

# Useful Northern Powergrid Resources for Partners

Table of Contents

**INTRODUCTION: RESOURCES.....3**

    UPDATE LOG ..... 3

**DECARBONISING HOMES.....4**

**AFFORDABILITY .....8**

**PRIORITY SERVICES MEMBERSHIP .....9**

**EMERGENCIES .....10**

**OTHER .....11**

Introduction: Resources

Since February 2023, Northern Powergrid has been piloting a strengthened approach to how it collaborates with local partners and has commissioned an independent research agency, Impact Research Ltd, to run a series of events and activities until December 2023. This scheme is called the ‘Stronger Together’ Partnership Programme.

The results from a survey in the first quarter of the Stronger Together Partnership Programme (sample size 21), found that partners were most in favour (as in ‘valued a great deal’) of receiving updates, insights and support from Northern Powergrid on funding opportunities (76%), updates on changes to policy regulation (71%) and key data on fuel poverty, LCTs and consumer vulnerability (67%).

Based on these findings, an output from the Stronger Together Partnership Programme is the development of a resource reporting system that identifies useful resources from Northern Powergrid’s website or YouTube channel. This is detailed in this document and organised into the four main key areas (Decarbonising homes, Affordability, Priority Services Membership and Emergencies) along with an ‘Other’ catch-all category containing information that does not meet the three key areas:

This directory, which will be updated on a quarterly basis, is designed to navigate partners towards resources and reports which provide valuable insights, or advice, so they can continue to support communities within the Northern Powergrid region.

Update log

| <i>Date of update</i> | <i>Initials</i> |
|-----------------------|-----------------|
|                       |                 |
|                       |                 |

## Decarbonising homes

| Content summary                                                                                                                                                                                                                                                                                                                                                               | Link to content (if available)                                     | Position on website                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|-----------------------------------------------------------|
| <b>Future Energy</b>                                                                                                                                                                                                                                                                                                                                                          | N/A                                                                | Overarching section – no home page                        |
| <b>Community Energy Page</b> – includes a collaborative map where you can see other Community Energy organisations, example projects, links to signing up for Community Energy Forums. Some information about applying for Community Energy funds. Includes a list of related documents.                                                                                      | <a href="#">Community Energy   Northern Powergrid</a>              | Under future energy – also some news under Your Powergrid |
| <b>DSO (Distribution System Operation) page</b> about powering future energy – Includes DFES, Flexibility services (taking you to flexible power), DSO development plan, A Just transition - linking to 7 point plan in Durham Uni article (external). Includes a list of related documents.                                                                                  | <a href="#">Distribution System Operation   Northern Powergrid</a> | Under future energy                                       |
| <b>Electric Vehicles</b> – Includes lots of information regarding EVs. Links to ‘Maximising the value of electric vehicles for our customers’ document which is for LAs and Fleet Managers. Site includes information regarding different types of EV charging. AutoDesign (this is very connections focussed, about accelerating the roll out of EV charging in the region). | <a href="#">Electric Vehicles   Northern Powergrid</a>             | Under future energy                                       |
| <b>Flexible Power</b> – links directly to joint DNO site – not currently fit for domestic customers (but some partners might find this interesting).                                                                                                                                                                                                                          | <a href="#">Home (flexiblepower.co.uk)</a>                         | Under future energy                                       |
| <b>Green Recovery</b> – Information about the Green Recovery Scheme and investing in the region, with a section on eligibility criteria and links to case study projects.                                                                                                                                                                                                     | <a href="#">Green Recovery   Northern Powergrid</a>                | Under future energy                                       |
| <b>Innovation</b> – Covers lots of content around innovation and why this is important. Some partners might find this interesting, but not likely to be used with consumers.                                                                                                                                                                                                  | <a href="#">Innovation   Northern Powergrid</a>                    | Under future energy                                       |
| <b>Network data</b> – Lots of links to resources and an Open Data Portal which offers access to data and information about the network. The link includes information on                                                                                                                                                                                                      | <a href="#">Network Data   Northern Powergrid</a>                  | Under future energy                                       |

