

September 2012

Customer Relations  
Manor House  
Station Rd  
Penshaw  
DH4 7LA

[www.northernpowergrid.com](http://www.northernpowergrid.com)

tel 0800 298 7769

**FOR LOSS OF SUPPLY**

tel: 0800 375 675

Dear Customer

**Metal theft in your area**

As the company responsible for distributing electricity in the whole of the Northeast, Yorkshire and northern Lincolnshire, we are writing to you to explain why you have been affected by recent disruptions to your electricity supply and to make the wider community aware of the problems being caused by metal theft in the area.

Determined thieves stealing cables and metal from our overhead power lines are yet again responsible for these power cuts that have caused the disruption to the electricity supply.

Our concern is not only the fact that they are disrupting your supply but are also causing a serious public safety issue. We want to reassure you that we are doing everything we reasonably can to stop this problem. However, we also need your assistance to help us prevent further unwanted power cuts and to stop these crimes.

If you see any suspicious vehicles or activity around electricity overhead power lines in your neighbourhood, please contact the police immediately. You can also call us directly on 0800 375 675 and we will come to the site and ensure the area is made safe as soon as possible.

We have also joined forces with Crimestoppers to try to put an end to this mindless vandalism so please see the information attached to this letter detailing the Crimestoppers phone number. If you have any information that could help us catch these thieves and you do not want to contact the police or ourselves then please call Crimestoppers and your call is totally anonymous.

These reckless thieves are not only putting their own lives at risk, leaving hundreds of homes without power and causing thousands of pounds worth of damage to our network and also, in some cases, to household electrical appliances due to the voltage irregularities caused by the removal of critical electrical components.

We are working closely with local police to help them with their investigations into these crimes and are sharing all the information that we gather with them.

**NORTHERN POWERGRID HOLDINGS COMPANY**

Registered Office: Lloyds Court, 78 Grey Street, Newcastle upon Tyne, NE1 6AF  
Registered in England and Wales. Registered Number: 3476201

If you would like an audio copy of this letter, a copy in large type, Braille or another language, please call 0800 652 6543

Finally, I would also like to emphasise that it is very important that you do not touch any exposed cables, enter open substations or attempt to move dangling cables as they may still be live and, therefore, extremely dangerous. It is important that you ensure children, pets and livestock are kept away from any damaged or exposed electrical equipment.

We would like to thank you for your patience during this difficult situation and ensure you that we are doing everything we can with the Police to put a stop to these incidents. For further information on the problem of metal theft please see our website at [www.northernpowergrid.com](http://www.northernpowergrid.com).

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mick Hickling', written in a cursive style.

Mick Hickling  
**Head of Network Repairs**