

Our Ref: INCD 594546-A  
Kirkwhelpington

10 Jan 2025

Dear Customer,

I am writing to update you regarding the recent electrical fault affecting your village and to provide additional information about the steps we've taken to address the situation and support our customers.

The fault was caused by a faulty connection on our pole-mounted substation. Upon identifying the issue, our teams acted swiftly to isolate the network to prevent further damage. A temporary generator was delivered to restore power while our engineers investigated and resolved the issue. Once the faulty connector was replaced, properties were reconnected to the mains supply in a controlled manner to ensure safety checks could take place. The transformer and other equipment were thoroughly inspected and safely returned to service.

We are pleased to confirm that the network has been fully restored, and we do not anticipate any further issues relating to this fault.

### **Supporting Customers**

The fault caused excess voltage to be generated on our electricity network, resulting in damage to some electrical equipment. While this fault was not due to a deliberate act or negligence on our part and we are not legally liable for any damage or costs incurred, we arranged for our contractor, Graphic Electronic Services (GES), to visit affected customers. GES has been inspecting, repairing, or replacing damaged general domestic equipment as a goodwill gesture.

Priority has been given to essential appliances, including cooking, heating, lighting, refrigeration, and home security equipment. Damaged items such as televisions and computers are also being considered for repair. Where repairs are not possible, financial compensation is being offered based on the approximate age of the item and the value of a repair.

Although GES has faced some delays due to supply chain issues, because of the weather conditions, their engineers have been in the village continuing to assist customers. If you have outstanding repairs, you can contact GES at **01274 651733** (Monday–Friday, 9:00 am–5:30 pm) or **07885 251361** (outside these hours).

### **Future Engagement**

We understand that this fault caused inconvenience and frustration, and we sincerely apologise for the disruption. We have offered to attend a session at the village hall where customers can raise any questions or concerns directly with us. Details to be shared by the Parish Council in due course.

### **Ongoing Maintenance and Investments**

The recent investment in the local network has significantly reduced the impact of power outages. For example, we worked with a local landowner to divert a section of the overhead network underground to minimise disruption caused by falling trees. We also reconfigured parts of the network to allow quicker restoration during incidents. These efforts continue to ensure we deliver a resilient and reliable electricity supply to your community.

We are aware of recent, short power cuts caused by our system automatically isolating the network when detecting potential faults, such as weather-related incidents, windborne objects, wildlife, or falling branches. This safety feature prevents further damage and ensures power is restored once the network is deemed safe. Additionally, an unrelated incident on January 10 caused a temporary outage affecting 735 customers. This was due to a fallen line reported in a nearby village. Repairs were carried out promptly, and power was restored to customers the same day.

### Contact Information

For further information or assistance:

- Contact our 24-hour support line at **105** (free to call).
- For outstanding equipment repairs, contact GES: **01274 651733** or **07885 251361**.

We appreciate your understanding and the positive recognition from locals regarding the swift response of our teams. Thank you for your patience and cooperation as we continue to support your community.

Yours faithfully,

### Chris Mitchell

Regional Customer Service Manager  
Northumberland, County Durham, Tyne & Wear.

### Additional Information:

#### Power cut?

If you do experience a power cut, please let us know. Report it online via our website [www.northernpowergrid.com/power-cuts](http://www.northernpowergrid.com/power-cuts) and stay online to access the latest information or call us on 105. This number is free to call from mobiles and landlines.

#### Do you need extra support and advice in a power cut?

If you're medically dependant on electricity, have a serious illness or medical condition, are elderly, have children aged five and under, have mobility needs, mental health conditions or are vulnerable, please sign up to our **free Priority Services Membership** today – giving you extra peace of mind. Sign up online at [www.northernpowergrid.com/care](http://www.northernpowergrid.com/care), by email at [priorityservices@northernpowergrid.com](mailto:priorityservices@northernpowergrid.com) or by calling 0800 169 2996.