

Supporting our customers

Dear Customer

Our teams are preparing for Storm Babet, which may impact our region, potentially causing damage to our network. If our region is impacted, our teams are prepared to support you and carry out repairs as necessary.

Support available for our customers

If you experience a power cut, the easiest way to report and access the latest information is via our website www.northernpowergrid.com/power-cuts. Alternatively, our teams are here for you 24/7 by calling 105.

You can also find some useful hints and tips on our website at www.northernpowergrid.com/what-to-do-in-a-power-cut. Our customer support vehicles are prepared and ready to go out into local communities, where possible.

If you have additional needs due to your medical or personal circumstances, and are not part of our Priority Services Membership, you should consider joining for **free** by visiting [Priority Services Membership](#). This will help us to support you during a power cut. This will include regular updates on the situation and consideration of any need for provision of hot food and alternative accommodation.

Those who can join include customers:

- Of pensionable age
- Who are disabled, chronically sick, or have a long-term medical condition
- Who have a hearing or visual impairment
- Who have additional communication needs
- Who are in a vulnerable situation
- Who have young children at home

Please remember to check on neighbours, friends and family members who may need additional support.

Take care *L. Lowes*

Louise Lowes

Head of Customer Services

