

Get extra support  
during power cuts.  
Register for  
Priority Services.



**Scottish & Southern**  
Electricity Networks

# 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 don't send out electricity bills – you can choose your own company for that side of things – our job is to maintain and repair the actual electricity networks. It's also our job to fix power cuts as quickly and safely as possible.

We know that for some, a power cut can be particularly distressing and difficult. That's why we offer extra help and support to people who need it most. It helps us to help you if we know what extra support you might need. So if you require special assistance, call us on **0800 294 3259** to register for Priority Services.

## You could be eligible if:

- You are deaf or hard of hearing
- You are disabled
- You have a baby under 12 months
- You are blind or partially sighted
- You are chronically ill
- You rely on powered medical equipment
- You are a pensioner

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



## What we aim to offer



### Priority treatment during a power cut

Our priority service line is available 24 hours a day. We'll contact you, or your nominated contact, if we need to switch off your power to carry out essential maintenance.



### 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, audio CD or foreign language.



### 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 Register.



### Provisions for your community

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



### Emergency power supplies

If you're dependent on electricity (e.g. for home medical care) we aim to provide portable generators during prolonged power cuts.



### 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**

Register for  
Priority Services today.

Fill in the form or Call FREE

 0800 294 3259

 0800 316 5457  
textphone

Find our more at

 [ssen.co.uk/  
priorityservices](http://ssen.co.uk/priorityservices)

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.

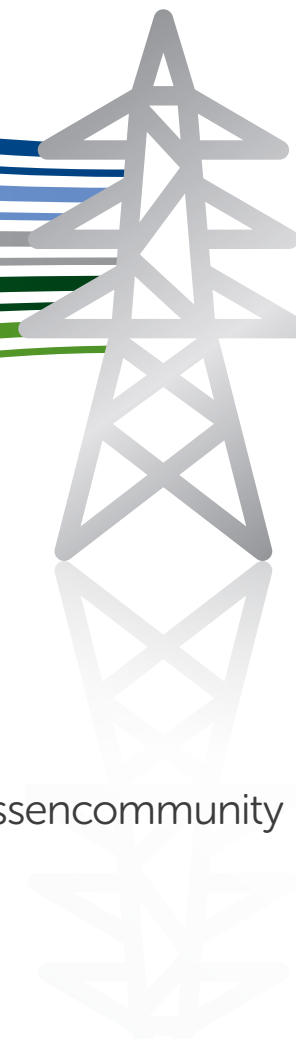


Check your stairlift can be  
operated manually or has  
battery back-up.



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**POWER CUT?  
CALL 105**



/ssencommunity



@ssencommunity

# Priority Services registration form

Please print, complete and return both pages.

**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   
Email

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

**My nominated contact** (if applicable)  
A friend or a family member that we can contact regarding Priority Services and power disruptions in your area.

Title  First Name   
Surname   
Address   
 Postcode   
Home phone   
Mobile phone   
Textphone   
Email   
Relationship

## Please send to:

Priority Services, Scottish and Southern Energy Power Distribution, FREEPOST, RTGH-TXXT-ZAEG  
Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AG



# Priority Services registration form

Please print, complete and return both pages.

**Reason for registering** (Tick all boxes that apply)

**Medical equipment**  
that relies on electricity

Equipment Type

Manufacturer

Disabled

Blind

Partially sighted

Deaf

Baby under 12 months

Receive a state pension

Dementia

Hard of hearing

**Chronic illness**

Please specify

**Short-term illness**

Please specify

**Other**

Please specify

**How did you hear about us?**

## What signing this form means to you

By signing this form you are confirming that you understand we may need to pass your details to a third party before you can receive the requested Priority Services. We will not use or pass your details to third parties for marketing purposes. If you have a nominated contact, you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them.

Signed

Date

**Please send to:**

Priority Services, Scottish and Southern Energy Power Distribution, FREEPOST, RTGH-TXXT-ZAEG  
Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AG



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