

nationalgrid.co.uk

A handy guide to our customer services

nationalgrid



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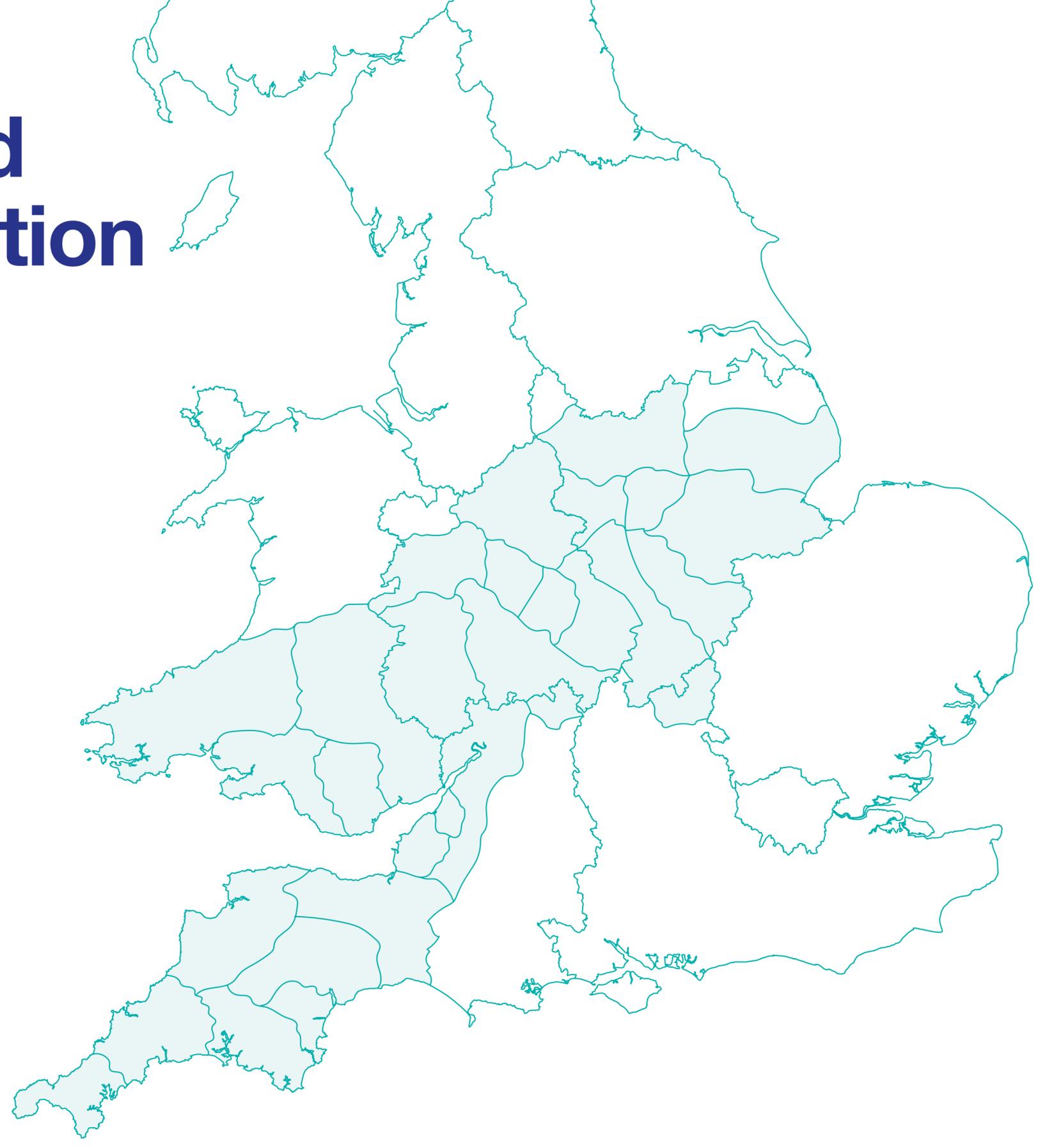
About National Grid Electricity Distribution

National Grid Electricity Distribution (NGED) is the electricity distribution network operator for the Midlands, South West England and South Wales, serving eight million customers.

