

[nationalgrid.co.uk](http://nationalgrid.co.uk)

# Help us to support others during a power cut

Help people to join our **free** Priority Services Register

**nationalgrid**

**POWER CUT?  
CALL 105**



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# Help us to support others during a power cut

Although power cuts are rare and usually short, they do happen - often for reasons beyond our control.

Many organisations, local authorities and charities are in the homes and lives of customers who could find themselves vulnerable to a power cut.

We would appreciate your help to register customers on our free, confidential register so we can give them support in the event of a power cut.

We are asking organisations to partner with us so we can identify and support hard-to-reach customers through their front-line services.

**Click to sign up for the  
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# About National Grid Electricity Distribution

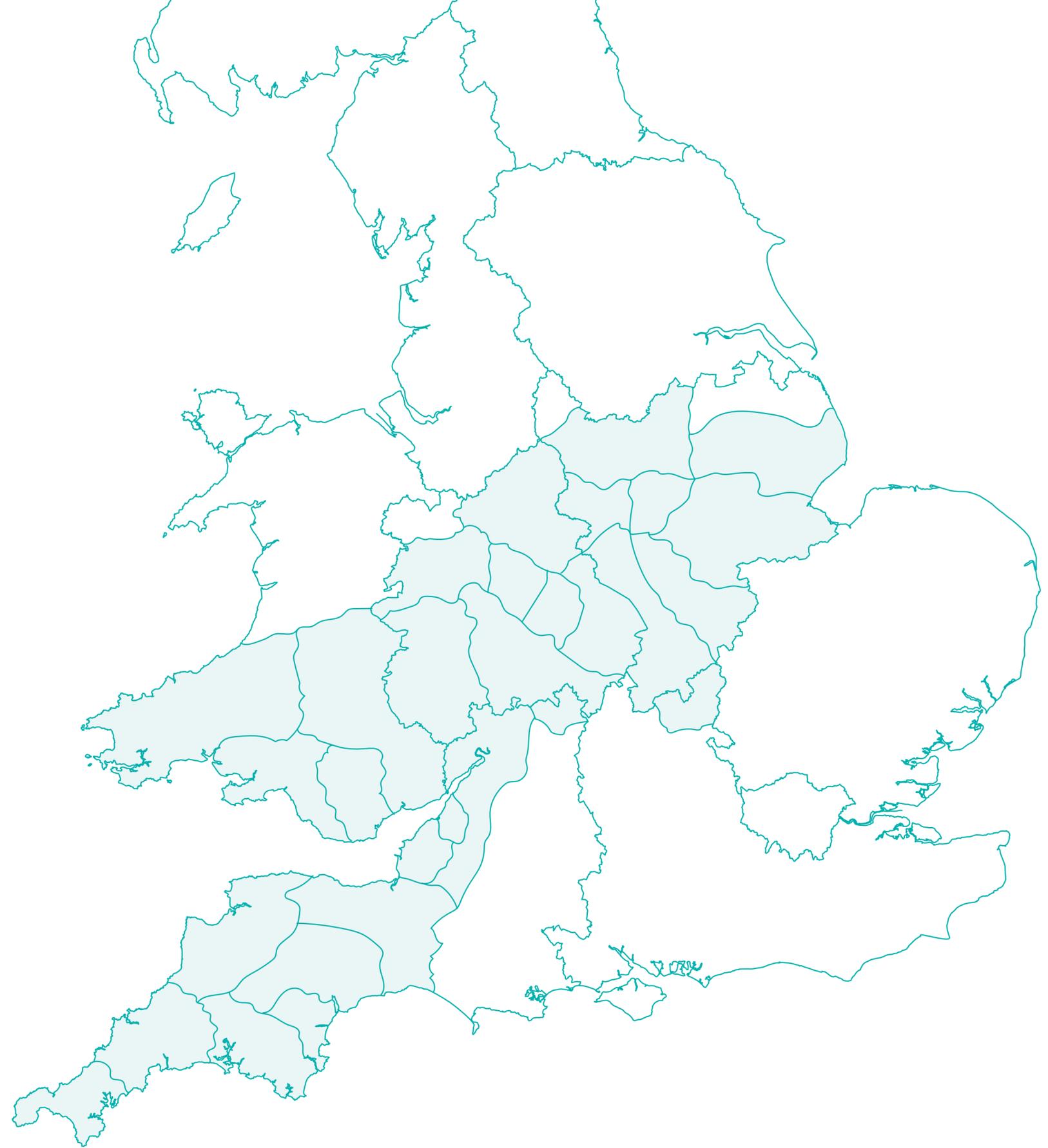
We're the company that keeps your electricity flowing, safely and reliably. We do it across the South West, East and West Midlands and South Wales.

