



Priority Services Membership

Making you our priority

Working together with our communities to achieve more

Who we are

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.

Delivering safe, reliable electricity is at the heart of what we do every day. We operate and maintain the overhead lines, underground cables and substations in our region and we are there to fix the network when there is a fault. Put simply, we make sure the electricity you buy from your chosen 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, **'powering our lives'** today and for the future.

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.

By being a Priority Services Member, we can ensure you are as safe and prepared as possible if there is a power cut.



8 million
customers



60,000
miles of cable



3.9 million
homes and businesses
powered



2,500
employees

Priority Services Membership

We offer a free Priority Services Membership which customers can sign up to so we can offer pro-active support in a power cut. Customers who are eligible to sign up include those who need the power on for medical reasons, are elderly, have children under five, are sick or disabled or have trouble communicating. The vulnerability could also be transient, for example, a life-changing event.

If you are working with anyone that would benefit from being a member please sign them up through one of the following channels:

- [northernpowergrid.com/care](https://www.northernpowergrid.com/care)
- Call our Priority Services Membership Team on **0800 169 2996**
- Complete the application form provided. For additional application forms contact communications@northernpowergrid.com

If you have the opportunity to promote our membership within your communities we would really appreciate the support. There are a number of promotional resources available including posters, leaflets and tailored advice and support for key vulnerabilities.

The resources are available at [northernpowergrid.com/PSRpartners](https://www.northernpowergrid.com/PSRpartners)



£50k

funding available for community projects



Education and advice

Whilst we are committed to providing additional support to those who need it the most during a power cut, we also understand how important it is to give people the tools to be prepared through tailored advice.

For individuals there are a number of resources available online including:

- what to do in a power cut
- power cut checklist
- support with energy bills
- being energy efficient and keeping warm and healthy.

Annual fund – supporting our communities in partnership

Community investment at Northern Powergrid is about more than donations and sponsorships. We believe that working in partnership with organisations that have the best interests of their communities at heart means we can achieve more together. Our community fund has an allocation of **£50,000** every year for grants to voluntary and community projects based in the Northern Powergrid operating areas covering the North East, Yorkshire and Humber and parts of north Lincolnshire. Grants are available from **£1,000** to **£10,000**.

The aim of the fund is to:

- support community energy projects, at the inception or very early stages, to get off the ground and encourage a broader range of community energy schemes in our region as well as the more prolific renewables projects;
- raise awareness of community participation and roles in managing energy and reducing energy use, particularly in those areas experiencing fuel poverty;
- alleviate hardship associated with fuel poverty and promoting innovative energy-related environmental impact, energy efficiency or carbon reduction;
- educate and inform communities about safety in relation to energy and street works;
- encourage interest in STEM (Science, Technology, Engineering and Maths) subjects and related career opportunities;
- promote use of the Priority Services Membership and additional support, a free service provided by suppliers and network operators to customers in need within communities.

We run the fund through Community Foundation Northumberland Tyne and Wear. When the fund is open we promote it widely and further information can be found at [communityfoundation.org.uk/apply/](https://www.communityfoundation.org.uk/apply/)



Safety

we educate and inform communities about safety



Learning together

We believe that working in partnership with organisations that have the best interests of their communities at heart means we can achieve more together. We want to share our insights and best practice through these networks to truly make a difference.

We have been working with Experian to gain a greater understanding of different vulnerabilities right across our area. By sharing this information responsibly with you we hope to support you in increasing your understanding and ability to target your work in those communities that need it most.

We run regular events and produce communications to share data, training and insights, as well as learn from our partnership network. If you would like to join the network and get involved please email communications@northernpowergrid.com.