Your supplier bills you for your electricity, and is responsible for your meter. If you have an enquiry about your bill, your meter or the supplier's Priority Services, please contact your supplier. You can find their contact details on your electricity bill.

This leaflet tells you about the range of different ways to get in touch with us if you are ever affected by a power cut. We also explain our free priority services for customers who may need extra support.

We work to the British Standard BS18477, Inclusive Service Provision - Requirements for Identifying and Responding to Consumer Vulnerability to ensure our services are accessible for all customers.



How to contact us - powercuts and safety

Contact our free emergency service 24 hours a day, 7 days a week.



To tell us you
have no power.



To find out the
latest information
about power cuts
in your area.



To tell us if our
equipment has been
damaged as this
could be dangerous.

Don't assume that we know you have no power. Please contact us as soon as possible.



Follow us on
Twitter for the
most up-to-date
information on power
cuts in your area
@gridcustomersuk



Next Generation
Texting (NGT)
and Textphone dial
18001 0800 6783
105 or minicom
0845 601 2318.



BSL Video Relay:
[nationalgrid.co.uk/contact-us/
contacting-national-grid-
electricity-distribution/
sign-language-interpretation](https://nationalgrid.co.uk/contact-us/contacting-national-grid-electricity-distribution/sign-language-interpretation)



Text "Power Cut"
and your postcode
and house name/
number to 07537
402 105.



Alternative formats
of this leaflet are
available, please
call 0800 096 3080.



General enquiries

To ask about a service that NGED provides, office hours are 8am - 6pm weekdays.



Telephone
0800 096 3080



Email
info@nationalgrid.co.uk we aim
to respond within two working days.



Facebook
National Grid Customers UK



Twitter
@gridcustomersuk



Online
nationalgrid.co.uk/contact-us



Webchat
nationalgrid.co.uk available 24 hours.



WhatsApp
+44 330 678 1012 add to contacts
to send us messages and photos.



**Online Priority
Services Registration**
nged.priorityservices@nationalgrid.co.uk
nationalgrid.co.uk/psr



**Next Generation Texting (NGT)
and Textphone Minicom**
Dial 18001 0800 096 3080
Or use Minicom 0845 601 2318
or NGT Lite 18001 02920 535 636.



BSL Video Relay
nationalgrid.co.uk/contact-us/
contacting-national-grid-electricity-
distribution/sign-language-
interpretation



Welsh speakers
We have Welsh speakers
at our South Wales Call Centre.
If you write to us in Welsh,
we will respond in Welsh.



Other languages
We can provide translation if you
telephone us. Our website can
translate to other languages.

Write to us National Grid Electricity Distribution Records Team:

Midlands:

Herald Way, Pegasus Business Park,
Castle Donington, Derbyshire, DE74 2TU

South West England:

Lostwithiel Road, Bodmin,
Cornwall, PL31 1DE

Alternative formats:

Please ask us if you would like a copy of this leaflet
in another format such as large print or braille.

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The Priority Services Register (PSR)

Please tell us your name, address, telephone number, details of any electrically dependent equipment.

You can also register via your energy supplier – see your bill. They will register you and let us know as well.

