

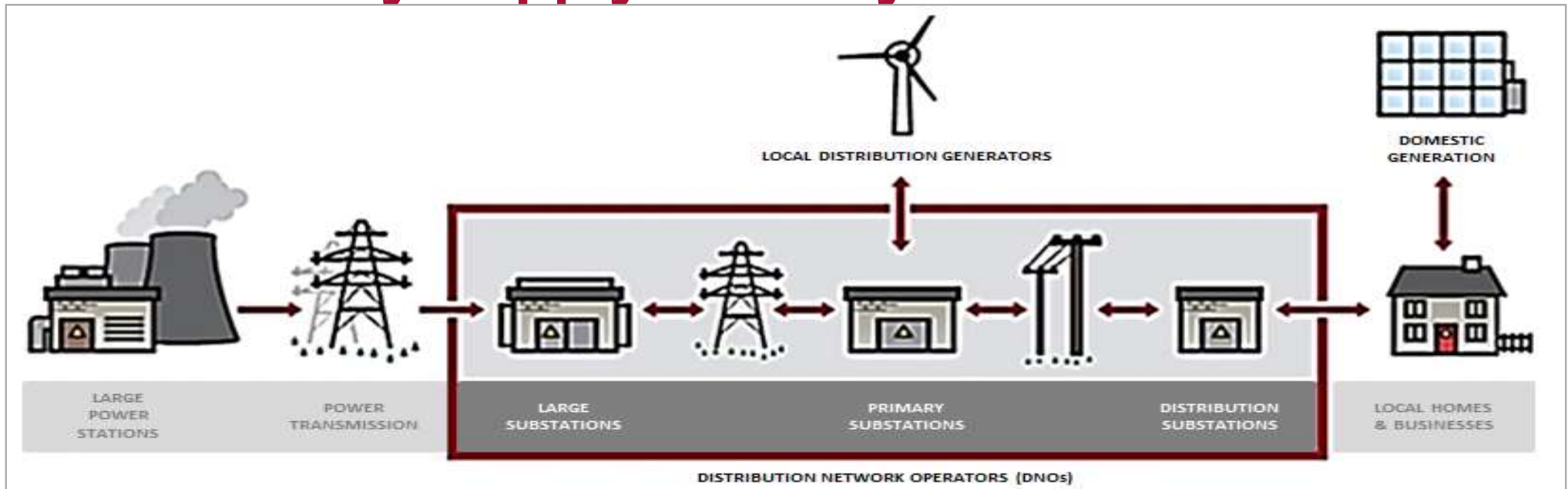


# Northern Powergrid

Leah Larkin

30.09.2021

# The Electricity Supply Industry



The electricity industry comprises four main licensed organisational groups:

## Generators

Generation is the production of electricity. Bulk electricity is produced in power stations

## Transmission

The bulk transport of electricity from power stations to grid supply points through National Grid

## DNOs

Distribution is the transport from national grid supply points to final customers

