SSEN Distribution

CUSTOMER WORKS GUIDE

FOR 1-4 NEW ELECTRICITY CONNECTIONS (LOW VOLTAGE)

Scottish & Southern Electricity Networks

WELCOME TO YOUR CUSTOMER WORKS GUIDE

This guide provides information for steps you may need to take to get ready for your new connection. Read through this guide, along with your quote letter and design document. All site specific information will be discussed with your Project Manager. Click on each step to find out more.

WHY NOT PRINT THIS PAGE AND TICK EACH STEP ONCE COMPLETE

START HERE

STEP 1 - Register address
Register your property address with your local council. This address must match the address on your application.

PLANNING

STEP 2 - Book us in
Book an appointment with us to deliver your New Connection. See pages 4 - 5 to see what we install as part of your new connection.

STEP 3 - Check email for your MPAN
Your Meter Point Administration Number (MPAN) will be emailed to you once a date is agreed for work to start. See pages 6 - 7.

STEP 4 - Book meter installation
Register with an energy supplier and book an appointment for them to install your meter. See pages 8 - 9.

STEP 5A - Book an electrician
Book an appointment for your electrician to complete your internal wiring. See pages 10 - 11.

INTERNAL METER LOCATION

STEP 5B - Drilling external walls
If your meter will be installed inside your property, a hole must be drilled through the external wall. See pages 12 - 13.

STEP 6A - Buy a meter board
You only need to complete this step if your meter will be internal. See pages 14 - 15.

STEP 6B - Fit meter board
You only need to complete this step if your meter will be internal. See pages 16 - 17.

EXTERNAL METER LOCATION

STEP 7A - Buy a meter box and a hockey stick
You only need to complete this step if your meter will be external. See pages 18 - 19.

STEP 7B - Fit the meter box and hockey stick
You only need to complete this step if your meter will be external. See pages 20 - 21.

PREPARING YOUR SITE

STEP 8 - Prepare to dig
Read our guidance around preparing to dig safely if you or your contractor will be digging. See pages 22 - 23.

STEP 9A - Onsite digging
If you have chosen for you or your contractor to complete your onsite digging, more information can be found here. See pages 24 - 25.

STEP 9B - Onsite ducting
Buy and install your ducting, for further information click here. See pages 26 - 27.

STEP 10 - Send us your site photos
Once your site is ready for us to start work, send your photos to your project manager. See pages 28 - 29.

STEP 11 - Refilling trenches and joint holes
You or your contractor will need to refill the holes you have dug onsite. See pages 30 - 31.

BOOK US IN

Your project manager will contact you to discuss your job in more detail, including connection dates, next steps and possible site visits.

Need to contact us? see page 32

There are three key stages involved in completing your new electricity connection. In the diagram below, the sections shown in yellow highlight the equipment we install, including your service cable and cut-out. Each stage is colour-coded to show who is responsible for the work:

STAGE 1 - SSEN DISTRIBUTION

1. Service cable
2. Main fuse or cut-out

This is the work that we complete for you. We will install and connect your service cable and cut-out.

STAGE 2 - YOUR ENERGY SUPPLIER

3. Energy supplier meter tails
4. Electricity meter

Your meter will need to be installed by your chosen energy supplier.

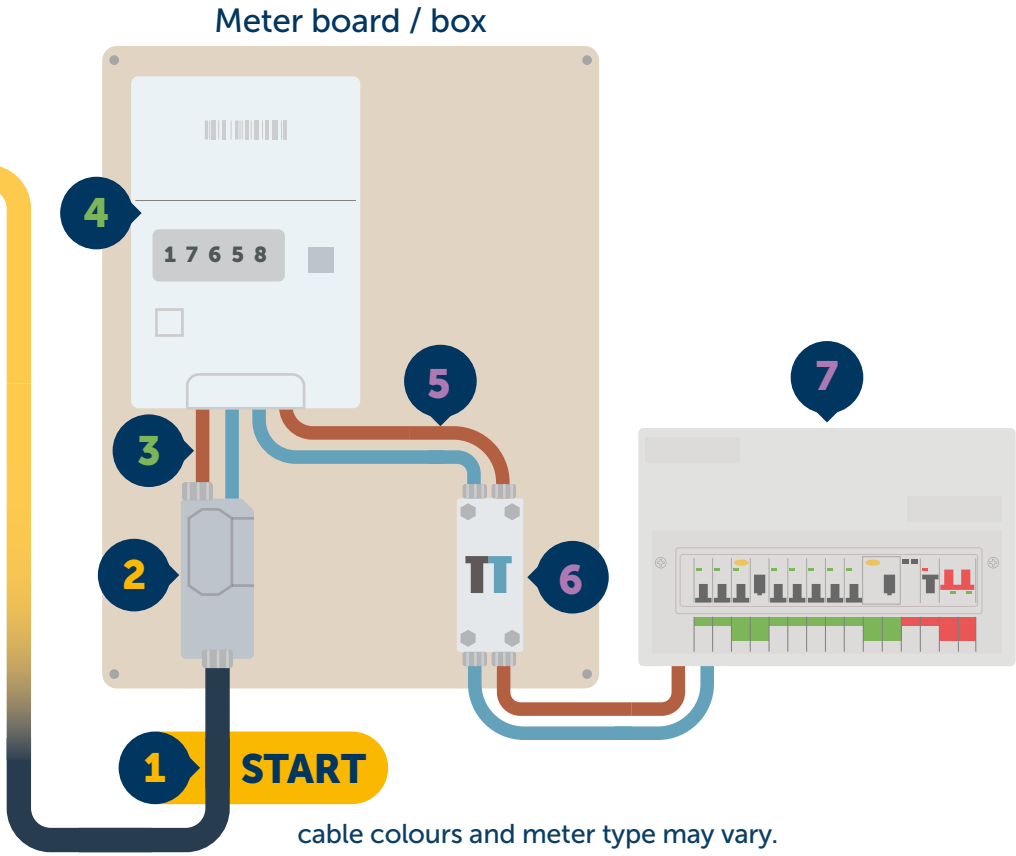
For more information, see step 3 and 4.

STAGE 3 - YOUR ELECTRICIAN

5. Customer meter tails
6. Isolator (recommended)
7. Consumer unit / fuse box

You will need to contact a qualified electrician and arrange for them to complete any internal electrical work.

For more information, see steps 5a and 5b.



cable colours and meter type may vary.

The numbered labels on the diagram identify exactly which party is responsible for installing each piece of equipment. Your project manager will guide you through every step so you always know what happens next.

