

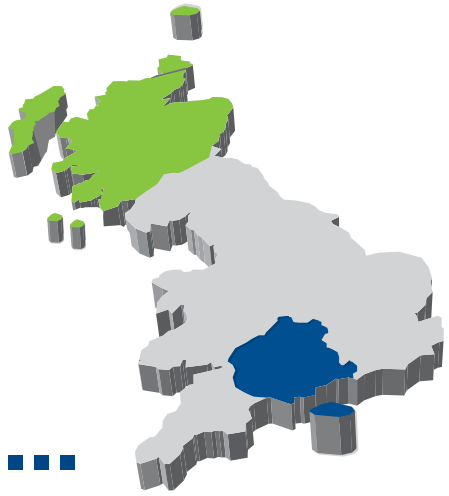


# Extra support for you during a power cut

Join our Priority Services Register



# What we do for you...



We look after the network which delivers electricity to the meter in homes and businesses throughout the north of Scotland and central southern England. We aren't responsible for sending your electricity bill, your meter or the wires within your home.

We keep the lights on by maintaining and repairing the network. If something unexpected happens and there is a power cut in your area, we are the people who fix it as quickly and safely as possible.

## We offer extra help for those who need it

We all rely on electricity in our daily lives, but for some a power cut can be particularly distressing and difficult. That's why we offer extra help and priority treatment during a power cut. It helps us to help you if we know what extra support you may need. All our priority services are free.



We will be there  
for you in the  
rare event of  
a power cut

# Please join our Priority Services Register

## Key benefits

- All of our priority services are free.
- Dedicated 24 hour priority services phone number.
- Priority updates during a power cut.
- Nominate someone for us to contact on your behalf.
- Provide information in the format you need, for example Braille or audio cd.
- Security password to keep you safe.

**Call 0800 294 3259**

If you are calling from a mobile call 0345 072 1900  
0800 316 5457 for text phone

[www.ssepd.co.uk/PriorityServicesRegister/](http://www.ssepd.co.uk/PriorityServicesRegister/)

## We aim to offer individual support where we can including:

- A free 24 hour priority services phone number making it easier for you or your representative to get in touch with us if your power goes off.
  - You can nominate someone as your contact which means we will deal with them on your behalf.
  - A commitment to keep you or your nominated contact updated until your power is restored.
  - Personally contacting you or your nominated contact in advance if we need to switch off your electricity supply to carry out essential maintenance.
  - We work with agencies such as local authorities, the emergency services and the Red Cross to provide extra support. We can supply a full list of the agencies we work with on request.
  - Specialist advice on how to cope in the rare event that you have no electricity.
- Provide information in a format that suits your communication needs; for example in Braille or by using a textphone.
  - Agree a password for our staff to use when they talk to you. That way you can be safe in the knowledge that you are speaking to us. All our staff carry an identification card with their photograph on it and a phone number you can call to check they are who they say they are.
  - Welfare vehicles to provide meals, drinks, warmth and charging points during prolonged power cuts.
  - Portable generators for critical supply customers during prolonged power cuts.



Deaf or hard of hearing



Disabled

## You are eligible to join our Priority Services Register if you:

- Are dependent on electricity for home medical care, for example a kidney dialysis machine.
- Have a chronic illness or short term medical condition; for example you are recovering from a major operation.
- Are disabled.
- Have special communication needs; for example because you are blind, partially sighted, deaf or hard of hearing.
- Have a young baby.
- Receive a state pension.

We recognise there are other areas where our customers need support during power cuts. If you have other needs and feel you will need extra help if you have no electricity, please contact us to discuss.

We can't promise your electricity will never go off, but when it does, we want to do what we can to make sure you have the support you need, when you need it.



**Chronically ill**



**Baby under 12 months**



**Blind or partially sighted**

# Priority Services Team

It is simple to register yourself, or have someone register for you:

- By post

Fill out the form opposite and post to us:

Priority Services Team

Scottish and Southern Energy Power Distribution

FREEPOST RTGH-TXXT-ZAEG

200 Dunkeld Road

Perth PH1 3AG



- By phone

Contact our team on **0800 294 3259**

- By mobile

Contact our team on **0345 072 1900**

- By text phone

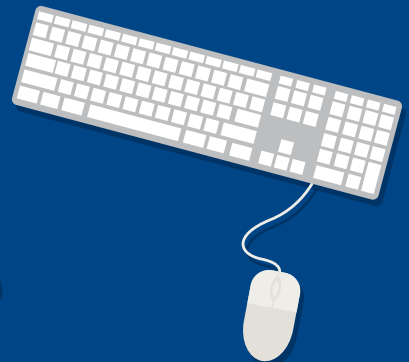
Contact our team on **0800 316 5457**

- Online

Visit [www.ssepd.co.uk/PriorityServicesRegister/](http://www.ssepd.co.uk/PriorityServicesRegister/)

Please contact our Priority Services Team if you need a copy of this leaflet in another format such as Braille or large print

**T:** 0800 294 3259





# Priority Services Registration Form

Please complete and return to: Priority Services Team, Scottish and Southern Energy Power Distribution, FREEPOST RTGH-TXXT-ZAEG, 200 Dunkeld Road, Perth PH1 3AG

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

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Home phone \_\_\_\_\_ Mobile phone \_\_\_\_\_

Email address \_\_\_\_\_ Text phone \_\_\_\_\_

**My nominated contact (if applicable)** I would like to nominate the person below as my contact for priority services.

**Nominated contact details:**

Title \_\_\_\_\_ First name \_\_\_\_\_ Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Home phone \_\_\_\_\_ Mobile phone \_\_\_\_\_

Email address \_\_\_\_\_ Text phone \_\_\_\_\_

**Home visit security:** If you would like us to use a password when we visit you, please enter it here: \_\_\_\_\_

**Reason for registering:** (Tick all boxes that apply)

Medical equipment which relies on electricity

Medical equipment type \_\_\_\_\_

Medical equipment manufacturer \_\_\_\_\_

Chronic illness

Disabled

Blind or partially sighted

Deaf or hard of hearing

Short term illness

Baby under 12 months

Receive a state pension

Other

If other, please give more details: \_\_\_\_\_

**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 a third party before you can receive the requested priority services. We will not use or pass your details to third parties for marketing purposes. 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.

Signed \_\_\_\_\_ Date \_\_\_\_\_



**Scottish and Southern  
Energy**

Power Distribution

Scottish and Southern Energy Power Distribution Limited is registered in Scotland  
No. SC213459. Registered Office: Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ

[www.ssepd.co.uk](http://www.ssepd.co.uk)