## Suppliers

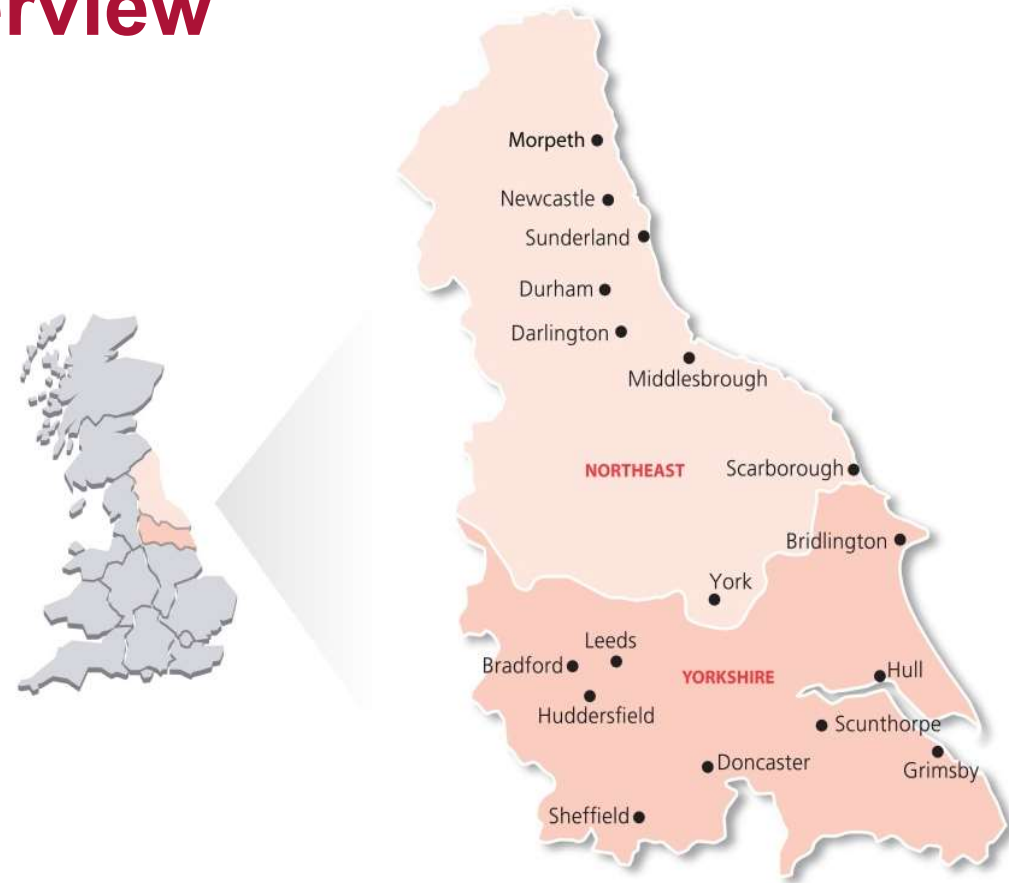
Supply is the process of buying electricity in bulk and selling it on to the final customer



# Northern Powergrid Overview

## Our customers and other stakeholders:

- We serve **8 million people** (3.9 million homes and businesses) across Yorkshire, North Lincolnshire and the North East of England
- We cover **3 of the UK's top 10 largest cities**
- We cover affluent areas and a disproportionate number of deprived communities
- Some large areas include rural communities and farmland
- **Four National Parks** in the area we serve





# Priority Service Membership



# Priority Services Membership

Our Priority Services Membership provides our customers with advice, information, and support if there is a power cut, we also provide useful information on saving money and making the most of your energy supply. All our services are free and confidential.

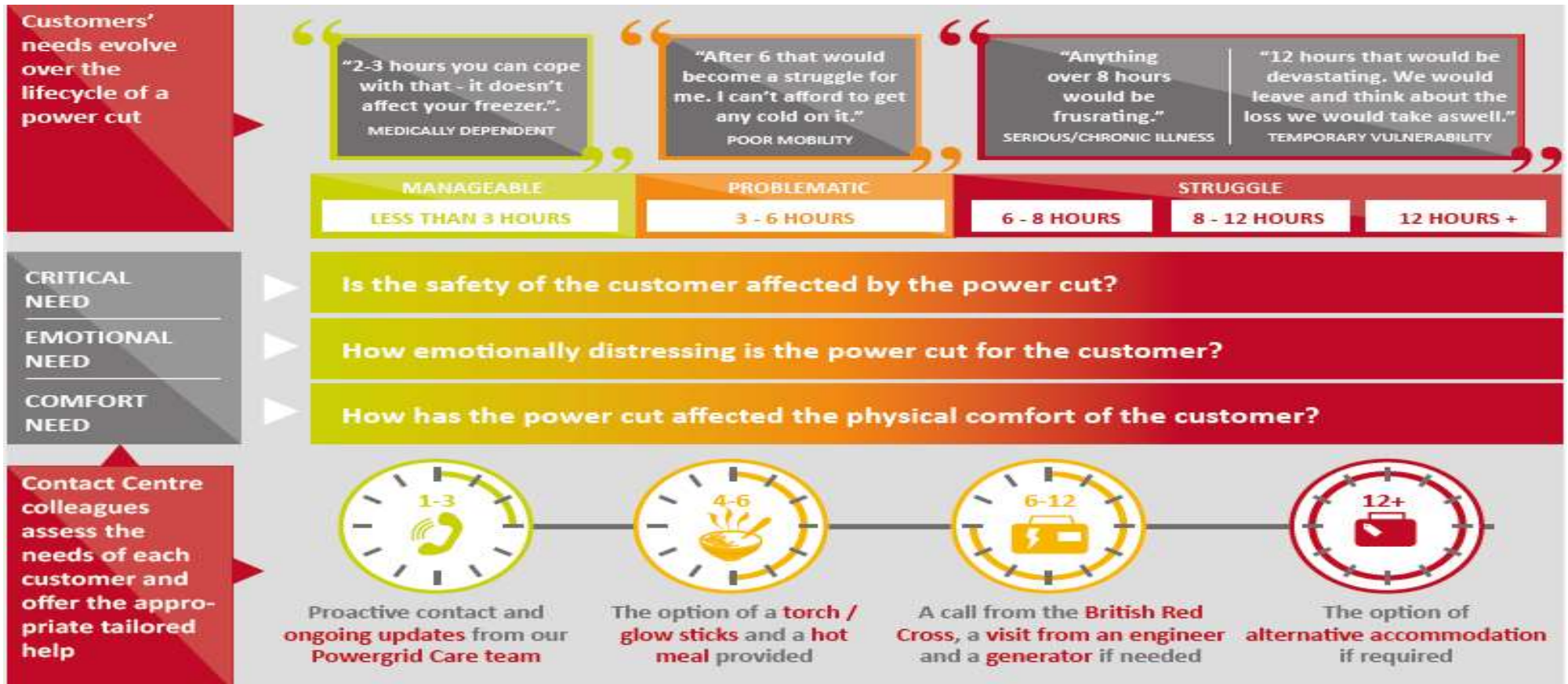
Priority service members receive:

