

Useful Northern Powergrid Resources for Partners

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Introduction: Resources

Since February 2023, Northern Powergrid has been piloting a strengthened approach to how it collaborates with local partners and has commissioned an independent research agency, Impact Research Ltd, to run a series of events and activities until December 2023. This scheme is called the ‘Stronger Together’ Partnership Programme.

The results from a survey in the first quarter of the Stronger Together Partnership Programme (sample size 21), found that partners were most in favour (as in ‘valued a great deal’) of receiving updates, insights and support from Northern Powergrid on funding opportunities (76%), updates on changes to policy regulation (71%) and key data on fuel poverty, LCTs and consumer vulnerability (67%).

Based on these findings, an output from the Stronger Together Partnership Programme is the development of a resource reporting system that identifies useful resources from Northern Powergrid’s website or YouTube channel. This is detailed in this document and organised into the four main key areas (Decarbonising homes, Affordability, Priority Services Membership and Emergencies) along with an ‘Other’ catch-all category containing information that does not meet the three key areas:

This directory, which will be updated on a quarterly basis, is designed to navigate partners towards resources and reports which provide valuable insights, or advice, so they can continue to support communities within the Northern Powergrid region.

Update log

<i>Date of update</i>	<i>Initials</i>

Decarbonising homes

Content summary	Link to content (if available)	Position on website
Future Energy	N/A	Overarching section – no home page
Community Energy Page – includes a collaborative map where you can see other Community Energy organisations, example projects, links to signing up for Community Energy Forums. Some information about applying for Community Energy funds. Includes a list of related documents.	Community Energy Northern Powergrid	Under future energy – also some news under Your Powergrid
DSO (Distribution System Operation) page about powering future energy – Includes DFES, Flexibility services (taking you to flexible power), DSO development plan, A Just transition - linking to 7 point plan in Durham Uni article (external). Includes a list of related documents.	Distribution System Operation Northern Powergrid	Under future energy
Electric Vehicles – Includes lots of information regarding EVs. Links to ‘Maximising the value of electric vehicles for our customers’ document which is for LAs and Fleet Managers. Site includes information regarding different types of EV charging. AutoDesign (this is very connections focussed, about accelerating the roll out of EV charging in the region).	Electric Vehicles Northern Powergrid	Under future energy
Flexible Power – links directly to joint DNO site – not currently fit for domestic customers (but some partners might find this interesting).	Home (flexiblepower.co.uk)	Under future energy
Green Recovery – Information about the Green Recovery Scheme and investing in the region, with a section on eligibility criteria and links to case study projects.	Green Recovery Northern Powergrid	Under future energy
Innovation – Covers lots of content around innovation and why this is important. Some partners might find this interesting, but not likely to be used with consumers.	Innovation Northern Powergrid	Under future energy
Network data – Lots of links to resources and an Open Data Portal which offers access to data and information about the network. The link includes information on	Network Data Northern Powergrid	Under future energy

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Distribution Future Energy Scenarios, Network Development Plan, and AutoDesign.		
Smart Metering – Some background information about smart meters, NPg’s role in relation to smart metering, and links to other websites for further information.	Smart Metering (northernpowergrid.com)	
Investments in your area – Shows a map with information about where investments are happening in the region, including asset replacement, overhead line replacement, reinforcement, etc.	Investments In Your Area Northern Powergrid	
Losses – Detailed content about how NPg are managing losses in the region. N/A for the purpose of partners working with customers.	Losses Northern Powergrid	
New Power Generation – A site where young people can sign up to do their part to be greener and use cleaner energy information, includes a quiz and pledge for young people.	NetZero – Northern Powergrid (thenewpowergeneration.co.uk)	
Resources for teachers – including fuel poverty activities, renewable energy and the community, cost of electricity, energy in the home.	Education-teachers Northern Powergrid	Under support; Education
A Force for Good – Lots of information on a range of topics, including fuel poverty services, education resources and schemes, energy efficiency advice.	A Force For Good Northern Powergrid	Under support
Saving energy – some tips and logos for support.	Saving Energy Northern Powergrid	Under support
Connections knowledge hub , aimed at installers and electrical contractors, with find technical articles, guidance and links to useful resources.	Your Powergrid Northern Powergrid	Under Your Powergrid - connections
Some energy efficiency guidance – including downloadable info	Your Powergrid Northern Powergrid	Under Your Powergrid – information and guidance

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Zero carbon business portal – support for SMEs to reduce energy costs and cut carbon	Zero Carbon Business - find advice on net zero for SMEs in the UK	
Advice for installers but in good customer friendly language	Thinking about switching to an Electric Vehicle? Northern Powergrid	Under Your Powergrid - connections
Saving money on your energy bills video	(10) Saving money on your energy bills 2022 - YouTube	YouTube
What is decarbonisation video	(10) What is decarbonisation? What Is...? - YouTube	YouTube
What are DFES video	(10) What are Distributed Future Energy Scenarios (DFES) What Is...? - YouTube	YouTube
What is electric heating video	(10) What is electric heating? What Is...? - YouTube	YouTube
What is energy storage video	(10) What is energy storage? What Is...? - YouTube	YouTube
What is electric transport video	(10) What is electric transport? What Is...? - YouTube	YouTube
What is renewable energy video	(10) What is renewable energy? What Is...? - YouTube	YouTube
What is a whole energy system approach video	(10) What is a Whole Energy System Approach ? What Is...? - YouTube	YouTube
What is a flexible energy system at home video	(10) What is a Flexible Energy System at home? What Is...? - YouTube	YouTube
What is a local network video	(10) What is a local network? What Is...? - YouTube	YouTube
What is net zero video	(10) What is Net Zero? What Is...? - YouTube	YouTube
What is a network connection video	(10) What is a network connection? What Is...? - YouTube	YouTube
What is a flexible energy system at work video	(10) What is a Flexible Energy System at work? What Is...? - YouTube	YouTube

