

Helping us...

...when we need to
work on your land



*What you can expect from us
and what we need from you*



Click northernpowergrid.com

Call 0800 011 3332

Connect   



**POWER CUT?
CALL 105**



Keeping your power on

You may not know who we are but we keep the lights on, the kettles boiling and the phones charged for 8 million people across the North East, Yorkshire and northern Lincolnshire.

Put simply, we make sure the electricity you buy from your energy supplier gets to you safely, whenever you need it. And, if your power ever gets interrupted, for whatever reason, be it extreme weather or emergency maintenance we'll be there immediately to fix it - giving 100% day and night, rain and shine, Sundays, Mondays and Christmas days.

We are Northern Powergrid, we live in your communities and we're proud to play an essential role in keeping the power flowing to all the homes and businesses we serve.

Thank you for your cooperation...

To ensure a safe and reliable flow of electricity across our network throughout the year, we occasionally need to gain access to privately owned land.

We are dedicated to building and maintaining strong relationships with you, as landowners and as valued customers, and this leaflet sets out our commitment when we have to work on your land.





Before we start...

If we need to work on your land we will always try and notify you in advance. In the event of emergency work this may not always be possible. However, we will notify you as soon as we possibly can that we are on your land, and we'll ensure that you have appropriate contact details for our team in case you have any questions.

At this point we will also discuss any specific arrangements that we will need to comply to whilst working on your land.

During the work...

When we access your land we will strive to cause minimum disruption to you, maintaining the highest standards of

quality and safety. We will also ensure all gates are closed and locked and agree any maintenance necessary to restore the flow of electricity.

When we're done...

Due to the nature of the work it is likely that we will disturb the surrounding area. However we will work with you to ensure that it is restored when the work is completed.

On completion of the work we will leave your land clean and tidy, and make good any alterations that we may have had to make.

If, for whatever reason, you are not satisfied please contact us and we will do whatever is necessary to resolve your query.

Find out more about our additional services below:



Connections

0800 011 3433



Priority Services

0800 169 2996



Power Cuts

105



General Enquiries

0800 011 3332

Need additional support during a power cut?

You might be able
to benefit from our
Priority Services
Register.

Text Phone
0800 028 9507

Text Relay
Dial prefix **18001**
then our number
0800 169 2996

Other services we provide:

Diversion
Pole defect
Line repair
Equipment defect
Vegetation
management

Click [northernpowergrid.com](https://www.northernpowergrid.com) Call  Connect   

All of this information is available in audio description and different languages on our website using the 'browsealoud' service.
If you require this booklet in alternative formats, such as Braille or large print, please contact the General Enquiries number above.