

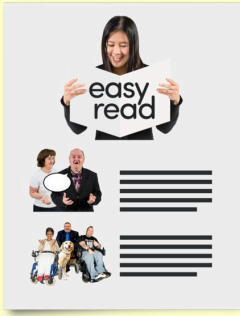


Scottish & Southern
Electricity Networks

How we can help you with **power cuts**



Easy read booklet



This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

words

Some words are **black and bold**. This means we think they are difficult words.

A **power cut** is when the electricity stops and does not work for a while.

Black and bold words are thicker and darker. We explain what they mean in a box like this.



Some words are **bright blue**. These are links to websites or email addresses. You can safely click on these links on a computer.

Who we are and what this booklet is about



We are **Scottish and Southern Electricity Networks Distribution**.
We give your home **electricity**.



Electricity is what things like lights, computers and TVs need to turn on and work.



This booklet tells you about our priority services that can help you if a **power cut** happens in your house.



A **power cut** is when the electricity stops and does not work for a while.

Our priority services



Our priority services can help you before, during or after a power cut.



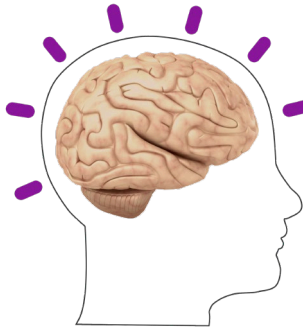
You can join our priority services if you

- are over 60 years old
- are blind or find it hard to see
- are deaf or find it hard to hear
- live with children who are younger than 5 years old
- need extra support
- have health problems which last a long time





- have a **disability**
- have a **mental health problem**
- use **medical equipment** or **aids** which need electricity.



Disability means your body or mind work in a different way and you might need help to do everyday activities.



A **mental health problem** affects how you think, feel and behave.



Medical equipment means machines or tools that help you look after your health.



Aids are things like electric wheelchairs or lifts that help you do daily activities.

Why you should join



Our free priority services can help you in lots of different ways.



When you join, we will send you a power cut plan that tells you what to do before, during and after a power cut.



We tell you when there might be a power cut so you can get ready for it.



We can give you information in

- large print
- braille
- another language
- audio.



You can choose a password for when we speak to you. This helps you know that it is us calling or visiting.



We try to give extra help when there is a long power cut.



In a long power cut we might

- call you to check how you are
- pay for some of your meals if your power is off for over 12 hours
- work with **other services** to see what else could help.



By **other services** we mean your local councils or emergency services who look after people when they need support.

Who else can help you



We work with a company called **Yes Energy Solutions**. They give free advice about how to use **energy**.



Energy is what makes your electricity, heating and other things work.

They can



- tell you how to use less energy
- check if you can get money to help your home use less energy
- think about any help you might need for your health
- help you save money.



How to join us



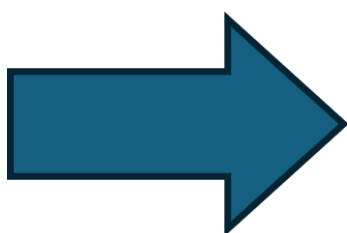
It is quick, easy and free to join our priority services.



You can sign up for yourself or someone else if you think we can help them.



Complete our form in this booklet to join us.

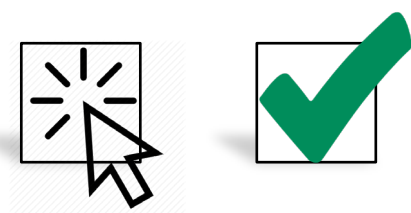


We tell you how to do this on the next page.

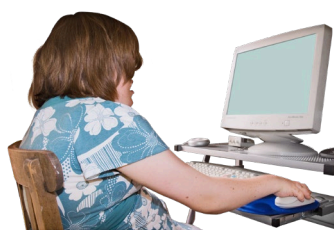
How to complete our form



Click on the boxes and type to tell us your answer.



Click on the little boxes to pick the answers that are right for you.



You can send us your finished form online or print it out and post it to us.

You can post it to this address



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

Priority Services Form

Part 1

Contact information



We want you to tell us some information about you so we can contact you.

