

Welcome to your Priority Services Membership.

We're here to look after you – especially if there's a power cut. We offer a range of services and advice, giving you, or those you care for, extra support and peace of mind.

We will contact you to let you know the time at which the power is likely to be back on and of any help we may be able to provide. We do this by text message, if we have a mobile phone number for you, or by calling you, if we only have a landline number for you, regardless of the time of day or night.

If you would like to receive text messages from us, so that we do not need to call you during the night, please let us know your mobile phone number either by calling us on our dedicated Priority Services Membership number in the box to the right or by e-mailing us at priorityservices@northernpowergrid.com.

Click on the sections on the right for more information, or follow the arrow at the bottom of the screen.

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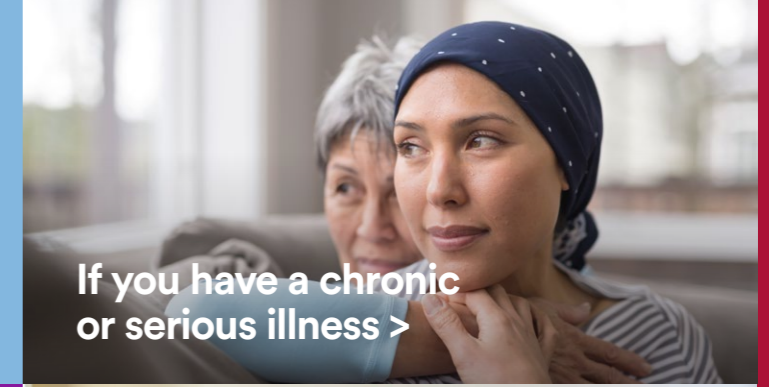


Priority Services
Membership Team
0800 169 2996

If there's a power cut, call us on the above number or visit our power cut map [northernpowergrid.com/power-cuts](https://www.northernpowergrid.com/power-cuts)



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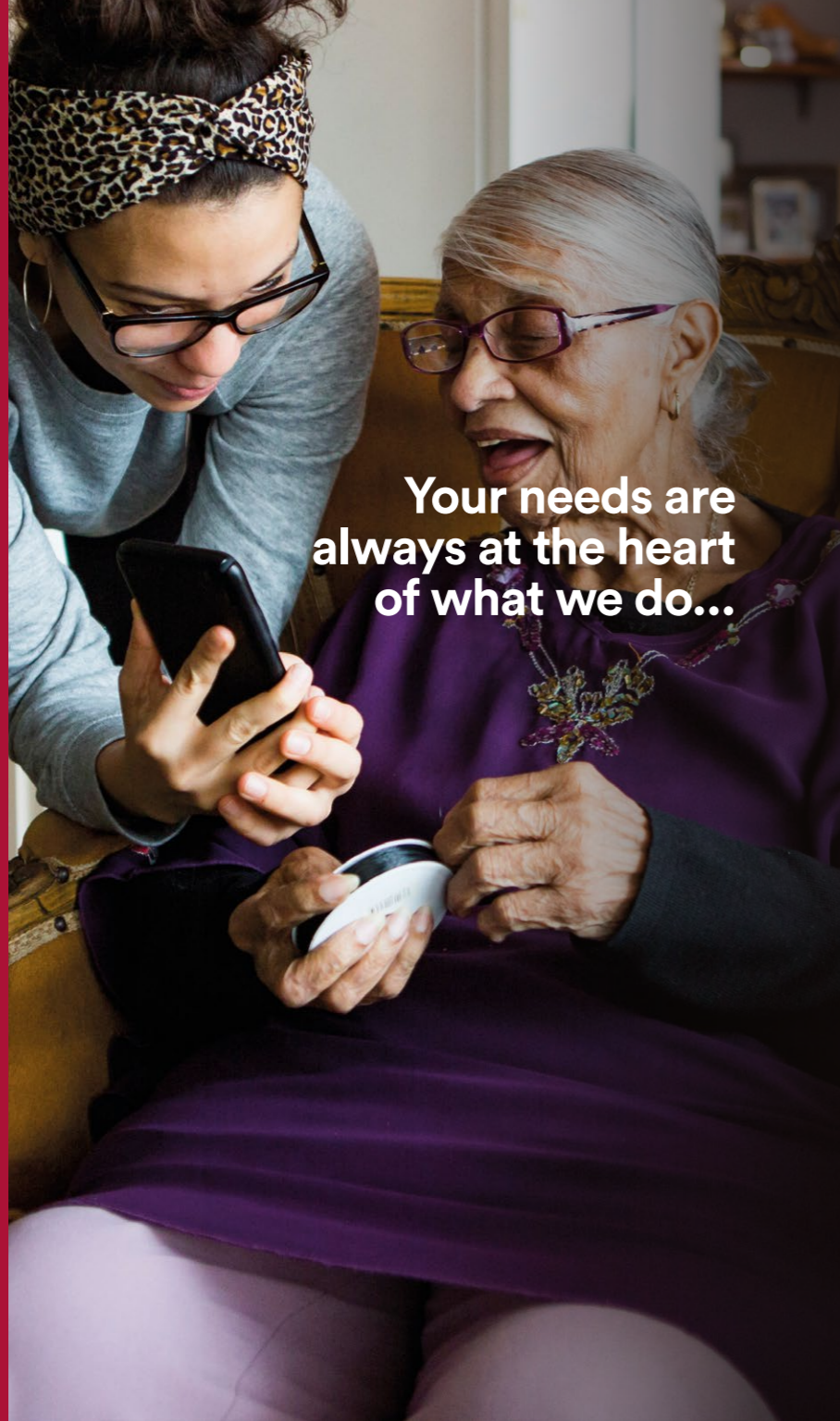
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Your needs are always at the heart of what we do...