- A freephone direct-dial number to the Priority Services Membership Team on 0800 169 2996
- Someone to talk to and help you, 24 hours a day
- Up-to-date information during power cuts
- Help if you have a power cut – including hot drinks, meals and snacks, phone-charging facilities, transport, and somewhere to stay if you need it
- ‘Knock and wait’ service if you need more time to answer the door
- Set up a password with you to make you feel more secure if we need to visit your home
- Help and advice from other organisations, such as the British Red Cross

This screenshot shows the 'Welcome to your Priority Services Membership' page. On the left, there is a red sidebar with white text providing additional information, including a 'FREE HOT CALL US' button and contact details for the Priority Services Membership Team (0800 169 2996) and the Language Line (0800 388 8204). The main content area features a grid of eight small images, each with a caption indicating a specific group of customers: 'If you rely on electricity for medical reasons >', 'If you have a chronic or serious illness >', 'If you have a mental health condition >', 'If your mobility is limited >', 'If you're elderly >', 'If you have children aged 5 or below >', 'If you need help to communicate with us >', and 'If you need extra support for a short time >'. A 'CONTENTS' link is visible in the top right corner.

This screenshot shows the 'Being prepared for power cuts' section of the website. On the left, a red sidebar contains a list of categories: 'More about our Priority Services', 'Being prepared', 'Who are we?', 'Medically dependent', 'Chronic or serious illness', 'Mental health care needs', 'Poor mobility', 'Pregnant, old', 'Young families', 'Alternative energy', 'Temporary support', 'Being energy efficient', and 'Essential contact numbers'. The main content area has a large image of an elderly woman sitting in a chair. To the right of the image, the text 'Being prepared for power cuts' is followed by a paragraph explaining that planned power cuts require customers to carry out essential maintenance. Below this, a list of eight items to prepare for power cuts is provided, each with an icon: 'Keep a torch handy', 'Have plenty of warm clothing and blankets to hand', 'Make sure your mobile phone has important numbers stored and is fully charged', 'Have a battery-powered radio, tuned into a local radio station', 'Fill a vacuum flask with a warm drink', 'Fill a hot water bottle', 'Consider getting an analogue landline phone, rather than a digital one', and 'Leave a switched light on, so you know when the power has been restored'. A final note states: 'If it's not safe for you to stay at home during a power cut, we can help you find somewhere else.' A 'CONTENTS' link is visible in the top right corner.