STEP 3

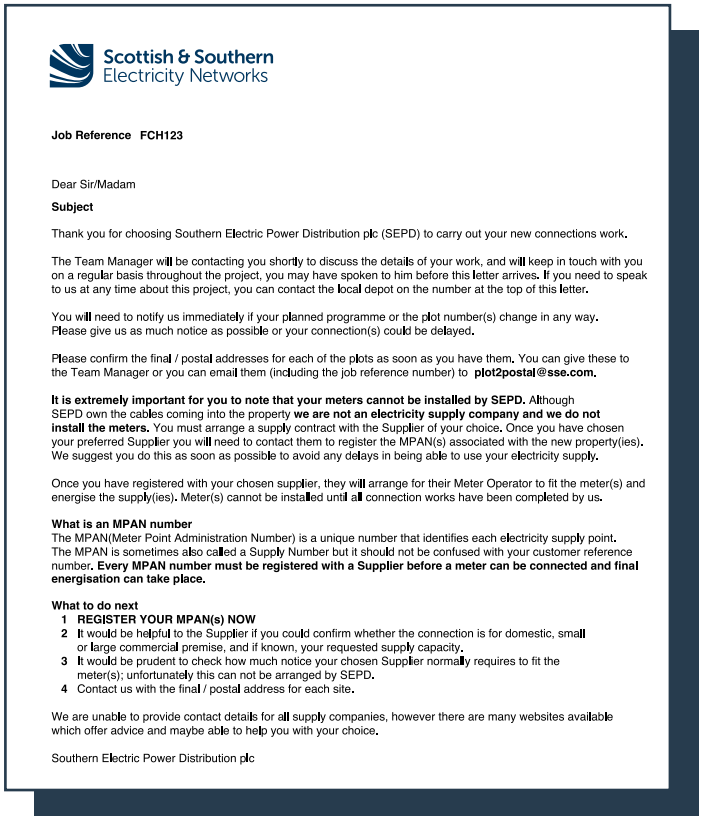
CHECK YOUR EMAIL FOR YOUR MPAN

Your Meter Point Administration Number (MPAN) will be emailed to you once a date is agreed for work to start.

We will send your MPAN to the email address you provided in your application.

You will need your MPAN to complete step 4.

If you do not receive this email within 72 hours of booking in your new connection, speak with your Project Manager.



Scottish & Southern Electricity Networks

Job Reference FCH123

Dear Sir/Madam

Subject

Thank you for choosing Southern Electric Power Distribution plc (SEPD) to carry out your new connections work.

The Team Manager will be contacting you shortly to discuss the details of your work, and will keep in touch with you on a regular basis throughout the project, you may have spoken to him before this letter arrives. If you need to speak to us at any time about this project, you can contact the local depot on the number at the top of this letter.

You will need to notify us immediately if your planned programme or the plot number(s) change in any way. Please give us as much notice as possible or your connection(s) could be delayed.

Please confirm the final / postal addresses for each of the plots as soon as you have them. You can give these to the Team Manager or you can email them (including the job reference number) to **plot2postal@sse.com.**

It is extremely important for you to note that your meters cannot be installed by SEPD. Although SEPD own the cables coming into the property **we are not an electricity supply company and we do not install the meters.** You must arrange a supply contract with the Supplier of your choice. Once you have chosen your preferred Supplier you will need to contact them to register the MPAN(s) associated with the new property(ies). We suggest you do this as soon as possible to avoid any delays in being able to use your electricity supply.

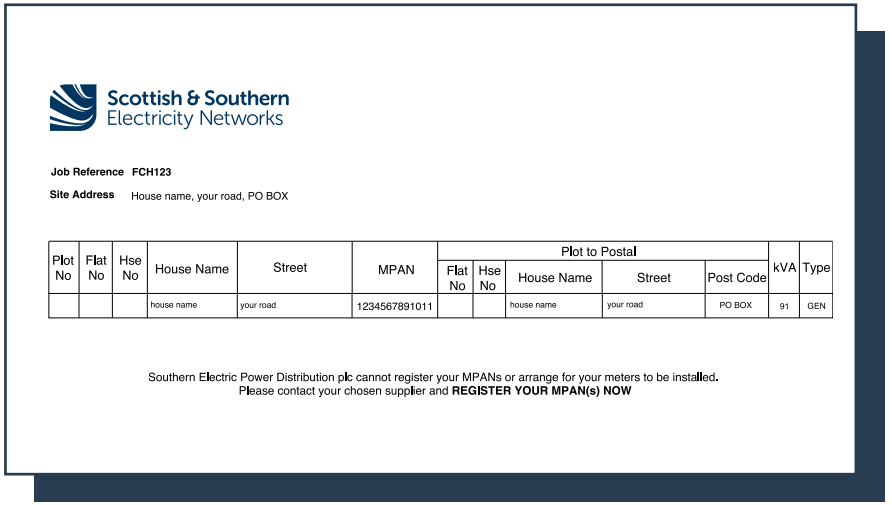
Once you have registered with your chosen supplier, they will arrange for their Meter Operator to fit the meter(s) and energise the supply(ies). Meter(s) cannot be installed until all connection works have been completed by us.

What is an MPAN number
The MPAN(Meter Point Administration Number) is a unique number that identifies each electricity supply point. The MPAN is sometimes also called a Supply Number but it should not be confused with your customer reference number. **Every MPAN number must be registered with a Supplier before a meter can be connected and final energisation can take place.**

What to do next
1. **REGISTER YOUR MPAN(s) NOW**
2. It would be helpful to the Supplier if you could confirm whether the connection is for domestic, small or large commercial premise, and if known, your requested supply capacity.
3. It would be prudent to check how much notice your chosen Supplier normally requires to fit the meter(s); unfortunately this can not be arranged by SEPD.
4. Contact us with the final / postal address for each site.

We are unable to provide contact details for all supply companies, however there are many websites available which offer advice and maybe able to help you with your choice.

Southern Electric Power Distribution plc



Scottish & Southern Electricity Networks

Job Reference FCH123

Site Address House name, your road, PO BOX

Plot No	Flat No	Hse No	House Name	Street	MPAN	Plot to Postal					kVA	Type
						Flat No	Hse No	House Name	Street	Post Code		
			house name	your road	123456891011			house name	your road	PO BOX	91	GEN

Southern Electric Power Distribution plc cannot register your MPANs or arrange for your meters to be installed.
Please contact your chosen supplier and **REGISTER YOUR MPAN(s) NOW**

BOOK YOUR METER INSTALLATION

It's time to register your MPAN with your chosen energy supplier and book an appointment for them to install your meter.

REGISTER WITH AN ENERGY SUPPLIER

Energy suppliers are who you will pay your future electricity bill to. They are responsible for installing your new meter and meter tails as show in green on the diagram.

Not sure what supplier to go with - comparison sites such as Energy Switch - can help.

Energy Switch
https://energy.which.co.uk

STAGE 1 - SSEN DISTRIBUTION

1. Service cable
2. Main fuse or cut-out

This is the work that we complete for you. We will install and connect your service cable and cut-out.

For more information, see step 2.

STAGE 2 - YOUR ENERGY SUPPLIER

3. Energy supplier meter tails
4. Electricity meter

Your meter will need to be installed by your chosen energy supplier.

STAGE 3 - YOUR ELECTRICIAN

5. Customer meter tails
6. Isolator (recommended)
7. Consumer unit / fuse box

You will need to contact a qualified electrician and arrange for them to complete any internal electrical work.

For more information, see steps 5a and 5b.

Once you have chosen your supplier you will need to contact them with your MPAN which we emailed to you, to register your new connection.