...our membership allows easier and quicker access to some great services.

Whatever extra needs you have, Priority Services Membership provides support and advice on the energy in your home. Most importantly, if there's a power cut, we'll help make sure you're prepared so you can carry on with your daily life. We also offer useful information on saving money and making the most of your energy supply. All our services are free and confidential. With us, you really are our priority.

Becoming a Priority Services Member means we're able to:

- give you a direct-dial number to use, so you always get straight through to the Priority Services team whenever you need us: **0800 169 2996**
- get in touch in the best way for you i.e. telephone, email or text
- talk to you about your individual needs, such as our 'knock and wait' service if you need a little more time to get to the door.

And if the power goes off, members may be able to access additional services and benefits, if required, such as:



- regular updates to keep you as informed as possible
- a home visit from our partner, the British Red Cross, to provide one to one support and assistance
- hot meals and/or drinks provision
- phone charging facilities
- alternative accommodation, if staying at home is unsafe.

What we need from you...

To help us give you the best support quickly, please make sure we have all your up-to-date details. We can do much more for you when we know what extra help you – or those you care for – might need. Also, it's important we have your phone number, so we can call and text to make sure you're safe and keep you updated.

As part of the membership, Northern Powergrid will contact you every two years to ensure we have all your correct details.

To find out more about how Northern Powergrid uses your data, visit: [northernpowergrid.com/privacy-policy](https://www.northernpowergrid.com/privacy-policy)



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Keeping you safe and informed...

...before and during a power cut.



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Being prepared for power cuts

Planned power cuts

Sometimes we need to turn your power off to carry out essential maintenance to the network or to improve the reliability of your network. We do this only when we really need to – and we'll always let you know beforehand, and help you plan ahead.

Here are some of the things you can do...



Keep a torch handy. Candles aren't safe, especially if you have children around.



Have plenty of warm clothing and blankets to hand.



Make sure your mobile phone has important numbers stored and is fully charged.



Have a battery-powered radio, tuned into a local radio station.



Fill a vacuum flask with a warm drink.



Fill a hot water bottle.



Consider getting an analogue landline phone, rather than a digital one. Remember, if your landline phone requires a mains power supply, it won't work during a power cut.



Leave a light switched on, so you know when the power has been restored.

If it's not safe for you to stay at home during a power cut, we can help you find somewhere else.



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Being prepared for power cuts

Unexpected power cuts

We do all we can to keep millions of people supplied with energy, but bad weather can damage our network, causing unplanned power cuts.



