Powering our community.

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
- A list of all outages in the network
- Live engineer updates
- 24-hour customer service details

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

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?

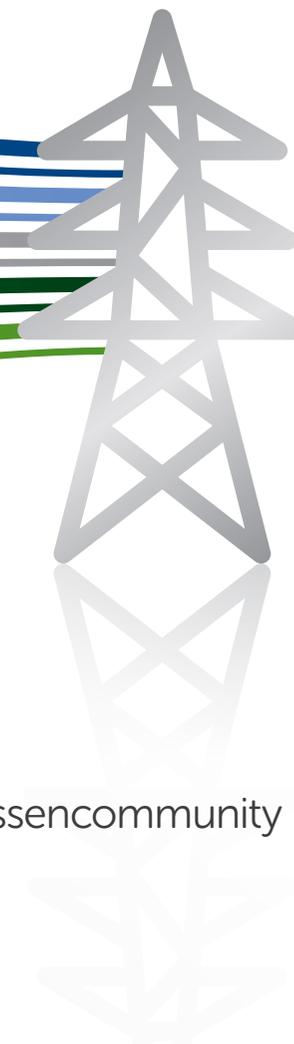Find out more about Priority Services Register by calling

☎ **0800 294 3259**

🖱 **or visit ssen.co.uk**

Textphone 0800 316 5457

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POWER CUT? CALL 105

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