

SSEN Distribution

# YOUR CUSTOMER SERVICE GUIDE

 **Scottish & Southern**  
Electricity Networks

**ELECTRICITY**

## POWER CUT?

In the event of a power cut,  
call our 24/7 contact centre.

Just dial 105 to be  
connected to our team.

**POWER CUT?**  
**CALL 105**



**Scottish & Southern**  
Electricity Networks

Powering our  
community

# ABOUT THIS GUIDE

This guide will provide you with the following information:

About us	3
Power cuts and how to prepare for them	4
Power cuts - Be ready	5
Priority Services	6
Energy efficiency help	7
Visiting your home	8
Our complaint handling process	9
Safety and security of supplies	10
Contact us	11

# PAGE

# GUIDE SUPPORT

If you need this document, in a different format such as:

- Translated into an alternative language
- Easy Read format
- Large print
- Hard copy
- Audio CD
- Braille

Please contact our Priority Services Team.

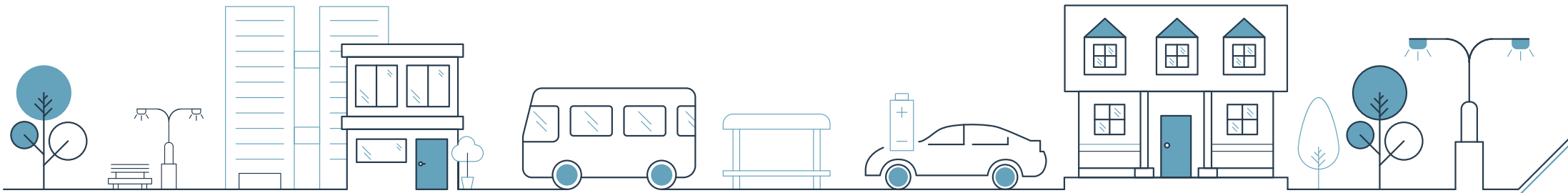


Call our Priority Services Team

**0800 294 3259**

Or email us via:

**[networks.priority.services@sse.com](mailto:networks.priority.services@sse.com)**







# ABOUT US

We're Scottish and Southern Electricity Networks Distribution (SSEN).

It's our responsibility to manage, maintain and develop the electricity networks which bring power to nearly 4 million homes and businesses in the north of Scotland and central southern England.

It's important to be aware that we are not an energy supplier (the company you pay your electricity bill to).

Our priority is to provide a safe and reliable supply of electricity to the communities we serve in Scotland and England.

## OUR DISTRIBUTION NETWORK AT A GLANCE

Nearly **4 million** homes and businesses

Over **1 million** Priority Services Customers

Over **128,000km** of overhead lines and underground cables

Over **460km** of subsea cables powering our island communities

Over **4,400** employees across the country

North of Scotland  
SHEPD LICENCE AREA



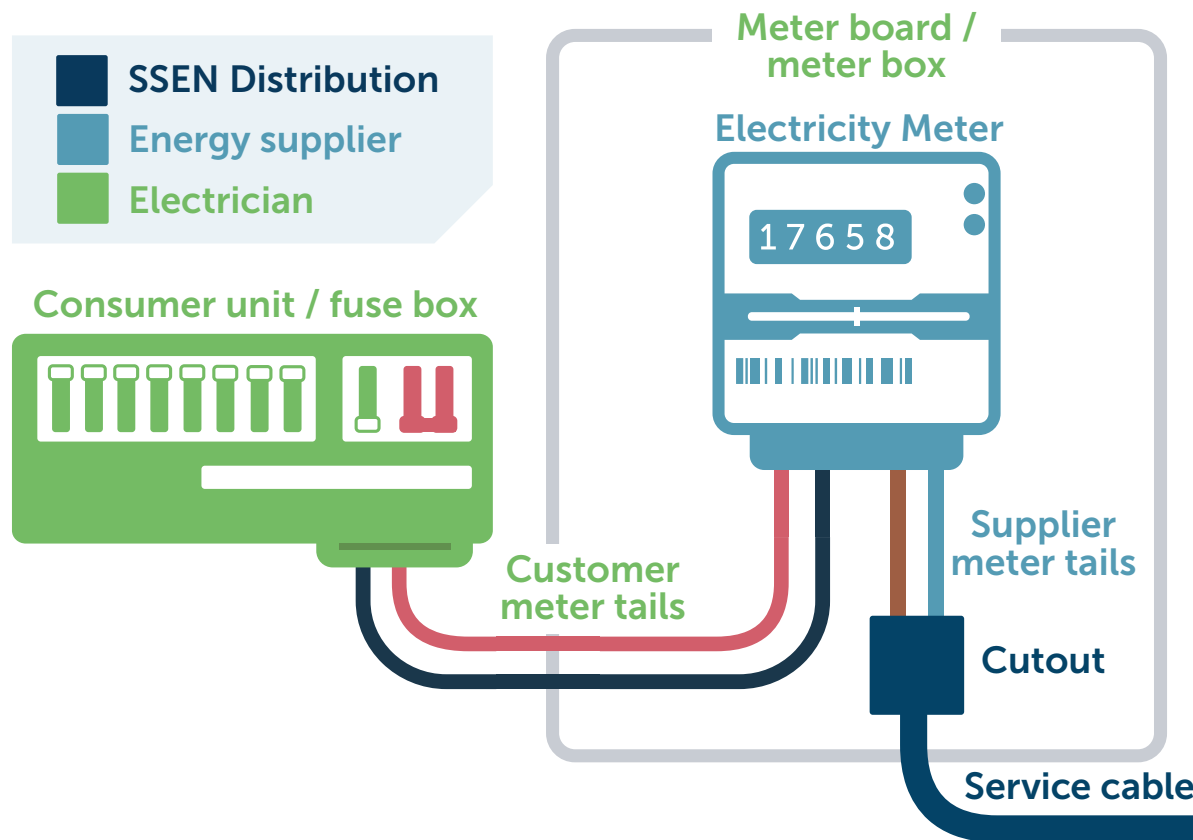
Central Southern England  
SEPD LICENCE AREA



