

Dear Priority Services Member

We're here for you 24/7 this winter

**Are you
winter
ready?**

As we head into winter, the team here at Northern Powergrid remains here for you 24/7 if you ever need us.

We continue to invest to **protect** our network, which powers everyday life for 8 million customers across 3.9 million homes and businesses in the North East, Yorkshire and northern Lincolnshire.

Need extra advice or support?



Your needs are our priority. As a Priority Services Member, our dedicated team can be contacted on 0800 169 2996. [Watch our video](#) to find out more about the services we offer.

Based on your medical or personal circumstances we can provide extra advice and support. We offer services such as our 'knock and wait' service if you need a little more time to get to the door, home visits from our partner the British Red

Cross, one-to-one support and assistance in the form of hot meals and/or drinks provision, phone charging facilities and alternative accommodation if necessary. For more information visit our [customer welfare webpage](#).

Got a loved one or friend who could benefit from joining our free Priority Services Membership? [Register online](#) or call 0800 169 2996 today.

Are you ready for winter?



From keeping a torch handy, considering a corded analogue landline phone, having a battery-powered radio tuned into a local radio station, to leaving a light switched on so you know when the power has been restored...read our [tips](#) on being winter ready and advice on being [prepared](#).

Our investments in the network that supplies your property mean the chance of a power cut has reduced dramatically but in the winter months, storms, floods and other extreme conditions can sometimes cause damage to your local power network. If a power cut does happen our priority is to restore supplies as soon as possible and we have plans in place to get your power back on 24/7, 365 days a year. If a power cut is due to a complex fault, severe weather or an energy emergency you may have to be off supply for longer while our teams work to restore your electricity. Check out our [be prepared](#) webpage which includes information to help you plan, be prepared and stay safe.

Want to know more about a power cut?



If your electricity supply is ever affected, visit our [power cut map](#) to report it and get updates on our progress to restore your power or call our dedicated Priority Services Membership team on **0800 169 2996**.

Keeping you informed is important to us and our teams work hard to deliver a [great service](#). We will share information about the time your power is likely to be back on and details of any extra advice and support we may be able to provide.

Do we have your correct details?



Check your contact details and priority services need by accessing your [free online account](#) or call your dedicated Priority Services Membership team on **0800 169 2996**.

It is important we have your latest contact details, which we protect in line with our [privacy policy](#) and only use it to inform you regarding your power. It helps us support you in a power cut and process any compensation you may be due if we do not restore your power in line with the [industry guaranteed standards](#).

Energy costs impacting you?



While our network charges, which appear on your bill from your chosen energy supplier, remain around 25p a day for the average domestic customers, we understand the impact the cost of the electricity you use may be having on you and your family.

We have a range of partnerships in place to support local people. If you need energy advice or have money worries and want to reduce your energy costs from your chosen supplier, you access free support through our partners. Go [here](#) to find out more or call **0800 169 2996**.

Could a smart meter save you money and help you manage your household budget?



Installed by your energy supplier at no extra cost to you, smart meters track how much energy you're using daily, weekly and monthly - helping you manage your household budgets and work out where small changes could help you use less.

Find out more [here](#).

Do you need help communicating?



We provide services for our customers who find communication difficult.

Minicom enables customers to communicate via a keyboard attached to their phone. Our customers who require this service can contact us 24/7 on **0800 028 9507**.

Text Relay is a service which uses an intermediary to relay text conversations. Our customers who require this service can contact us 24/7 on prefix **18001** then **0800 169 2996**.

Our customers who use British Sign Language can contact us through our [InterpretersLive!](#) service.

If English isn't your first language, please call our dedicated Priority Services Membership team on **0800 169 2996** and we can arrange an interpreter.

For all your accessibility needs **Recite** is available on our [website](#) by clicking on the red 'Accessibility' button at the top of the home page

Your sincerely

Powergrid Care Team

**Northern Powergrid: Powering your life today, tomorrow
and into the future**

Data Protection

We hold personal information about customers who are part of our Priority Services Membership that we have been given either by Priority Services Members, by someone acting on their behalf or by their energy supplier. Due to the nature of our Priority Services Membership and the obligation we have in our electricity distribution licence to hold information about Priority Services Members who are, for example, disabled or chronically sick, that personal information includes special category personal data relating to health conditions. We take our data protection obligations regarding how we use that information seriously.

We process personal information about Priority Services Members for the purpose of fulfilling our legal obligations under our electricity distribution licence and, in the case of special category personal data, for reasons of substantial public interest in order to provide extra advice and support during a power cut.

We also share personal information about Priority Services Members with their energy supplier, gas transporter and water company so those companies can provide them with their own priority services in the event of an incident resulting in an interruption to the gas or water supply. In order to do so, we process personal information in the legitimate interest of those companies and in the interest of the Priority Services Members themselves and, in the case of special category personal data, for reasons of substantial public interest in them receiving additional support and priority assistance in such events.

We have recently amended our privacy policy to make this clear. Our privacy policy, which contains further details of how we process personal information, can be found on our website at <http://www.northernpowergrid.com/privacy-policy>.

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Registered in England and Wales: Number 3476201