We deliver electricity to eight million customers over a 55,500 square kilometre service area and are responsible for the network of underground cables, overhead lines and substations that distributes electricity to customers' homes and businesses every day.

Our network is the largest in the UK, covering densely populated residential areas and widely dispersed rural communities.

Regardless of who your energy supplier is (who you pay your bill to), we are the company you would call in a power cut.

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# What is the Priority Services Register (PSR)?

Every network operator and supplier maintains a Priority Services Register. This helps us to collect details about customers who may experience extra difficulty in a power cut.

The service is **free** and **confidential**.

Customer information is only shared, as agreed by them, with relevant utilities and trusted partners/parties, so that we can offer free additional services to those who need it most.

Customer details are never used for marketing or shared with agencies other than those specified above and emergency responders in situations such as flooding.

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## Who can register?



### Medical needs

Anyone who relies on electricity for medical reasons (e.g. a customer on kidney dialysis).



### Disability

Anyone who may find an unexpected power cut particularly difficult to cope with or distressing (e.g. a person with a disability, or someone with dementia).



### Communication needs

Anyone who has a specific communication need when getting in touch with us (e.g. because they are blind or partially sighted, deaf or hearing impaired, or don't have English as their first language).



### Temporarily vulnerable

People who may be temporarily vulnerable (e.g. hospital leavers or parents with new-born babies).



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# Benefits of being on the register

There are lots of things that National Grid Electricity Distribution can do to help and support customers who are registered with us. We can provide tailored, practical and emotional support during a power cut.

This might include proactively calling registered customers to check they are alright and provide up to date information about the reason for the power cut and restoration time.

In more prolonged power cuts this can also involve us linking in with other services and local partnerships such as the British Red Cross.

## The other key benefits are:

- a direct number to call in the event of a power cut, so customers can get straight through to us
- the ability to agree a password before we visit, for enhanced safety
- practical and emotional support, if needed, through the British Red Cross
- a call or visit to inform customers about planned interruptions to the electricity supply
- proactive calls and information in the event of an unplanned power cut.

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# Becoming a referral network partner

Many organisations have regular, trusted contact with National Grid Electricity Distribution customers who may find themselves vulnerable to a power cut.

A lot of these organisations have client welfare at the forefront of the service they provide. With your help we can ensure your/our customers are as safe and prepared as possible should a power cut occur.

## We can help you to:

- help your clients to be prepared for a power cut
- provide advice on how to contact National Grid Electricity Distribution and what to do during a power cut
- train your teams by providing power cut advice and information about the Priority Services Register
- give power cut advice by providing you with relevant leaflets
- distribute our 'crisis packs', which include items such as a torch, a hat, gloves and a flask, where appropriate.

## How can you help your customers?

- promote National Grid Electricity Distribution's Priority Services Register (PSR) at events and using leaflets provided by National Grid Electricity Distribution
- give resilience advice about power cuts (e.g. keeping an analogue phone, checking trip switches, etc.)
- sign customers up direct, with their informed consent using either
- National Grid Electricity Distribution's online registration form. This is the best way to add customers to the register as it is quick and simple and avoids paperwork
- National Grid Electricity Distribution's freepost leaflet. If you use a leaflet it is best to help your client to complete it rather than simply leave it behind
- hand out National Grid Electricity Distribution 'crisis packs' to customers who are off supply or customers who will benefit from having them in readiness for a power cut.

