

**Electricity  
Distribution**

# **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](http://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.

Customers 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](http://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](http://www.nationalgrid.co.uk)**

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

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

**(j) by post to:**

**Records Team**

**Records Team**

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NGED  
(South West)  
Records Team  
Lostwithiel Road  
Bodmin  
Cornwall PL31 1DE

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NGED  
(South Wales)  
Records Team  
Ffynnon Mentor  
Phoenix Way  
Swansea Enterprise Park  
Llansamlet  
Swansea, SA7 9HW

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

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

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

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

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

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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: July 2023 (Rebranded)