



Scottish & Southern
Electricity Networks

POWER CUT?
CALL 105



How to get free extra help during a power cut



Easy read booklet

Who we are and what we do



We are **Scottish and Southern Electricity Networks**. We look after the wires that bring electricity to your house.



We fix **power cuts** as quickly and safely as possible.



A **power cut** is when the electricity stops working. This means things like your lights, TV and kettle will not work.



We are **not** the company that sends you electricity bills.

Extra help to people who need it most



We know that a power cut can be worrying and difficult and we want to help when one happens.



This extra help is **free** and we call it our **Priority Services**.



If you tell us you want our **Priority Services** we can help you better and faster when a power cut happens.



We tell you how you can **register** for our Priority Services later in this booklet. **Register** is when you tell us you want to use this service.

People who might want to use our Priority Services



Deaf

You might tell us you want to use our Priority Services if you

- are deaf or can't hear very well
- have a disability
- live with children under 5 years old
- are blind or can't see very well
- have been ill for a long time
- use medical equipment that uses electricity
- are over 60 years old



Call us on **0800 294 3259** if you have any questions or if you want to talk to us about extra help.

The free extra help we give with our Priority Services

24 hours a day
7 days a week



You can call us on our Priority Services phone number whenever you need to. Call us on **0800 294 3259**.



We will call and tell you if we need to turn your electricity off. Sometimes we do this for important repairs.

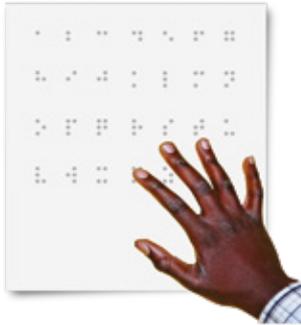


We will work with other services like the police, ambulance service and the British Red Cross if you need extra help in a power cut.



If you use medical equipment that needs electricity we will try to give you **portable power generators**. **Portable power generators** give electricity during long power cuts.

More about The free extra help we give with our Priority Services



We give you advice on how to plan for a power cut. We can give you this information in the way you like best. Such as

- Braille
- Textphone
- Audio CD
- Large Print
- Another language



We can give you meals, drinks, warmth and charging points in very bad weather or long power cuts.



You can give us a password for when you talk to us. This helps you know who you are talking to and keeps your information safe.

How to register for our Priority Services



Register is when you tell us you want to use this service.

You can **register** in the following ways



Call us on **0800 294 3259**

Use our textphone number
0800 316 5457

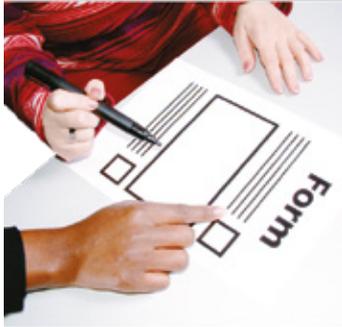


Go to our website
www.ssen.co.uk/priorityservices



Fill in the form in this booklet and post it to us. You don't need a stamp.

How to fill in the form for our Priority Services



This page tells you how to complete the form.



Write your answer in the box next to each question.



If the question asks you to tick a box, tick the boxes next to the answers you want.



When you have finished the form, post it to this address. You don't need a stamp.

**SSEN Priority Services,
FREEPOST, RTGH - TXXT - ZAEG
Inveralmond House,
200 Dunkeld Road,
Perth,
PH1 3AQ**

Priority Services registration form

The form starts here

Your personal information

Please write your answers in the box.

Your title



Your first name



Your last name



Your address and postcode



Information about a person you trust and would like us to talk to instead of you

This could be a family member or friend. You don't need to fill in this page if you don't want to.

Please write your answers in the box.

Their title



Their first name



Their last name



Their home phone number



Their mobile phone number



Their textphone number



What is their relationship to you?



Why you want to use our Priority Services

Please write your answer in the box.

Write the medical equipment you have that needs electricity to work here



Please tick all the boxes that are correct for you

Chronic illness

Restricted movement

Speech difficulties

Physical impairment

Dementia

Family with children under 5 years old

Hearing loss or deafness

Over 60 years old

Blind

Developmental conditions

Partially sighted

Mental health

Please tick all the boxes that are correct for you
You may need our services for a short amount of time because

a young adult is living with you

you have just come out of hospital

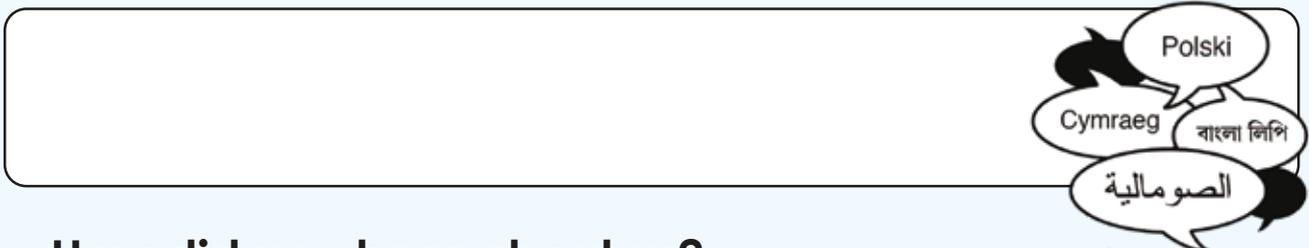
you have had a big change in your life

Please tell us any other reasons you might need extra support

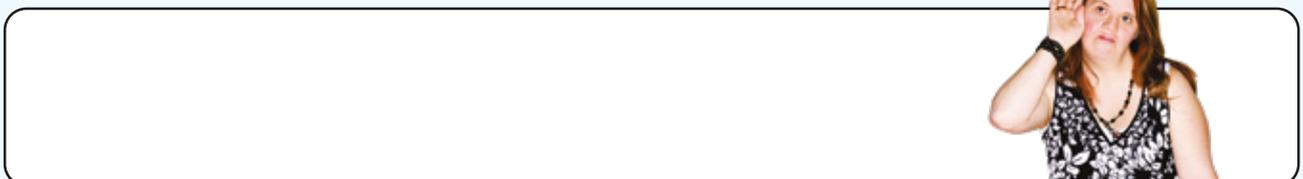
Please write your answers in the box.



Tell us the language you want to use if it is not English



How did you hear about us?



What signing this form means for you

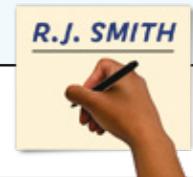


Please ask your carer or call us on **0800 294 3259** if you want anything on this page explained. **It is important that you understand everything before you sign below.**

By signing this form you are confirming that you understand we may need to pass your details to third parties during an emergency so we can provide you with Priority Services; this may include the British Red Cross, local authorities or emergency services.

If you have a nominated contact you are giving explicit consent for us to talk to them. This may mean we will share information about you and your supply with them.

Please print your name here



Please put today's date here



Please sign your name here



Sharing your details

With your consent, we can pass your details onto your energy supplier and gas transporter who may also offer Priority Services that you can benefit from.

I consent to sharing my details



How to contact us

**POWER CUT?
CALL 105**



If you have a power cut call
105



Call us on
0800 294 32 59

Textphone
0800 316 54 57



Email us at
Networks.Priority.Services@sse.com

Our website is
www.ssen.co.uk/psr



Find us on Facebook at
/ssencommunity

Find us on Twitter at
@ssencommunity

How we use your personal information



To find out how we get, keep and use your information look at our Privacy Notice on our website at **www.ssen.co.uk/privacy-notice**
Contact us to ask for a paper copy.



If you don't want our Priority Services anymore tell us.

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