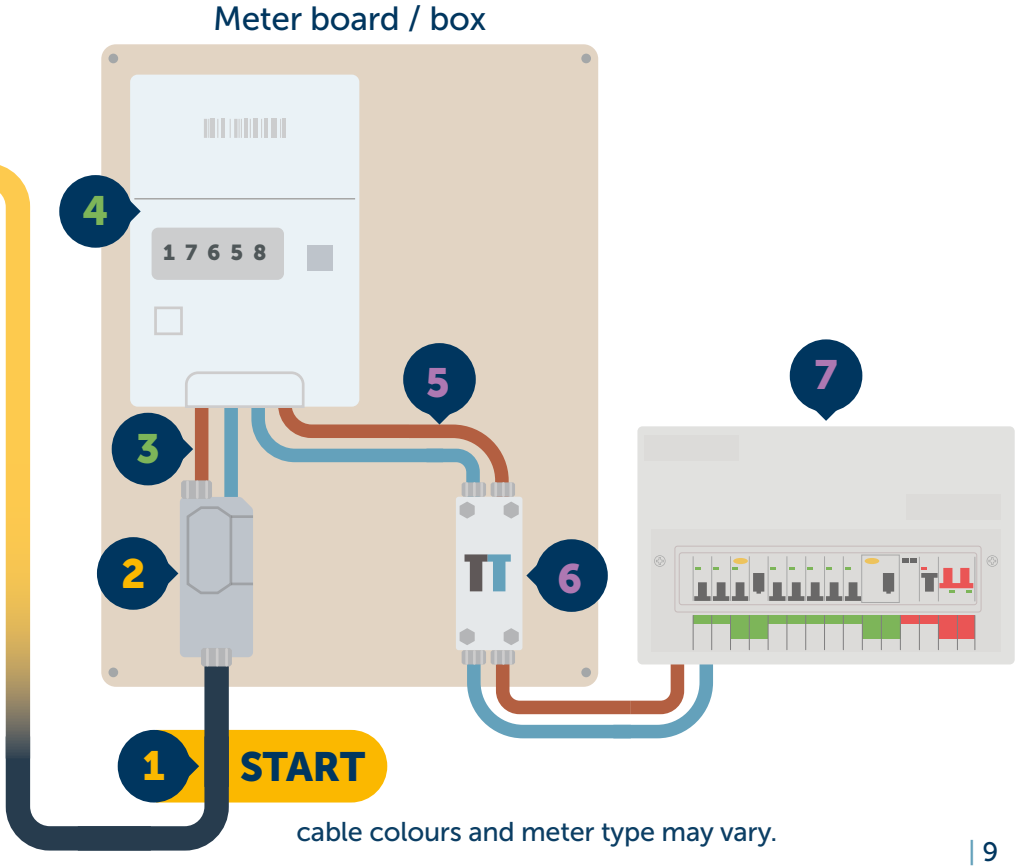
You will also need to give your energy supplier the below information found on your MPAN letter when registering:

- Connection Type.
- Amount of electricity (KVA).

BOOK AN APPOINTMENT WITH YOUR ENERGY SUPPLIER:

Once you have registered your new connection, you must book an appointment for your energy supplier to install your new meter and meter tails.

This would need to be after we have installed our equipment, as this is what your energy supplier will need to connect your meter to.



cable colours and meter type may vary.

BOOK ELECTRICIAN

It's time to book an appointment to install your consumer unit/trip switches and any other internal wiring.

Book an appointment for your electrician to complete your internal wiring as shown in purple on the below diagram. This appointment should be booked in advance, but must take place after we have installed our equipment and your energy supplier has installed your meter.

Your electrician will be able to advise you of what work they need to do, to ensure all of your appliances can be used.

THIS CAN INCLUDE THINGS SUCH AS:

- Connect your consumer unit/fuse board.
- Drill external walls (Internal meter only).
- Isolators.
- Residential current device (RCD).
- Fuse switch.
- Prepare meter tails.

STAGE 1 - SSEN DISTRIBUTION

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2. Main fuse or cut-out

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STAGE 2 - YOUR ENERGY SUPPLIER

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STAGE 3 - YOUR ELECTRICIAN

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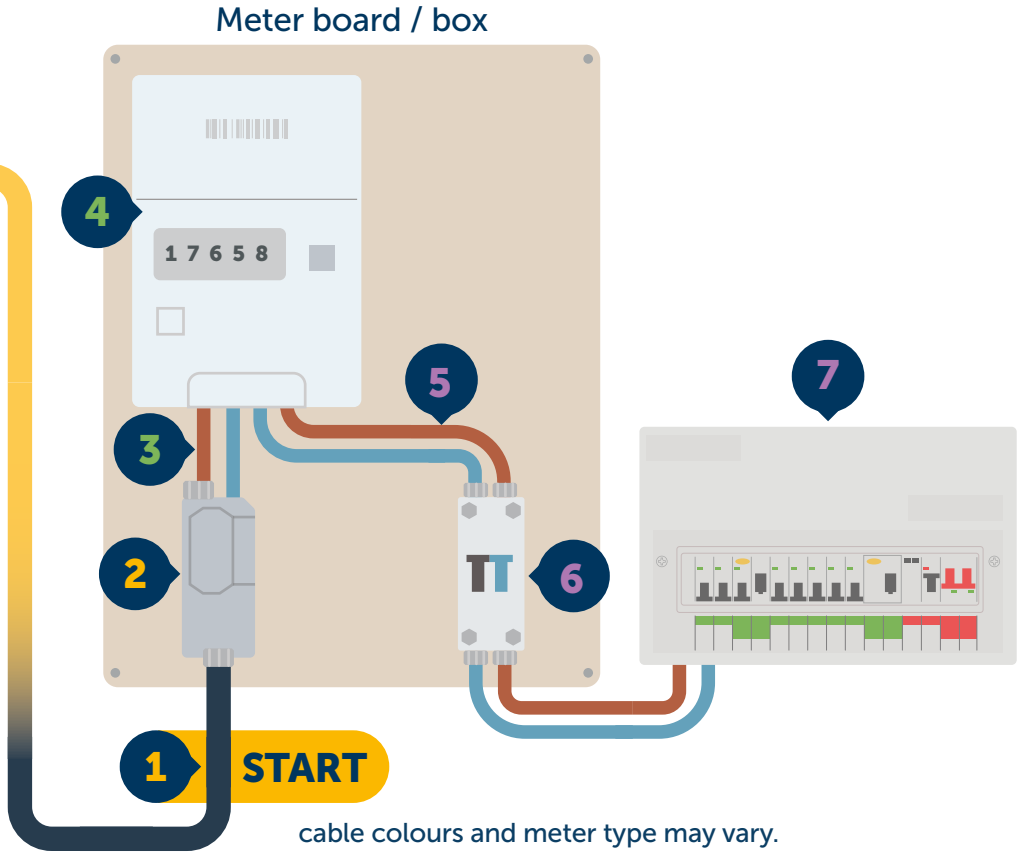


cable colours and meter type may vary.

