

Northern Powergrid is prepared to support customers during the forecast heavy snow

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- Northern Powergrid is prepared if forecast heavy snows and freezing temperatures cause disruption to power supplies and impacts travel and accessibility across the region.
- Our teams are ready to support our customers and respond to any issues to the power network caused by the wintery weather as quickly as possible.
- If customers have a power cut, we encourage them to report it and track our progress online at [northernpowergrid.com](https://www.northernpowergrid.com), as this will help us to locate the issue more quickly and fix the problem. Customers can also report a power cut by calling 105.

The Met Office has issued a weather warning for heavy snow and freezing temperatures across the North East, Yorkshire and northern Lincolnshire on Saturday and Sunday.

The forecast weather has the potential to impact the electricity network, so there is a possibility of disruption to power supplies and difficult travel and accessibility conditions across the region.

Our teams are ready to respond 24/7, as quickly as possible to keep the power on. We have extra teams ready to go with our 4x4s and specialist access vehicles so we can get peoples' lights back on and carry out repairs if our network is damaged as a result of the wintery conditions.

For Priority Services customers, we will ensure those affected receive the extra help they need and if there is a power cut. We will contact you to let you know when your power is likely to be back on and find out if you need any additional support.

Our customer support vehicles and welfare partners are also prepped and ready to go out into local communities, where possible, to offer help on the ground to those who need it most.

For the latest information on how affected different areas of our network are, please see our website: [Power Cuts Map | Northern Powergrid](#). Power cuts can be reported online at the link above, by calling 105 or via WhatsApp on

0191 687 22 54. Updates will also be provided on our social media channels which we encourage stakeholders to share.

We will only provide another direct update if there is a significant impact on our network due to these weather conditions.

Stakeholder contact: engage@northernpowergrid.com

Have you checked out our [Help & Advice](#) directory? It may have the answers you're looking for.

National Helpline MON - SUN
105 24 Hours

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