# POWER CUTS AND HOW TO PREPARE FOR THEM

Keeping your power on and safe is our top priority. We spend a lot of money every year to make our network stronger and better. Even with this work, power cuts still happen.

Sometimes we need to turn off your power for a short time so we can do important work. If this happens, we will try to give you plenty of notice - 30 days if you are a business customer and 7 days if you are a domestic customer. If we have your phone number, we will also send you a reminder the day before. If the times we gave you change, we will do our best to let you know. If you are a Priority Services customer we will give you updates about power cuts, 24 hours a day.



## Consumer unit / fuse box

An important electrical device, it protects electrical appliances from damage and you from electrical shock.

*referred to as: consumer unit, fuse box, fuse panel.*

## Meter tails (customer)

The cables between the meter and your fuse box. *referred to as: meter cables.*

## Meter board

This is a wooden board which your supply meter is mounted to and is screwed to the wall.

## Electricity Meter

Either a standard or a smart meter. This is provided by your energy supplier. They are the company who sends your electricity bills.

*referred to as: supply meter.*

## Cut out service / cable

The cable that we maintain to your property, which brings the your electricity from the grid.

*referred to as: service / distribution cable.*



# POWER CUTS - BE READY

If the power goes out, having a small emergency kit can make things easier. Keep it somewhere safe at home where you can reach it quickly. If you can, put everything in a waterproof bag. Some of the best things to pack are:

## Essential items








- ☐ **Bottled water and non-perishable foods**  
(inc. Baby food/pet food).
- ☐ **First aid kit**  
(and essential medicines).
- ☐ **Radio and Torch**  
(spare batteries or wind-up equivalent).
- ☐ **Identity documents**  
(passports/driver's licence).
- ☐ **Change of clothes**  
(inc. warm jumpers and blankets).
- ☐ **Phone charger**  
(ideally a portable charger).

## In addition

- ☐ **Money (change, cash and card)**
- ☐ **Spare keys for house and car**
- ☐ **Copies of insurance policies and birth certificates**
- ☐ **Spare glasses/contact lenses**
- ☐ **Notebook, pen/pencil**



## Things to consider

-  If you use medical equipment / aids that need electricity, check if it can run on a battery or check with your equipment supplier if you're not sure.
-  If you rely on oxygen, make sure your backup oxygen cylinder is full and ready to use. If it needs replacing or refilling, contact your oxygen supplier as soon as possible to arrange this. If you don't have a back-up cylinder, contact your oxygen provider to ensure you have a continuous supply of oxygen.
-  If you have a mobile phone, make sure it is fully charged and that you've saved important phone numbers in it. This will help you stay in touch if the power goes out.
-  Turn off your appliances and lights, but leave one light on. This way, you'll know when the power comes back on.
-  Try not to open your fridge or freezer during a power cut. This helps keep the cold air inside and your food fresh for longer.
-  If you have elderly or vulnerable neighbours, check that they are okay.
-  If we've warned you that the power will be turned off, boil some water and keep it in a flask to stay warm. This way, you'll have hot water ready when you need it.



