

# Become a member today

Please fill in your details, then fold, seal and return this form to us freepost.

Title

Full name

Address

Postcode

Email

Tel. home

Mobile

My nominated contact

If you would like to nominate a contact who we can speak to on your behalf, please fill in their details below:

Title

Full name

Tel. home

Mobile

If you have any of the following needs, please tick the boxes below:

Medically dependent

☐ Nebuliser and apnoea monitor

☐ Heart/lung & ventilator

☐ Dialysis, feeding pump & auto medication

☐ Oxygen concentrator

☐ Stair hoist, electric bed

☐ Careline/Telecare system

☐ Medically dependent showering/bathing

☐ Medicine refrigeration

Mental health care

☐ Mental health

☐ Dementia/cognitive impairment

☐ Chronic/serious illness

Poor mobility

☐ Physical impairment

☐ Unable to answer door

☐ Restricted hand movement

Age related

☐ Pensionable age

☐ Developmental condition

☐ Children under five

Alternative communication

☐ Unable to communicate in English

☐ Speech impairment

☐ Hearing impairment (inc deaf)

☐ Blind

☐ Partially sighted

Temporary support

☐ Temporary life changes

☐ Temporary post hospital recovery

☐ Temporary young adult householder (<18)

Safety

☐ Water dependent

☐ Poor sense of smell/taste

☐ Oxygen use

☐ Additional presence preferred

We and our partner organisations will use the information you have given us to provide you with the services set out in our Information Guide for Priority Services Members\*, including helping you in the event of a power cut. Our partners include the emergency services, social services, charities and not-for-profit organisations. We would also like to share your information with other companies that provide similar priority services, including your electricity supplier, gas transporter and water supply company.

☐ If you are happy for us to share information you have provided in this way, please tick this box.

\*For more information on our Information Guide for Priority Services Members, or about the partner organisations we work with, please visit our website, call or write to us at: [northernpowergrid.com/care](https://www.northernpowergrid.com/care) or call 0800 169 2996

**Priority Services Membership**  
Northern Powergrid  
Manor House  
Station Road  
Penshaw  
Houghton-le-Spring  
DH4 7LA



## Additional services to help you...



**Priority Services Membership Team:**  
[northernpowergrid.com/care](https://www.northernpowergrid.com/care)  
0800 169 2996



**Text Phone**  
0800 028 9507

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

**Language Line**  
0800 389 8204

POWER CUT?  
CALL 105

Remember, if there's a power cut, call 105 free of charge or visit our power cut map: [northernpowergrid.com](https://www.northernpowergrid.com)



**Priority Services Membership**  
Making you our priority

Do you, or someone you know, need extra support during a power cut?







Your needs are  
always at the heart  
of what we do...

#### Keeping your power on

You may not know who we are, but Northern Powergrid keep the lights on, the kettles boiling and the phones charged for 8 million customers across 3.9 million homes in the North East, Yorkshire and northern Lincolnshire.

Put simply, we make sure the electricity you buy from your energy supplier gets to you safely and if your power supply ever gets interrupted, we are here to fix things 24/7, 365 days a year... whatever the weather.

#### Keeping your power on

We put your safety first and are committed to giving all our customers support whenever they need it, but sometimes you, or someone you know, may need a little extra support during a power cut.

#### Helping us, by letting us know if we can support you more

We strive to provide our customers with a personal service which takes into account your individual needs. With this in mind, we are committed to providing additional support to those customers who may need it more during a power cut. This could be for many reasons and could include you:

- if you rely on electricity for medical reasons or have a serious illness,
- if you're disabled or have difficulty moving around the house,
- if you're elderly or living on your own,
- if you have children aged 5 or below,
- or if you're living with a mental health condition.

...our membership allows  
easier and quicker access  
to some great services.



Whatever extra needs you have, we're here to look after you – especially if there's a power cut. We offer a range of services and advice, giving you, or those you care for, extra support and peace of mind.

#### How do you register?

If you feel you would benefit from a helping hand during a power cut, please join for free. You can register yourself, a friend or a family member.

There are several options available:

- Complete the application form at [northernpowergrid.com/care](https://www.northernpowergrid.com/care)
- Complete the form overleaf and post it to us (no stamp required)
- Call us on **0800 169 2996** (Text Relay users dial 18001 first)
- Textphone users call **0800 028 9507**
- If English isn't your first language call **0800 389 8204**

If you have any concerns about how you, or someone you care for, would manage during a power cut, please get in touch.



Freepost Plus RTTY-GJAE-SYRA  
Northern Powergrid  
Campaigns Team  
PO Box 455  
Hoddesdon  
EN11 1LW



fold here