If your power goes off unexpectedly...

- First check whether the power has also gone off in the homes around you. If it hasn't, the fault could be just in your property. Check your fuse box, if you can get to it safely, to see if a trip switch has moved to the 'off' position – if it has, flick it back to the 'on' or green position.
- If other homes are without power, it's likely to be a fault on our network. To be on the safe side, unplug electrical equipment – especially anything that generates heat.
- To report a power cut, call our Priority Services Membership Team on **0800 169 2996** (available 24 hours a day, 365 days a year) or visit: [northernpowergrid.com/power-cuts](https://www.northernpowergrid.com/power-cuts)

If your power supply ever goes off, we're here to fix things 24 hours a day, 365 days a year... whatever the weather.



Other things to do if there's a power cut...

- If you have heating or lighting that doesn't need mains electricity, use it only if it's safe to do so.
- Save the battery power on your mobile phone or other devices by using them only when you really need to.
- Don't open your fridge or freezer unnecessarily. If kept closed, a fridge will keep food cold for about 4 hours, a full freezer will keep its temperature for about 48 hours, and a half-full freezer for 24 hours (Please refer to your manufacturer's manual as times may differ).
- When the power comes back on, turn your appliances back on one at a time.

Never put yourself in danger, and call the emergency services if a dangerous situation arises.



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Keeping you safe
and informed...

...before and during a power cut.

Visiting your home

There may be times when we need to visit your home, during a power cut for example. This will either be one of our employees or one of our contractors.

We understand you want to know exactly who you're letting into your home. We follow a code of conduct so you can be sure that all visits are made by genuine employees or contractors.

- All our employees and contractors will show an identity card displaying the name of their company, their own name, reference number and their colour photograph.
- All our employees and contractors will be able to explain what they are there to do.



- Where possible, all vehicles used for visits to customers' homes will carry our own (or our contractors') logo.
- All our employees and contractors will be able to tell you our emergency phone number as well as the number to call if you have a general enquiry.

If you are blind, have poor sight or would just feel more secure, we can also agree a password with you for us to use when we make an appointment. Just give us a call if you would like to do this on **0800 169 2996**.



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Additional help for you...

...brought by Northern Powergrid.

Who are Northern Powergrid?

You may not know who we are, but Northern Powergrid keep the lights on, the kettles boiling and the phones charged for 8 million customers across 3.9 million homes in the North East, Yorkshire and northern Lincolnshire.

Delivering safe, reliable electricity is at the heart of what we do every day. We operate and maintain the overhead lines, underground cables and substations in our region and we are there to fix the network when there is a fault. Put simply, we make sure the electricity you buy from your chosen energy supplier gets to you safely and, if your power supply ever gets interrupted, we're here to fix things 24/7, 365 days a year... whatever the weather, **'powering our lives'** today and for the future.



We put your safety first and are committed to giving all our customers support whenever they need it, but sometimes you, or someone you know, may need a little extra support during a power cut.

By being a Priority Services Member, we can ensure you are as safe and prepared as possible if there is a power cut.



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Services tailored to your needs...

...provided on an individual basis.

There are lots of reasons why you might need extra support from Priority Services Membership. If your situation is similar to any of those on the next few pages, we're here to help.



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If you rely on electricity for medical reasons

The chance of a power cut can be particularly worrying if you need electricity for medical equipment or for keeping medicines cold in the fridge. As well as the 'Being prepared' section, here's more advice to help you plan ahead:



Priority Services Membership

Making you our priority



Medication

Keep medication in a safe and accessible place. If you know your medication needs to be kept refrigerated, why not have a cool bag to hand and a couple of ice blocks in the freezer just in case? Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.



Mobility aids

Most stairlifts, bath hoists and other household mobility aids are battery powered but, if you use them during a power cut, they will not stay charged. If you use a mains-operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.



Electrical medical equipment

If you use a home renal dialysis machine, breathing device or other medical equipment, make sure you have a back-up battery. If a power cut occurs during home dialysis, the machine's battery should enable the session to be completed.

