**Northern Powergrid Priority Services Membership** offers tailored support to help keep you safe and informed.

Who can we help?

You will qualify if you or anyone in your home meets the criteria below. If you are not sure whether you qualify but feel you would need extra help during a power cut, please get in touch with our dedicated team on 0800 169 2996.

* Relies on medical equipment like home dialysis or ventilators.
* Is elderly (pensionable age) or has reduced mobility.
* Has powered accessibility equipment at home (e.g. a stairlift).
* Takes medication that must be kept in the fridge.
* Has a chronic illness or mental health condition.
* Has a child under five.
* Needs alternative communication support (e.g. British Sign Language).
* Requires temporary help due to illness or surgery.
* Has recently experienced a bereavement.

How it works

Our Priority Services Membership ensures that you are supported before, during, and after a power cut.

We will help you make sure you are prepared in case a power cut happens. If we know that your power is going to go off while we carry out maintenance work, we will get in touch to make sure you will be safe and know what to do.

If you experience a power cut, we will:

* Get in touch with you to check on your welfare.
* Arrange extra support like a hot meal, a visit from one of our on-site teams, or a taxi to somewhere safe and warm.
* Organise a hotel for you if your power is off for a long time.
* Communicate with you in a way you need, including in alternative languages or text relay.
* Work with emergency services, local authorities and the British Red Cross to make sure you are getting all the help you need.

Once your power is fixed, our team will still be available 24/7 to help with any questions you may have.