



Making you our priority

Welcome to the Priority Services Register

We have developed tailored services and advice to offer you, or those you care for, extra support and peace of mind, depending on your specific needs.



Powergrid Care Team:
0800 169 2996



Language Line:
0800 389 8204



Remember, if there's a power cut, call 105 free of charge or visit our power cut map: northernpowergrid.com

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For our customers who are medically dependent

We know it can be particularly worrying if you rely on electricity for medical equipment. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut:



Medication

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call us to arrange additional support. Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.



Mobility aids

Most stairlifts, bath hoists and other household mobility aids are battery powered, but if you use them during a power cut, they will not stay charged. If you use a mains-operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.



Electrical medical equipment

If you use a home renal dialysis machine, breathing device or other medical equipment, make sure you have a back-up battery. If a power cut occurs during home dialysis, the machine's battery should enable the session to be completed. If your session is interrupted, you should contact your local renal unit as soon as possible. If the power cut occurs before your session, seek advice from your local renal unit before commencing.



Keeping you updated

Our Powergrid Care Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice:

Breathe on UK

Support for young people who require technology to breathe
breatheon.org.uk
01258 820715

Kidney Care UK

Support for kidney patients
kidneycareuk.org
01420 541424
info@kidneycareuk.org

National Kidney Federation

Supporting your journey
kidney.org.uk
0800 169 09 36

Diabetes UK

Largest diabetes charity in the UK
diabetes.org.uk
0345 123 2399

Action, help and advice for carers:

Carers Trust

carers.org
0300 772 9600

Carers UK

carersuk.org
020 7378 4999



For our customers who have a chronic or serious illness

We know it can be particularly worrying if you have a chronic or serious illness. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut:



Medication

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call us to arrange additional support. Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.



Plan ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.



Request a 'knock and wait' service at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.



Keeping you updated

Our Powergrid Care Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice

Chronic Illness Support For All UK

Providing support for adults and teens with chronic illnesses.

www.cisfauk.com
cisfauk@gmail.com

Crohn's & Colitis UK

Leading charity for Crohn's Disease and Ulcerative Colitis.

crohnsandcolitis.org.uk
0300 222 5700
helpline@crohnsandcolitis.org.uk

British Lung Foundation

Advice about living with a lung condition

blf.org.uk
03000 030 555

Asthma UK

Working to stop asthma attacks and, ultimately, cure asthma

asthma.org.uk
0300 222 5800



For our customers with mental health care needs

We know that for some customers power cuts can be more challenging and difficult for those living with a mental health condition. Remember, you can call our Powergrid Care Team anytime on 0800 169 2996 if you have any concerns. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut:



Contacting you

We understand some customers may feel uncomfortable or anxious answering the phone or the door and this is why we have introduced our text messaging service. When there is a power cut, we will aim to contact you within the first hour by text.



Plan ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.



Medication

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call us to arrange additional support. Keeping the fridge door closed will keep medication cold for up to 4 hours. Always follow the storage instructions detailed on your prescription.

Whether planned or unplanned, our customer contact team will be in touch with you throughout a power cut to make sure you are OK and kept updated.

If you have any questions about how you, or someone you care for, would manage during a power cut, please get in touch – we're happy to discuss your specific requirements.

Additional help and advice

Mind, the mental health charity

Information and support for people living with a mental health condition
mind.org.uk
0300 123 3393
info@mind.org.uk

Alzheimer's Society

Advice on understanding and caring for someone with dementia
alzheimers.org.uk
0300 222 1122

Samaritans

Providing emotional support to anyone in emotional distress or struggling to cope.
samaritans.org
116 123

Action, help and advice for carers:

Carers Trust

carers.org
0300 772 9600

Carers UK

carersuk.org
020 7378 4999



For our customers with poor mobility

We know it can be particularly worrying if you are disabled or have difficulties moving around the house. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut:



Mobility aids

Most stairlifts, bath hoists and other household mobility aids are battery powered, but if you use them during a power cut, they will not stay charged. If you use a mains-operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.



Request a 'knock and wait' service at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.



Keeping you updated

Our Powergrid Care Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.



Plan ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.

