

Check Your Trees

Do you have any trees on your property?

If so, you need to check whether they are, or could, touch any power cables. If this happens it could cause a power outage.

If this applies to you, then contact National Grid Electricity Distribution (NGED) (formerly Western Power) by phone. When a resident reports a tree threatening an overhead power line, NGED follows a structured safety and assessment process:

- **Initial Report Logging:** The resident contacts NGED to provide the location and details of the hazard.
- **Safety Triage:** NGED assesses whether the situation is an immediate emergency (e.g., the tree is actively touching the lines, sparking, or has brought wires down). Emergency reports trigger an immediate dispatch of operational engineering crews to secure the site.
- **Site Inspection and Assessment:** For non-urgent or reported encroaching threats, NGED schedules a trained forestry professional or specialist contractor to visit the location. They evaluate the proximity of the tree to high-voltage distribution wires, check legal safety clearances, and determine whether the network assets are at risk.
- **Responsibility Determination:** NGED establishes if the tree threatens their main distribution infrastructure. If the tree endangers their overhead lines, they plan the necessary clearance. If it only affects low-voltage private service drops, telephone wires, or telecom cables, ownership and clearance generally fall back to the property owner or telecom operator.
- **Scheduling and Execution:** If work is required by NGED, they coordinate the pruning or felling. If the clearance is complex or requires cutting power safely, they schedule a planned interruption, notifying affected residents in advance before their authorized specialist contractors carry out the tree trimming

You can contact NGED at:

Emergency number: 0800 6783 105

General contact enquiries: 0800 096 3080

On Behalf of Dolton Emergency Committee

This is an updated version of the article that appeared in the Diary in April 2026