

The Priority Service Register

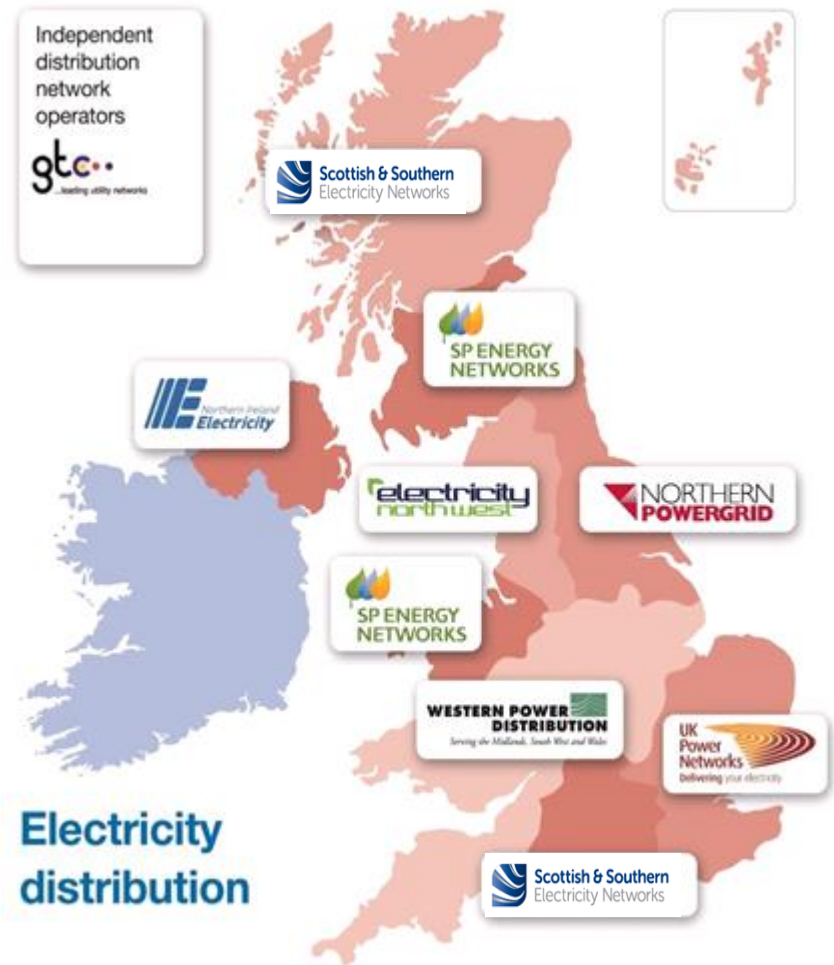
22 June 2017



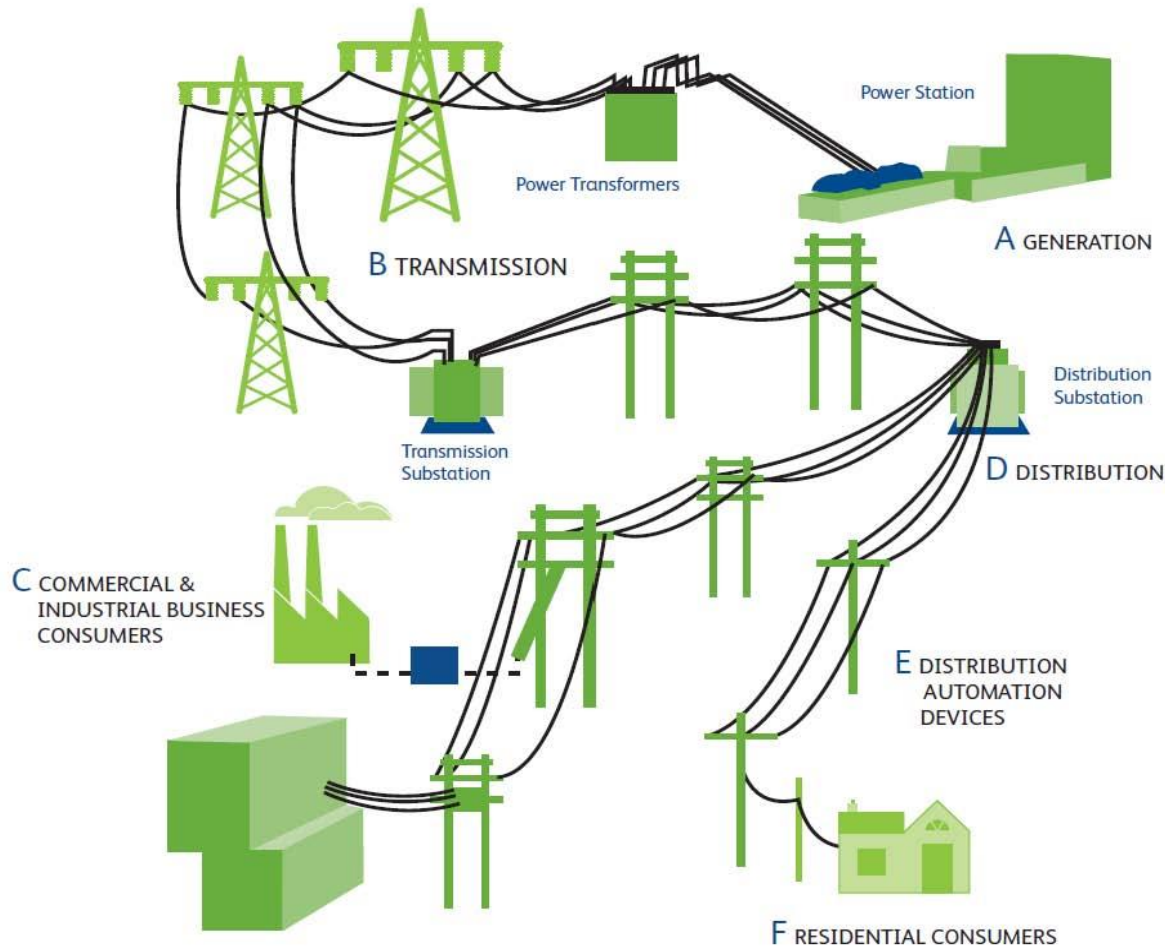
Scottish & Southern
Electricity Networks

Electricity Distribution

- Scottish and Southern Electricity Networks owns and operates distribution networks in Northern Scotland (Scottish Hydro Electric Power Distribution) and Central Southern England (Southern Electric Power Distribution)
- Networks > 99.9% reliable
- 130,000km of overhead lines and underground cables delivering electricity to 3.7m homes, offices and businesses



What We Do



We distribute electricity, on behalf of energy suppliers, to homes and businesses in both our distribution areas.

Priority Services Register

Offering extra help for those who need it

Key benefits

- All of our priority services are free
- Dedicated 24 hour priority services phone number
- Priority updates during a power cut
- Customers can nominate someone for us to contact on their behalf



Priority Services Register

Customers are eligible to join if they:

- Are dependent on electricity for medical care, e.g a kidney dialysis machine
- Have a chronic illness or short term medical condition; e.g are recovering from a major operation
- Are disabled
- Have special communication needs; e.g. blind / deaf
- Have a young baby
- Receive a state pension

What we aim to offer



Priority treatment during a power cut

Our priority service 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.



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, audio CD or foreign language.



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 Register.



Provisions for your community

During severe weather events and prolonged power outages, our connection to local welfare vehicles, help us in our aim to provide meals, drinks, warmth and charging points.



Emergency power supplies

If you're dependent on electricity (e.g. for home medical care) we aim to provide portable generators during prolonged power cuts.



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

Priority Services Register

Registration is simple

Register for
Priority Services today.

Fill in the form or Call FREE

 0800 294 3259

 0800 316 5457
textphone

Find our more at

 [ssen.co.uk/
priorityservices](https://www.ssen.co.uk/priorityservices)

Priority Services Register

We utilise welfare vehicles providing food, drinks, warmth and charging points where possible during prolonged power cuts

In a power failure we aim to contact customers pro-actively until supplies are restored to ensure they have the best information available

We provide portable generators for critical supply where possible during prolonged power cuts



Mark J Taylor

Mark.j.taylor@sse.com



Scottish & Southern
Electricity Networks