Additional help and advice

Scope

Support and information for people living with a physical impairment
[scope.org.uk](https://www.scope.org.uk)
0808 800 3333
helpline@scope.org.uk

Disability North

Promoting inclusion, independence and choice for disabled people
[disabilitynorth.org.uk](https://www.disabilitynorth.org.uk)
0191 284 0480
reception@disabilitynorth.org.uk

Care & Repair Leeds

Creating healthy homes for independent living
[care-repair-leeds.org.uk](https://www.care-repair-leeds.org.uk)
0113 240 6009
enquiries@care-repair-leeds.org.uk



For our customers of pensionable age

We know it can be particularly worrying if you are elderly or living on your own. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut.



What to do during a power cut

- Have a torch handy.
- Only use other forms of heating and lighting if you can do so safely.
- Remember, if your landline phone requires a mains power supply, it won't work during a power cut.
- If you have a mobile phone, limit your use to save battery.
- Don't open the fridge/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.



Plan ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.



Request a 'knock and wait' service at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.



Mobility aids

Most stairlifts, bath hoists and other household mobility aids are battery powered, but if you use them during a power cut, they will not stay charged. If you use a mains-operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.



Keeping you updated

Our Powergrid Care Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice

Age UK

Free helpline
ageuk.org.uk
0800 678 1602

The Silver Line

Helpline for older people
0800 470 80 90
info@thesilverline.org.uk

Disability North

Promoting inclusion, independence and choice for disabled people
disabilitynorth.org.uk
0191 284 0480
reception@disabilitynorth.org.uk

Care & Repair Leeds

Creating healthy homes for independent living
care-repair-leeds.org.uk
0113 240 6009
enquiries@care-repair-leeds.org.uk



For our customers with young families

(Children aged 5 and under)

We know having babies and young children in the house can bring a new set of challenges during a power cut. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut.



What to do during a power cut

- Keep a torch and batteries in a safe and accessible place.
- Get a manual charger for your mobile phone. We can provide you with a basic analogue phone if you don't already have one.
- Keep a supply of ready made baby formula.
- If you have a baby, you may want to consider a cold water sterilising kit.
- Have some warm and cosy blankets handy.
- Stock up on non-perishable foods that can be eaten cold.
- Make sure electronic gadgets and phones are fully charged to help keep kids entertained.
- Keep a games box handy including books, which can be read by torchlight.



Plan ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.



Keeping you updated

Our Powergrid Care Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice

Family lives

Listening, supportive and non-judgemental advice for young parents
familylives.org.uk
0808 800 2222

Citizens Advice

Impartial advice on family matters
citizensadvice.org.uk

Home Start

Support and friendship for families
home-start.org.uk
0116 464 5490
info@home-start.org.uk



For our customers who need alternative communication

We know many of our customers need to communicate with us in different ways. Remember to keep us informed on the best way to contact you if there is a power cut. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut.



For our customers who are visually impaired



Recite is available on our website northernpowergrid.com by clicking on the red 'Accessibility' button at the top of the home page.

You can use this function for audio assistance as well as to change font sizes, colours etc. We can also provide all communications in larger print or Braille at your request. Please call our Powergrid Care Team on 0800 169 2996.

Additional help and advice

Royal National Institute of Blind People (RNIB)
Support and advice for people with sight loss
rnib.org.uk
0303 123 9999
helpline@rnib.org.uk



For our customers who find it difficult to speak or hear



British Sign Language is available on our website northernpowergrid.com/BSL-interpreter as well as subtitles on all video content. In addition, we also have: Text phone: 0800 028 9507
Text relay: dial 18001 followed by 0800 169 2996

Action on Hearing Loss

Support and advice for people with hearing loss actionhearingloss.org.uk
0808 808 0123
Text phone: 0808 808 9000
informationline@hearingloss.org.uk

Royal Association for Deaf People

Providing services for deaf people
royaldeaf.org.uk
0300 688 2525
Text phone: 0300 688 2527
Text message: 07851 423 866
info@royaldeaf.org.uk



For our customers unable to communicate in English



If English isn't your first language, call our Language Line on 0800 389 8204. The website northernpowergrid.com can be translated into multiple languages by clicking on the red 'Accessibility' button at the top of the home page.