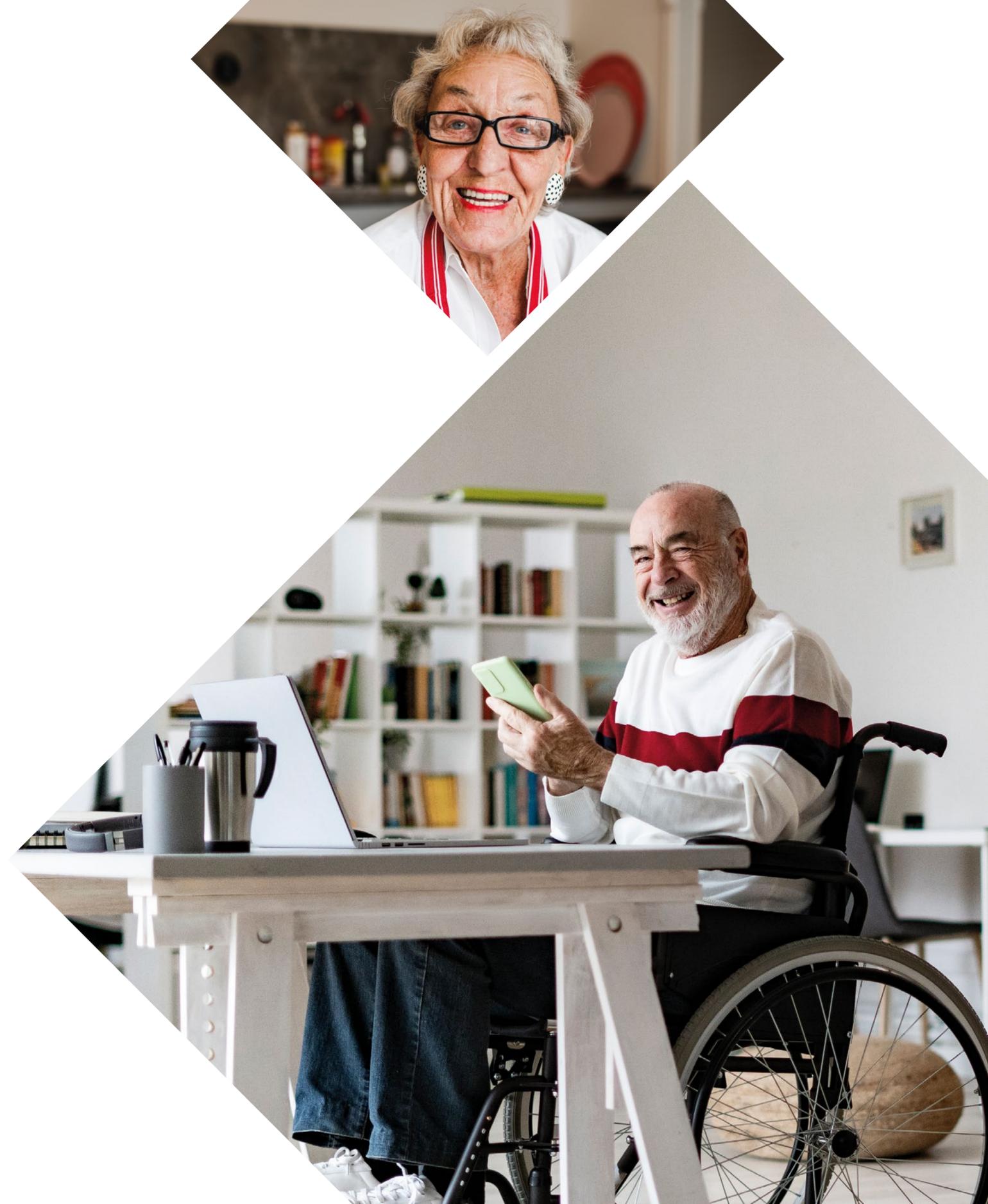
If you choose we can also share your details with your energy supplier and water company so they can add you to their register.

In the event of an emergency we may share your information with third parties such as the British Red Cross, or your local council.

It's free to register with us.

Customers can register with us for the following reasons:

- elderly customers
- you keep medicine in the fridge
- learning disabilities
- sight loss
- mental health issues
- wheelchair use/mobility
- children under five
- you have just come out of hospital
- reliance on medical equipment
- hearing loss.



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What we can offer our Priority Services customers

A special telephone number

So you can get straight through to a person at NGED if you have a power cut, and we can call you back with updates.

Power up referral

We can refer you to our trusted partners to give you advice about financial assistance, energy efficiency and fire safety.

Support from the British Red Cross

Help for older, disabled or other vulnerable customers who have no access to hot food or drinks during major incidents.

Advance notice of planned maintenance

We will let you know if we need to switch-off your electricity for planned work at least two days before.

Text or phone alerts

To let you know we are aware of a power cut in your area and give you an update. This is a 24/7 service. Please provide up-to-date contact details.

Appointments

If we need to visit you, please ask us if you want us to use a password.