# PRIORITY SERVICES

Priority Services are free services for customers who'd benefit from extra support before, during, and after a power cut.



Use medical equipment / aids that need electricity



Have a chronic illness



Have a disability



Have a special communication need



Are blind or partially sighted



Deaf or hard of hearing



Live with children under 5



Are over 60 years old



Temporarily need extra support

We understand that everyone has different needs. If you think you might struggle during a power cut, please contact us for advice.

## What our Priority Services offers you



We'll give you updates about power cuts, 24 hours a day. We'll get in touch with your or your nominated contact.



We can give you information in large print, braille, audio CD or another language if you need it.



We aim to offer extra help during long power cuts. This can vary from extra check-in calls from our Priority Services Team when required, to meal reimbursements, and alternative accommodation as part of our support package.



We work with local authorities, emergency services and agencies, like British Red Cross, to provide extra support to people on our Priority Services Register.



After you join, we'll send you a personalised Power Cut Plan. It's tailored to your needs, and will help you understand what to do before, during, and after a power cut.



You can choose a password for when we call or visit you. This helps keep you safe.



If you'd like us to contact someone on your behalf, such as a family member or friend, you can nominate them as a contact.



When you join, we'll share your details with your energy supplier and, if you live in England, your water company.

## Contact our Priority Services team today



Priority Services web page  
[ssen.co.uk/psr](https://ssen.co.uk/psr)



Priority Services Email  
[networks.priority.services@sse.com](mailto:networks.priority.services@sse.com)



Priority Services helpline  
**0800 294 3259**



# ENERGY EFFICIENCY HELP

With your consent, we can arrange free expert energy advice for you from our partners YES Energy Solutions, this includes:

- A free energy-saving pack with gadgets to help you reduce your bills.
- Tips to save money by using less energy.
- Checks to see if you can get grants to make your home more energy efficient.
- Checks to make sure you're getting the benefits and financial support you're entitled to.
- Support for your mental and physical health.
- Support and advice for choosing or installing low carbon technologies in your home.
- YES Energy Solutions' services are free and confidential.



## Fuel Poverty referral support

Call us free or you can complete our online form here



Fuel Poverty Advice  
**0800 294 3259**



Online Help and Advice  
**[ssen.co.uk/yes](https://ssen.co.uk/yes)**

## Did you know?

Many people miss out on money that there to help such as the Warm Home Discount, Cold Weather Payment or other available schemes.



# VISITING YOUR HOME

Our teams work within communities, helping customers on the phone or occasionally visiting you in your home. It is important that you feel safe in your home and have confidence that our teams are skilled and trustworthy.

## Our Standards for visiting your home

We want our customers to know that our employees are “fit and proper” and have a minimum set of standards that define this.

All our employees and contract partners will:

- Show their identity cards on arrival and always explain the reason for their visit.
- Be clean, tidy, polite and respectful.
- Have relevant checks done to ensure they act with integrity and honesty.
- Have an understanding of customer processes and policies, including identifying and supporting customers in vulnerable situations.
- Be able to communicate professionally and clearly with customers/stakeholders at all levels in a variety of situations, including in customers’ homes, schools and pre-arranged events.
- Use social media professionally and in line with our internal processes and policies.
- Have the competence, skills and experience necessary for their role.

## Set up a password for peace of mind

To provide you with extra reassurance that any visits from our employees are genuine, you can set up a password in advance at any time. Then whenever we visit, whether or not we have been able to arrange an appointment, our employees will use the password.

Our employees can also provide you with contact details for help and advice on the safety and security of your electrical supply if they are not able to answer any enquiry themselves.

We may use contractors to carry out work, if this is the case we expect them to work using the same procedures, principles and ethics maintained by SSEN employees.

If you are unsure that a caller is genuine, do not let them into your home. If you are in doubt call us on



Call to ID Check  
**0800 015 5170**



To set up a password please contact us



Direct password  
**0800 048 3516**





# OUR COMPLAINT HANDLING PROCESS

## 1. WE'RE HERE TO HELP – YOUR FEEDBACK MATTERS



We really value your feedback and appreciate the opportunity to put things right when they go wrong. You can get in touch with us by **phone, email, post, via our website or in person** and we'll do everything we can to resolve your issue within two working days. We've made it as easy as possible for you to contact us with a complaint.

## 2. WHAT HAPPENS NEXT



If we haven't been able to resolve your complaint within two working days, we'll continue working closely with you to find the right resolution. If things are not resolved within four days, a dedicated team of specialists will step in to help guide you through the next steps.