STEP 5B

DRILLING WALL(S) INFORMATION

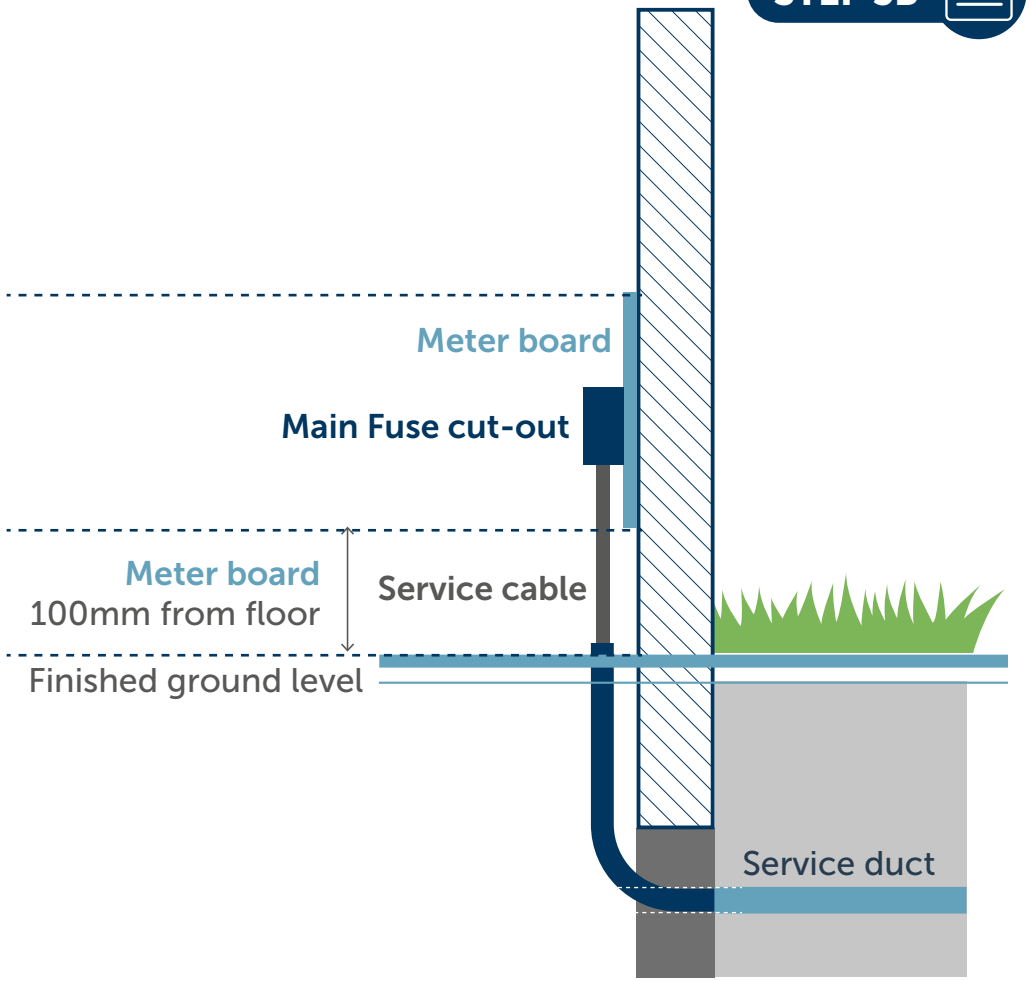
If your meter is going to be internal, you'll need to arrange for a duct to be installed for our service cable. We recommend using a builder of your choice to carry out this work.

The size of the duct will depend on type of service cable you are having installed. See table on page 13.

The duct should enter your property using a long-radius bend and finish at floor level. Outside, it must exit the building at a depth of 450 mm (measured to the top of the duct) below the finished ground level.

To make sure the drilled holes are in the correct place for our service cable to enter your property and stop water from getting in or causing damage to other services drill:

- From the inside of the building to the outside.
- Start drilling above finished floor level at a downwards 45 degree angle.
- The exit point must be 450mm below the finished ground level ready for you to fit the service duct.



TYPE OF SERVICE CABLE	INSIDE DIAMETER OF DUCT
SINGLE PHASE	32mm
SPLIT	100mm
THREE PHASE	100mm

BUY YOUR METER BOARD - INTERNAL METER ONLY

Buy the required meter board ready for us to install your new connection.

If you are having your new connection fitted to the inside of your property, you will need to buy a meter board and meter board spacers.

The table below provide the sizes of meter boards that are available. Check the type of the service cable you are having installed, to determine the size of the meter board you will need.

METER BOARD DIMENSIONS	WIDTH	HEIGHT
SINGLE PHASE	300mm	300mm
SPLIT PHASE	600mm	450mm
THREE PHASE	600mm	450mm

IMPORTANT

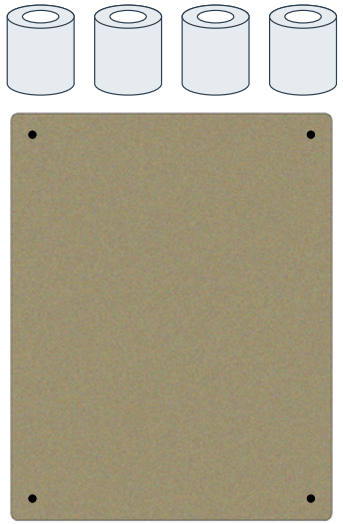
METER BOARDS MUST BE FLAME RETARDANT

These can be purchased from any local hardware store.

METER BOARD

YOU MUST:

- Buy your meter board and 4 x meter board spacers.
- Meter board spacers/bushes will be needed to fit the meter board. This will allow for the meter board to be fitted securely, while creating a gap between the meter board and the wall for air to flow between. It also allows for cables to be routed behind the board if required.
- Spacers must be 20mm in length and 20mm in diameter.



FIT YOUR METER BOARD - INTERNAL METER ONLY

Once you have purchased your meter board, you will need to fit it ready for us to install your new connection. Here is some information about where you can and can't put your meter.

INTERNAL CUT-OUT / METER LOCATION

IT MUST BE:

- Located on the inside face of an external wall.
- Located to provide adequate separation when situated near gas or water installations.
- The cable duct must be fitted flush to the wall.
- The SSEN meter board must be a minimum of 200mm above ground level, as shown in the diagrams on page 17.
- If going in a timber frame building it must be on an external wall, on a flame retardant meter board and not on a plaster board wall.