# Our Vulnerability Assessment Matrix






# Priority Service Membership Video

– <https://www.youtube.com/watch?v=EpchYialFoA>

More about our Priority Service  
Being assessed  
Who are we?  
Medically dependent  
Chronic or serious illness  
Mental health care needs  
Poor mobility  
Personable  
Young families  
Alternative carers  
Respite support  
Being assessed  
Essential contact numbers



### If you rely on electricity for medical reasons

The chance of a power cut can be particularly worrying if you need electricity for medical equipment or for keeping medicines cold in the fridge. As well as our Being assessed section, here's more advice to help you plan ahead.

Medication

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call us to arrange additional support. Insulin can usually be kept at room temperature for up to 28 days. Always follow the storage instructions detailed on your prescription.

Electrical medical equipment

If you use a home renal dialysis machine, travelling device or other medical equipment, make sure you have a back-up battery. If a power cut occurs during home dialysis, the machine's battery should enable the session to be completed.

Medication

If your session is interrupted, you should contact your local renal unit as soon as possible. If the power cut occurs before your session, seek advice from your local renal unit before commencing.

Medication

Most start kits, both adults and other household mobility aids are battery powered. If you use them during a power cut, they will not stay charged. If you use a mains-operated start kit, check its use if there's a manual release handle, which will return the lift safety to ground level if required.

Medication

We have also partnered with the British Red Cross. Their volunteers can visit your home and provide one to one support and assistance during a power cut.

Additional help and advice

Braille UK  
Support for young people who require technology to breathe  
brailleuk.org.uk  
0208 820778

Kidney Care UK  
Support for kidney patients  
kidneycareuk.org  
01420 544242  
info@kidneycareuk.org

National Kidney Federation  
Supporting your journey  
kidney.org.uk  
0200 969 563


Diabetes UK  
Largest diabetes charity in the UK  
diabetes.org.uk  
0203 123 2299

Action, help and advice for carers

Careers Trust  
0208 772 9600  
careers.trust.org

Careers UK  
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### If you have a mental health condition

Any interruption to your power supply can be especially difficult if you have certain medical conditions. We understand this, and do all we can to support you. As well as the Being assessed section, here's more advice to help you plan ahead.

Connecting you

We understand some customers may feel uncomfortable on the phone or the door and this is why we have introduced our text messaging service. When there is a power cut, we will aim to contact you within the first hour by text.

Medication

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call us to arrange additional support. Keeping the fridge door closed will keep medication cold for up to 4 hours. Always follow the storage instructions detailed on your prescription.

Whether planned or unplanned, our customer contact team will be in touch with you throughout a power cut to make sure you are okay and kept updated.

Power ahead

If you don't feel safe or comfortable staying at home during a power cut, we can help you find alternative accommodation. Our customer support teams may also be dispatched to provide emergency supplies, charging facilities for mobile phones, as well as hot drinks and meals.

We have also partnered with the British Red Cross. Their volunteers can visit your home and provide one to one support and assistance during a power cut.

Additional help and advice

Mind, the mental health charity  
Information and support for people living with a mental health condition  
mind.org.uk  
0300 123 3300  
info@mind.org.uk

Alzheimer's Society  
Advice on understanding and caring for someone with dementia  
alzheimers.org.uk  
0300 165 3650


Samaritans  
Providing emotional support to anyone in emotional distress or struggling to cope  
samaritans.org  
116 123

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careers.trust.org

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### If you need help to communicate with us

You might have difficulties with your sight or hearing, or you might need to talk to us in a language other than English. Whatever way you need to communicate with us, we'll find the best way to play to you. Also, have a look at the Being assessed section – and have more advice to help you plan ahead.

For our customers who find it difficult to speak or hear

Braille UK  
Support for young people who require technology to breathe  
brailleuk.org.uk  
0208 820778

British Sign Language is available on our website  
brailleuk.org.uk  
0208 820778

As well as subtitles on all video content, in addition, we also have:  
Text phone: 0800 028 9307  
Text relay: 0800 9600 followed by 0800 165 2996

Action on Hearing Loss  
Support and advice for people with hearing loss  
actiononhearingloss.org.uk  
0208 808 8000  
info@actiononhearingloss.org.uk

Royal National Institute of Blind People (RNIB)  
Support and advice for people with sight loss  
rnib.org.uk  
0203 123 2299  
info@rnib.org.uk

Royal Association of Deaf People  
Providing services for deaf people  
royaldef.org.uk  
0200 468 2222  
Text phone: 0200 468 2527  
Text message: 07801 422 866  
info@royaldef.org.uk

We have also partnered with the British Red Cross. Their volunteers can visit your home and provide one to one support and assistance during a power cut.

