



PREPARED TODAY, SAFE TOMORROW.

northernpowergrid.com/power-cuts-home



STAY SAFE, KEEP IN TOUCH.

POWER CUTS CAN HAPPEN AT ANY TIME.

Here's how you can stay informed and prepared:

SAVE '105' IN YOUR CONTACTS:

Calling 105 is a quick way to report a power cut and talk to us directly.

BOOKMARK OUR POWER CUT MAP:

Use our online map to report a fault or check for updates. Simply enter your postcode, and we'll keep you informed.



BEFORE A POWER CUT.

LIGHT UP YOUR PLAN WITH THESE SIMPLE STEPS:

Keep your kit ready and within easy reach.



Make sure your mobile phone is always charged.



Keep a charged power bank nearby and handy.



Keep a torch with spare batteries nearby – avoid using candles.



Use a battery-powered radio to stay updated with local news.



Have warm clothing and blankets ready – it's important to stay warm.



OUR FREE PRIORITY SERVICES MEMBERSHIP:

If you or someone in your home needs extra support, sign up for our **FREE Priority Services Membership**.



If we know your power will be turned off, we'll let you know in advance. **To prepare, you can:**

- Fill a vacuum flask with a warm drink to stay hydrated.
- If you have a baby, use hot water to warm their milk.
- Fill a hot water bottle to keep warm.
- Have a plan. Is it easier to stay with friends or family?

DURING A POWER CUT.

**POWER CUT?
CALL 105**



As soon as you notice the power has gone off, tell us – even if you think your neighbours have already reported it.

When you tell us, we can find out exactly where the fault is and check if you need any extra help.

HOW TO CONTACT US:

Report it on our power cut map
Call us on **105**

Priority Services Members call **0800 169 2996**



Stay safe – if you see wires or cables on the ground, **DON'T TOUCH**, they may still be live. Call **105** or **999** to report it.



Only use alternative heating or lighting if it is safe to do so. Avoid using candles. Keep a light on to know when the power is back on.



Check on your neighbours – let us know if they need help.

AFTER A POWER CUT:

Reset your clocks and any timer controls – such as your boiler.