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What is community energy video	(10) What is community energy? What Is...? - YouTube	YouTube
Introducing our network availability heat maps	(10) Introducing our Network Availability Heat Maps - YouTube	YouTube
Introducing Autodesign	(10) Introducing AutoDesign - YouTube	YouTube

Affordability

Content summary	Link to content (if available)	Position on website
Powergrid Energy saving App, Help with money worries (free advice from The Money Advice Service), Money navigator Tool, Community Partnering Fund, CA, NEA - Action for Warmer Homes Energy saving tips + NPg consumer vulnerability submission downloads	A Force For Good Northern Powergrid	Under Support
Saving money on your energy bills video	(10) Saving money on your energy bills 2022 - YouTube	You tube
Case studies - Hartle Power CIC (Pilot energy advice project), Activating Community Engagement (ACE - game to save money)	Community Energy Northern Powergrid	Under future energy – also some news under Your Powergrid
An interactive live map displaying where there are power cuts with information on how long it would last and the reason behind it. Can also report power cuts.	https://www.northernpowergrid.com/power-cuts-map	Under support - powercuts
List of useful contacts with various partners that can help with saving money and tips on saving energy	https://www.northernpowergrid.com/saving-energy	Under Support - saving energy
BEET Trail aimed at increasing efficiency of appliances and save money: August 2022 to April 2023	https://www.northernpowergrid.com/beet	Found via YouTube video
Video on BEET trial	https://www.youtube.com/watch?v=F55r0xxnr_U	YouTube
What is fuel poverty and how does Northern Powergrid help?	https://www.youtube.com/watch?v=bF5wDQ22qBo	YouTube - but 4 years old

Priority Services Membership

Content summary	Link to content (if available)	Position on website
Partnering Communities – Information about how to get access PSM partner materials.	PSRpartners Northern Powergrid	
PSM - an introduction to PSM with application button and the different vulnerable groups who can get help. Additional downloadable documents to information booklet etc.	Priority Services Membership Northern Powergrid	Support - dropdown
Priority Services Membership: 24/7 free advice and support for customers (also available in Polish, Portuguese, Urdu, Romanian, Solvak, Bangali, Persian Farsi, Punjabi, Czech, BSL, Arabic)	https://www.youtube.com/watch?v=rXsEWkJTpI0	YouTube
Priority Service Membership - My Story - Aqida (Language Support)	https://www.youtube.com/watch?v=2gNzYfXLjQI	YouTube
Priority Services Membership - My Story - Doris (Sight Support)	https://www.youtube.com/watch?v=mtQxZ2o3UOc	YouTube
Priority Service Membership - My Story - Jeff (hearing Support)	https://www.youtube.com/watch?v=iBXp8F6JtuY	YouTube
Become a Northern Powergrid Priority Service Member	https://www.youtube.com/watch?v=kWwUIwDli0Y	YouTube
Priority Services Memberships - My Story - Mark (mental Health Support)	https://www.youtube.com/watch?v=Q6FgBFL8o3I	YouTube
Priority Services Membership - My Story - Alan (Medically Dependent)	https://www.youtube.com/watch?v=iQ11Dqw5ESM	YouTube
NPg Priority Services Membership Chronic illness Subtitles	https://www.youtube.com/watch?v=MIh45XU_YuQ	YouTube

Emergencies

Content summary	Link to content (if available)	Position on website
Investment Map - An interactive map to see investments happening in the area: Asset replacement, overhead line replacement, reinforcement, flood defence, underground cable replacement, multiple replacement.	https://www.northernpowergrid.com/investments-in-your-area	Under Future Energy
Supporting our customers - Link to multiple resources, including power cut advice (PDFs at bottom of the web page).	https://www.northernpowergrid.com/customer-service	Under customer service
What to do in a power cut - Interactive house infographic for advice and information about how to prepare for power cuts.	https://www.northernpowergrid.com/what-to-do-in-a-power-cut	Under be prepared - power cut advice and tips
Helping you be prepared – PDF containing flooding advice	https://www.northernpowergrid.com/be-prepared	Under be prepared - Flood advice - do you know what to do?
Helping you be prepared – PDF containing power cut advice in multiple languages	https://www.northernpowergrid.com/be-prepared	Under be prepared - bottom of page
Emergency Power Cuts - PDFs and FAQs with advice in multiple languages	https://www.northernpowergrid.com/emergencypowercuts	Under Energy power cuts
What are planned power cuts? video (Available in BSL too)	https://www.youtube.com/watch?v=mzeZzTRzbCs	YouTube

Other

Content summary	Link to content (if available)	Position on website
<p>A force for good – Information, example projects and documents related to future customers (children). See these sections: Energy Heroes, Ahead partnership, Teach First, WISE, Education, New Power Generation</p>	<p>A Force For Good Northern Powergrid</p>	<p>Under Support - A force for good</p>
<p>Community Energy Forums (events and previous recordings at the bottom - around sustainability, etc)</p>	<p>Community Energy Northern Powergrid</p>	<p>Under future energy - community energy</p>
<p>Leaflets for farmers and fishermen to stay safe from live overhead power lines</p>	<p>https://www.northernpowergrid.com/safety</p>	<p>Under Support - safety</p>
<p>List of useful contacts and advice related to saving energy</p>	<p>https://www.northernpowergrid.com/saving-energy</p>	<p>Under Support - Saving Energy</p>