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NORTHERN  
POWERGRID

# Priority Service Membership

- Responding to customer feedback: We re-positioned our priority service register to a membership and revised our communications with these key insights in mind:
  - PSR needs to create trust, become a brand in its own right and have clear brand values
  - Signing up to the PSR needs to be seen as positive and proactive and not due to a form of weakness
  - Customers need to have a clear understanding and see the relevance and benefits of becoming a member
  - We need to emphasize that membership becomes a safety net/support system in the event of a power cut
  - It needs to create a sense of entitlement 'what's in it for me'

Many about your Priority Services Register

Being assessed for extra help

Medically dependent

Chronic or serious illness

Mental health care needs

Poor mobility

Prescription use

Young carers

Alternative carers

Temporary visitors

Being assessed for extra help

Essential contact numbers

**If you rely on electricity for medical reasons**

The chance of a power cut can be particularly annoying if you need electricity for medical equipment or for heating. Medics can help. As well as the 'Being assessed' section, we have more advice to help you plan ahead.

**Medication**

Keep medication in a safe and accessible place. If your medicine needs to be kept refrigerated, please call to arrange additional support. If power cuts occur, your battery should enable the device to run at room temperature for up to 24 hours. Always follow the storage instructions detailed on your prescription.

**Electrical medical equipment**

If you use a home renal dialysis machine, heating device or other medical equipment, make sure you have a backup battery. If power cut occurs, your battery should enable the device to be completed.

If your session is interrupted, you should contact your local renal unit as soon as possible. If the power cut occurs before your session, seek advice from your local renal unit before commencing.

**Mobility aids**

Most stairlifts, bath hoists and other household mobility aids are battery-powered. If you are using a device during a power cut, they will not stop charged. If you are using a mains-powered stairlift, check to see if there's a manual release handle, which will return the lift safely to ground level without any risk of injury.

**We have also partnered with the British Red Cross. Their volunteers can visit your home and provide one to one support and assistance during a power cut.**

**Additional help and advice**

**Breathe on UK**  
Support for young people who require therapy to breathe  
[breatheonuk.co.uk](http://breatheonuk.co.uk)

**Carers UK**  
Support for carers of people with long-term health conditions  
[carersuk.org](http://carersuk.org)

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[nkf.org.uk](http://nkf.org.uk)

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**Carers UK**  
[carersuk.org](http://carersuk.org)

**More about our Priority Services Register**

**What we can do**

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[rnid.org.uk](http://rnid.org.uk)

**Royal Association of Deaf People**  
Providing services for deaf people  
[rafd.org.uk](http://rafd.org.uk)

**Text phone: 0800 686 9000**  
[info@nationaldeafcentre.org.uk](mailto:info@nationaldeafcentre.org.uk)

**Text phone: 0800 686 2927**  
Text message: 079 566 1960  
[info@nationaldrg.org.uk](mailto:info@nationaldrg.org.uk)

**We have also partnered with the British Red Cross. Their volunteers can visit your home and provide one to one support and assistance during a power cut.**

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# Other services

# Our region

By 2030, there is projected to be approximately 46,000 fewer people in the 16-64 labour-force age-groups

By 2030, the 65+ population age-groups will have grown by 25%, an additional 414,000 people compared to 2018.

28.6% households are currently living with long term health problem of disability

13% of the population of Yorkshire and the North East are in fuel poverty, compared to 11% nationally, with a large majority of the local authority areas in Yorkshire and the North East above the national average

The North East and Yorkshire regions continue to achieve below-average economic growth compared to the rest of the UK. Relative income deprivation is itself a driver of health and social well-being, with the regions generally having below-average life expectancies and poorer health outcomes compared to national averages.

Decarbonisation is both a unique opportunity and threat to the north of England: there are 28,000 jobs at risk in the coal, oil and gas industries by 2030, whilst a potential to create 46,000 in the low-carbon power by the same date.

