



Priority Services Membership

Making you our priority

**A guide to what to do
in a power cut**



In recent years the chances of power cuts have reduced dramatically, but storms, floods and other extreme conditions can sometimes cause damage to your power supply. If your power supply ever gets interrupted, we are here to fix things **24/7, 365 days a year... whatever the weather.**

If a power cut does happen, you can call 105 free of charge so we can help you and keep in touch with you throughout the power cut.

To help you to be prepared in a power cut, this guide provides some information on what to do, along with some energy efficiency tips and some useful numbers. Keep it handy.

Remember never to put yourself in danger and to alert the emergency services if a dangerous situation arises.

Remember, if there's a power cut **CALL 105 or visit northernpowergrid.com**



What to do if there's an unplanned power cut

1

Check that it's a power cut and not a wiring problem:

- If you know where your fuse box is and can access it safely, check to see if a trip switch has moved to the off position. If it has, flick it back to the 'on' or green position.
- If you can do so safely, check whether neighbouring properties look to have power still.

2

Turn off and unplug electrical equipment

- Especially anything that generates heat.

3

If you're sure there's been a power cut, contact us:

- **Call 105** (national Freephone service – will redirect you as required)
- Or **0800 169 2996** (our dedicated Priority Services Membership line – available 24 hours a day, 365 days a year).
- Or visit www.northernpowergrid.com

**POWER CUT?
CALL 105**



What to do during a power cut



Only use other forms of heating and lighting if you can do so safely.



Limit the use of your laptop or smart phone to save battery power.



Don't open the freezer door to keep food and medicine cold:

- A fridge will keep food cold for about 4 hours if the door is kept closed.
- A full freezer will keep temperature for about 48 hours, a half-full freezer for 24 hours.



When power is restored turn your appliances back on one at a time.

During a power cut, take this advice to help stay safe.

Planned power cuts

There are times when we need to turn your power off to carry out essential maintenance to the network. If we do need to do this, we will contact you beforehand ensuring you have time to prepare. This handy tick list can help:

- Have a good supply of warm clothing and blankets to hand.
- Fill a vacuum flask with a warm drink.
- Fill a hot water bottle.
- Keep a torch handy. Candles aren't safe, especially with children around.
- Make sure your mobile phone has important numbers stored and is fully charged.
- Leave a light on so you know when power has been restored.
- Have a battery-powered radio tuned into a local radio station.
- Regularly save or back up work on your computer.
- Stock up on non-perishable foods.

We always try and keep planned power cuts to an absolute minimum over the winter months.

Floods and Electricity

We all know electricity and water don't mix. If there is a possibility that flood water will affect your electricity supply our first priority is your safety.

The Environment Agency provide flood warning services and can provide useful information to help you reduce the effects of flooding on you and your property.

Register with Floodline Warnings Direct

Register with the Environment Agency's Floodline service for free and it means you will receive important early flood alerts and warning messages about flooding in your area. You can choose whether to receive warnings by phone, text or email.

To register call Floodline on 0345 988 1188 or visit the website www.gov.uk/sign-up-for-flood-warnings.

The website also includes information on how you can prepare for flooding and keep yourself safe.

ARE YOU AT RISK FROM FLOODING?
Check your flood risk today



Being energy efficient

Being energy efficient can help you save money and make you feel warmer and more comfortable. Follow these simple steps to help reduce your energy bills:



Move furniture away from radiators and heaters



Switch off lights when you leave a room



Draw curtains at night to insulate the room



Turn electrical appliances, like TVs and phone chargers, off at the wall



Turn your thermostat down by a degree or two



Service heating systems at least once a year



Use energy efficient light bulbs



Defrost your freezer regularly



Only boil the water you need in a kettle



Take a shower instead of a bath



Use the economy or eco setting on appliances



Fit radiator foils behind radiators on external walls to direct heat into the room

Keeping warm and staying healthy

Keeping your home warm is important for your health. To avoid potential health problems, keep the room you spend most time in between 18°C and 21°C (64°F and 70°F). The best temperature for other rooms is 18°C (64°F).

Help with your energy bills

If you are finding it difficult to pay your gas or electricity bills, try the following:

Contact your energy supplier as soon as possible. Tell them what you can afford to pay – your supplier must take this into account when agreeing your repayments.

Ask about switching to a cheaper deal, especially if you pay by cash, cheque or pre-payment meter.

Contact your local Citizens Advice Bureau for independent advice on debt and energy issues ([visit **citizensadvice.org.uk**](https://www.citizensadvice.org.uk)) or look in the phone book to find your local branch.

Citizens Advice can also carry out a benefits check to see if you are entitled to any extra financial help.

Call the Home Heat Helpline (**0800 33 66 99**) for more advice and help with contacting your supplier.



Getting in touch

Priority Services
0800 169 2996

Text phone
0800 028 9507

Text relay
Dial **18001** followed by
0800 169 2996

**If English isn't your first
language call:**
0800 389 8204

Write to
Priority Services Manager
Northern Powergrid
Manor House
Station Road
Penshaw
Houghton-le-Spring
DH4 7LA

**If you have a power cut,
you can also call 105.**

This is a new national number which is free of charge. It will put you straight through to the organisation responsible for fixing the power cut in your area.

If you need medical advice during a power cut, call the NHS Direct Helpline on **111**.

In an emergency call **999**.

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 Priority Services on **0800 169 2996**.

**POWER CUT?
CALL 105**





**Keeping your
power on**

A nighttime photograph of a cityscape. In the foreground, a large, modern building with a glass and steel facade is brightly lit from within, showing interior spaces. The building has a prominent, illuminated sign that reads "Broadway". The background features a dense cluster of other city buildings, some with glowing windows and others with colorful light displays. The sky is dark, and the overall scene is illuminated by the city's lights.

**Your needs are
always at the heart
of what we do...**



**...our membership allows
easier and quicker access
to some great services.**

Spread the word

Do you know someone who needs extra support during a power cut? Pass this card on to a friend or family member who could benefit from being part of our Priority Services Membership. Details of how they can join are on the back.

This also acts as a handy contact card! Just pop it in your purse or wallet and our details are always close to hand!

Northern Powergrid Priority Services Membership

Our Priority Services Membership is for our customers who feel that they need a little extra support during a power cut.

This could be for many reasons, for example if you have a medical condition, if you're elderly or disabled, if you have young children, or if you rely on electricity for medical equipment.

Powering your community.

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How can I register?

Complete our online application form or find out more information at northernpowergrid.com/care

Call us on our dedicated Priority Membership Services number
0800 169 2996

Text phone
0800 028 9507

Text Relay
Dial prefix 18001 then our number 0800 169 2996

If English isn't your first language call:
0800 389 8204



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Click [northernpowergrid.com/care](https://www.northernpowergrid.com/care)

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Connect   



Priority Services Membership

Making you our priority

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or call 0800 169 2996