## Northern Powergrid: Partner Resources

|                                                                                                                                                                                                 |                                                                                                              |                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| Distribution Future Energy Scenarios, Network Development Plan, and AutoDesign.                                                                                                                 |                                                                                                              |                                                 |
| <b>Smart Metering</b> – Some background information about smart meters, NPg's role in relation to smart metering, and links to other websites for further information.                          | <a href="https://www.northernpowergrid.com">Smart Metering (northernpowergrid.com)</a>                       |                                                 |
| <b>Investments in your area</b> – Shows a map with information about where investments are happening in the region, including asset replacement, overhead line replacement, reinforcement, etc. | <a href="#">Investments In Your Area   Northern Powergrid</a>                                                |                                                 |
| <b>Losses</b> – Detailed content about how NPg are managing losses in the region. N/A for the purpose of partners working with customers.                                                       | <a href="#">Losses   Northern Powergrid</a>                                                                  |                                                 |
| <b>New Power Generation</b> – A site where young people can sign up to do their part to be greener and use cleaner energy information, includes a quiz and pledge for young people.             | <a href="https://thenewpowergeneration.co.uk">NetZero – Northern Powergrid (thenewpowergeneration.co.uk)</a> |                                                 |
| <b>Resources for teachers</b> – including fuel poverty activities, renewable energy and the community, cost of electricity, energy in the home.                                                 | <a href="#">Education-teachers   Northern Powergrid</a>                                                      | Under support; Education                        |
| <b>A Force for Good</b> – Lots of information on a range of topics, including fuel poverty services, education resources and schemes, energy efficiency advice.                                 | <a href="#">A Force For Good   Northern Powergrid</a>                                                        | Under support                                   |
| <b>Saving energy</b> – some tips and logos for support.                                                                                                                                         | <a href="#">Saving Energy   Northern Powergrid</a>                                                           | Under support                                   |
| <b>Connections knowledge hub</b> , aimed at installers and electrical contractors, with find technical articles, guidance and links to useful resources.                                        | <a href="#">Your Powergrid   Northern Powergrid</a>                                                          | Under Your Powergrid - connections              |
| Some energy efficiency guidance – including downloadable info                                                                                                                                   | <a href="#">Your Powergrid   Northern Powergrid</a>                                                          | Under Your Powergrid – information and guidance |

## Northern Powergrid: Partner Resources

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|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|------------------------------------|
| <b>Zero carbon business portal</b> – support for SMEs to reduce energy costs and cut carbon | <a href="#">Zero Carbon Business - find advice on net zero for SMEs in the UK</a>                |                                    |
| Advice for installers but in good customer friendly language                                | <a href="#">Thinking about switching to an Electric Vehicle?   Northern Powergrid</a>            | Under Your Powergrid - connections |
| Saving money on your energy bills video                                                     | <a href="#">(10) Saving money on your energy bills 2022 - YouTube</a>                            | YouTube                            |
| What is decarbonisation video                                                               | <a href="#">(10) What is decarbonisation?   What Is...? - YouTube</a>                            | YouTube                            |
| What are DFES video                                                                         | <a href="#">(10) What are Distributed Future Energy Scenarios (DFES)   What Is...? - YouTube</a> | YouTube                            |
| What is electric heating video                                                              | <a href="#">(10) What is electric heating?   What Is...? - YouTube</a>                           | YouTube                            |
| What is energy storage video                                                                | <a href="#">(10) What is energy storage?   What Is...? - YouTube</a>                             | YouTube                            |
| What is electric transport video                                                            | <a href="#">(10) What is electric transport?   What Is...? - YouTube</a>                         | YouTube                            |
| What is renewable energy video                                                              | <a href="#">(10) What is renewable energy?   What Is...? - YouTube</a>                           | YouTube                            |
| What is a whole energy system approach video                                                | <a href="#">(10) What is a Whole Energy System Approach ?   What Is...? - YouTube</a>            | YouTube                            |
| What is a flexible energy system at home video                                              | <a href="#">(10) What is a Flexible Energy System at home?   What Is...? - YouTube</a>           | YouTube                            |
| What is a local network video                                                               | <a href="#">(10) What is a local network?   What Is...? - YouTube</a>                            | YouTube                            |
| What is net zero video                                                                      | <a href="#">(10) What is Net Zero?   What Is...? - YouTube</a>                                   | YouTube                            |
| What is a network connection video                                                          | <a href="#">(10) What is a network connection?   What Is...? - YouTube</a>                       | YouTube                            |
| What is a flexible energy system at work video                                              | <a href="#">(10) What is a Flexible Energy System at work?   What Is...? - YouTube</a>           | YouTube                            |

