

SSEN Distribution

YOUR PLANNED POWER CUT EXPLAINED:

CONNECTING A NEW PROPERTY OR SITE



WHO WE ARE

We're Scottish and Southern Electricity Networks. We look after the electricity cables that bring the power to your property and 3.9 million other homes and businesses across central southern England and the north of Scotland. We're not your electricity supplier, which is who you pay your bills to and is responsible for your meter.



Scottish & Southern
Electricity Networks

We need to turn your power off to either safely move equipment, divert an electricity supply or connect a new property in your area.

Each year we connect thousands of new residential or business properties. To do this we may need to turn your power off to safely connect them to our electricity network, whether it's installing new cables or a new substation.

When we do this work, we also look for any opportunities to install new technology to our network to improve it and help prevent issues in the future.

How will we notify you before your planned power cut?

We aim to notify you at least 10 days before the planned power cut begins. We will never turn your power off earlier than the time on your letter. In some cases, the engineers may turn the power off later than the time advised on your letter, if they are still making the area safe before they start work.

We will work as quickly and safely as possible to get your power back on, earlier in the day if possible. This means that your power can come back on earlier than expected. All customers are connected to different parts of the network. In some cases, your power may be turned off and back on at different times to other customers.

Why do we need to turn your power off to do this work?

We turn the power off to keep our engineers and our customers safe while we are doing this work.

We understand that being without power for any length of time can be hard for some of our customers. We will work as quickly and safely as possible to get your power back on, earlier in the day if possible.

Why might planned power cuts be rescheduled?

We may have to cancel planned works and these can be for multiple reasons. You will receive either a letter in advance or a text on the day of the planned power cut, if the work has been cancelled.

These are the most common reasons for work to be cancelled.



Emergency power cut - If there is an emergency power cut we may need the engineers on your planned power cut, to attend and get customers power back on.



No longer required - We have carried out the works without turning your power off.



Severe/Bad weather - This can create safety risks for our engineers.

Why can changes happen?

There are some reasons that can change the time of your power cut, such as;



Weather conditions



Safety of our engineers



Access problems

Do you provide generators?

We cannot provide you with a generator. You can hire small generators from local hire shops, however you must let us know so we can make sure it is safe. Only a qualified electrician can connect a generator safely.

EXTRA HELP AND ADVICE

Fridge/freezer

Set your fridge/freezer to the coldest setting 12 hours before we are going to turn the power off. While your power is off do not open your fridge/freezer door, this will stop your food from defrosting.

Can I get compensation?

We do not pay compensation for planned power cuts.

Please have a look at the regulations set by OFGEM on this:

[ssen.co.uk/compensation](https://www.ssen.co.uk/compensation)

Medical Equipment

Check that your medical equipment has a back up battery and how long the battery will last for, so you can keep using it. This includes stair lifts, bath hoists and adjustable beds. Please contact your Doctor or equipment provider for more help. If you have a stair lift, please check it has an override or manual release option. This will help you get the stair lift from the top of the stairs to the bottom when your power goes off. Speak to your manufacturer if you're not sure how.

Phones and Electrical Devices

Charge your mobile phone/electrical device before we are due to turn the power off. Reminder - Your Wifi, digital phones and phone lines won't work while your power is off. Disconnect smart equipment before the power goes off and comes back on, such as boiler controls, TVs etc.

Do not do any electrical work

Do not do any internal electrical work while your power is off. We may turn your power back on earlier than expected if we finish our work earlier.

Security Alarm

Your alarm may beep when the power is turned off. Please contact your alarm supplier so they can tell you how to stop this from happening.

Scan the QR to visit our website to find out more about your planned power cut



How will we update you?

Here are some ways which you can track your planned power cut;



Power Track: Visit our power cut map to track and register for updates on your planned power cut



To find out more visit ssen.co.uk/plannedoutage

Our teams are on hand to help 24/7, call us on **105**

**POWER CUT?
CALL 105**



We would love to hear your thoughts

We are always looking at ways to improve the information we share with our customers and would love to hear your thoughts. Scan the QR code to fill out our feedback form and help shape our future.



HAVE A QUESTION?

Or if your power has not come back on when we said it would, please get in touch.



our website
ssen.co.uk/plannedoutage



email us via
plannedoutage@sse.com



call us on
0800 048 3504

EXTRA HELP IF YOU NEED IT

We offer extra help and support during a power cut if you need it. Sign up today for our free Priority Services Register.



our website
ssen.co.uk/psr



call us on
0800 294 3259



text phone
0800 316 5457

In order to improve our service and fulfil our regulatory obligations, we may pass your details on to a third party to carry out an independent customer satisfaction survey, but your information will not be used for any other purpose. This survey is optional.

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