Deaf interpreter service

[nationalgrid.co.uk/contact-us/
contacting-national-grid-electricity-distribution/
sign-language-interpretation](https://nationalgrid.co.uk/contact-us/contacting-national-grid-electricity-distribution/sign-language-interpretation)



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If you have no power – helpful advice

If you have a power cut please check the following before you contact us:

1.

Are your neighbours' lights on or are the street lights on?

2.

Check your tripswitch is in the "on" position.

3.

If your tripswitch is in the "off" position, switch off all your appliances and try to reset your tripswitch.

4.

If you have a key meter, is the display lit up?

What to do if you have no power:

- turn off and unplug any electrical appliances that get hot, as you may forget they are switched on when the power returns
- turn off and unplug any appliances that you are not using and any sensitive equipment such as computers or TVs
- during cold weather dress warmly using several layers of clothing
- keep your freezer shut – depending on the type of freezer you have, the contents can stay frozen for up to 12 hours. You may be able to claim for spoilt freezer contents on your home insurance
- If you have no gas for cooking, your neighbours may be able to help you with warm drinks and hot food.



We cannot guarantee a continuous supply of electricity. Here is some advice on how to be prepared:

- Keep wind-up/battery/solar powered torches ready. Don't use candles or paraffin heaters.
- Protect sensitive electrical equipment such as computers or medical equipment with a surge protector plug or an Uninterrupted Power Supply (UPS). Please see our website: **nationalgrid.co.uk** for more details.
- If you have a mains operated stair lift, check to see if there is a manual release handle that can be used to return the stair lift safely to ground level if it stops working. Many stair lifts have battery back-up. If yours does not, it may be possible to get one fitted. Contact the manufacturer for details.
- Many modern telephones, especially digital or cordless ones won't work in a power cut. Keep an ordinary analogue phone to use.
- If you or a member of your family has a serious health problem please ensure that you have plans in place in the event of a long power cut. Make sure any medical equipment has a battery back-up and is checked regularly to ensure it works.

Safety first - fallen overhead power lines

Danger – stay away from fallen overhead powerlines. Phone us straight away to tell us. Phone the Police if a path or road is blocked.

Be careful when clearing fallen branches after bad weather. Keep away from anything that may be touching overhead powerlines.



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When we visit your home

- All NGED employees and contractors will show a photo identity card.
- NGED staff will be suitable, appropriately qualified and fully trained for the purpose of the visit.
- Vehicles will carry the NGED or our contractor's logo.
- NGED staff will be polite and respect you and your property.
- Our staff will be clean and tidy and, where appropriate, will be wearing branded workwear.
- NGED staff will be able to tell you which telephone number to call to report a power cut.
- NGED staff and contractors will be able to explain the reason for their visit.
- If you have any doubts about whether a caller is genuine do not let them into your home.

We will offer 'am' (8am-1pm) and 'pm' appointments (12 noon-4.30pm) if we need to visit you.

You can also ask for a more specific appointment time within a two-hour time band.

If we agree an appointment with you, we will do our best to keep it, unless we agree an alternative date with you.



Complaints – how to contact us

At NGED we are committed to providing you with excellent customer service, first time every time.

However sometimes things do go wrong. We want to know when this happens, so that we can sort out any problems as quickly as we can.

We will log your complaint and arrange for a local manager to call you or email you to resolve the matter. You can also ask for a more senior manager to review your concerns if you are not satisfied.

Free independent advice and support

Citizen's Advice –
citizensadvice.org.uk/energy
or call 0808 223 1133
(Welsh speaking 0808 223 1144)

Telephone:

0800 0556833

We aim to respond by the next working day.

In writing:

Information centre manager,
Avonbank, Feeder Road,
Bristol, BS2 0TB

Email:

nged.complaints@nationalgrid.co.uk
(Please tell us your address including
postcode how-to-make-a-complaint
with a contact telephone number in
your email.)