Northern Powergrid: Partner Resources

|                                                |                                                                               |         |
|------------------------------------------------|-------------------------------------------------------------------------------|---------|
| What is community energy video                 | <a href="#">(10) What is community energy?   What Is...? - YouTube</a>        | YouTube |
| Introducing our network availability heat maps | <a href="#">(10) Introducing our Network Availability Heat Maps - YouTube</a> | YouTube |
| Introducing Autodesign                         | <a href="#">(10) Introducing AutoDesign - YouTube</a>                         | YouTube |

## Affordability

| Content summary                                                                                                                                                                                                                                                  | Link to content (if available)                                                                                  | Position on website                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| Powergrid Energy saving App, Help with money worries (free advice from The Money Advice Service), Money navigator Tool, Community Partnering Fund, CA, NEA - Action for Warmer Homes<br><br>Energy saving tips + NPg consumer vulnerability submission downloads | <a href="#">A Force For Good   Northern Powergrid</a>                                                           | Under Support                                             |
| Saving money on your energy bills video                                                                                                                                                                                                                          | <a href="#">(10) Saving money on your energy bills 2022 - YouTube</a>                                           | You tube                                                  |
| Case studies - Hartle Power CIC (Pilot energy advice project), Activating Community Engagement (ACE - game to save money)                                                                                                                                        | <a href="#">Community Energy   Northern Powergrid</a>                                                           | Under future energy – also some news under Your Powergrid |
| An interactive live map displaying where there are power cuts with information on how long it would last and the reason behind it. Can also report power cuts.                                                                                                   | <a href="https://www.northernpowergrid.com/power-cuts-map">https://www.northernpowergrid.com/power-cuts-map</a> | Under support - powercuts                                 |
| List of useful contacts with various partners that can help with saving money and tips on saving energy                                                                                                                                                          | <a href="https://www.northernpowergrid.com/saving-energy">https://www.northernpowergrid.com/saving-energy</a>   | Under Support - saving energy                             |
| BEET Trail aimed at increasing efficiency of appliances and save money: August 2022 to April 2023                                                                                                                                                                | <a href="https://www.northernpowergrid.com/beet">https://www.northernpowergrid.com/beet</a>                     | Found via YouTube video                                   |
| Video on BEET trial                                                                                                                                                                                                                                              | <a href="https://www.youtube.com/watch?v=F55r0xxnr_U">https://www.youtube.com/watch?v=F55r0xxnr_U</a>           | YouTube                                                   |
| What is fuel poverty and how does Northern Powergrid help?                                                                                                                                                                                                       | <a href="https://www.youtube.com/watch?v=bF5wDQ22qBo">https://www.youtube.com/watch?v=bF5wDQ22qBo</a>           | YouTube - but 4 years old                                 |



## Priority Services Membership

| Content summary                                                                                                                                                                                     | Link to content (if available)                                                                        | Position on website |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------|
| <b>Partnering Communities</b> – Information about how to get access PSM partner materials.                                                                                                          | <a href="#">PSRpartners   Northern Powergrid</a>                                                      |                     |
| <b>PSM</b> - an introduction to PSM with application button and the different vulnerable groups who can get help. Additional downloadable documents to information booklet etc.                     | <a href="#">Priority Services Membership   Northern Powergrid</a>                                     | Support - dropdown  |
| <b>Priority Services Membership:</b> 24/7 free advice and support for customers (also available in Polish, Portuguese, Urdu, Romanian, Solvak, Bangali, Persian Farsi, Punjabi, Czech, BSL, Arabic) | <a href="https://www.youtube.com/watch?v=rXsEWkJTpI0">https://www.youtube.com/watch?v=rXsEWkJTpI0</a> | YouTube             |
| <b>Priority Service Membership</b> - My Story - Aqida (Language Support)                                                                                                                            | <a href="https://www.youtube.com/watch?v=2gNzYfXLjQI">https://www.youtube.com/watch?v=2gNzYfXLjQI</a> | YouTube             |
| <b>Priority Services Membership</b> - My Story - Doris (Sight Support)                                                                                                                              | <a href="https://www.youtube.com/watch?v=mtQxZ2o3UOc">https://www.youtube.com/watch?v=mtQxZ2o3UOc</a> | YouTube             |
| <b>Priority Service Membership</b> - My Story - Jeff (hearing Support)                                                                                                                              | <a href="https://www.youtube.com/watch?v=iBXp8F6JtuY">https://www.youtube.com/watch?v=iBXp8F6JtuY</a> | YouTube             |
| Become a Northern Powergrid Priority Service Member                                                                                                                                                 | <a href="https://www.youtube.com/watch?v=kWwUlWdIi0Y">https://www.youtube.com/watch?v=kWwUlWdIi0Y</a> | YouTube             |
| <b>Priority Services Memberships</b> - My Story - Mark (mental Health Support)                                                                                                                      | <a href="https://www.youtube.com/watch?v=Q6FgBFL8o3I">https://www.youtube.com/watch?v=Q6FgBFL8o3I</a> | YouTube             |
| <b>Priority Services Membership</b> - My Story - Alan (Medically Dependent)                                                                                                                         | <a href="https://www.youtube.com/watch?v=iQ11Dqw5ESM">https://www.youtube.com/watch?v=iQ11Dqw5ESM</a> | YouTube             |
| <b>NPg Priority Services Membership</b> Chronic illness Subtitles                                                                                                                                   | <a href="https://www.youtube.com/watch?v=MIh45XU_YuQ">https://www.youtube.com/watch?v=MIh45XU_YuQ</a> | YouTube             |