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# How does it work and how do I get involved?

Your organisation and National Grid Electricity Distribution can have an informal agreement in place to enable you and your partners to talk to clients about power cuts and provide advice on being prepared.

During regular interactions with eligible customers, our partners gain informed consent from the customer to be added to our register and confirm we can pass the data to other relevant utilities such as electricity and water providers.

It only takes a few seconds for partners to sign customers up using the link at the bottom of this page, the National Grid Electricity Distribution app or website ([nationalgrid.co.uk/PSR](https://nationalgrid.co.uk/PSR)) and this automatically sends the customer data to National Grid Electricity Distribution (if internet access is not available partners can complete freepost forms with their customers and send them to National Grid Electricity Distribution).

All customers added to the register in this way will receive a letter and some power cut advice from National Grid Electricity Distribution, along with a direct dial number to call in the event of a power cut. At the end of each month partner organisations may provide National Grid Electricity Distribution with a short report detailing how many customers they have assisted and signed up.

For example: 'Housing Association A' reaches 2,000 clients who live in their allocated housing and come into contact with them through home visits.

Many of their clients could be eligible for National Grid Electricity Distribution's Priority Services Register (PSR) due to being elderly or chronically sick.

**We guarantee PSR data will not be used for marketing purposes.**

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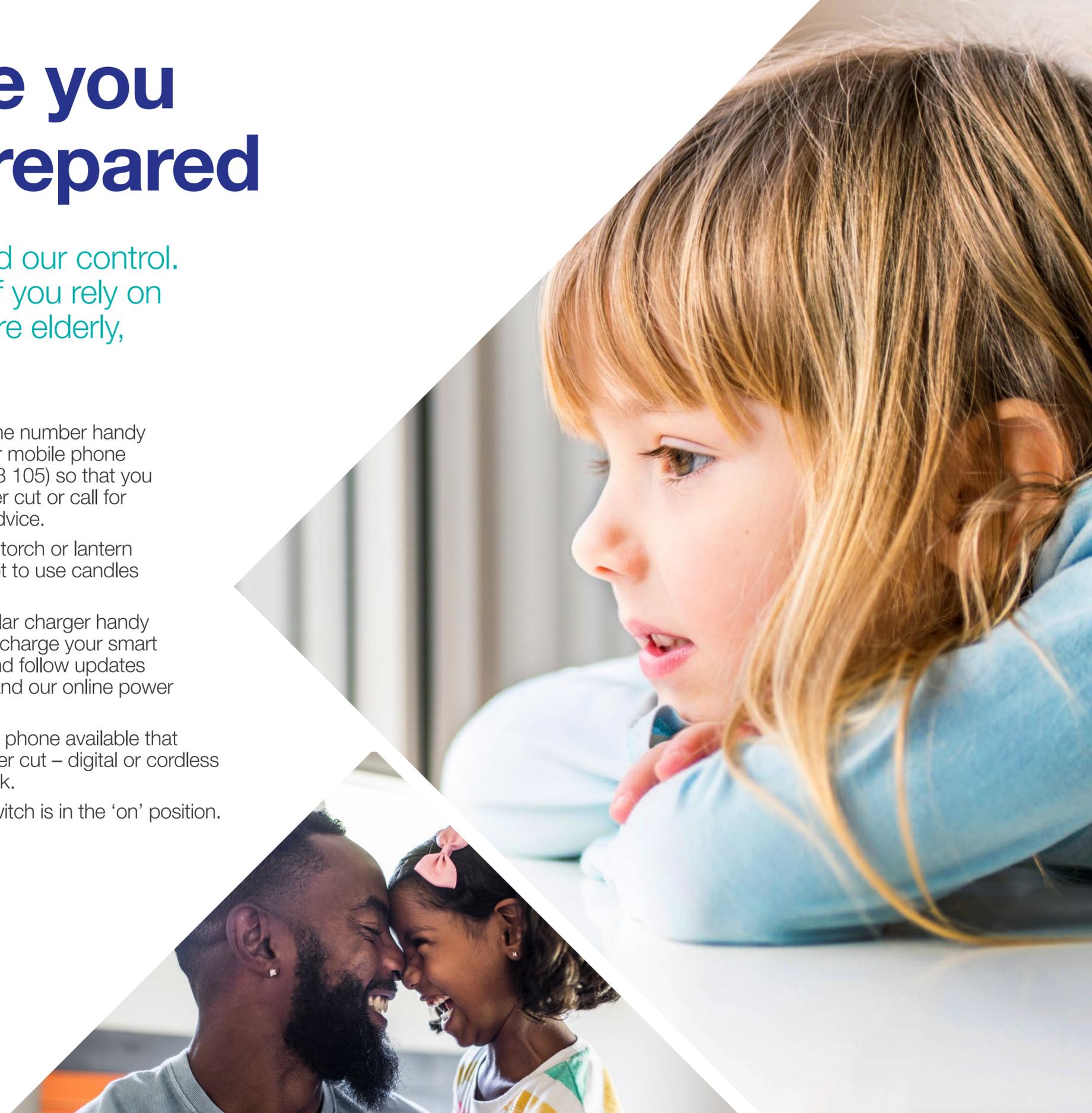
# Power cut advice you can share - be prepared

