

Get free 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're not the company who sends you electricity bills** – 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 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 chronic illness
- Have a disability
- Use medical equipment/aids reliant on electricity
- Live with children under five
- Are over 60
- Are blind or partially sighted

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 Services 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 a language other than English.



### 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.



### 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 use medical equipment/aids reliant on electricity 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 out 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	<input type="text"/>	First name	<input type="text"/>
		Surname	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>	Postcode	<input type="text"/>
Home phone	<input type="text"/>		
Mobile phone	<input type="text"/>		
Textphone	<input type="text"/>		

## Home visit security (Maximum 10 characters)

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.

Title	<input type="text"/>	First Name	<input type="text"/>
		Surname	<input type="text"/>
Home phone	<input type="text"/>		
Mobile phone	<input type="text"/>		
Textphone	<input type="text"/>		
Relationship	<input type="text"/>		

For information on how we collect, store, and process your data, see our Privacy Notice at [ssen.co.uk/PrivacyNotice/](https://www.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](mailto:Networks.Priority.Services@sse.com), and we will remove you from the register.

## Please send to:

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



**Scottish & Southern**  
Electricity Networks

# Priority Services registration form

Please print, complete and return both pages.

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

**Medical equipment/aids**  
that relies on electricity

Equipment Type

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Chronic illness                | <input type="checkbox"/> Blind               | <input type="checkbox"/> Partially sighted       |
| <input type="checkbox"/> Hearing loss or deafness       | <input type="checkbox"/> Physical impairment | <input type="checkbox"/> Speech difficulties     |
| <input type="checkbox"/> Restricted movement            | <input type="checkbox"/> Dementia            | <input type="checkbox"/> Developmental condition |
| <input type="checkbox"/> Mental health                  | <input type="checkbox"/> Over 60             |  |
| <input type="checkbox"/> Families with children under 5 |  |  |

**Temporary:**

- |  |   |                                       |
|--|---|---------------------------------------|
| <input type="checkbox"/> Young adult householder | <input type="checkbox"/> Post hospital recovery | <input type="checkbox"/> Life changes |
|--|---|---------------------------------------|

**Other reasons you may need extra support** (please specify)

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

**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 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 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.

**Print name**

**Signed**

**Date**

## 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