

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 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)