

STORM ARWEN INFORMATION

We're continuing to do everything we can to support residents in the aftermath of Storm Arwen, working alongside emergency services, utility companies and voluntary organisations.

The focus continues to be supporting our communities in our hardest hit areas and our most vulnerable residents.

This update includes useful information and contact details from the Council to help you over the coming days.

Financial Assistance

Northern Powergrid will provide financial assistance to any domestic customer who is still off supply from **29 November**.

This will include the reasonable costs of alternative accommodation and food (up to £15 per person per meal). It will also contribute to other reasonably incurred costs; for example, where a customer arranges for their own back-up generator.

Customers are advised to keep all of their receipts. All reasonable retrospective claims will be honoured. Northern Powergrid will consider each customer's circumstances on a case-by-case basis. All vulnerable customers will be eligible.

Customers who require assistance should email StormArwen@northernpowergrid.com and they will be in contact as quickly as possible to agree how they can help.

Taking Care When Outside

Please take extreme care when out and about due to storm damage.

Our country parks are currently closed and we are asking people to exercise extreme caution when they are out and about.

All Forestry England Forests (except Wooler Common) are closed to the public.

Northern Powergrid is also reminding people of the importance of reporting damaged cables or equipment by calling **105** and not to approach the area as equipment may still be live.

Useful Numbers

To report a power outage call:
Northern Power Grid 105

For anyone struggling with food or other essential supplies call:
Northumberland Communities Together 01670 620015
(Monday to Friday 9am – 6pm)

For concerns about vulnerable residents or safeguarding issues call:
Onecall 01670 536400

For general Council queries call our **Contact Centre 0345 6006400**

To find your nearest Community Hub visit **nland.uk/hubs**