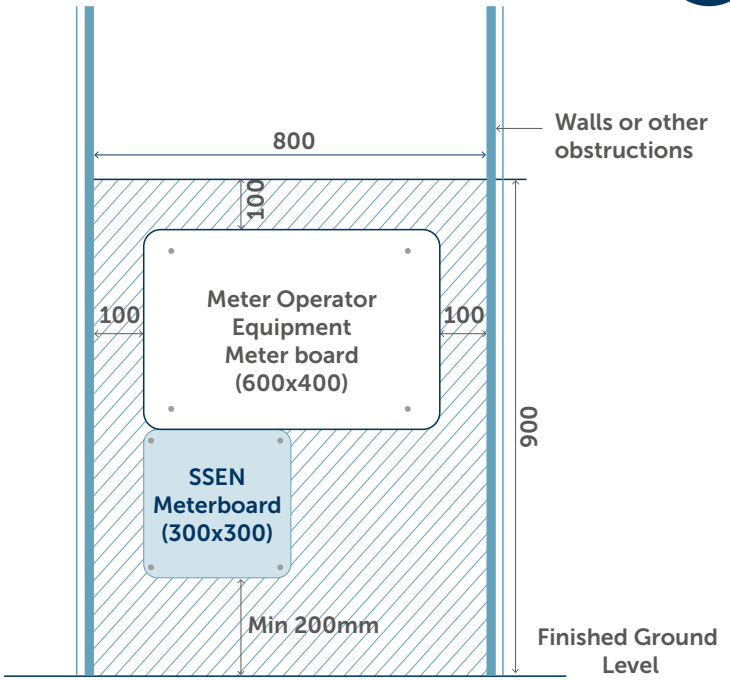
IT MUST NOT BE:

- In an attic, kitchen, utility room, bedroom, bathroom or basement.
- On the ceiling or under the stairs with less than 2m headroom.
- On a partition stud dry-lined wall, inside the property.

SINGLE PHASE SUPPLY

Shaded area to be kept clear of obstructions.

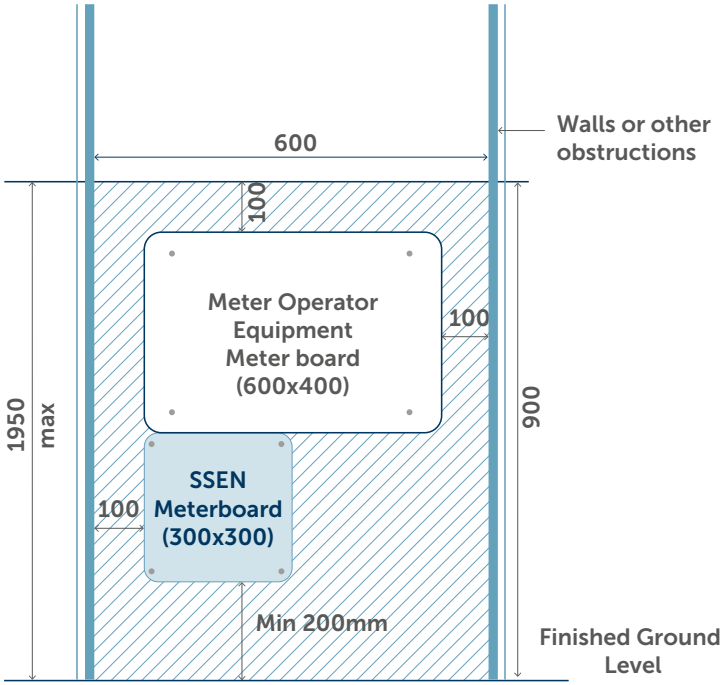
All measurements are shown in mm.



SPLIT/THREE PHASE SUPPLY

Shaded area to be kept clear of obstructions.

All measurements are shown in mm.



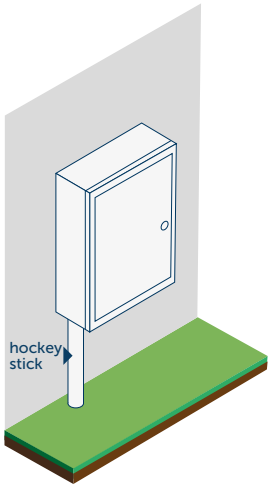
BUY YOUR METER BOX - EXTERNAL METER ONLY

Buy the required meter box and hockey stick ready for us to install your new connection.

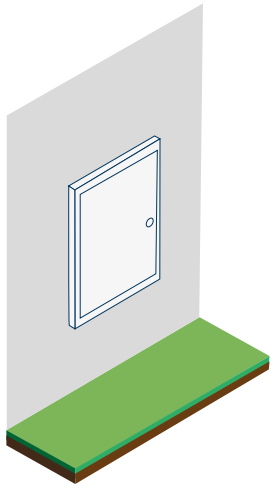
If your new connection is being installed outside of your property, you will need to buy an electricity meter box and a hockey stick, for us to install our equipment and for your supplier to connect your new meter to.

Meter boxes can be:

SURFACE MOUNTED



RECESS MOUNTED



The following tables provide guidance on what meter box and hockey stick to buy and where you can buy these from. You will need to check the type of service cable you are having installed to determine the minimum size of the meter box you will need. A compliant, flame-retardant backboard meeting electrical standards is required in all meter boxes.

	HEIGHT	WIDTH	DEPTH	HOCKEY STICK
SINGLE PHASE	560mm	400mm	210mm	40mm
SPLIT / THREE PHASE	750mm	520mm	190mm	50mm

RECESSED TYPE	SUPPLIER TRICEL	MITRAS	
Large recessed	✓	✓	✗
Medium recessed	✓	✓	✗
Cavity cable entry via a hockey stick or polyduct	✓	✓	✗
Cable entry on the face of the wall via hockey stick (medium box only)	✗	✓	✓
SSEN cable on face of wall covered by a cable guard	✓	✓	✓
SURFACE MOUNTED TYPE			
Large surface	✓	✓	✓
Medium surface	✓	✓	✓
Cable entry on the face of the wall via hockey stick (medium box only)	✗	✓	✓
SSEN cable on face of wall covered by a cable guard	✓	✓	✓

= Suitable for Timber Framed Buildings.

When purchasing a meter box, you will require the following minimum internal space:

	HEIGHT	WIDTH
SINGLE PHASE	500mm	300mm
SPLIT / THREE PHASE	600mm	450mm

If you are considering additional isolators or equipment, you will require a larger meter box.

Link for meter box suppliers
meterboxes.co.uk/pages/electric-meter-boxes

FIT YOUR METER BOX AND HOCKEY STICK - EXTERNAL METER ONLY

Once you have bought your meter box and hockey stick, you will need to fit them ready for our arrival. Here is some information you need to know about where you can and can't put your meter box and hockey stick.

EXTERNAL CUT-OUT / METER LOCATION

YOU MUST:

- Supply the meter cabinet and install the hockey stick or cable cover. Details of sizes and where to purchase these are on page 18.
- Label your electricity meter box if you have more than one supply going into the building.
- You will need to make a hole in the bottom left-hand side of the meter box. This is where our electricity cable will enter the meter box.