If your session is interrupted, you should contact your local renal unit as soon as possible. If the power cut occurs before your session, seek advice from your local renal unit before commencing.



Keeping you updated

Our Priority Services Membership Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

We have also partnered with the **British Red Cross**. Their volunteers can visit your home and provide one to one support and assistance during a power cut.

Additional help and advice:

Breathe on UK – Help and Kindness

Support for young people who require technology to breathe
helpandkindness.co.uk
01258 820274

Kidney Care UK

Support for kidney patients
kidneycareuk.org
01420 541424
info@kidneycareuk.org

National Kidney Federation

Supporting your journey
kidney.org.uk
0800 169 09 36

Diabetes UK

Largest diabetes charity in the UK
diabetes.org.uk
0345 123 2399

Action, help and advice for carers:

Carers Trust

carers.org
0300 772 9600

Carers UK

carersuk.org
0808 808 7777
advice@carersuk.org



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If you have a chronic or serious illness

Any interruptions to your power supply can be especially difficult if you have certain medical conditions. We understand this, and do all we can to support you. As well as the 'Being prepared' section, here's more advice to help you plan ahead:



Priority Services Membership

Making you our priority



Medication

Keep medication in a safe and accessible place. If you know your medication needs to be kept refrigerated, why not have a cool bag to hand and a couple of ice blocks in the freezer just in case? Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.



Plan ahead

If you don't feel safe or comfortable staying at home during extended power cuts, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.

We have also partnered with the **British Red Cross**. Their volunteers can visit your home and provide one to one support and assistance during a power cut.



Request a 'knock and wait'

service at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.



Keeping you updated

Our Priority Services Membership Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice:

Chronic Illness Support For All UK

Providing support for adults and teens with chronic illnesses
[cisfauk.org](https://www.cisfauk.org)
support@cisfauk.org

Crohn's & Colitis UK

Leading charity for Crohn's disease and Ulcerative Colitis
[crohnsandcolitis.org.uk](https://www.crohnsandcolitis.org.uk)
0300 222 5700
helpline@crohnsandcolitis.org.uk

British Lung Foundation

Advice about living with a lung condition
[blf.org.uk](https://www.blf.org.uk)
03000 030 555

Asthma UK

Working to stop asthma attacks and, ultimately, cure asthma
[asthma.org.uk](https://www.asthma.org.uk)
0300 222 5800



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If you have a mental health condition

We know how concerns about power cuts can be worse if you have mental health issues. Whenever you're worried, our Priority Services Membership Team is here for you, any time, on 0800 169 2996. As well as the 'Being prepared' section, here's more advice to help you plan ahead:



Priority Services Membership

Making you our priority



Contacting you

We understand some customers may feel uncomfortable or anxious answering the phone or the door and this is why we've introduced our text messaging service. If there's a power cut, we will aim to contact you by text within the first hour.



Plan ahead

If you don't feel safe or comfortable staying at home during extended power cuts, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.

We have also partnered with the **British Red Cross**. Their volunteers can visit your home and provide one to one support and assistance during a power cut.



Medication

Keep medication in a safe and accessible place. If you know your medication needs to be kept refrigerated, why not have a cool bag to hand and a couple of ice blocks in the freezer just in case? Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.

Whether planned or unplanned, our customer contact team will be in touch with you throughout a power cut to make sure you are okay and kept updated.

If you have any questions about how you, or someone you care for, would manage during a power cut, please get in touch – we're happy to discuss your specific requirements.

Additional help and advice:

Mind, the mental health charity Information and support for people living with a mental health condition

mind.org.uk
0300 123 3393
info@mind.org.uk

Alzheimer's Society Advice on understanding and caring for someone with dementia
alzheimers.org.uk
0333 150 3456

Samaritans Providing emotional support to anyone in emotional distress or struggling to cope
samaritans.org
116 123

Action, help and advice for carers:

Carers Trust
carers.org
0300 772 9600

Carers UK
carersuk.org
0808 808 7777
advice@carersuk.org



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If your mobility is limited

For anyone who has difficulties moving around the house, a power cut can bring many extra challenges. We can provide the additional support and guidance you need. As well as the 'Being prepared' section, here's some specific advice to help you plan ahead:



Priority Services Membership

Making you our priority



Mobility aids

Most stairlifts, bath hoists and other household mobility aids are battery powered but, if you use them during a power cut, they will not stay charged. If you use a mains-operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.



