

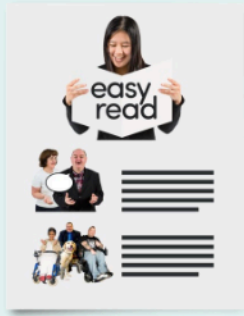


Scottish & Southern
Electricity Networks

About our **priority services**



Easy read booklet



This is an Easy Read version of some information. It has words and pictures.



You might want help to read this booklet. You can ask someone to help you.

words

Some words are **black and bold**. This means we think they are difficult words.



Black and bold words are thicker and darker. We explain what they mean in a box like this.

Who we are and what this booklet is about



We are **Scottish and Southern Electricity Networks**.

We give your home **electricity**.



Electricity is what things like lights, computers and TVs need to turn on and work.



This booklet tells you about our free priority services and how we can help in a **power cut**.



A **power cut** is when the electricity to your home stops and does not work for a while.

Who can join



You can join our priority services if

- you care for a young child or someone with **dementia**
- you have a **chronic illness**
- you need help to **communicate**.



Dementia is a condition where you find it hard to remember things or think clearly.



A **chronic illness** is a health problem that lasts for more than 1 year.



Communicate means to share what you think, feel, or need.

Why you should join

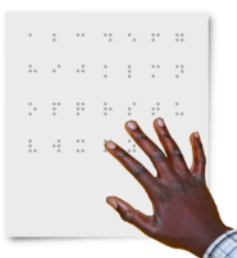
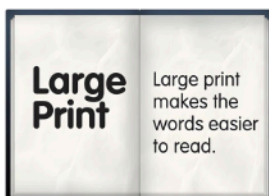


If you join, we will

- give you advice about how to stay safe
- send you updates about the power cut
- send you a power cut plan that tells you what to do before, during, and after a power cut.



You can call our 24 hour helpline any time if you need help.



We can give you information in

- large print
- braille
- another language
- British sign language.

How to contact us



There are different ways to contact us for more information.



You can call **0800 294 3259**.



You can go to this website
thepsr.co.uk/



You can point your phone or tablet camera at this QR code, then click the link that comes up.

Talk to us in person



You can talk to us in person for more information.

We tell you where and when you can meet us in the box below.



Date



Time



Where



Who will be there