

FAQs – North London Reinforcement (NLR) WhatsApp Channel

Why have you setup a WhatsApp Channel for North London Reinforcement?

We're currently testing WhatsApp Channels to keep local people informed in real-time about work in their area. WhatsApp Channels allows us to promptly notify the local community about any incidents such as traffic diversions, as well as provide general updates about the project.

We'll still share updates on our NLR web page and write to residents living near the sites, but WhatsApp Channels enables us to communicate more efficiently about any day-to-day changes.

How does the WhatsApp Channel work?

WhatsApp Channels is a one-way communication tool that allows the channel owner to send updates, including pictures and videos, to followers. National Grid's project team will use this channel to keep followers informed about our work on NLR.

To make sure you don't miss any updates, follow the channel and check you've turned on notifications. Channels appear in the updates tab on WhatsApp, keeping any channels you follow separate from your calls and chats.

Can people see my details if I follow the NLR WhatsApp Channel?

No. Unlike WhatsApp groups, your personal information is hidden from other users. No-one, including the channel owner, can see who follows the channel or what other channels you may follow.

The Channels feature is intended to share information with followers and so National Grid will not store or extract any personal information. In addition, WhatsApp Channels automatically deletes shared updates after 30 days.

How do I follow the NLR WhatsApp channel?

You can search for North London Reinforcement on the updates tab on WhatsApp or scan the QR code below with the camera app on your smartphone:



What if I want to reply to an update?

While WhatsApp Channels doesn't let you directly respond to any updates, you can contact our community relations team on 0800 0731047 or northlondonreinforcement@nationalgrid.com.