

Get ready  
for winter.



**Scottish & Southern**  
Electricity Networks

# Powering your home

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.

While we can't always promise that the power won't go out, we can make sure you know what to do if it does.

After all, power cuts can be stressful – especially during the winter months. That's why we're here to offer some practical advice to make sure that you're prepared, if your power goes off.

## Download our FREE Power Track app and get:

- Power cut information by postcode
- Live engineer updates
- A list of all outages in the network
- 24-hour customer service details

Download from [ssn.co.uk/Powertrack](https://ssn.co.uk/Powertrack)



## If there's a power cut



### Check your neighbours

If your neighbours don't have power or the street lights are off, it is likely that there is a power cut in your area.



### Test your trip switch

If everyone else has power apart from you – check your trip switches or fuses to see if these have cut your power.



### Give us a call

If the power still doesn't return, call us to report a fault. Our helpline is available 24 hours a day, 7 days a week.

## Getting updates from us



### The Power Track app

Get live updates with the Power Track app available on our website.



### Give us a call

Contact us using the 24/7 freephone number on the back of this leaflet.



### Go to [ssen.co.uk](https://www.ssen.co.uk)

Use the postcode search to get live outage updates from our engineers.

# Getting prepared for power cuts

We do everything we can to make sure our electricity network is reliable, but sometimes power cuts can happen. Here are some handy tips to get you prepared.



Keep a torch and spare batteries within easy reach.



Have warm clothes to hand and layer-up if the power goes off.



Discard freezer food if the power's been off for longer than 8 hours.



Make sure you have a phone that works without electricity.



Look out for vulnerable or elderly neighbours during a power cut.



Turn off all your electrical appliances during a power cut.



Check your stairlift can operate mechanically or with a battery.



Make sure essential medical equipment can work with a battery.



Leave on a light switch so you know when the power's been restored.



# 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**

Call us for help  
and advice during  
a power cut.

Central southern England

 **0800 072 7282**

North of Scotland

 **0800 300 999**

## Extra help for those who need it most

Do you, or somebody you  
know, need extra support  
during a power cut?

Find out more about Priority  
Services Register by calling

 **0800 294 3259**

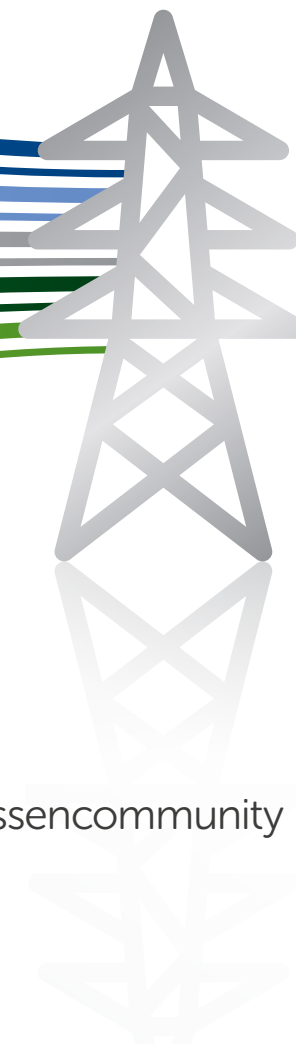
 **or visit [ssen.co.uk](http://ssen.co.uk)**

Textphone 0800 316 5457



**Scottish & Southern**  
Electricity Networks

**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"/>		
Email	<input type="text"/>		

## 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	<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"/>		
Email	<input type="text"/>		
Relationship	<input type="text"/>		

## 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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# 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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