

Scottish & Southern Energy 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 SS&E offer extra help and priority treatment during a power cut.

All SS& E priority services are free.

They aim to offer individual support where they can including:-

- A free 24 hour priority services phone number making it easier for you or your representative to get in touch if the power goes off
- You can nominate someone as your contact who SSE will deal with on your behalf.
- A commitment to keep you updated until your power is restored
- Specialist advice on how to cope in the rare event that you have no electricity.
- Welfare vehicles to provide meals, drinks, warmth and charging points during prolonged power cuts.
- Portable generators for critical supply customers during prolonged power cuts.

You are eligible for this service if

- 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.

To sign up for this service

- Call 0800 294 3259
- If you are calling from a mobile call 0345 072 1900
- 0800 316 5457 for text phone
- Online at www.ssepd.co.uk/PriorityServicesRegister/