

Hello,

We are prepared for Storm Lilian

Our team are on storm response alert, prepared to support customers if they are impacted by Storm Lilian. Winds are expected to be strong across our regions from the early hours of Friday 23rd August.

Our electricity network is operating as normal, however, we wanted to reassure you that we are closely monitoring the weather and our teams are ready and prepared to respond if this weather has any impact.

Support for our customers

If you experience a power cut, the easiest way to report it and access the latest information is via our website www.northernpowergrid.com/power-cuts-map, alternatively, our teams are available 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.

Customers with a disability, medical condition or very young families, who may need greater assistance during a power cut, and have signed up to our Priority Services Membership, will be kept up to date as a priority.

For any customers on our Priority Services Membership who may require further support, you can contact our dedicated priority service line **0800 169 2996**.

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 | Northern Powergrid](#)

It will help us to support you during a power cut including regular updates on the situation and considering alternative needs such as food and accommodation. Those who can join include customers:

- Who are of a 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

Louise

Louise Lowes

Director of Customer Service

