- You may need to reset the timers on some electrical equipment such as your central heating, cookers and so on when we turn the electricity back on.
- Do not open the fridge or freezer door until we switch the electricity back on as this will allow the cold air to escape.
- Try to avoid using lifts or stair lifts just before we switch the electricity off.
- If you have electrically operated access control doors, garage doors or driveway gates you should find out how to open them manually. You should also consider opening your driveway gates before we switch the electricity off.

How you can prepare

Have the following to hand:

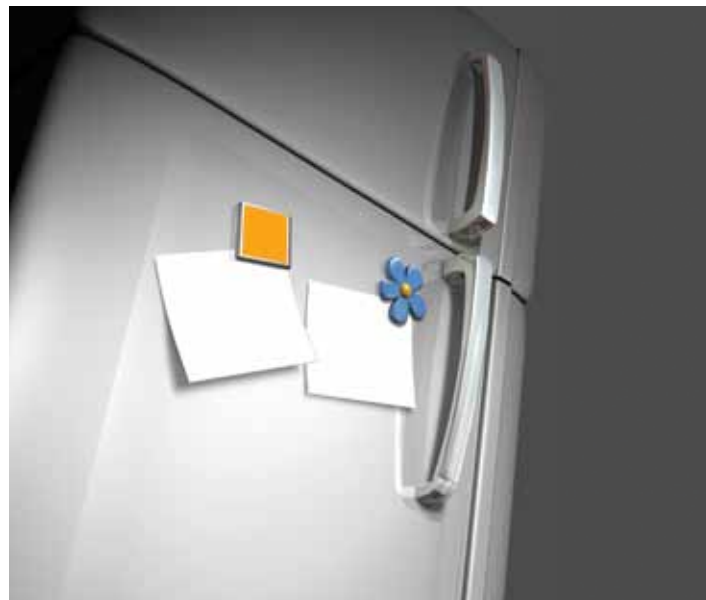
- A torch in case there are problems with your supply.
- A fully-charged mobile phone (landline phones that require an electricity supply will not work).

In cold weather, you should also make sure you have the following:

- A flask so you can have a hot drink.
- A blanket to keep warm.

Handy Tip:

Why not leave a light switched on so you will know when the electricity supply is back on.



Repair a fault on the network



Why we need to repair a fault on the network

If a fault occurs on the electricity network in your area, causing either you or other customers to experience problems with the electricity supply, it is important that we carry out the repairs as quickly as possible to ensure that the security of your electricity supply is maintained.

Once we have identified the fault, and before a permanent repair takes place, we sometimes need to switch your electricity supply so it can be fed from a different part of the network. This may result in a reduction in the quality of the supply you normally receive such as flickering lights and slightly dimmer lighting. Don't worry, this is common and your supply will be back to normal once a permanent repair has been made.

Replace and maintain the network



Why we need to replace and maintain the network

We employ teams of people who, on a daily basis, need to carry out maintenance and replacement work on the electricity network. This work is planned throughout the year in order to maintain and improve the reliability of the electricity supply to your area. This also helps to reduce the number of power cuts and inconvenience to our customers resulting from faults on the network.

Connect a new supply to the network



Why we need to connect a new supply to the network

Where we have been asked to provide a new (or alteration to an existing) electricity connection by a customer who lives near to you, we may need to switch off your electricity supply.

By law we are required to provide these services within set timescales and we will always aim to keep any inconvenience to a minimum.



Clear trees/vegetation from the network



Why we need to clear trees/vegetation from the network

We employ a large team to prevent trees and vegetation from growing into our overhead lines in order to maintain or improve the reliability of the electricity supply to your area.

We carry out this work on a planned basis all year round to help reduce the number of problems on the electricity network that can sometimes result in faults.



How to contact us:
0800 587 8865



Please feel free to fill in this card and keep it in a place where everyone can see it.

Important notice – we need to switch off your electricity supply on:

Date:

Between: Time am/pm and Time am/pm

We apologise for any inconvenience caused.