If you fill in this form for someone else, tell us their information.



What is your full name?

This is your first name and last name.



What is your full address?

This is where you live.



What is your home phone number?



What is your mobile phone number?



What is your textphone number?



What do you want your home visit password to be?

This is the password we will say to you when we visit so you know it is really us. The password can be up to 10 letters long.



We want you to tell us the contact information of your **nominated contact** if you have one.



A **nominated contact** is someone you trust us to speak to if we need to.



What is their full name?

This is their first name and last name.



What is their home phone number?



What is their mobile phone number?



How do you know them?

Part 2

About you



We want you to tell us about any medical equipment you use.

We explain what the difficult words mean on the next page.



What medical equipment do you use?

Tick all the boxes that are right for you.

☐

Nebuliser or Apnoea monitor

☐

Heart lung machine, ventilator

☐

Dialysis, feeding pump, automated medication

☐

I use an oxygen machine to help me breathe

☐

I use an oxygen concentrator to get clearer air

☐

I have equipment from Telecare or Careline

☐

I use equipment when I wash

☐

I use equipment to get upstairs and into bed

☐

I keep my medicine in the fridge



A **nebuliser** is a machine that helps you breathe in medicine.



An **apnoea monitor** checks your breathing while you sleep or rest.



A **heart lung machine** helps blood pump around your body.

A **ventilator** helps you breathe.



A **dialysis** machine does the job of your kidneys if they do not work well.

A **feeding pump** gives you food through a tube.



An **automated medication** machine gives you your medicine at the right time.



We want you to tell us about who you live with and if you find it hard to move your body.



Please tick any of the boxes if they are true.

☐

I am over 60 years old

☐

I live with a child who is younger than 5 years old

☐

It is hard for me to use my body in certain ways

☐

I cannot fully move my hands

☐

I cannot answer my front door

☐

I like somebody to be with me to help me stay safe

☐

I find it hard to smell or taste things

☐

I need water for medical needs



We want you to tell us about any health problems you have.

We explain what the difficult words mean on the next page.



Please tick any of the boxes if they are true.

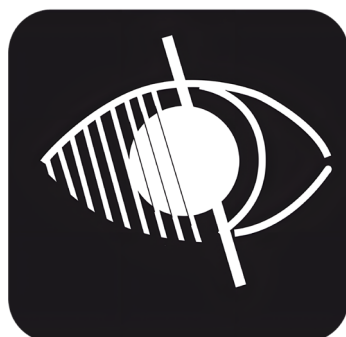
- ☐ I have a **chronic illness**
- ☐ I have **dementia**
- ☐ I have a **developmental condition**
- ☐ I have a mental health problem
- ☐ I am blind
- ☐ I am **partially sighted**
- ☐ I am deaf or have a **hearing impairment**
- ☐ I have a **speech impairment**
- ☐ I cannot **communicate** in English



A **chronic illness** is a health problem that lasts a long time.



Dementia makes it hard for you to remember, think and do daily things.



A **developmental condition** affects how you grow, learn and behave.



Partially sighted means you might need help to see things.

Hearing impairment means you find it hard to hear some sounds clearly.



Speech impairment means you cannot always talk or speak clearly.

Communicate means talk or tell someone what you need.



We want to know about any short term support you might need.



Please tick any of the boxes if they are true.

☐

I have recently stayed in hospital

☐

I have recently had some **life changes**

☐

I am younger than 18 years old and in charge of the house



Life changes are big events that happen in your life like if someone you love dies or is very unwell.



What language do you speak?



How did you hear about us?



We want to know if you give **consent** for us to share your information with Yes Energy Solutions.



Consent means you are happy for something to happen.



If you give consent for us to share your information with them, they can give you advice about how to use energy.



**Please tick the box if you agree.
Leave it blank if you do not agree.**

☐

I consent for my information to be shared with Yes Energy Solutions

What we do with your information



We keep your information in a safe place.



We keep your information so we can help you.



We might share your information with other services to give you the help you need.

How to contact us



Call this number

0800 294 3259



Use a textphone to call this
number

0800 316 5457