

Frequently Asked Questions (FAQs): Welfare Payments

These FAQs have been collated to help inform our customers about the approach we've taken and why. They also provide answers to some of the key questions that we've been asked by some of our customers. We will continue to update this FAQ to support all our customers.

What is the difference between compensation payments and welfare support payments?

Compensation payments are paid in line with industry [guaranteed standards](#), set by the energy industry regulator Ofgem. They are determined by the nature of a power cut event and duration of time a customer is off supply. These standards apply to all electricity network operators in the UK.

Welfare payments are discretionary financial assistance payments which a network operator can choose to offer to pay in exceptional circumstances where customers are without power for long periods of time. These are determined by the network operator depending on the nature of the situation. Welfare payments are above and beyond support for customers; they are not part of regulatory industry guaranteed standard payments to compensate customers.

Access our online welfare reimbursement application form [here](#). Once you click on the link you will be asked to register – or if you already have an account with us to log in. Please complete the online form and follow instructions on how to provide receipts and proof of purchase for the reasonable costs you have incurred.

Why did Northern Powergrid offer welfare payments?

We know that you may also have incurred unexpected additional costs due to your power cut. Therefore, in addition to compensation payments, we chose to provide financial assistance to any domestic customer who was still off supply on 29 November 2021 or later that needed our help.

We indicated we would pay for the reasonable costs of alternative accommodation and food (up to £15 per person per meal) and that we would also contribute to other reasonably incurred costs (for example if you had to arrange your own back-up generator).

Do I need to provide a receipt to be reimbursed for my expenses?

Yes, please provide proof of purchase for all claims of reimbursement during the period of the storm. Where receipts have not been kept, you can provide proof of card payment from your bank statement

What if I don't have a receipt/proof as I paid cash?

If you are not able to provide receipts, please provide proof of cash withdrawals on your bank statement along with details of what was spent, where and when.

Will you compensate for ruined plans? i.e. if I had tickets/had prepaid, and the venue had a power cut, or plans at home e.g. a party

We committed to provide financial assistance to customers who needed help with essential requirements such accommodation, food, alternative power supply etc. We will not be reimbursing costs associated with ruined plans.

Can I claim for food costs?

Yes, you can be reimbursed for three meals a day to a maximum of £15 per person per meal. A receipt/proof of purchase is required.

Can I claim for any other food supplies (e.g. water if I rely on an electric pump, ready mixed baby formula etc.)

We will reimburse reasonable necessities such as water for families who rely on an electric pump, ready mixed baby formula, but not to replace lost food or any other items which are not essential. A receipt/proof of purchase is required.

Can I claim for freezer food that I have lost?

We will pay for hot meals needed during the period you were without power, however, we will not reimburse for lost freezer food. Customers may wish to contact their home insurance company.

What kind of costs can I be reimbursed for regarding accommodation?

We will reimburse for a reasonably priced room at a typical branded hotel. A receipt/proof of purchase is required.

Can I claim the cost of kennels for my pets as many hotels will not allow pets?

Yes, a receipt/proof of purchase is required.

Can I be reimbursed for generator purchase or hire?

We will cover the cost of hiring a generator, however, we will not cover the cost of purchasing one. If you have bought a generator, we will pay the equivalent amount that you would have paid for renting one for that period of time. A receipt/proof of purchase is required.

Can I be reimbursed for solid fuel (e.g. logs, coal, petrol / diesel for generators)?

Yes, you can be reimbursed for the period you were without supply only. A receipt/proof of purchase is required.

Can I be reimbursed for the purchase of gas heaters / gas fuel for them?

Yes, a receipt/proof of purchase is required.

Will you reimburse costs for laundering clothes?

Yes, a receipt/proof of purchase is required.

Can I claim back the cost of petrol and diesel to make multiple journeys per day to and from towns to check phone signals, access hotels, collect takeaways?

No, we will not reimburse fuel costs incurred for journeys made.