YOU MUST NOT:

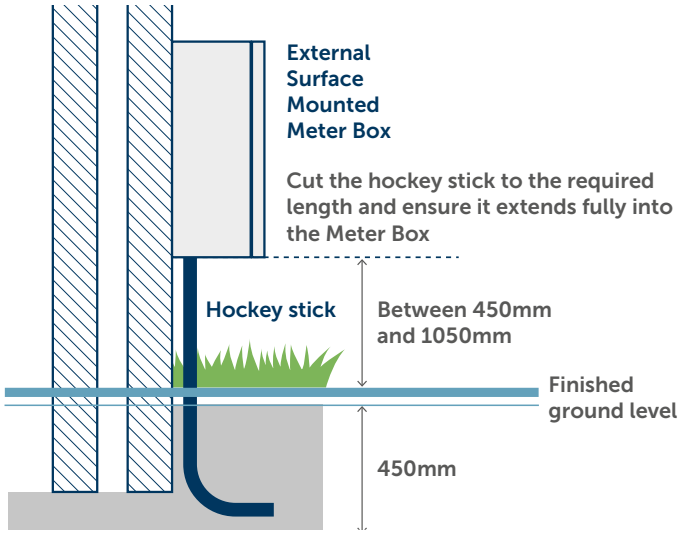
- Put your meter in a locked cabinet, bin storage or behind a locked gate.
- Put your meter in the path of a fire exit. There must be 1m clearance.
- Install a recessed meter cabinet into a timber framed property.

UPPER LEVEL METER LOCATIONS

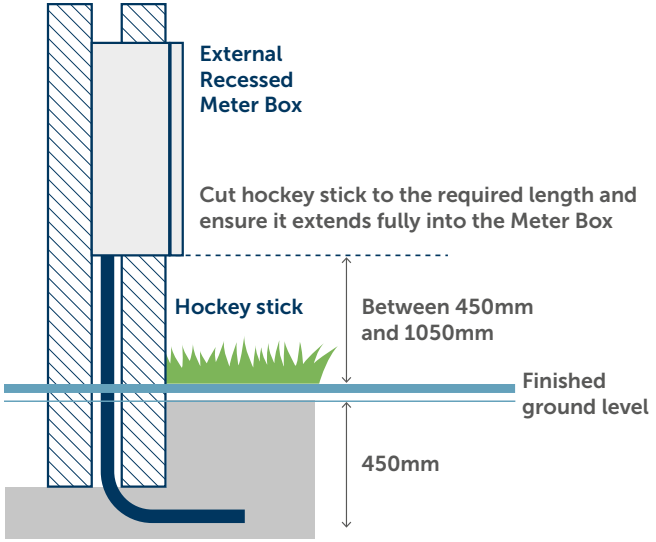
We always connect our cut-out/main fuse at ground level. If your connection is for the first floor or above, your project manager will discuss your options and advise you of the next steps. We will not run our cable in walls, lofts, lift shafts, or other cavities not specifically designed to contain cables.

The diagrams below illustrate how cabinets must be installed to enable safe access.

EXTERNAL SURFACE MOUNTED METER BOX



EXTERNAL RECESSED MOUNTED METER BOX



PREPARING TO DIG

Working together safely is our highest priority. Before any digging or site activity begins, your Project Manager will advise you of the planned work area, ensure all safety standards are in place, and confirm compliance with the New Roads and Street Works Act (NRSWA).

They will also support you with permissions, notifications, land rights and any safety arrangements needed for work near underground services, overhead lines or public highways. Although your Project Manager provides this guidance, you MUST still complete your own checks to keep yourself and others safe.

1. WORKING UNDERGROUND

PLAN - Before You Dig Follow HSG47 – Avoiding Danger from Underground Services **www.hse.gov.uk/pubns/priced/hsg47.pdf** Obtain up-to-date utility plans via Linesearch BeforeUdig (LSBUD): **www.lsbud.co.uk**. Ensure all workers review utility plans before starting. If plans do not match site conditions, contact the relevant utility provider before digging.

SCAN - Before and During Excavation Use a calibrated CAT to scan the full work area before breaking ground. Identify potential service indicators such as meters, covers, ducts, entry points or street furniture. Mark all detected services clearly so all workers understand risk areas. Rescan continuously during excavation, watching for: Warning tape, Ducts or covers, unexpected materials or obstructions.

2. WORKING AT HEIGHT

PLAN - Equipment Safety Near Excavations and Overhead Lines - This applies to all long or extendable equipment, including Scaffolding, Ladders, Poles, and Extendable or telescopic tools. Key rules: Keep all such equipment at least 3 metres from any excavation. Do not work beneath active scaffolding or unstable structures.

SCAN - For Overhead Electricity Cables Follow GS6 – Avoiding Danger from Overhead Power Lines **www.hse.gov.uk/pubns/gs6.htm**. Treat all overhead lines as live unless formally confirmed otherwise. Maintain required exclusion zones. Use goalposts, barriers and signage where overhead hazards exist.

IMPORTANT

YOU MUST - Complete your own checks of safe routes to dig before you start digging.

3. WORKING ON THE PUBLIC HIGHWAY AND NRSWA REQUIREMENTS

Only SSEN, SSEN-approved contractors, or NRSWA-licensed contractors may carry out excavation in the public highway. The New Roads and Street Works Act 1991 require us to notify local councils and other utility companies before installing equipment. If your contractor is completing the excavation, they are responsible for raising the notifications.

SSEN will only submit our notifications after you have accepted your quote and your appointment date is confirmed. Minimum Notice Periods: 3 days – Minor works (planned duration 3 days or less), 10 days – Standard works (planned duration 4–10 days), 3 months – Major works (requires a temporary traffic order, duration 11+ days), 3 months – Road closures. All approved permits must be available for SSEN teams to check on arrival. Correct barriers and signage must also be in place. If these requirements are not met, we will be unable to carry out the work, and an abortive charge may apply.

4. DIGGING ON LAND THAT DOES NOT BELONG TO YOU

You or your contractor must obtain all required land rights before excavation begins. These may include Planning permissions, Wayleaves, Environmental approvals, and Landowner permissions. For more information, visit **ssen.co.uk/our-services/land-rights**.

ONSITE DIGGING

If you or your contractor are completing the onsite digging and groundwork, this step will give key information of what dimensions you need to dig to and materials you need to buy. Your project manager will be able to tell you which of the below applies to you.

JOINT HOLES AND TRENCH SIZES

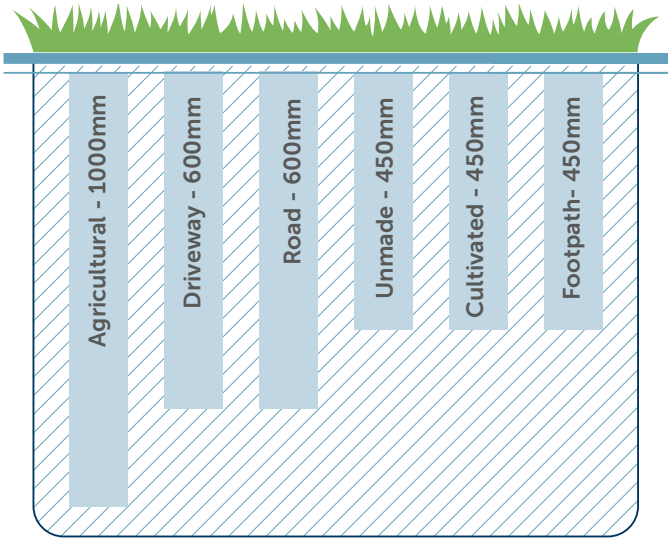
Joint holes and cable trenches must be dug to the size and depths shown in the diagrams. Depths will be dependent on the ground type. When digging down to the cable, it's important to carefully dig around the cable and a further 300mm below the bottom of the cable to make sure we have enough room to safely and successfully make the connection.

