Free extra support when you need it



The Priority Services Register is a free service offered by utility companies and electricity distribution network operators.

It ensures customers who may need help, due to their medical or personal circumstances, receive extra advice and support if their energy or water supply is ever disrupted.

If you rely on electricity, gas or water for medical reasons, have mobility, communication or sensory needs, are of pensionable age, or have children aged five or under, sign up today.

Be prepared and join today.
Visit **thepsr.co.uk** to find out more and sign-up today.

Check out your electricity, gas and water providers' website or contact them directly to find out what extra support they can offer you if your energy or water supply is ever disrupted.

Northern Gas Networks

northerngasnetworks.co.uk/staysafe
0800 040 7766

Smell gas? Call the National Gas Emergency Service on 0800 111 999

Northern Powergrid

northernpowergrid.com/care
0800 169 2996

Report a power cut online or or call 105. For updates visit northernpowergrid.com/power-cuts

Northumbrian Water

nwl.co.uk/winter
0345 717 1100

Report a water emergency online at nwl.co.uk or call 0800 393 084

Yorkshire Water

yorkshirewater.com
0345 124 2424

Report a water emergency online at yorkshirewater.com/your-water/view-report-problems/ or call 0345 124 2424

Want to find out more
Check out our websites and follow us on social media to see how:

- we invest, manage and maintain the networks that deliver electricity, gas and water supplies safely to your property, and
- access free gas, electricity and water saving advice.

Stay safe and warm this winter

Your winter-ready guide

NORTHERN POWERGRID

Northern Gas Networks

NORTHUMBRIAN WATER *living water*

YorkshireWater

Gas
Keep your home safe and warm

Winter often means spending more time indoors and using your heating and hot water more. Taking a few simple steps can help keep your gas appliances running safely and efficiently throughout the season.

- Get your gas appliance serviced by a Gas Safe registered engineer.
- Check that boilers, fires and cookers are working properly. Check flames are burning blue and not a yellow/orange colour.
- Save 0800 111 999 to your phone so you have the number to call if you smell gas or suspect carbon monoxide.
- Know the signs and symptoms of carbon monoxide poisoning - headaches, dizziness, nausea, breathlessness, collapse and unconsciousness.
- Invest in an audible carbon monoxide alarm and test it regularly.
- Know how to turn off your gas supply if instructed to do so by your gas network operator in a gas emergency.

Smell Gas?
Call the National Gas Emergency Service on:
0800 111 999

Electricity
Prepared today, safe tomorrow

Winter brings with it the increased risk of severe weather which can cause damage to your local power network. Taking action now can help you be prepared if your power supply is ever interrupted in the future.

- Bookmark our power cut map on your mobile to report and track a power cut.
- Add 105 the national power cut number to your mobile.
- Follow us on Facebook and X for updates.
- Keep an eye on weather forecasts and prepare ahead of any severe weather.
- Keep a power cut bag handy containing:
  - ✓ portable power bank
  - ✓ torch and radio (battery, solar or wind-up)
  - ✓ warm clothes and blankets
  - ✓ first aid and essential medicines
  - ✓ spare batteries
  - ✓ bottled water and non-perishable foods
  - ✓ important items (documents, spare keys and some cash).

Power cut?
Report it on online and get updates at **northernpowergrid.com /power-cuts** or call **105.**

Water
Wrap up your pipes for winter

Prepared homes can handle winter better. By preparing your home in advance you can help reduce the risk of a burst pipe and unnecessary disruption during colder weather.

- Check exposed pipes to ensure no damage or cracks.
- Insulate water pipes, water tanks and outdoor taps where possible.
- Know where your stop tap is and how to turn it off.
- Fix any dripping taps as they are more likely to freeze. Plus this will save you money if you are on a water meter.
- Keep your home heated. If you can, try and keep your heating on constantly at a low temperature, especially during cold spells.
- If you're leaving your house for a few days, leave your heating on low.
- If you're leaving your property empty for a long time, turn off the stop tap.

If your pipe freezes:
Turn off your water at the stop tap.

If your pipe bursts:
Turn off your water at the stop tap and contact a qualified plumber for assistance.