For our customers who may need temporary support

From time to time, we know some customers may need extra support for a short period of time following an operation, accident or major life changes. In addition to the essential guidance in our 'Being prepared' section (page 20), here is some additional advice to help plan ahead and make sure you, or those you care for, are properly prepared for a power cut.



Medication

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call us to arrange additional support. Always follow the storage instructions detailed on your prescription.



Request a 'knock and wait' service at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.



Plan ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.



Keeping you updated

Our Powergrid Care Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice

National Bereavement Service
Help when you need it most
nationalbereavementservice.org
0800 0246 121
info@nationalbereavementservices.co.uk

NHS Helpline
Help if you have an urgent medical problem and you're not sure what to do
111.nhs.uk
Call 111



More about our Priority Services Register

We care about the challenges you may face before, during and after a power cut. Our Priority Services provide a range of additional support, advice and services to keep you, or those you care for, safe and prepared. The service is free and confidential.



Benefits of being on the Priority Services Register

- A freephone direct dial number to our Powergrid Care Team on **0800 169 2996**.
- A dedicated team available 24 hours a day – **you can call us anytime**.
- We will provide information to keep you updated during a power cut.
- Any information you provide to us is confidential.



Tailored support

- Customer support vehicles providing hot drinks, snacks, and charging facilities for mobile phones.
- Help with transportation, alternative accommodation and hot meals.
- ‘Knock and wait’ service at your home for customers who may need more time to answer the door.
- Advice and help from dedicated partners such as the **British Red Cross**.
- Power cut and energy advice that you can share with friends and family.



Essential information we need to help you

We can help you far better, and quicker, if we know in advance what extra support you, or those you care for, might need so make sure your details are up to date. Please also provide us with a phone number, so we can call and text to make sure you are safe and kept updated.



Being prepared

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 before the work to make sure you can plan ahead. We always try and keep planned power cuts to an absolute minimum.

Planned power cuts

If it's not safe for you to stay at home during a power cut, we can help you find alternative accommodation.

This handy list can help:

-  Keep a torch handy. Candles aren't safe, especially with children around.
-  Have a good supply of warm clothing and blankets to hand.
-  Make sure your mobile phone has important numbers stored and is fully charged.
-  Have a battery-powered radio tuned into a local radio station.
-  Fill a vacuum flask with a warm drink.
-  Fill a hot water bottle.
-  Consider getting an analogue phone. Remember, if your landline phone requires a mains power supply, it won't work during a power cut.
-  Leave a light on so you know when power has been restored.

Unplanned power cuts

We power everyday life for our millions of customers and invest to improve our network, but severe weather can damage our network and cause a power cut.



What to do if there's an unplanned power cut: This handy list can help:

1. Check your fuse box: 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.
2. Check whether neighbouring properties look to have power still. If they don't, it's likely that the fault is on our network.
3. Turn off and unplug electrical equipment – especially anything that generates heat.

**POWER CUT?
CALL 105**

4. To report a power cut, call **105** or our Powergrid Care Team on **0800 169 2996** (available 24 hours a day, 365 days a year) or visit: northernpowergrid.com/power-cuts

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



What to do during a power cut:

- Only use heating and lighting if you can do so safely.
- Limit the use of your laptop or mobile phone to save battery power.
- Don't open the fridge/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.

If your power supply ever gets interrupted, we are here to fix things 24/7, 365 days a year... whatever the weather.





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:

Struggling to pay your bills? The following could help:

If you are finding it difficult to pay your gas or electricity bills, there are a few things you can do to help.



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 for independent advice on debt and energy issues, visit citizensadvice.org.uk

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 for more advice and help with contacting your supplier. **0800 33 66 99**

Additional help and advice:

Green Doctor: Offering free independent energy advice in the North East and Yorkshire groundwork.org.uk/services/green-doctor

National Energy Action: National charity working to end fuel poverty, nea.org.uk

Citizens Advice: Impartial advice on family matters citizensadvice.org.uk

Simple Energy Advice: simpleenergyadvice.org.uk

Ground Work: groundwork.org.uk/energy-efficiency-tips

Auriga Services
Helping customers who are vulnerable or in financial hardship
aurigaservices.co.uk
0121 321 1324
info@aurigaservices.co.uk

Money Advice Trust
Helping people across the UK to tackle their debts and manage their money wisely.
moneyadvicetrust.org

National Debtline
nationaldebtline.org
or mymoneysteps.org
call free on **0808 808 4000**

Are you energy efficient?