YOU MUST

- Complete your own checks of safe routes to dig **BEFORE** you start to dig.
- Place barriers around all holes that have been dug to help prevent anyone from falling in.
- Have a water pump available to remove any water from the holes you have dug.
- Make sure all soil dug out is at least 1 meter away from the joint bay/trench, so it doesn't fall back in.
- If digging near an electricity or BT pole, leave a 1m space between the pole and the hole you have dug. If your cable is being moved next to or up the pole, please dig the remaining 1m out the day before we are due to arrive.

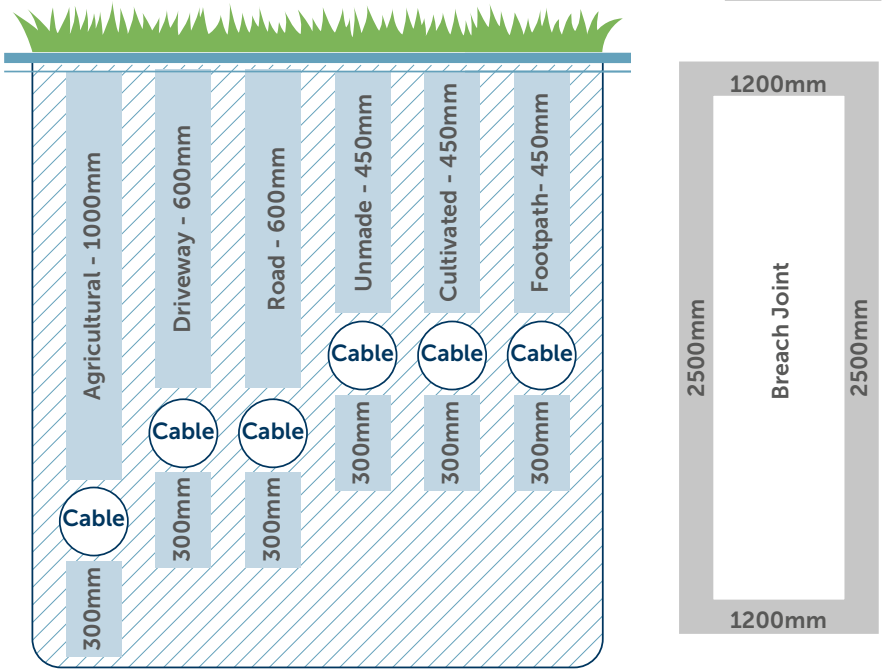
CABLE TRENCH DEPTHS

Width - 250mm



JOINT HOLES DEPTHS

Width - 2500mm x 1200mm



ONSITE DUCTING

If you or your contractor will be completing your own onsite digging and groundwork. This page will tell you important information such as how to duct the trenches, what material you need to buy, when and how to refill the trenches.

BUYING YOUR DUCTING

Ducting requirements will be discussed with your project manager. Do not buy or install your ducting until you have discussed your site specific needs. Minimum internal diameters of ducting are given in the table below:

CABLE TYPE	MINIMUM INTERNAL DUCT DIAMETER
SINGLE PHASE SERVICE CABLE	32mm
SPLIT/THREE PHASE SERVICE CABLE	100mm
MAIN LOW VOLTAGE CABLE	150mm

YOU MUST

- Buy and install Black electrical ducting manufactured to the ENATS 12-24 standard, minimum class 2.
- Buy and install 6/8mm BT cord/blue nylon cord, laid ducting so that we can pull the cable through.
- Provide the builders' sand to surround the cable or duct by 75mm on all sides. You need to purchase 4 tonnes of sand per 100 meters.
- Mark ducting with unbranded yellow vinyl tape or SSEN branded vinyl tape.

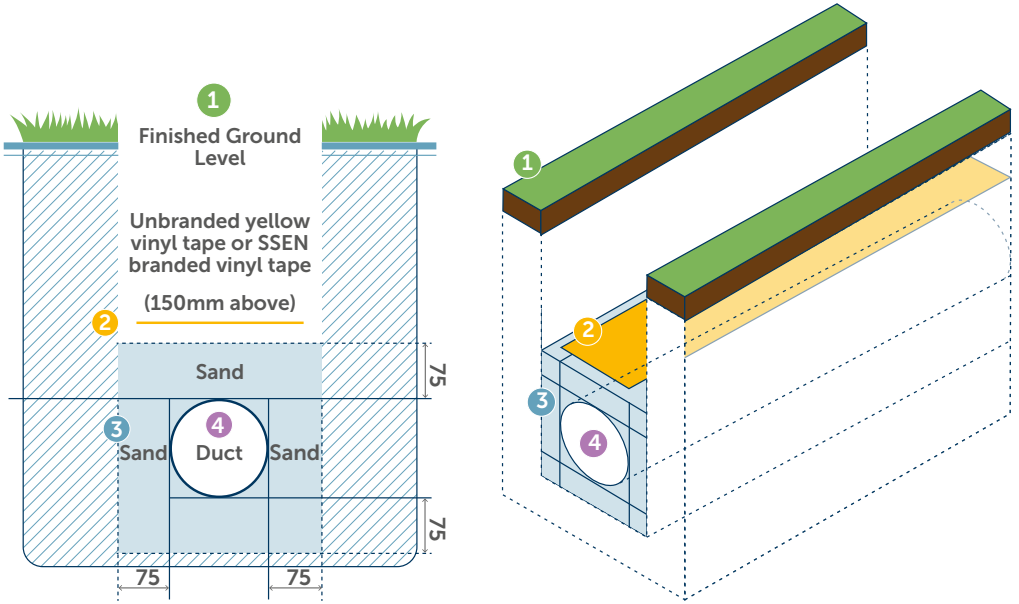
Do not use the drawstring that comes with the ducting, this is not strong enough to pull the cables through. You will be responsible for clearing the ducting if it gets blocked.

The ducting and the BT/Nylon pull cores are available to buy from any builders' merchants.

INSTALLING YOUR DUCTING

You are required to install the ducting from the joint position at the mains cable to the meter box/meter board.

Ducts should be laid straight where possible with a minimum number of bends. Where bends are required, please discuss this with your project manager.



