

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 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 disability
- Live with children under five
- Are blind or partially sighted
- Have a chronic illness
- Use medical equipment/ aids reliant on electricity
- Are over 60
- Temporarily need extra support

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

# What we aim to offer



## Priority treatment during planned or unplanned power cuts

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.



## 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.



## Emergency power supplies

If you use medical equipment/aids reliant on electricity, we aim to provide portable generators during prolonged power cuts.



## 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, Easy Read, audio CD or a language other than English.



## Provisions for your community

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



## 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**

# Free energy efficiency help

We can arrange free expert advice for you on:

- Saving energy and reducing bills
- Switching energy suppliers
- Funding or grants to pay for insulation or energy saving measures
- Financial help that's available, including free benefit entitlement checks
- Making the most of your heating, hot water, appliances, lighting and thermostats in your home

## Four ways to get these free services:

1. Call us free on 0800 294 3259 and we'll arrange the right help for you totally free of charge from Home Energy Scotland (HES) or YES Energy Solutions (YES)
2. Visit [ssen.co.uk/energyadvice](https://www.ssen.co.uk/energyadvice) and complete the on-line form
3. Tick the box overleaf which allows us to pass your details to HES or YES so they can call you
4. Or, if you're in England, you can call YES Energy Solutions directly on 03301 359 110 (calls charged at local rate)

# Register for Priority Services today.

Fill in the form or call FREE



0800 294 3259



0800 316 5457 textphone



ssen.co.uk/psr



British Sign Language  
interpreternow.co.uk/ssen

## 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**



# Priority Services registration form

## 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:	<input type="text"/>		

## My nominated contact (if applicable)

A family member or friend we can contact on your behalf

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://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@asse.com](mailto:Networks.Priority.Services@asse.com),  
and we will remove you from the register.

# Priority Services registration form

Medical equipment/aids that relies on electricity

Reason for registering (tick all boxes that apply)

- |  |  |   |   |
|--|--|---|---|
| <input type="checkbox"/> Chronic illness           | <input type="checkbox"/> Blind                         | <input type="checkbox"/> Partially sighted                  | <input type="checkbox"/> Over 60                      |
| <input type="checkbox"/> Speech impairment         | <input type="checkbox"/> Development condition         | <input type="checkbox"/> Dementia (s)/ cognitive impairment | <input type="checkbox"/> Physical impairment          |
| <input type="checkbox"/> Mental health             | <input type="checkbox"/> Hearing impairment (inc deaf) | <input type="checkbox"/> Restricted hand movement           | <input type="checkbox"/> Living with children under 5 |
| <input type="checkbox"/> Poor sense of smell/taste | <input type="checkbox"/> Unable to answer door         | <input type="checkbox"/> Additional presence preferred      | <input type="checkbox"/> Water dependent              |
| <input type="checkbox"/> Temporary:                | <input type="checkbox"/> Life changes                  | <input type="checkbox"/> Post hospital recovery             | <input type="checkbox"/> Young adult householder <18  |

Other reasons you may need extra support

(Please give more details if necessary)

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.

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

## Sharing your details

With your consent we will pass your contact details only to Home Energy Scotland or Yes Energy Solutions (if you are in England) so that they may contact you and provide free of charge advice to help keep you warmer in your home and save you money.

I consent to sharing with Home Energy Scotland (for Scotland) or YES Energy Solutions (for England).

Signature of person who is registering for extra support or has legal authority to act for them

Date

Sign

If you are signing on behalf of the person registering, please also include a copy of your legal authority to do so.

Please send to:

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