By appointment:

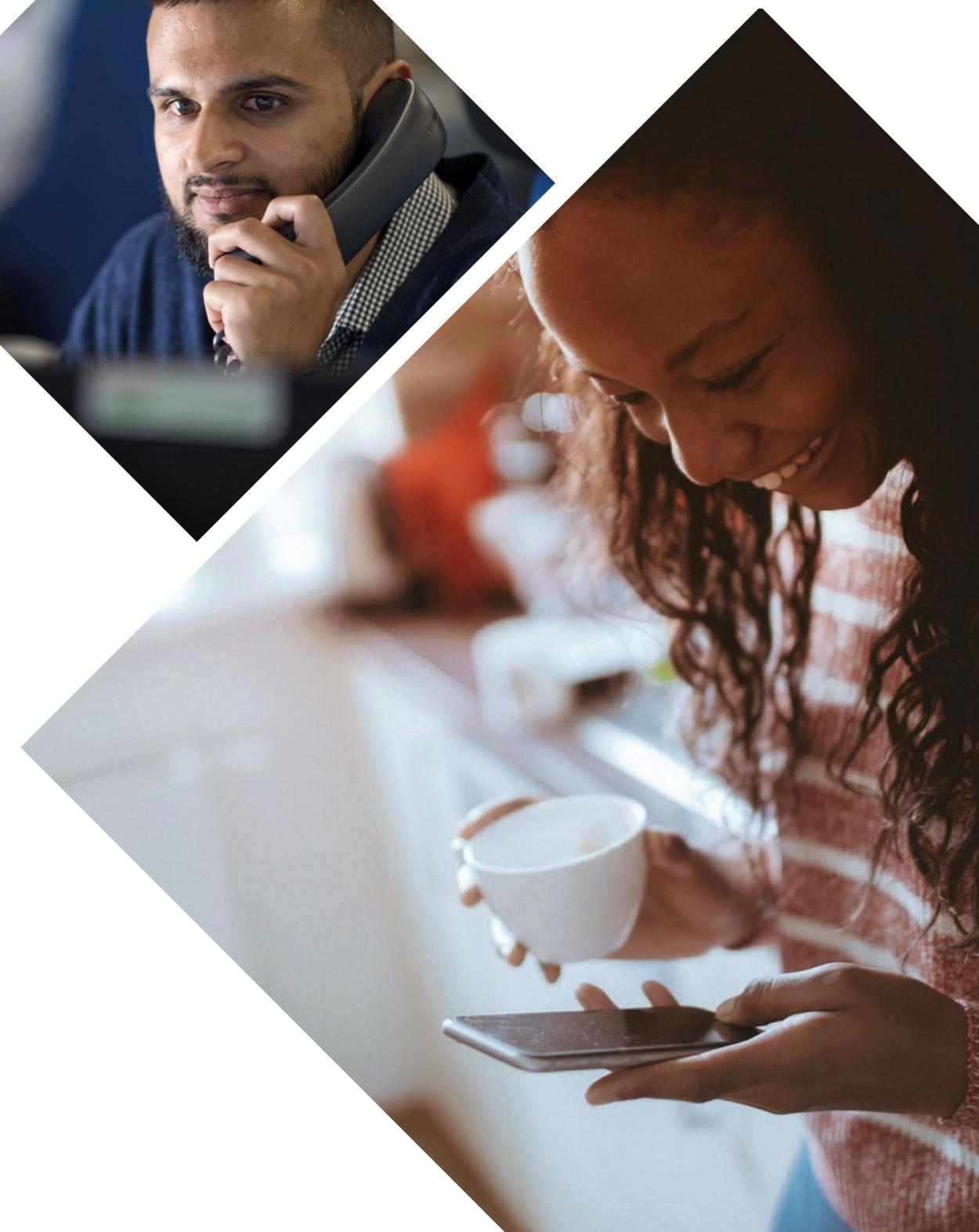
You can also visit your local NGED office. Please contact us first to make an appointment to ensure that the right person is available to speak to you.

Online:

[nationalgrid.co.uk/contact-us/
contacting-national-grid-electricity-
distribution/complaints](http://nationalgrid.co.uk/contact-us/contacting-national-grid-electricity-distribution/complaints) or via webchat.

Alternative formats:

Please tell us if you want us to respond in large print, braille, on audiotape, in Welsh or another language.



