NORTHERN POWERGRID

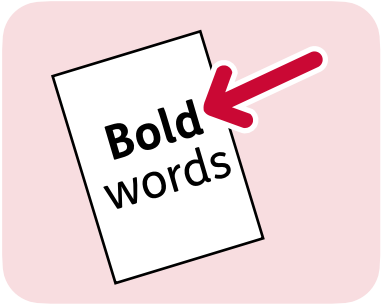
What to do if there is a power cut

Easy Read

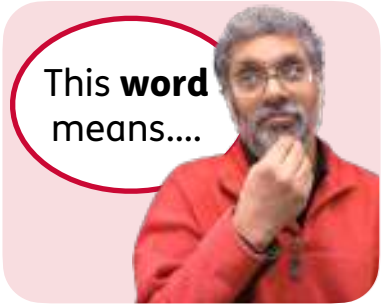
Easy Read

This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.

This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.

Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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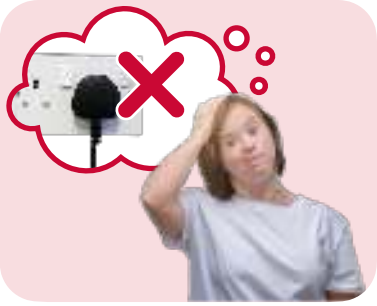
About this booklet

This booklet is from Northern Powergrid.

We provide electricity to homes and businesses in the North of England.



Sometimes your home may suddenly stop getting electricity for a short time.

This is called a **power cut**.

We will work to fix the power cut as quickly as possible.

This booklet will tell you what to do if there is a power cut.

Power cuts

Before a power cut

You can be ready for a power cut by:

- Having a plan for what you will do if there is ever a longer power cut, like staying with a family member.

- Saving the number 105 into your phone.

  You can use this number to report a power cut.

- Bookmarking our power cut map on your phone.

  You can report a power cut and get updates on your phone here.

If you do not know how to save the number or bookmark the map, you could ask someone to help you.

You can also be ready by:

- Making sure your mobile phone is always charged.

- Making a pack of important items that you may need, like:

  - A charged power bank.

    A **power bank** is an item that charges your phone.

  - A torch with spare batteries.

  - A radio that uses batteries, so that you can get news and information about the weather.

    Hearing the radio may also keep you company.

  - Items that will keep you warm when there is no electricity, like blankets or a jacket.

You should keep your pack of important items in a place where you can easily get it.

During a power cut

When a power cut happens you should tell us. You can do this by:

- Calling 105 if you are not part of our **Priority Services Membership**.

  We will explain more about our **Priority Services Membership** later in the booklet.

- Calling 0800 169 2996 if you are part of our **Priority Services Membership**.

- Reporting it on our website - you can do this by typing in your postcode and ‘pressing report a power cut’ on this website: www.northernpowergrid.com/power-cuts-map

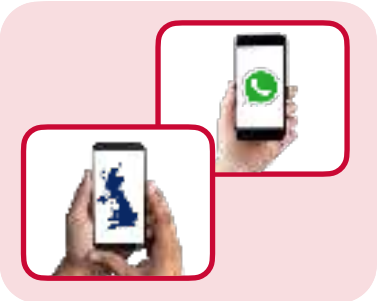
You can also tell us when a power cut happens by messaging 0191 687 2254 on WhatsApp.

During a power cut, you should:

- Leave a light switched on so that you know when the power cut has ended.

  You will know the power cut has ended because the light will turn on.

- Keep yourself safe and call 999 if you are in danger.



- Get updates by checking our power cut map or by the text messages we will send to your phone.

After a power cut

After a power cut, you should reset your clocks and any **timer controls.**

Timer controls turn things on or off at certain times, like your boiler or lights.

Extra support

Some people may need extra support during a power cut.

If you need extra support, you can join our **Priority Services Membership**.

It is **free** to join and does not cost any money after you have joined.

With your free **Priority Services Membership**, we can help you with things like hot meals or transport to a friend or family member's home.

To find out more about our **Priority Services Membership**, you can contact our membership team by going to www.northernpowergrid.com/care

You can also contact our membership team by:

- Calling 0800 169 2996

- Calling 0800 028 9507 if you use a text phone.

- Calling 18001 0800 169 2996 if you use text relay.

- Calling 0800 389 8204 if you do not speak English very well.

Joining our Priority Services Membership

If you would like to join our **Priority Services Membership** you can:

- Fill in a form online by going to our website: www.northernpowergrid.com/care

- Call our Priority Services Membership team on 0800 169 2996.

Or you can fill in the form in this booklet.

You can fill in the form in this booklet by:

1. Writing your answers to the questions in the boxes.

2. Posting your answers to:

   Freepost NORTHERN POWERGRID

   You should write our address exactly like this, including the capital letters.

We will use the information you give us in the form to make sure we provide you with the services you need.

We may also share this information with other organisations that provide you with important services, like gas for your home.

The form

About you

Your title, like Miss, Mrs or Mr:

Your full name:

Your address:

Your postcode:

Your email:

Your home telephone number:

Your mobile phone number:

Someone you want to talk for you

If you want someone else to talk to us for you, please tell us:

Their title:

Their full name:

Their home telephone number:

Their mobile phone number:

Your needs

Please tick all the answers below that are correct for you.

Needs to do with medication and moving around:

- [ ] A nebuliser or apnoea monitor
- [ ] A heart or lung ventilator
- [ ] Dialysis, a feeding pump and automatic medication
- [ ] An oxygen concentrator
- [ ] A stair hoist or electric bed
- [ ] Careline or Telecare
- [ ] Help to shower and bathe
- [ ] A fridge for medication
- [ ] A serious illness that I have had for a long time

Needs to do with safety

- [ ] I need to use hot water regularly for my health
- [ ] I find it hard to smell or taste things.
- [ ] Extra help to breathe in oxygen
- [ ] The help of another person

Needs to do with mental health care:

- [ ] A mental health condition
- [ ] Dementia or an illness to do with my brain

Needs to do with moving your body:

- [ ] A disability to do with my body
- [ ] Problems with answering my door
- [ ] Problems with moving my hands

Needs to do with age:

- [ ] Older and at an age where I would get a pension
- [ ] A condition that means I act younger than I am
- [ ] I have children who are 5 years old or under.

Needs to do with understanding others:

- [ ] I cannot speak or understand English
- [ ] Problems with speaking
- [ ] Deaf or problems with hearing
- [ ] Blind
- [ ] Problems with seeing but not blind

Temporary support needs - **temporary** means only lasting for a short time:

- [ ] Temporary life changes - like someone I love has recently died
- [ ] Just left hospital and will need extra help
- [ ] I am under 18 and own a home, so I need temporary support until I am an adult

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