Request a 'knock and wait' service

at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.

We have also partnered with the **British Red Cross**. Their volunteers can visit your home and provide one to one support and assistance during a power cut.



Keeping you updated

Our Priority Services Membership Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.



Plan ahead

If you don't feel safe or comfortable staying at home during extended power cuts, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.

Additional help and advice:

Scope

Support and information for people living with a physical impairment
[scope.org.uk](https://www.scope.org.uk)
0808 800 3333
helpline@scope.org.uk

Disability North

Promoting inclusion, independence and choice for disabled people
[disabilitynorth.org.uk](https://www.disabilitynorth.org.uk)
0191 284 0480
reception@disabilitynorth.org.uk

Care & Repair Leeds

Creating healthy homes for independent living
[care-repair-leeds.org.uk](https://www.care-repair-leeds.org.uk)
0113 240 6009
enquiries@care-repair-leeds.org.uk



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If you're elderly

Being able to rely on warmth and light is more important as you grow older – and so the chance of power cuts can be more of a worry. We're here to provide the extra support you might need. As well as the 'Being prepared' section, here's some specific advice to help you plan ahead:



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Making you our priority



Mobility aids

Most stairlifts, bath hoists and other household mobility aids are battery powered, but if you use them during a power cut, they will not stay charged. If you use a mains-operated stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level if required.



Request a 'knock and wait' service at your home, so we can make sure you're okay before, during or after a power cut. We know for some customers answering the door may not be easy and may take time. By requesting a 'knock and wait' service, we know to allow extra time for you to answer the door.

We have also partnered with the **British Red Cross**. Their volunteers can visit your home and provide one to one support and assistance during a power cut.



Keeping you updated

Our Priority Services Membership Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.



Plan ahead

If you don't feel safe or comfortable staying at home during extended power cuts, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.

Additional help and advice:

Age UK
ageuk.org.uk
0800 008 6077

The Silver Line
Helpline for older people
0800 470 80 90
thesilverline.org.uk
info@thesilverline.org.uk

Disability North
Promoting inclusion, independence and choice for disabled people
disabilitynorth.org.uk
0191 284 0480
reception@disabilitynorth.org.uk

Care & Repair Leeds
Creating healthy homes for independent living
care-repair-leeds.org.uk
0113 240 6009
enquiries@care-repair-leeds.org.uk



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If you have children aged 5 or below

With babies or young children in the house, a power cut can bring a new set of challenges. We can help keep the whole family safe and warm. As well as the 'Being prepared' section, here's some specific advice to help you plan ahead:



Priority Services Membership

Making you our priority



Get prepared

- Keep a torch and batteries in a safe and accessible place.
- Get a power bank to charge your mobile if the electricity's out. We can provide you with a basic analogue phone if you don't already have one.
- Keep a supply of ready made baby formula.
- If you have a baby, you may want to consider a cold water sterilising kit.
- Have some warm and cosy blankets handy.
- Stock up on non-perishable foods that can be eaten cold.
- Make sure electronic gadgets and phones are fully charged to help keep kids entertained.
- Keep a games box handy including books, which can be read by torchlight.



Plan ahead

If you don't feel safe or comfortable staying at home during extended power cuts, we can help you find alternative accommodation. Our customer support vehicle may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.



Keeping you updated

Our Priority Services Membership Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

We have also partnered with the **British Red Cross**. Their volunteers can visit your home and provide one to one support and assistance during a power cut.