Power cuts can happen for reasons beyond our control. We know this can be particularly worrying if you rely on electricity for medical equipment or if you are elderly, very ill or disabled.

## Here are some tips to help you prepare for an unexpected power cut.

- Protect sensitive electrical equipment such as computers with a surge protector plug.
- If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return it safely to the ground level if it stops working.
- Keep your freezer shut – depending on the type of freezer you have, the contents could stay frozen for up to 12 hours.
- Keep a wind-up/battery/solar radio ready so you can listen to local radio updates.
- Are your neighbours affected? If not, the problem could be with your fuse box.
- Keep our telephone number handy or save it into your mobile phone (105 or 0800 6783 105) so that you can report a power cut or call for information and advice.
- Have things like a torch or lantern ready (it is best not to use candles or paraffin lights).
- Keep a battery/solar charger handy so that you can recharge your smart phone or tablet and follow updates on social media and our online power cut map.
- Check you have a phone available that will work in a power cut – digital or cordless ones may not work.
- Check your trip switch is in the 'on' position.

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# Frequently asked questions

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## **Does the customer have to be in the National Grid Electricity Distribution geographical area and how can I tell if I have clients who live in your area?**

Yes they do – check on our website [here](#) or you can contact us for a list of postcodes we cover.

If they are not in our area, the distribution network operator that covers their area will be able to sign them up to their PSR.

## **Can we apply to you for funding for this work?**

We don't usually pay for these referrals but if your organisation can offer a range of additional services such as fuel poverty advice then please contact Tracy Cullen to discuss alternative arrangements. [tcullen@nationalgrid.co.uk](mailto:tcullen@nationalgrid.co.uk)

## **What if I forget to send you regular reporting?**

This is not intended to be onerous for you. We will email you asking for some information periodically and we can also tell you how many of your clients have joined our register online through our internal reporting.

## **What is informed consent and how will customer data be shared?**

Informed consent is where the customer gives us their permission to add their details to the register after understanding all the facts. We will only share data with other utilities and trusted partners such as the British Red Cross.

This is with the intention of providing support in emergencies. We will always follow privacy laws and PSR information will never be used for marketing.

## **Do I need to be a large organisation?**

No - any sized organisation working with customers who could be vulnerable to a power cut can sign customers up to the PSR.

## **Can I join the register for my water company?**

We are currently working with water companies in your area on sharing this data to assist customers further.

Individual water companies can offer tailored support for their customers and details should be on your water company's website.

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# Next steps

If your organisation would like to become a referral partner to help our joint customers please contact:

**Nicki Johnson**  
**Tel: 01332 827657**  
**Email: [njohnson@nationalgrid.co.uk](mailto:njohnson@nationalgrid.co.uk)**

Alternative formats of this leaflet are available.  
Please call **0800 096 3080**

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