

**POWER CUT?
CALL 105**

HELPING YOU SUPPORT VULNERABLE CUSTOMERS QUICKLY

Thank you for the important role you play in supporting our customers. This guide gives clear information to help you direct people to free support during a power cut.



PRIORITY SERVICES

Some customers need extra support and would benefit from the free priority services available. This includes regular updates in power cuts, extra support and help with day-to-day communications.

Register using one of the three methods below or contact the PSR team with any concerns about a vulnerable customer. They're available Monday to Friday 8am – 8pm and Saturday 8am – 5pm.



or call us on
0800 294 3259



Email us
networks.priority.services@sse.com



Scottish & Southern
Electricity Networks

ssen.co.uk/psr

COMMUNICATION

Our customers have different communication needs, for example English may not be the customers first language, or they may be hard of hearing. There are a number of services available to support:



LANGUAGE TRANSLATION

Call the PSR team, they use Language Line to translate any language. They can also translate letters or print large format on request. **0800 294 3259**



TEXTPHONE

Textphone can be used for the Deaf or hard of hearing – customers can communicate with us by text instead of talking, using a special landline phone with a display screen. The number for the textphone service is **0800 316 5457**



BRITISH SIGN LANGUAGE (BSL)

BSL interpretation is available via our website. The customer uses the service to connect to an interpreter who relays the video conversation to SSEN over the phone. Visit **ssen.co.uk/BSL** or scan the QR code for more information.



RECITE ME ACCESSIBILITY TOOL

The customer can use the Recite Me accessibility tool which allows them to view our website in a way that works best for them.



POWER CUTS

Find out if the customer is coping, build a rapport and reassure them you are here to help.

Recommend the customer reports the power cut using Power Track, this will give live updates on the network, when the power will be back on and where welfare provision might be located.

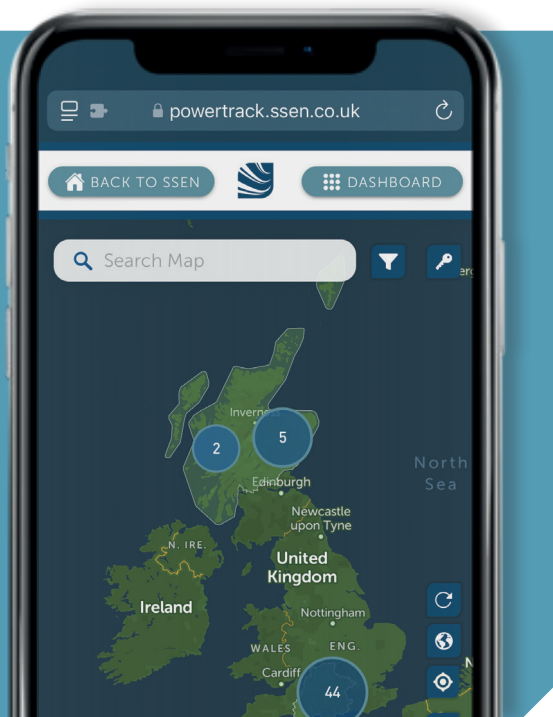
Alternatively **call 105** to report the power cut.

For power cuts that last more than 12 hours there is welfare support available and vulnerable customers are our priority. They can call the PSR team for help on **0800 294 3259** Monday to Friday 8-8pm and Saturday 8-5pm.



ssen.co.uk/powertrack

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Download our Power Track app.



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