

Frequently Asked Questions (FAQs)

As at 8 December 2021

DUE TO STORM ARWEN SOME OF OUR CUSTOMERS ARE BEING POWERED BY GENERATORS

Why have you fitted generators?

To get our customers' power back on we have either made permanent repairs by rebuilding sections of power network or provided temporary fixes. The temporary fixes include using generators to connect to single properties or up to around 200 properties in a community such as a village centre. We used generators where it would take too long to make permanent repairs due to the intensity and scale of the damage caused by the high winds and ice.

How are you keeping the generators refuelled?

Our contractor has refuelling teams present in the areas where we are using generators. These teams are keeping an eye on the fuel levels by either visiting site or making use of fuel gauges that send back information using remote telemetry. Some of the larger units also have an additional fuel tank.

When will you be removing the generators and putting me back on a permanent grid connection?

We restored power to the last customers impacted by Storm Arwen in the night on 7 December. However, our work has not stopped. We are continuing to rebuild more of the areas of the network that were damaged by the storm. These permanent repairs are expected to continue until into the New Year.

We expect a continual process of progressively switching homes and businesses from temporary generators to permanent supplies. Rebuilt sections of network will be brought back one by one and generators will be gradually taken off the system as soon as we are able to do so (for example we removed eight generators from the Weardale valley on 8 December).

What should I do if my generator stops working?

If you lose power, please get in touch with Northern Powergrid. We will respond whether it is a problem with a permanent grid connection or a temporary generator.

Contact us via the power cut reporting tool on the website or call us on 105.

What is the process for taking me off a generator?

We will contact you to let you know that we are switching you over. This is typically by visiting you in your premises or by calling/texting.

The process is generally quick. The maximum time without power while we switch you over is around 30 minutes.