



The Occupier
BROUGHTON PARISH MEETING
STREETLIGHTING
NON PAF ADDRESS
YO17 6QL

Dear Customer,

13 October 2021

We need to turn off your electricity on Saturday 23 October 2021 from 12 noon until Saturday 23 October 2021 3:00 PM.

We need to replace some equipment in our substation that has recently been damaged. This will reduce the likelihood of unexpected power cuts in the future.

On the day, we will do everything we can to get your power back on as soon as possible. Northern Powergrid will carry out the work as quickly and efficiently as possible and will make sure the site is clean and tidy when they leave.

I appreciate this power cut may cause some inconvenience, to support you during this time I have included some useful hints and tips to help you prepare on the reverse of this letter, this includes the name of the engineer who is leading on this work.

We are aware that the COVID-19 pandemic has caused a major impact to the communities we serve and that many of our customers will be working from home, potentially with children, meaning we're all relying on electricity in our homes more than ever; as such we continue to review all work in light of Government advice. We have taken steps to limit planned power cuts for non-time critical work and to minimise the duration of those planned power cuts that are unavoidable to enable our staff to carry out works safely.

If you would like to know more about Northern Powergrid and what we do, please visit our website www.northernpowergrid.com.

If you need any further advice or if you are dependent on electricity for medical reasons, please call our 24-hour contact centre team on 0800 587 8865 or e-mail us at plannedpowercuts@northernpowergrid.com and we will be happy to help. Alternatively, for the latest information regarding your power cut please visit our website at <https://www.northernpowergrid.com/power-cuts>.

Yours faithfully,



Dave Sillito
Head of Major Projects

NORTHERN POWERGRID

is the trading name of Northern Powergrid (Northeast) Ltd (Registered No: 2906593) and Northern Powergrid (Yorkshire) plc (Registered No: 4112320) Registered Office: Lloyds Court, 78 Grey Street, Newcastle upon Tyne NE1 6AF. Registered in England and Wales.

If you would like an audio copy of this letter or a copy in large type, Braille or another language, please call 0800 169 7602

www.northernpowergrid.com

Your reference numbers:
211012-003881

YOUR POWER WILL BE TURNED OFF FROM:
Saturday 23 October 2021 12 noon to Saturday 23 October
2021 3:00 PM



Wayne Currie

...is our lead engineer on this work
If you have any questions or concerns feel free to contact us.



We do not expect there to be any traffic delays caused by the planned work.



How to contact us

If you have any questions or would like to give us feedback, feel free to contact us.

Call our 24-hour contact centre
0800 587 8865 Free from a landline or mobile

Email us
plannedpowercuts@northernpowergrid.com

Or go to our website
www.northernpowergrid.com/feedback



Preparing for a planned power cut

- Isolate generation equipment from the mains supply (solar panels, heat pumps, wind generators etc.).
- Turn off and unplug electrical equipment - especially anything that generates heat (e.g. irons, fires, fan heaters, hair straighteners).
- Have a torch handy with a supply of charged batteries.
- In cold weather, wrap up warm and keep a blanket near.
- Before the power cut, warm up one room and try to stay in it.
- Save any work, switch off any computers and charge mobile phones and other electronic devices.
- Keep fridge and freezer doors closed to help keep contents chilled. If possible, take anything you need that day out of the freezer before the electricity is switched off.
- Most security alarms have a battery installed and as such the alarm may activate. If you require any further advice you may wish to contact your alarm operator or manufacturer.
- If your power doesn't come back on when expected, reset your trip switch then if you still have no power, call us.
- Leave a light on so you know when power is restored.

Find out more at:
www.northernpowergrid.com/powercuts



Priority service customers

If you feel like you are particularly vulnerable without electricity and would benefit from being on our priority service register to receive additional support during a power cut, or you know someone who would benefit please contact us.

Call us on
0800 169 2996

Text phone service
0800 028 9507

Or register on our website and find out more at
www.northernpowergrid.com/priority

