

## Further information

Our website, [northernpowergrid.com](http://northernpowergrid.com), is also providing customers with updates and advice about what to do in a power cut.

Customers with a disability, medical condition or very young families, who may need greater assistance during a power cut and have signed up to the company's Priority Services Register, will be kept updated as a priority. Anyone interested in joining the Priority Services Register can [sign up online](#) via our website or call **0800 169 2996**.

We are reminding anyone who spots any damaged cables or other equipment not to approach the area, but to report it immediately by calling **105** the new, free, easy-to-remember national phone line which will route people to Northern Powergrid. Northern Powergrid can also be contacted on **0800 66 88 77** in the North East and **0800 375 675** in Yorkshire and northern Lincolnshire.

## Power cut advice and tips

- bookmark Northern Powergrid's online power cut reporting service on your mobile devices – [www.northernpowergrid.com/power-cuts](http://www.northernpowergrid.com/power-cuts)
- have a charged mobile phone with important numbers, including 105 the new, free national power cut phone line, easily accessible
- turn off electrical appliances at the socket (this is particularly important for heating or cooking appliances as your power could be restored at any time and potentially cause a safety hazard)
- keep one light switched on so you know when power is restored
- keep a battery or wind-up torch handy – they're much safer than candles
- check on your elderly or sick neighbours and relatives
- ensure you have some food and drink in your home that does not require electricity to heat or prepare it
- only call 999 in the event of an emergency