311,833 of our customers live in rural location - 8.4% of UK total

We have areas of high deprivation in our region which can often be linked to reduced access to education and life skills



# Our Communities initiatives



## Education

- Energy Heroes
- Ahead Partnership
- Teach First



## Affordability (fuel poverty)

- Citizens Advice Bureau: Bradford, Calderdale, Kirklees, Leeds, Wakefield, Newcastle and surrounding areas
- Green Doctor: Tees Valley, North Yorkshire, West Yorkshire, Hull & East Riding
- Money and Pensions Advice Service



## Innovation

- Community Partnering Fund (partnership with Northern Gas Networks)



Community  
Partnering  
Fund

# Community Partnering Fund

Northern Powergrid together with Northern Gas Networks, delivered by Leeds Community Foundation.

£100,000 available, for organisations to apply for between £1000 and £10,000

Categories:

- Alleviating hardship associated with fuel poverty.
- Informing communities about domestic power and gas safety including the dangers from Carbon Monoxide (CO) poisoning.
- Encouraging interest in STEM (Science, Technology, Engineering and Maths) subjects and related career opportunities.
- Promoting use of the Priority Services Membership, a free service provided by network operators and suppliers to customers in vulnerable circumstances within communities.
- Championing community energy.
- Examples: Leeds GATE, Speakup Self Advocacy, Northumberland

Community Enterprise Ltd





# Referral Partners

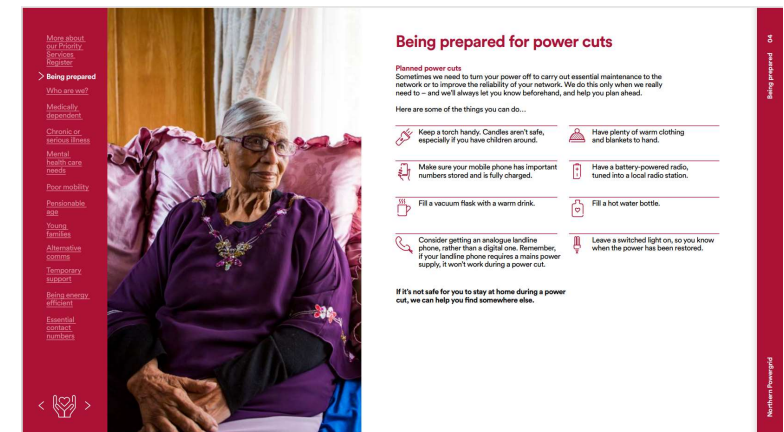
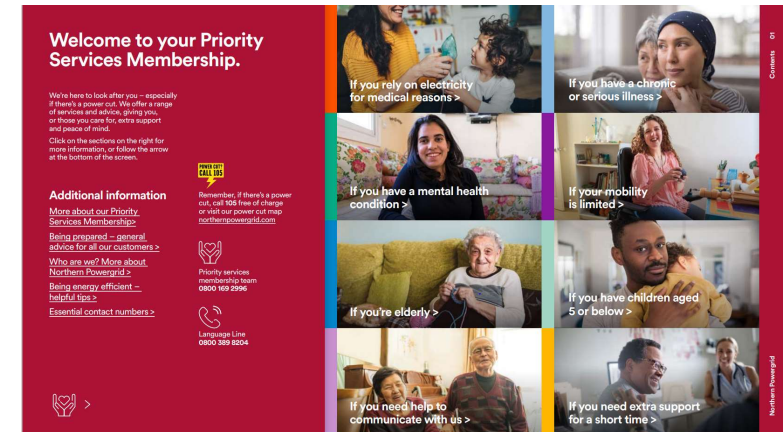
We are always keen to connect with charities and support agencies who can help us spread the word about the Priority Services Membership with their service users.

- Age UK branches
- Crisis branches
- West Yorkshire Fire Service
- Mind branches
- Community Partnering Fund recipients
- Etc etc

We can supply leaflets, posters etc and free post applications forms.

How you would like to work with us?

**Get in touch!**



**Questions?**

**Please get in touch if you would like to work with us.**

**[leah.larkin@northernpowergrid.com](mailto:leah.larkin@northernpowergrid.com)**



