



Severe weather have a plan

Why is it important to be Prepared?

- In a typical year the UK experiences around 6 or 7 Storms, in the last 12 months (Sept 23 – Aug 24) the UK experienced 12 storms
- Whilst we have a resilient network, each storm brings the risk of power interruptions, so as we move into Winter it makes sense to stop and think. Are you Winter Ready?
- A power cut is easier to deal with if you have a bit of a plan

Simple, common -sense tips, to ensure you're prepared for a power cut?

- Bookmark our power cut map on your mobile phone – it's the easiest way to report a fault:
 - simply enter the postcode of where you are and press 'report a power cut'
 - www.northernpowergrid.com/power-cuts-map
- Add '**105**' into your phone contact list – it's a quick call to talk to us during a power cut
- If you're medical or personal situation could make you more vulnerable in a power cut let us know in advance and join our **Free Priority Services Membership Scheme**
 - Call **0800 169 2996** – free phone direct to our dedicated membership team
 - Fill in the form online by going to our website:
 - www.northernpowergrid.com/care
- Already a member? Great, please ensure we have your up-to-date details

And don't forget the practical stuff...

- Having a torch, with spare batteries in case its dark – avoid candles
- Have some warm clothing and blankets to hand – it's important to stay warm
- A fully charged power bank – so you can recharge your mobile phone and keep in touch
- A battery radio keeps you in touch with local news and weather. It's also a bit of company

What about during a power cut?

- Tell us, via **our power cut map**, or calling **105**
- If you need extra help or are concerned, tell us, and we'll do our best to help
- Once you've told us we keep you informed, about how we are doing fixing the problem and give you an idea as to when the power will be back on
- Remember, Stay Safe. Don't put yourself in danger
 - Only use other forms of heating or lighting if you can do so safely
- It sensible to leave a light switched on, so you know when the power comes back on

What about after a power cut?

- Don't forget to reset your clocks and timers, especially the boiler