

Helping us...



...protect the supply of
electricity in your home

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

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.

Understanding more about our equipment in your property:

Our equipment may be inside, outside or within the boundary of your property. If our equipment is showing signs of wear and tear we will replace it free of charge. But, if you would like our assets replaced for aesthetic reasons this could be chargeable.

If you have any concerns regarding the condition of our equipment we will visit the site to establish if any works are required. Typically, upgrades can take up to 28 days to complete; however, in some circumstances it can take longer. We will keep you updated on progress.

If you have a neighbour's cable on your property we will review our network to establish if it can be removed. Charges are applicable in some cases for this work.



Find out more:

www.northernpowergrid.com

Get in touch:

24 hour emergency

**POWER CUT?
CALL 105**

North East
0800 668 877
Yorkshire
0800 375 675

General enquiries

0800 011 3332

Connect with us:

 **@Northpowergrid**

 **/northernpowergrid**

 **@northernpowergrid**

Caring for our community:

Need additional support?
Call our Priority Services
0800 169 2996 (24 hours)

What to look out for...

Surface Wiring Survey

If you have any concerns about the condition of electrical wiring or cables, we will survey the surface wiring at your property and report back on any action required.



Overhead Line Survey

If the electrical cable to your property is frayed, old or loose on a bracket, then we will replace this free of charge.



It may be necessary to interrupt your power supply in order to complete these works safely. If this is necessary, you will be notified in advance to allow you to make alternative arrangements.



Additional technical information...

We are responsible for:

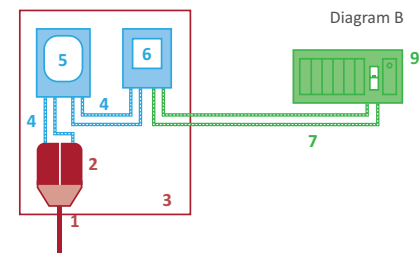
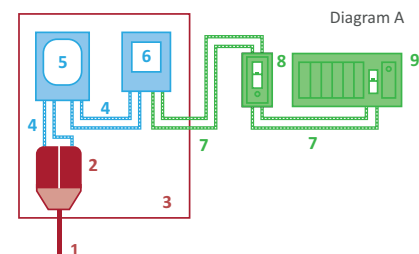
1. Service cable
2. Cut-out
3. Meter board

Your energy supplier is responsible for:

4. Double-insulated cables
5. Meter
6. Timeswitch

You are responsible for:

7. Double-insulated cables
8. Switchfuse
9. Fusebox



We are responsible for the service cable, cut-out and meter board inside or in the meter cabinet on the wall of your property. The backboard or meter board is usually a wooden board where the electricity meter and main fuse is attached; if the meter board is showing signs of wear and tear we will check it out for you. **However you must ensure that the equipment you are responsible for is not mounted on the board.**



Keeping your power on

Click northernpowergrid.com Call 0800 011 3332 Connect   