Additional help and advice:

Family lives

Listening, supportive and non-judgemental advice for young parents
familylives.org.uk
0808 800 2222

Citizens Advice

Impartial advice on family matters
citizensadvice.org.uk

Home Start

Support and friendship for families
home-start.org.uk
0116 464 5490
info@home-start.org.uk



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If you need help to communicate with us

You might have difficulties with your eyesight or hearing, or you might need to talk to us in a language other than English. Whatever way you need to communicate with us, we'll find the best way to stay in touch. Also, have a look at the ['Being prepared'](#) section – and here's more advice to help you plan ahead:



Priority Services Membership

Making you our priority



For our customers who are visually impaired



Recite is available on our website northernpowergrid.com by clicking on the red 'Accessibility' button at the top of the home page.

You can use this function for audio assistance as well as to change font sizes, colours etc. We can also provide all communications in larger print or Braille at your request. Please call our Priority Services Membership Team on 0800 169 2996.

Additional help and advice:

Royal National Institute of Blind People (RNIB)
Support and advice for people with sight loss
rnib.org.uk
0303 123 9999
helpline@rnib.org.uk



For our customers who find it difficult to speak or hear



British Sign Language is available on our website northernpowergrid.com/BSL-interpreter as well as subtitles on all video content. In addition, we also have:
Text phone: 0800 028 9507
Text relay: dial 18001 followed by 0800 169 2996

RNID

Support and advice for people with hearing loss
rnid.org.uk
0808 808 0123
Text phone: 0808 808 9000
Text message: 0780 000 0360
information@rnid.org.uk

Royal Association for Deaf People

Providing services for deaf people
royaldeaf.org.uk
0300 688 2525
Text phone: 0300 688 2527
Text message: 07851 423 866
info@royaldeaf.org.uk



For our customers unable to communicate in English

If English isn't your first language, call our Priority Services line on **0800 169 2996** and we can arrange an interpreter.



Alternatively the website northernpowergrid.com can be translated into multiple languages by clicking on the red 'Accessibility' button at the top of the home page.

As a Priority Services Member you can also get in contact with us through social media platforms, such as Twitter and Facebook.

 **@Northpowergrid**

 **@northernpowergrid**

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If you need extra support for a short time

Maybe you've had an operation or an accident, or a life change that means you need extra help if there's a power cut. As well as the 'Being prepared' section, here's some specific advice to help you plan ahead:



Priority Services Membership

Making you our priority



Medication

Keep medication in a safe and accessible place. If you know your medication needs to be kept refrigerated, why not have a cool bag to hand and a couple of ice blocks in the freezer just in case? Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.



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Plan ahead

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Keeping you updated

Our Priority Services Membership Team will provide information to keep you updated during a power cut. Remember to let us know if your contact details change.

Additional help and advice:

National Bereavement Service

Help when you need it most
thenbs.org
0800 024 6124
info@thenbs.org

NHS Helpline

Help if you have an urgent medical problem and you're not sure what to do
111.nhs.uk
Call 111



