



GET FREE EXTRA SUPPORT DURING POWER CUTS

Join our FREE Priority Services



**POWER CUT?
CALL 105**



Scottish & Southern
Electricity Networks

Powering our
community



BE PREPARED FOR A POWER CUT

WITH FREE, PRIORITY SERVICES



WHAT ARE OUR PRIORITY SERVICES?

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

WHO WE ARE

We're Scottish and Southern Electricity Networks Distribution, and we look after the wires and cables that bring electricity to your home.

It's quick and easy to join at [SSEN.CO.UK/JOINPSR](https://www.ssen.co.uk/joinpsr)



YOU CAN JOIN IF YOU:

- Use medical equipment / aids that need electricity
- Have a chronic illness
- Live with children under five
- Are over sixty
- Are blind or partially sighted
- Are deaf or hard of hearing
- Have a disability
- Have anxiety, depression or any mental health condition
- 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.

WHY SHOULD I JOIN?

As well as being from being a completely FREE service, Priority Services provide:



Power cut updates

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



Communication that works for you

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



Peace of mind for your safety

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



Welfare support during long power cuts

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. In some situations, we work with local councils and emergency services to provide extra support.



Free Power Cut Plan

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.

It's quick and easy to join at **[SSEN.CO.UK/JOINPSR](https://www.ssen.co.uk/joinpsr)**

FREE ENERGY ADVICE AND SUPPORT

If you're worried about rising energy bills or struggling to stay warm at home, you can get free, impartial support through our energy advice partners. Their expert advisors are by your side to support you to stay warm and comfortable at home.

- ✓ **Making your home more energy efficient:** Practical advice to reduce heat loss and lower energy costs.
- ✓ **Managing your energy bills:** Help with understanding bills, reducing energy use, finding the right tariff and accessing support.
- ✓ **Low-carbon technologies:** Guidance on understanding your energy options.
- ✓ **Accessing additional support:** Trusted organisations offering benefits, debt advice, funding and home energy improvement support.

You'll also receive a free Energy Efficiency Pack with some practical energy-saving items to help reduce heat loss and cut energy bills.

Get the support you need:

We're in partnership with the Centre for Sustainable Energy and Changeworks.

If you live in England,

Call the Centre for Sustainable Energy (CSE) on freephone

0800 038 6345 (10am-4pm, Monday-Friday)

Or fill in this simple form to get a call back:

www.cse.org.uk/refer-a-patient-or-client



If you live in Scotland,

Call Changeworks on freephone

0800 870 8800 (9am-5pm, Monday-Friday)

Or fill in this simple form to get a call back:

www.changeworks.org.uk/referral

CHANGEWORKS.

Helping you to stay warm, save money and lower your energy bills.

WHAT OUR CUSTOMERS SAY

"I'm in a wheelchair, and have an electric ceiling hoist to help me into bed. My husband also stores medicine in the fridge. Being alerted in advance of the risk of a power cut due to bad weather or planned work really helps my husband and I prepare in advance. It means we can get the right support in place so we feel in control and safe in this situation."

Mrs Millers, Age 65



IT'S FREE AND QUICK TO JOIN

We don't need any proof of your eligibility. You can also sign up on behalf of others, including a family member who you think would benefit from this free service.

Fill in the form, go online or call free



0800 294 3259



0800 316 5457 textphone



ssen.co.uk/joinpsr



Scottish and Southern Electricity Networks is a trading name of: Scottish and Southern Energy Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission plc Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No. SC213460; (all having their Registered Offices at Inverlmond House 200 Dunkeld Road Perth PH1 3AQ); and Southern Electric Power Distribution plc Registered in England & Wales No. 04094290 having their Registered Office at No. 1 Forbury Place 43 Forbury Road Reading RG1 3JH which are members of the SSE Group www.ssen.co.uk



/ssencommunity

PRIORITY SERVICES FORM

Contact details: for the person who may need extra help during a power cut.

Title

First name

Surname

Address

Postcode

Home phone

Mobile phone

Textphone

Home visit security password

(Maximum 10 characters)

If you would like us to use a password
when we visit you, please enter it here:

Nominated contact

If there's someone you want us to contact for you, please give their details below.

Title

First name

Surname

Home phone

Mobile phone

Relationship

For information on how we collect, store, and process your data, see our Privacy Notice at ssen.co.uk/privacy-notice (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@sse.com, and we will remove you from the register.

Medically dependent

- ☐ Nebuliser or Apnoea Monitor
- ☐ Heart / Lung Machine or Ventilator Dialysis
- ☐ Dialysis, feeding pump and automated medication
- ☐ Oxygen Use
- ☐ Oxygen Concentrator
- ☐ Careline or Telecare (including cardiac monitoring)
- ☐ Medically dependent showering / bathing
- ☐ Stairlift, hoist or electric bed
- ☐ Medicine refrigeration

Age Related Needs

- ☐ Over 60
- ☐ Living with children under 5

Mobility Needs

- ☐ Physical impairment
- ☐ Restricted hand movement
- ☐ Unable to answer door

Safety

- ☐ Additional presence preferred
- ☐ Poor sense of smell / taste
- ☐ Water dependent (medical reasons)

Health Conditions

- ☐ Chronic illness
- ☐ Dementia
- ☐ Developmental Conditions (including autism)
- ☐ Mental Health

Communication Needs

- ☐ Blind
- ☐ Partially sighted
- ☐ Hearing impairment (including deaf)
- ☐ Speech impairment
- ☐ Unable to communicate in English

Temporary Needs

- ☐ Post hospital recovery
- ☐ Life changes (such as bereavement)
- ☐ Young adult householder under 18

Preferred Language

How did you hear about us?

How we use your information

We are legally required to provide Priority Services. To provide you with Priority Services, we will store the information you have given us and use that to provide you with support during emergencies, bad weather, or planned power cuts. We do this on the basis of legitimate interests and substantial public interest (protecting adults and children at risk). We may share your information with welfare organisations, electricity suppliers, gas transporters, water companies, local authorities and emergency services for those organisations to provide support and assistance to you in special circumstances or emergencies.

You may be contacted for feedback about our services.

Sharing your details

Following your referral with **CSE or Changeworks**, if you are happy to complete a survey, tick the box below, your details will be passed onto our third party survey provider, to carry out a customer satisfaction survey. Your details will be used by the survey provider to contact you regarding the survey ONLY. If you do not wish to be surveyed, don't tick the box. If you later change your mind about being surveyed please let us know by calling us on 0800 294 3259.

I consent with sharing with CSE or Changeworks for the purposes of receiving energy advice ☐

Please send to:

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