

Electricity
Distribution

nationalgrid

Reporting power problems

We're here to help 24/7



**POWER CUT?
CALL 105**



We are National Grid Electricity Distribution

National Grid Electricity Distribution keeps the lights on across the Midlands, South West England and South Wales. If you spot an electrical problem or experience a power cut, we want to hear from you so we can fix it quickly and safely.

**POWER CUT?
CALL 105**



Emergency? Call 105 Now

For power cuts, damaged cables, or dangerous electrical situations

- **Call 105** (free from any phone, 24 hours a day, 365 days a year)
- Or call **0800 6783 105**
- We have **Welsh-speaking staff** for our South Wales customers



Quick ways to report and check updates

For power cuts in your area:

- **Power Cut Reporter app** (search your app store)
- Website: **nationalgrid.co.uk/power-cuts-in-your-area**
- Twitter: **@nationalgriduk**
- **WhatsApp**
- Webchat: **nationalgrid.co.uk**



Non-urgent reports

For general enquiries during working hours:

- Email: **nged.info@nationalgrid.co.uk**
- Post or visit us: **National Grid Electricity Distribution, Pegasus Business Park, Herald Way, Castle Donington Derby, DE74 2TU**



When we visit your property

Your safety and security is our priority

Sometimes we need to visit your property to maintain the electricity network, read meters, or carry out safety checks. Here's how to know you can trust our staff:

How to recognise our genuine staff

- **Photo ID cards** - Always ask to see official ID and take time to check it
- **Branded vehicles** - Clearly marked with National Grid or contractor logos
- **Professional appearance** - Clean, branded workwear
- **Clear purpose** - Can explain exactly why they're visiting

Extra security options

- **Password protection** - Set up a personal security word for additional peace of mind
- **Call to verify** - If unsure, ask them to wait while you phone us to confirm
- **Never feel pressured** - Genuine staff understand if you need to verify first

What to expect from our team

- **Qualified, trained professionals** for every specific task
- **Polite, respectful treatment** of you and your property
- **Clear explanations** of any work needed
- **Minimal disruption** and clean-up after work
- **Help and advice** if you need it



Extra support when you need it most

Priority Services Register - free extra help

Life can be challenging, and sometimes you need additional support with your electricity supply. Whether you're dealing with health issues, caring for young children, going through a difficult time, or want extra peace of mind, we're here to help.



How we'll look after you

- **Priority contact** - Faster phone service during power cuts
- **Emergency support** - Essential items like torches, blankets, hot meals during long outages
- **British Red Cross partnership** - Welfare checks and practical help during extended power cuts
- **Advance notice** - Warning before planned maintenance that might affect your supply
- **Your choice of updates** - Text or phone alerts about power cuts (whatever works for you)
- **Enhanced security** - Password protection for home visits
- **Accessible communication** - Information in large print, braille, audio, or your preferred language



How to join (it's free and easy)

- **Through your energy supplier** - Ask them to add you (easiest option)
- **Contact us directly** - Call, email, or visit our offices
- **Share across utilities** - With permission, we'll inform your water company too

You might benefit from our extra support if:

Health and mobility needs

- Living with disability, sight loss, or hearing difficulties
- Mental health challenges or dementia
- Reliance on medical equipment that needs electricity
- Essential medicine stored in the fridge
- Recovering from hospital treatment
- Elderly and wanting extra peace of mind

Family and life circumstances

- Children under 5 in your household
- English isn't your first language

Temporary situations

- Bereavement
- Relationship breakdown
- Job loss
- Living independently for the first time



Your privacy and data protection

We keep all your reports confidential and only share information with people who need it to fix the problem or with energy regulators when required.



Need information differently?

We can provide this information in alternative formats - just ask. Our website also has tools to help customers who are blind, partially sighted, deaf, hard of hearing, or whose first language isn't English.



POWERCUT?
CALL 0800 032 0311



Quick reference

- Emergency (24/7): **105 or 0800 6783 105**
- Non-emergency: **nged.info@nationalgrid.co.uk**
- Website: **[nationalgrid.co.uk](https://www.nationalgrid.co.uk)**
- App: **Power Cut Reporter**

Remember:

We're here 24/7 for emergencies, and we want to help make your experience as smooth as possible. Don't hesitate to ask for the support you need.

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