



To: All Operational Colleagues and Service Partners

Issued by: Health Safety and Training

Date: 26 June 2025

Issue: 2025 14

Keeping our substations safe and secure

At Northern Powergrid, we are committed to ensuring our customers have access to reliable power when they need it most. One crucial part of this commitment is following protocols when accessing primary/bulk supply substations – notifying the Alarm Receiving Centre (ARC) before entry is essential. We are continuing to see colleagues entering these substations without notifying the ARC.

Please take a moment to understand why this step is important and how it helps us work more effectively and efficiently.

Why contacting the Alarm Receiving Centre matters

When an alarm is triggered at a primary/bulk substation, it alerts the ARC staff to a potential issue that requires immediate attention. If a colleague enters a substation for operational reasons without notifying the ARC, it can lead to the following:

- **Wasted resources:** Our teams or police response may be dispatched to investigate false alarms instead of focusing on critical repairs and deployment of emergency services away from other urgent calls for service.
- **Longer outages:** Delayed responses to genuine issues can impact the reliability of service for our customers.
- **Safety concerns:** The protocols are in place to keep our people, customers, and infrastructure safe. Failing to notify the ARC can lead to risks that could otherwise be avoided.

Please make sure that you notify the ARC before entry as this ensures the alarms are managed properly and our teams can focus on urgent tasks.

Know the Process

Make sure you are familiar with the steps for contacting the ARC and share this knowledge with your team. The ARC has two contact numbers, meaning there is always an ARC Operator available to speak to 24/7:

- **01132 415510**
- **01132 415517**

If you notice any alarm-related issues or have concerns about site access, notify your supervisor and the ARC immediately.

Together, We Keep the Power Flowing

By working as a team and following this process, we can improve response times, keep our resources focused where they are needed most, and, most importantly, maintain the safety of our people and the public.

Thank you for your help and assistance in this matter and for your work in providing a reliable network to our customers.

Please report any concerns to Mark Bownass, Security Manager at Mark.Bownass@Northernpowergrid.com or 07546503830.