Powering our community
Our engineers take care of around 130,000 kilometres of wires and cables, and over 100,000 substations. We work hard to ensure our networks are as reliable as possible but when bad weather causes damage or faults occur, our teams go the extra mile to restore power as quickly as possible and ensure vulnerable customers are protected.

Our commitment to exceptional customer service will always be at the forefront of the way we run our networks. It’s what drives us forward and we’re proud to power our community.

Ever wondered how the electricity you use in your home actually gets there? You’ve seen electricity pylons and substations. But maybe you’ve never thought much about how this is all connected to your kettle or TV?

Scottish and Southern Electricity Networks manages, maintains and develops the electricity networks which bring power to every home and business in the north of Scotland and central southern England.

We don’t run power stations or sell energy. Our job is to look after the physical network that brings electricity to your area.
Our employees aim to make an appointment before visits but, occasionally, we may need to call if emergency maintenance or inspections are required. It’s vitally important to us that you feel safe in your home and have complete confidence that our staff are both skilled and trustworthy.

Our employees wear branded uniforms, show their identity cards on arrival and always explain the reason for their visit. Our vehicles are also clearly branded with our logo or a contractor’s logo.

If we need to visit, you can set up a password in advance. Our employees can also give you a contact point for help and advice on the safety and security of your electrical supply.

Please note: if you’re unsure that a caller is genuine, do not let them into your home.

Guaranteed Standards

Our aim is to provide you with a constant, reliable supply of electricity. Sometimes things like bad weather can impact the supply but be assured that we’ll always work as quickly as possible to restore your supply. If we don’t meet the Guaranteed Standards of Performance you can claim compensation. You can find a copy of the required standards at www.ssen.co.uk/customerservice/performancestandards

Complaints?

For a copy of our complaints handling process visit

www.ssen.co.uk/complaints

Free from landline
0800 980 1395

Email
customercomplaints@ssen.co.uk
Community grants up to £20,000 available

We’ve made a long-term commitment to the areas we serve by extending our Resilient Communities Fund until 2023. It helps fund community projects in our network areas that protect the welfare of vulnerable customers, enhance community facilities and improve communication during significant weather events. To find out more or apply for funding, visit www.ssen.co.uk/resiliencefund
Need extra help?
Register for Priority Services

We offer extra help to people on our Priority Services Register during power cuts and planned supply interruptions. You may be eligible to register if you:

• have ongoing medical needs at home
• have additional requirements due to age or disabilities
• have children under the age of five at home
• require adapted communications such as Braille or large print

Call us if you want to discuss any specific needs or requirements that are not listed above.

Our Priority Services are free and include a dedicated 24-hour phone number, regular updates during power cuts and, during prolonged disruptions, access to welfare vehicles supplying meals, hot drinks, warmth and charging points. We also work with a range of welfare agencies and can deal with a nominated personal contact on your behalf.

To register yourself, or someone you think would benefit, call us or visit www.ssen.co.uk/priorityservices. We’ll also pass your details to your electricity supplier to ensure they are aware of your requirements.

Free from landline 0800 294 3259
From a text phone 0800 316 5457
If there’s a power cut in your area, you can contact us on the new 105 national helpline or on the numbers below. You can also keep track of your local supply status with our free Power Track app.

**Power cuts or emergencies**

- **North of Scotland**: 0800 300 999
- **Central Southern England**: 0800 072 7282

**Connections/General Enquiries**

- **Call us on**: 0800 048 3516

Download our free Power Track app

Follow us at @ssencommunity

Like us at /ssencommunity

Visit us at www.ssen.co.uk

**Safety and Security of Supplies Enquiry Service**

If you have any questions regarding the maintenance of the security, availability or quality of service of your distribution system, please contact us on the emergency numbers opposite.

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