This document fulfills the requirements of distribution licence conditions eight, nine, and ten to publish a statement on the safety and security of supplies emergency service and a code of practice on priority services.

National Grid Electricity Distribution plc.
Avonbank
Feeder Road
Bristol
BS2 0TB

nationalgrid.co.uk

National Grid Electricity Distribution **Safety & Security of Supplies Enquiry Service**

1. This Statement is produced in accordance with Condition 8 of NGED's Electricity Distribution Licences for National Grid Electricity Distribution (East Midlands) plc, National Grid Electricity Distribution (West Midlands) plc, National Grid Electricity Distribution (South West) plc and National Grid Electricity Distribution (South Wales) plc "NGED" and has been approved by the Gas and Electricity Markets Authority. It describes the enquiry service available to any person for the purposes of receiving reports and offering information, guidance or advice about any incident relating to NGED's distribution systems that does or is likely to:

(a) affect the maintenance of the security, availability and quality of service of NGED's distribution systems; or

(b) cause danger or require urgent attention.

2. The contents of this Statement as set out below, will be incorporated into NGED's Statement on Customer Services and published on NGED's website as required under SLC 8.4 and 8.5(a) and 8.6

3. NGED's website Accessibility page contains assistive technology to assist customers who are blind or partially sighted or deaf or hard of hearing or whose first language is not English as required under SLC 8.5(b) and (c).

4. National Grid Electricity Distribution (NGED) operates and maintains the electricity distribution network in the Midlands, South West England and South Wales distribution services areas.

5. Contacting **NGED's Emergency Service**

NGED, operates an 'Emergency Service' is continuously staffed and can be contacted by any person, 24 hours a day, 365 days of the year. The service is free at the point of use.

(a) National Emergency Number:-105 or

(b) NGED Emergency Number: on 0800 6783 105

NGED provides facilities for Welsh speakers living in South Wales to provide reports in Welsh or to assist other customers whose first language is not English.

Any changes to the emergency telephone number, will be notified to electricity suppliers so that the relevant numbers can be published on consumers' energy bills or statements. NGED's website www.nationalgrid.co.uk provides information about how to contact our emergency service, together with advice on how to prepare for a power cut.

The website provides a facility for customers to find out about power cuts in their locality. In the event of a widespread supply emergency (for example during severe weather) information will be posted on NGED's website to keep customers up-to-date with developments across the region .

Customer can also contact the emergency service in the following ways:

- (c) Twitter to @nationalgriduk 24 hours a day
- (d) Online at www.nationalgrid.co.uk/power-cuts-in-your-area.aspx
- (e) WhatsApp
- (f) NGED's Power Cut Reporter app from the App Store or Google Play.
- (g) Webchat at www.nationalgrid.co.uk
- (h)

Non-urgent reports can also be made by post or in person.

(i) **by email to:** nged.info@nationalgrid.co.uk during normal working hours

(j) **by post to:**

Records Team	Records Team
NGED Lostwithiel Road Bodmin Cornwall PL31 1DE Fax: 01209 616811	NGED Ffynnon Mentor Phoenix Way Swansea Enterprise Park Llansamlet Swansea, SA7 9HW
Records Team	
NGED Herald Way Pegasus Business Park Castle Donington Derbyshire DE74 2TU	

(k) **in person during normal working hours to :**

(Midlands)
NGED
Herald Way
Pegasus Business Park
Castle Donington
Derbyshire
DE74 2TU

(South West)
NGED
Avonbank
Feeder Road
Bristol
BS2 0BH

(South Wales)
NGED
Dyffryn Bach Terrace
Church Village
Pontypridd
CF38 1BN

6. Data Privacy

Information relating to individual reports or enquiries will be kept confidential and only disclosed to those persons requiring the information for the purposes of dealing with the matter, or otherwise operating NGED's Distribution Businesses, or to Ofgem or its appointed agents, or agents appointed to carry out customer satisfaction surveys for regulatory reporting purposes.

7. This Statement will be made available free of charge on request, and can be provided in alternative formats on request.

Amended: December 2022 (Update to company name)