## Emergencies

| Content summary                                                                                                                                                                                                       | Link to content (if available)                                                                                                        | Position on website                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| <b>Investment Map</b> - An interactive map to see investments happening in the area: Asset replacement, overhead line replacement, reinforcement, flood defence, underground cable replacement, multiple replacement. | <a href="https://www.northernpowergrid.com/investments-in-your-area">https://www.northernpowergrid.com/investments-in-your-area</a>   | Under Future Energy                                        |
| <b>Supporting our customers</b> - Link to multiple resources, including power cut advice (PDFs at bottom of the web page).                                                                                            | <a href="https://www.northernpowergrid.com/customer-service">https://www.northernpowergrid.com/customer-service</a>                   | Under customer service                                     |
| <b>What to do in a power cut</b> - Interactive house infographic for advice and information about how to prepare for power cuts.                                                                                      | <a href="https://www.northernpowergrid.com/what-to-do-in-a-power-cut">https://www.northernpowergrid.com/what-to-do-in-a-power-cut</a> | Under be prepared - power cut advice and tips              |
| <b>Helping you be prepared</b> – PDF containing flooding advice                                                                                                                                                       | <a href="https://www.northernpowergrid.com/be-prepared">https://www.northernpowergrid.com/be-prepared</a>                             | Under be prepared - Flood advice - do you know what to do? |
| <b>Helping you be prepared</b> – PDF containing power cut advice in multiple languages                                                                                                                                | <a href="https://www.northernpowergrid.com/be-prepared">https://www.northernpowergrid.com/be-prepared</a>                             | Under be prepared - bottom of page                         |
| <b>Emergency Power Cuts</b> - PDFs and FAQs with advice in multiple languages                                                                                                                                         | <a href="https://www.northernpowergrid.com/emergencypowercuts">https://www.northernpowergrid.com/emergencypowercuts</a>               | Under Energy power cuts                                    |
| <b>What are planned power cuts?</b> video (Available in BSL too)                                                                                                                                                      | <a href="https://www.youtube.com/watch?v=mzeZzTRzbCs">https://www.youtube.com/watch?v=mzeZzTRzbCs</a>                                 | YouTube                                                    |

## Other

| Content summary                                                                                                                                                                                                        | Link to content (if available)                                                                                | Position on website                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------|
| <b>A force for good</b> – Information, example projects and documents related to future customers (children). See these sections: Energy Heroes, Ahead partnership, Teach First, WISE, Education, New Power Generation | <a href="#">A Force For Good   Northern Powergrid</a>                                                         | Under Support - A force for good       |
| <b>Community Energy</b> Forums (events and previous recordings at the bottom - around sustainability, etc)                                                                                                             | <a href="#">Community Energy   Northern Powergrid</a>                                                         | Under future energy - community energy |
| <b>Leaflets for farmers and fishermen</b> to stay safe from live overhead power lines                                                                                                                                  | <a href="https://www.northernpowergrid.com/safety">https://www.northernpowergrid.com/safety</a>               | Under Support - safety                 |
| List of <b>useful contacts and advice</b> related to saving energy                                                                                                                                                     | <a href="https://www.northernpowergrid.com/saving-energy">https://www.northernpowergrid.com/saving-energy</a> | Under Support - Saving Energy          |