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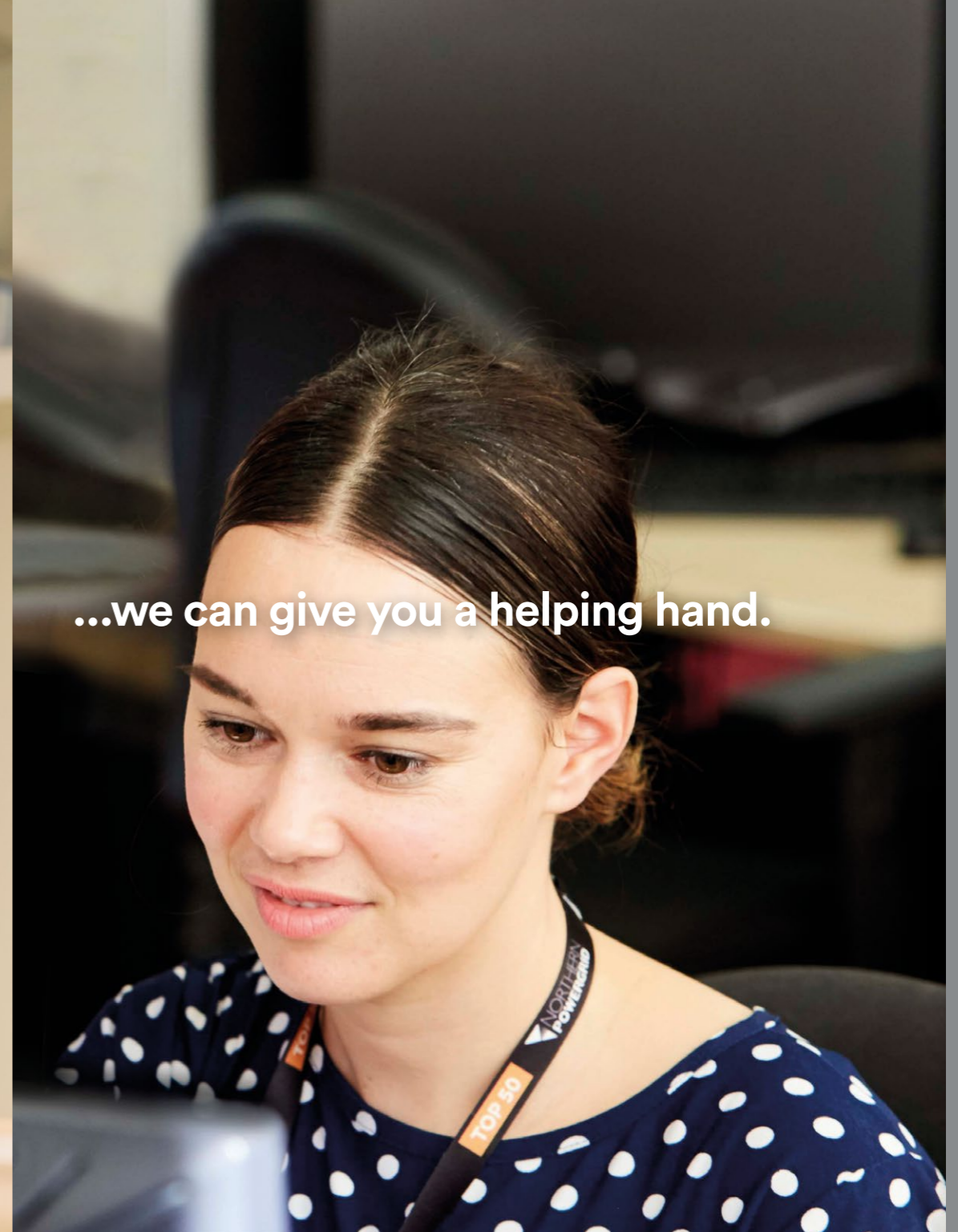
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If you're struggling...



...we can give you a helping hand.



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Being energy efficient

Being energy efficient can help you save money and make you feel warmer and more comfortable. Follow these simple steps to help reduce your energy bills:



Priority Services Membership

Making you our priority

Struggling to pay your bills?

If you are finding it difficult to pay your gas or electricity bills, there are a few things you can do to help.



Contact your energy supplier as soon as possible. Tell them what you can afford to pay.

Your supplier must take this into account when agreeing your repayments. Ask about switching to a cheaper deal, especially if you pay by cash, cheque or pre-payment meter.



Contact your local Citizens Advice for independent advice on debt and energy issues, visit citizensadvice.org.uk

Citizens Advice can also carry out a benefits check to see if you are entitled to any extra financial help.

Additional help and advice:

Green Doctor:

Offering free independent energy advice in the North East and Yorkshire
groundwork.org.uk/services/green-doctor

The Money Advice Service:

Helping support customers who are experiencing financial difficulties.

For free regulated debt advice:

<https://adviser.moneyadviceservice.org.uk/en>

National Energy Action:

National charity working to end fuel poverty

nea.org.uk

Citizens Advice:

Impartial advice on family matters

citizensadvice.org.uk

Simple Energy Advice:

simpleenergyadvice.org.uk

Groundwork:

Working with communities on poverty and the environment

groundwork.org.uk/energy-efficiency-tips

Auriga Services

Helping customers who are vulnerable or in financial hardship

aurigaservices.co.uk

0121 321 1324

info@aurigaservices.co.uk

Money Advice Trust

Helping people across the UK tackle their debts and manage their money wisely

moneyadvicetrust.org

National Debtline

nationaldebtline.org

call free on 0808 808 4000



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Being energy efficient

Being energy efficient can help you save money and make you feel warmer and more comfortable. Follow these simple steps to help reduce your energy bills:



Priority Services Membership

Making you our priority

Are you energy efficient?

