

GET FREE EXTRA SUPPORT DURING POWER CUTS

● Register for Priority Services



**POWER CUT?
CALL 105**



Scottish & Southern
Electricity Networks

Powering our
community



EXTRA HELP FOR THOSE WHO NEED IT MOST



We're the people who look after the wires and cables that bring electricity to communities throughout the north of Scotland and central southern England. **We're not the company who sends you electricity bills – our job is to maintain and repair the electricity networks. It's also our job to fix power cuts as quickly and safely as possible.**

We know that a power cut can be worrying or difficult, that's why we offer free extra help and support. We can help you far better, and quicker, if we know in advance what extra support you might need. If you'd like to register for Priority Services, even if only temporarily, please call us on **0800 294 3259** or complete the attached form.

You may want to be on our register if you:

- Are deaf or hard of hearing
- Have a disability
- Live with children under five
- Are blind or partially sighted
- Have a chronic illness
- Use medical equipment/aids reliant on electricity
- Are over 60
- Temporarily need extra support

Of course, everyone has different needs so feel free to contact us to discuss your requirements.



WHAT WE AIM TO OFFER

Priority treatment during planned or unplanned power cuts

You will receive regular power cut updates 24 hours a day. If we need to switch off your power to carry out essential maintenance we'll contact you, or your nominated contact, in advance.

Connection to local emergency services

We work with local authorities, emergency services and agencies, like the British Red Cross, to provide extra support to people on our Priority Services Register.

Emergency power supplies

If you use medical equipment/aids reliant on electricity we aim to provide extra support during prolonged supply interruptions.

Safety advice tailored to your needs

When requested, we'll offer you advice on how to prepare for a power cut in a format that suits your needs, e.g. Braille, textphone, Easy Read, audio CD or a language other than English.

Provisions for your community

During severe weather events and prolonged power outages, our access to local welfare vehicles help us in our aim to provide meals, drinks, warmth and charging points.

Peace of mind

We offer a service where you can agree a password to use when dealing with the staff at Scottish and Southern Electricity Networks. That way we can look after your personal safety and home security.

All our Priority Services are FREE



FREE ADVICE TO HELP SAVE YOU MONEY



We can arrange free expert energy advice for you from our partners YES Energy Solutions, this includes:

- A free introductory energy saving pack in the post with gadgets to help you reduce your bills
- Top tips to save money by reducing your energy use
- Assessments on your eligibility for grant schemes to improve the efficiency of your home
- Income maximisation checks to ensure you're claiming all the benefits and financial support you're entitled to
- Mental, physical and wellbeing support
- **YES Energy Solutions'** services are free and confidential.

Start saving energy by:

- 1** Calling us free on **0800 294 3259** and we'll arrange the right help for you totally free of charge from **YES Energy Solutions**
- 2** Visiting ssen.co.uk/energyadvice and completing the online form
- 3** Ticking the box overleaf which allows us to pass your details to **YES Energy Solutions** so they can send you their introductory energy saving pack and give you a call back



REGISTER FOR PRIORITY SERVICES TODAY

Fill in the form or call FREE



0800 294 3259



0800 316 5457 textphone



ssen.co.uk/psr

Be prepared for power cuts



Have some warm clothes and a battery-powered torch to hand.



Check you have back-up power for any medical equipment.



Check your stairlift can be operated manually or has battery back-up.



Ensure your mobile phone is charged so that you can call 105 if a power cut occurs.

**POWER CUT?
CALL 105**



Scottish & Southern
Electricity Networks



/ssencommunity



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PRIORITY SERVICES REGISTRATION FORM

Contact details

for the person who may need extra help during a power cut.

Title

First name

Surname

Address

Postcode

Home phone

Mobile phone

Textphone

Home visit security

(Maximum 10 characters)

If you would like us to use a password when we visit you, please enter it here:

Nominated contact

If you have a nominated contact we need your explicit consent to talk to them on your behalf when providing Priority Services. This may mean we will share information about you and your energy supply with them.

Title

First name

Surname

Home phone

Mobile phone

Relationship

For information on how we collect, store, and process your data, see our Privacy Notice at ssen.co.uk/PrivacyNotice/ (contact us to request a paper copy).

If you no longer require Priority Services, call us on **0800 294 3259** or contact us by textphone on **0800 316 5457** or on Networks.Priority.Services@sse.com, and we will remove you from the register.

PRIORITY SERVICES REGISTRATION FORM

Medical equipment/aids
that relies on electricity

Equipment Type

Reason for registering (tick all boxes that apply)

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Chronic illness | <input type="checkbox"/> Blind | <input type="checkbox"/> Partially sighted | <input type="checkbox"/> Over 60 |
| <input type="checkbox"/> Speech impairment | <input type="checkbox"/> Development condition | <input type="checkbox"/> Dementia (s)/cognitive impairment | <input type="checkbox"/> Physical impairment |
| <input type="checkbox"/> Mental health | <input type="checkbox"/> Hearing impairment (inc) deaf | <input type="checkbox"/> Restricted hand movement | <input type="checkbox"/> Living with children under 5 |
| <input type="checkbox"/> Poor sense of smell/taste | <input type="checkbox"/> Unable to answer door | <input type="checkbox"/> Additional presence preferred | <input type="checkbox"/> Water dependent |
| Temporary: | <input type="checkbox"/> Life changes | <input type="checkbox"/> Post hospital recovery | <input type="checkbox"/> Young adult householder <18 |

Other reasons you may need extra support (Please give more details if necessary)

If English is not your first language, please tell us what is?

How did you hear about us?

How we use your information

To provide you with Priority Services, we will store the information you have given us and use that to provide you with support in an emergency, bad weather and for planned supply interruptions. We may share your information with welfare organisations, electricity suppliers, gas transporters, local authorities, and emergency services for those organisations to provide support and assistance to you in special circumstances or emergencies.

You may be contacted for feedback about our services.

Sharing your details

Following your referral with Yes Energy Solutions, your details will be passed onto our third party survey provider, to carry out a customer satisfaction survey. Your details will be used by the survey provider to contact you regarding the survey ONLY. If you do not wish to be surveyed, please let us know by calling us on **0800 294 3259**.

I consent with sharing with YES Energy Solutions for the purposes of receiving energy advice

For customers in England: We pass your details onto your water supplier. We do this on the basis of legitimate interests (passing on your name, contact details, your other household members) so in the event of a water supply issue, the water supplier is aware that you will need priority assistance. We pass on any health conditions on the basis of substantial public interest, protecting children and adults at risk. This is to make sure you have assistance in the event of a water supplier issue.

Date

Sign

If you are signing on behalf of the person registering, please also include a copy of your legal authority to do so.

Please send to:

Priority Services, Scottish and Southern Electricity Networks, FREEPOST, RTGH-TXXT-ZAEG,
Inverlmond House, 200 Dunkeld Road, Perth, PH1 3AQ