

Our emergency number is



105 or **0800 6783 105** (24hr)

You can also call 105 if you see damage to electricity power lines, poles and substations which could put you or someone else in danger.

If there is a serious immediate risk, you should also call the emergency services.

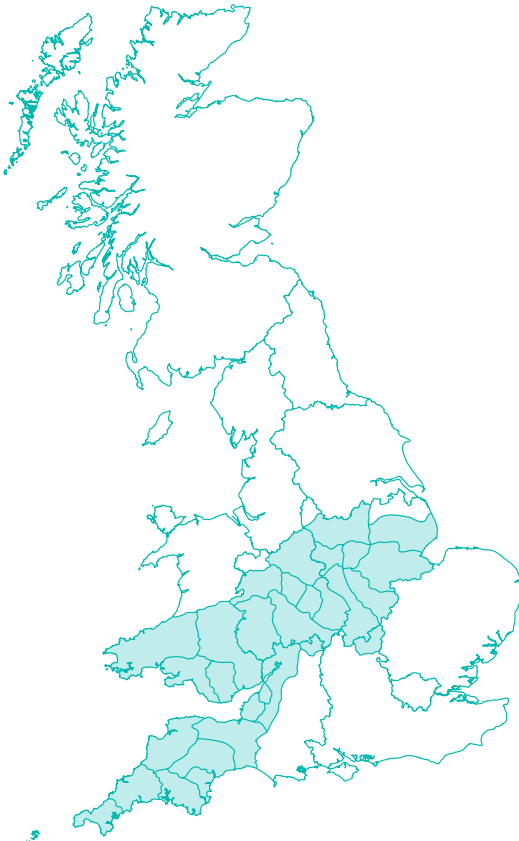
General enquiries:

call **0800 096 3080** (Monday to Friday, 9am – 5pm)

Webchat:

nationalgrid.co.uk

Our operational area



About us

Our aim is to help you, your family, and other people using your land to stay safe in the vicinity of our equipment. Our key message is to always remember that electricity cables and lines can be dangerous - the general rule is:

“Keep well clear and stay safe”

If you are in any doubt whatsoever about safety in relation to our equipment then please feel free to contact us for advice and help on the following telephone number we will be very pleased to help.



Remember
**stay away,
stay safe!**

National Grid Electricity Distribution plc
Avonbank
Feeder Road
Bristol BS2 0TB
United Kingdom

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nationalgrid

Stay away, stay safe!

National Grid Electricity Distribution is working together with you to manage site safety in the vicinity of private property



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This leaflet has been designed to explain how, by working together, we can make sure that activities in the vicinity of our equipment on your property are carried out safely.

Overhead lines and underground cables are designed to be safe and inaccessible in normal circumstances.

As an example, our overhead lines are erected at a height that is designed to minimise the risk of contact with objects and vehicles.

However, it is possible for a potentially dangerous situation to occur should anything be allowed to touch or to get too close to the overhead line.

Examples of circumstances where contact with our lines could occur include;

- during demolition, alteration or construction of any building (such as a barn, store, silo or slurry containment structure)
- where alteration to ground levels has occurred due to excavation or tipping
- during the erection of, or work upon, scaffolding structures
- during the use and movement of large equipment and plant
- during leisure activities that use long objects such as boat masts, fishing rods, tent poles, kite lines etc.

The safest approach is to look around you and stay away from the lines.



It is also important to note that underground cables can be found anywhere and not just in highways and footpaths, so major excavations should not start until you have checked with us that there are no cables in the vicinity of your work.

If you would like any more information on this subject, we have produced two simple guides that are designed to help explain how danger can be avoided;

- Avoidance of danger from electricity overhead lines and underground cables
- Avoidance of danger from electricity overhead lines during leisure activity.

If you would like copies of any of these leaflets, please call us on our general enquiries number.

More detailed information is also published in the following documents available from the HSE.

GS6 - Avoidance of Danger from Overhead Lines.

HSG(47) - Avoiding Danger from Underground Services.

Along with Forestry Industry Safety Accord (FISA) publication **FISA 804** - Electricity at Work: Forestry.



Do not attempt to touch or move anything that looks as though it might still be connected to our system. You could be putting yourself in serious danger.



It can be difficult to tell the difference between telephone lines and electricity lines – so please don't try. It is far safer to treat all overhead lines as dangerous.

If you find objects hanging from lines or poles (such as fishing line, chains, ropes).

Please stay away and keep others away and call us on our emergency number.

Call our emergency number



105 or **0800 6783 105** (24hr)



If possible, please be ready to provide us with an accurate location or set of directions together with a contact telephone number – this will help us in getting our staff to site quickly to minimise any danger.

If someone or something has made contact with an overhead line, you should immediately clear the area to at least 50m away from the damage because the line could still be live, or become live again.



what3words

what3words is a simple way to identify precise locations. Every 3 metre square has been given a unique combination of three words. Learn more about how it works here: [what3words.com](https://www.what3words.com)