GET FREE EXTRA SUPPORT DURING POWER CUTS Register for Priority Services





Scottish & Southern Electricity Networks

Powering our community

EXTRA HELP FOR THOSE WHO NEED IT MOST

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're not the company who sends you electricity bills – our job is to maintain and repair the electricity networks. It's also our job to fix power cuts as quickly and safely as possible.

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 extra support during prolonged supply interruptions.

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:



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)



Visit **ssen.co.uk/energyadvice** and complete the on-line form



Tick the box overleaf which allows us to pass your details to HES or YES so they can call you



Or, if you're in England, you can call YES Energy Solutions directly on **03301 359 110** (calls charged at local rate)



REGISTER FOR PRIORITY SERVICES TODAY

Fill in the form or call FREE

🌭) 0800 294 3259

0800 316 5457 textphone

ssen.co.uk/psr

Be prepared for power cuts

Have some warm clothes and a battery-powered torch to hand.

Check you have back-up power for any medical equipment.

Check your stairlift can be operated manually or has battery back-up.

Ensure your mobile phone is charged so that you can call 105 if a power cut occurs.



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PRIORITY SERVICES REGISTRATION 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 (Maximum 10 characters) If you would like us to use a password when we visit you, please enter it here:						
when w	e visit you, j ninated co	olease enter it he ontact (if appli	re:			
when w	e visit you, j ninated co	olease enter it he ontact (if appli	re: cable)			
when w My nor A famil	e visit you, j ninated co	ontact (if appli	re: cable)			
when w My nor A famil	e visit you, j ninated c y member	ontact (if appli ontact (if appli or friend we First name	re: cable)			
When w My nor A family Title Home	e visit you, j ninated c y member	ontact (if appli ontact (if appli or friend we First name	re: cable)			
When w My nor A family Title Home	e visit you, j minated co y member phone phone	ontact (if appli ontact (if appli or friend we First name	re: cable)			
When w My nor A family Title Home Mobile	e visit you, j minated co y member phone phone one	ontact (if appli ontact (if appli or friend we First name	re: cable)			

For information on how we collect, store, and process your data, see our Privacy Notice at **ssen.co.uk/PrivacyNotice/** (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.

PRIORITY SERVICES REGISTRATION FORM

Medical equipment/aids that relies on electricity

Equipment Type

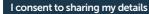
Reason for registering (tick all boxes that apply)

Chronic illness	Blind	Partially sighted	Over 60		
Speech impairment	Development condition	Dementia (s)/ cognitive impairment	Physical impairment		
Mental health	Hearing impairment (inc) deaf	Restricted hand movement	Living with children under 5		
Poor sense of smell/taste	Unable to answer door	Additional presence preferred	Water dependent		
Temporary:	Life changes	Post hospital recovery	Young adult householder <18		
Other reasons you may need extra support (Please give more details if necessary)					
If English is not your language, please tell					
How did you hear ab	out us?				

What signing this form means to you

By signing this form you are confirming that you understand we may need to pass your details to third parties during an emergency so we can provide you with Priority Services; this may include the British Red Cross, local authorities or emergency services. If you have a nominated contact you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them.

With your consent, we can pass your details onto your energy supplier and gas transporter who may also offer Priority Services that you can benefit from.



Sharing your details

With your consent we will pass your contact details only to Home Energy Scotland or Yes Energy Solutions (if you are in England) so that they may contact you and provide free of charge advice to help keep you warmer in your home and save you money.

I consent to sharing with Home Energy Scotland (for Scotland) or YES Energy Solutions (for England).

Signature of person who is registering for extra support or has legal authority to act for them

Date

Sign

If you are signing on behalf of the person registering, please also include a copy of your legal authority to do so.

Please send to:

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