

Helping us...

...by letting us know if we
can support you more



*What you can expect from us
when you become a Priority
Services customer*



Click northernpowergrid.com

Call 0800 169 2996

Connect   



Keeping your power on

**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.

We strive to provide our customers with a personal service which takes into account their individual needs. With this in mind, we are committed to giving our most vulnerable customers extra support when they need it, particularly during a power cut.

If you feel like you would benefit from a helping hand during a power cut, please let us know.





Customers who might need this extra support include:

- Those who rely on electrical medical equipment
- Those who have a critical medical condition
- Those who require alternative methods of communication
- Those who have a long-term or short-term support requirements

Additional services that we can provide before a power cut include:

- Giving you a torch and an analogue phone
- Letting you know in advance if we need to turn your power off to carry out work

Additional services that we can provide during a power cut include:

- Providing you with a 'winter warmer pack' which includes an insulated cup, blanket, hat, gloves and socks
- Keeping you updated by either telephone or text
- Letting you know when your power will be back on as soon as we can
- Sending our Customer Support Vehicle to a site close to your home so that you can get hot drinks and refreshments
- Organising alternative accommodation for you if required

Additional services that we can provide after a power cut include:

- Contacting you to check that everything is back to normal and if you need any further assistance

Find out more about our additional services below:



**Customer
Service**

0800 011 3332



**Priority
Services**

0800 169 2996



Power Cuts

105

**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

Click 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.