

## **Storm Arwen – help and support**

Durham County Council, County Durham and Darlington Fire and Rescue Service, Durham Constabulary, the Mountain Rescue Service, Northumbrian Water, NHS bodies, Northern Powergrid and the voluntary sector have all been working together to support residents following Storm Arwen.

We are also aware of the support members of the community have been providing to friends and neighbours and would like to offer our thanks for the invaluable help that has been provided. If you require support, please call 03000 26 0000.

### **Are you still without power?**

If your power supply has not been restored, contact Northern PowerGrid. Visit [www.northernpowergrid.com](http://www.northernpowergrid.com). If you are vulnerable, call 105.

### **Help to cover costs**

If your property was without power on or after Monday 29 November, you can claim financial assistance from Northern Powergrid. This includes the reasonable costs of alternative accommodation and food – up to £15 per person per meal.

All customers are eligible. Customers' circumstances will be considered on a case-by-case basis. For support, email [StormArwen@northernpowergrid.com](mailto:StormArwen@northernpowergrid.com) or call 105.

Northern Powergrid has also said that it will be contacting customers affected by the power cuts to advise them as to how their bills will be affected. This will start once power has been restored to all affected properties.

If you are experiencing immediate financial hardship, and a delay in reimbursement from Northern Powergrid will cause further strain on your finances, you may be eligible for a one-off voucher through Durham County Council's welfare assistance scheme. Call 03000 267 900 for information.

### **Temporary heating**

Northern Powergrid has installed temporary generators to restore power to some properties. These are either large generators providing a supply to a number of houses, or smaller units for individual properties.

Northern Powergrid is responsible for refuelling generators and householders should not attempt to do this themselves. If a generator stops working, either due to running out of fuel or a mechanical fault, contact Northern Powergrid by calling 105.

In order to reconnect those properties served by a generator, it is necessary to turn off the power supply for a short period of time.

Durham County Council has also supplied a number of temporary heaters and cooking stoves to residents without power. Once power is restored, the council will be in touch to arrange collection so that these items can be used again.

**Thank you once again for your support and patience during this time**

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