This handy list can help:

Follow these simple steps to help reduce your energy bills. **All of these changes could lead to a total saving of £427 per year.**



Line dry clothing in summer.
Saving = £35 a year.

Based on line drying clothing for 4 out of 12 months each year instead of using a tumble dryer.



Use energy efficient light bulbs.
Saving = £35 a year.

Based on swapping all remaining non-energy savings bulbs with LED equivalents, over a year.



Cut 1 min off your shower.
Saving = £30 a year.

Based over a year for a family of 4 in a gas heated home. This saving is for energy bills only and not water bills.



Only boil the water you need in a kettle.
Saving = £6 a year.

Based on not overfilling a kettle with more water than needed consistently over a year.



Switch off lights when you leave a room.
Saving = £14 a year.

Based on switching off lights when not needed consistently throughout a year with a typical mix of lightbulb types.



Turn your thermostat down by a degree or two.
Saving = £80 a year.

Based on a typical gas heated 3 bedroom semi-detached house, and reducing the temperature from 22 to 21 degrees Celsius over a year.



Fit radiator foils behind radiators on external walls to direct heat into the room.
Saving = £19 a year.

Based on a typical gas heated 3 bedroom semi-detached house, installing radiator panels behind radiators in a house with solid walls.



Turn electrical appliances, like TVs and phone chargers, off at the wall.
Saving = £30 a year.

Based on switching off appliances and devices that are left on idle and standby throughout the year.



Fit draught excluders.
Saving = £20 a year.

Based on a typical gas heated 3 bedroom semi-detached house, draught proofing windows and doors.



Fitting loft insulation.
Saving = £135 a year.

Based on a typical gas heated 3 bedroom semi-detached house, fitting 270mm of loft insulation, from having no loft insulation.



Washing at 30 degrees.
Saving = £8 a year.

Based on washing your clothes on a 30 degree wash rather than 40 degrees Celsius throughout the year.



Take a shower instead of a bath.
Saving = £15 a year.

Based on swapping 1 bath per week with a 5min shower consistently over a year in a gas heated home for a family of 4.

Keeping your home warm is important for your health.

To avoid potential health problems, keep the room you spend most time in between 18oC and 21oC (64oF and 70oF). The best temperature for other rooms is 18oC (64oF).



Energy saving advice has been endorsed by the Energy Saving Trust.



Who are we?

More about Northern Powergrid



Powering our lives

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.



Making you our priority

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 registering on our Priority Services Register, we can ensure you are as safe and prepared as possible if there is a power cut.

The service is free and confidential. Customer information is only ever shared as agreed with relevant utilities and trusted partners such as the British Red Cross who might use the information in an emergency, such as wide spread flooding.



Essential contact numbers



Powergrid Care Team
(Priority Services)
0800 169 2996



For medical advice during a power cut, call the NHS Direct Helpline on **111**. In an emergency, call **999**.



For our customers unable to communicate in English, we have a Language Line: **0800 389 8204**.

For language translation, Recite is available on our website: **northernpowergrid.com** by clicking on the red 'Accessibility' button at the top of the home page.



For our customers who find it difficult to speak or hear.

British Sign Language
northernpowergrid.com/BSL-interpreter

Text phone: **0800 028 9507**
Text relay: dial **18001**
followed by **0800 169 2996**



For our customers who are visually impaired.

For audio assistance, Recite is available on our website: **northernpowergrid.com** by clicking on the red 'Accessibility' button at the top of the home page.

If you require alternative formats, such as Braille or large print, please call Powergrid Care team on **0800 169 2996**.



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



Are you at risk of flooding?
Check your flood risk today

Environment Agency's
Floodline service
Visit **gov.uk/sign-up-for-flood-warnings**
or call **0345 988 1188**



Power cuts, call **105**



**We have also partnered
with the British Red Cross.**

If a power cut is severe,
their volunteers can visit your
home and provide one to one
support and assistance during
a power cut.