## 3. TAKING IT FURTHER



If we're unable to agree a way forward, or your complaint has been open for eight weeks, you have the option to contact the Ombudsman for an independent review. If you choose not to accept our final resolution, we'll issue a formal deadlock letter which you can use to take your complaint to the Ombudsman.

## CONTACT US



**BY PHONE**  
**0800 980 1395**



**ONLINE**  
**[ssen.co.uk/complaints](https://ssen.co.uk/complaints)**



**BY EMAIL**  
**[customercomplaints@ssen.co.uk](mailto:customercomplaints@ssen.co.uk)**



**BY POST**  
**PERTH (SCOTLAND) OFFICE:**  
**Customer Relations SSEN**  
Inveralmond House, 200 Dunkeld Road,  
Perth, PH1 3AQ

**PORTSMOUTH (ENGLAND) OFFICE:**  
**Customer Relations SSEN**  
4 Penner Road,  
Havant, PO9 1QH

## USEFUL CONTACTS

### OMBUDSMAN SERVICES (ENERGY)



**0330 440 1624**



**[enquiries@energyombudsman.org](mailto:enquiries@energyombudsman.org)**



**[energyombudsman.org](https://energyombudsman.org)**

### CITIZENS ADVICE CONSUMER SERVICE



**0808 223 1133** - Mon to Fri, 9am - 5pm.



**[citizensadvice.org.uk/energy](https://citizensadvice.org.uk/energy)**



# SAFETY AND SECURITY OF SUPPLIES

Our priority is to provide you with a constant, reliable supply of electricity. Sometimes things like severe weather can impact your electricity supply but be assured that we'll always work as quickly as possible to restore your power.

## Safety and Security of Supplies

If you have any questions regarding the maintenance of the security, availability or quality of service of the electricity network or would like to report anything in relation to the electricity network that you feel we should be aware of or could be unsafe, please contact us. For example, you could contact us if you have problems with your power supply, such as flickering lights, or if you see damage to an electricity overhead cable or substation.

You can keep track of your power cut here:

[ssen.co.uk/powertrack](https://ssen.co.uk/powertrack)

or you can download our free Power Track app which allows you to easily report a problem with your power and report damage to our network. All reports of damage or power cuts are processed in a prompt and efficient manner.

## Performance Standards

We can't promise that your electricity will never go off, but we will always try to get it back on as quickly as possible. Our industry has rules called Guaranteed Standards of Performance. These set out how fast we must restore power and what happens if we don't. For example, if your power goes off because of a problem on our network during normal weather, we must restore it within 12 hours of becoming aware. If we don't, we will make a payment under these guidelines. These standards also cover other things, like keeping appointments.

You can find the full details at:

[ssen.co.uk/about-ssen/performance-standards](https://ssen.co.uk/about-ssen/performance-standards)



# CONTACT US

## POWER CUT?

Call the short dial power cut number



**CALL 105**

Our power track website



Report and track a fault

**powertrack.ssen.co.uk**

## PRIORITY SERVICES



Priority Services direct

**0800 294 3259**



Priority Services Text phone

**0800 316 5457**



Priority Services Email

**networks.priority.services@sse.com**



Priority Services web page

**ssen.co.uk/psr**



BSL InterpreterNow

**ssen.co.uk/bsl**

## COMPLAINTS



Call our complaints team

**0800 980 1395**



Online complaints form

**ssen.co.uk/complaints**



Email our complaints team

**customercomplaints@ssen.co.uk**

## OUR ADDRESS



**PERTH (SCOTLAND) OFFICE:**

**Customer Relations SSEN**

Inveralmond House,

200 Dunkeld Road,

Perth,

PH1 3AQ



**PORTSMOUTH (ENGLAND) OFFICE:**

**Customer Relations SSEN**

4 Penner Road,

Havant,

PO9 1QH

## WEB AND SOCIAL MEDIA



Our main website

**ssen.co.uk**



Facebook

**/ssencommunity**



Whatsapp

**0734 202 8546**

## YOUR DATA

SSEN need to know your basic personal data such as your address to be able to maintain and operate the electricity distribution networks for which we are responsible. In particular, we need to know your basic personal data like name, address and contact details to direct your enquiries to the correct SSEN team, to allow our engineers to visit you onsite where required and to provide assistance to you in the case of an emergency. We may also have your special category personal data (for example, details of your health conditions) if you have signed up to be on our Priority Services Register. On the basis of protecting adults and children at risk, we also share this with energy suppliers, local authorities operating resilience support, and water suppliers in England. To learn more about how we manage your data you can read our privacy notice [ssen.co.uk/privacy-notice](https://www.ssen.co.uk/privacy-notice).

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