Follow these simple steps to help reduce your energy bills. All of these changes could lead to a total **saving of £427 per year**.



Line dry clothing in summer.

Saving = £35 a year. Based on line drying clothing for 4 out of 12 months each year instead of using a tumble dryer.



Switch off lights when you leave a room.

Saving = £14 a year. Based on switching off lights when not needed consistently throughout a year with a typical mix of lightbulb types.



Fit draught excluders.

Saving = £20 a year. Based on a typical gas heated 3 bedroom semi-detached house, draught proofing windows and doors.



Washing at 30 degrees.

Saving = £8 a year. Based on washing your clothes on a 30 degree wash rather than 40 degrees Celsius throughout the year.



Use energy efficient light bulbs.

Saving = £35 a year. Based on swapping all remaining non-energy savings bulbs with LED equivalents, over a year.



Turn your thermostat down by a degree or two.

Saving = £80 a year. Based on a typical gas heated 3 bedroom semi-detached house, and reducing the temperature from 22 to 21 degrees Celsius over a year.



Fitting loft insulation.

Saving = £135 a year. Based on a typical gas heated 3 bedroom semi-detached house, fitting 270mm of loft insulation, from having no loft insulation.



Take a shower instead of a bath.

Saving = £15 a year. Based on swapping 1 bath per week with a 5min shower consistently over a year in a gas heated home for a family of 4.



Cut 1 min off your shower.

Saving = £30 a year. Based over a year for a family of 4 in a gas heated home. This saving is for energy bills only and not water bills.



Fit radiator foils behind radiators on external walls to direct heat into the room.

Saving = £19 a year. Based on a typical gas heated 3 bedroom semi-detached house, installing radiator panels behind radiators in a house with solid walls.



Only boil the water you need in a kettle.

Saving = £6 a year. Based on not overfilling a kettle with more water than needed consistently over a year.



Turn electrical appliances, like TVs and phone chargers, off at the wall.

Saving = £30 a year. Based on switching off appliances and devices that are left on idle and standby throughout the year.

Keeping your home warm is important for your health. To avoid potential health problems, keep the room you spend most time in between 18°C and 21°C (64°F and 70°F). The best temperature for other rooms is 18°C (64°F).



Energy saving advice has been endorsed by the Energy Saving Trust.



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Essential contacts



Priority Services Membership

Making you our priority



Priority Services Membership Team **0800 169 2996**



For medical advice during a power cut, call the NHS Direct Helpline on **111**.
In an emergency, call 999.



If English isn't your first language, please call our Priority Services line on **0800 169 2996** and we can arrange an interpreter.

For language translation, Recite is available on our website: [northernpowergrid.com](https://www.northernpowergrid.com) by clicking on the red 'Accessibility' button at the top of the home page.



For our customers who find it difficult to speak or hear.

British Sign Language [northernpowergrid.com/BSL-interpreter](https://www.northernpowergrid.com/BSL-interpreter)

Text phone: **0800 028 9507**
Text relay: dial **18001** followed by **0800 169 2996**



For our customers who are visually impaired.

For audio assistance, Recite is available on our website: [northernpowergrid.com](https://www.northernpowergrid.com) by clicking on the red 'Accessibility' button at the top of the home page.

If you require alternative formats, such as Braille or large print, please call the Priority Services Membership Team on **0800 169 2996**.



Write to:
**Priority Services Membership
Northern Powergrid,
Manor House,
Station Road, Penshaw,
Houghton-le-Spring
DH4 7LA**



Are you at risk of flooding? Check your flood risk today

Environment Agency's Floodline service
Visit [gov.uk/sign-up-for-flood-warnings](https://www.gov.uk/sign-up-for-flood-warnings) or call **0345 988 1188**



Details of our arrangements for visiting customers' premises and of our priority services can be found at [SLC9 link](#) and [SLC10 link](#).