1. Finished Ground Level
2. Unbranded yellow vinyl tape or SSEN branded vinyl tap - At least 150mm above the laid duct
3. Sand - At 75mm of fill to all sidesof the laid duct
4. Cable joint

ONCE DUCTING IS INSTALLED

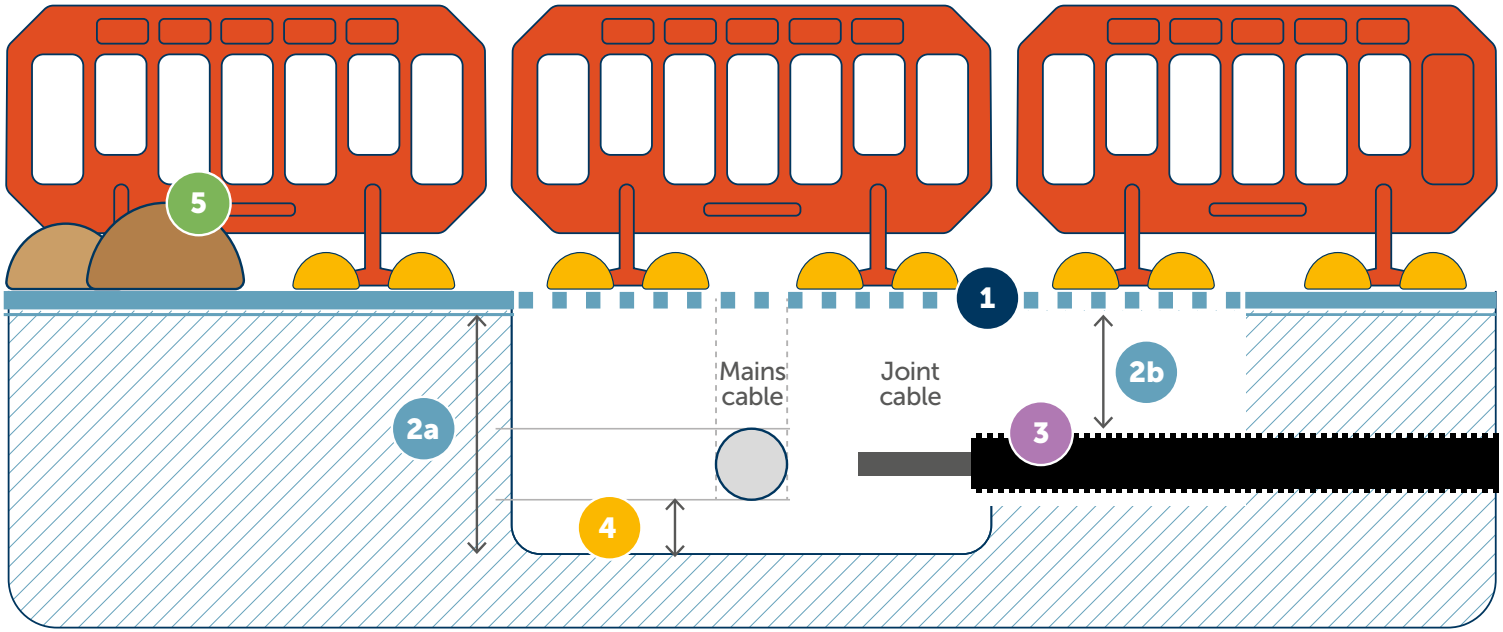
We will need to check that the ducting and marker tape has been installed correctly. If you wish to refill your trench before we visit you can do so. However, please see guidance on step 11 and leave the end of the ducting exposed for us to check it has been installed correctly, including drawstring.

If this hasn't been completed correctly, you will need to correct this, which may include you re-digging the hole and could be subject to a cancellation fee. Following cable installation, the ducts should be sealed by you or your contractor.

SEND A PHOTO OF YOUR SITE

Send your Project Manager a photo of the agreed meter location and the ducted entry into the building or meter box/hockey stick. Please also include photos of your site showing the completed digging and groundwork, ready for our arrival.

1. Joint hole surrounded with barriers and sandbagged.
2a. Depths of the Joint Hole will vary as per the diagram dependent on the ground type.
2b. Depths of the Cable Trench will vary as per the diagram depending on the ground type.
3. Black ducting supplied for us to pull the service cable through.
4. 300mm dug out under the mains cable.
5. Soil at least 1 metre away from joint hole/trench.



IMPORTANT

If your site is not ready, we won't be able to complete our work, and a cancellation fee of at least £150 (+VAT) may apply. To avoid this fee, let your project manager know as soon as possible, at least 2 working days' notice before we are due to start work.

REFILLING TRENCHES AND JOINT HOLES

You or your contractor will be responsible for refilling the holes you dug onsite. Here is some guidance on preparing and refilling your trench/joint hole.

PREPARING TO REFILL

Following cable installation, the ducts must be sealed by you or your contractor before you start to refill your trench/joint hole.

YOU MUST

Provide the building sand to surround the cable or duct by 75mm on all sides. You need to purchase 4 tonnes of sand per 100 meters.

REFILLING TRENCHES WITH DUCTING

When ducting is used and you wish to refill your trench before we visit, you can do so as shown in the diagram on page 31. However, please leave the end of the ducting exposed, for us to check it has been installed correctly, including the drawstring.

If this hasn't been completed correctly you will need to correct this which may include you re-digging the hole and could be subject to a cancellation fee.

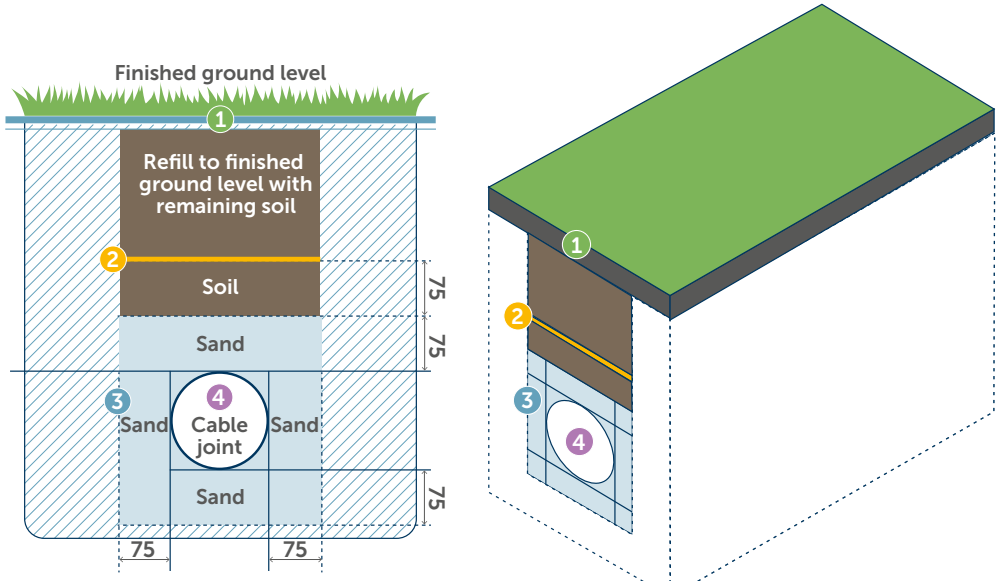
REFILLING TRENCHES WITH NO DUCTING

When ducting is not used, after we (SSEN) have laid the cable cover with sand to the dimensions specified, install the marker tape and refill to ground level.

REFILLING THE JOINT HOLE

You should wait at least 3 hours before refilling the joint hole.

We will cover the laid mains cable with the sand you have brought before leaving the site.



1 Finished Ground Level

2 Unbranded yellow vinyl tape or SSEN branded vinyl tap - At least 150mm above the laid duct

3 Sand - At 75mm of fill to all sidesof the laid duct

4 Cable joint

REFILLING PUBLIC FOOTWAYS AND HIGHWAYS

All reinstatement in public footways and highways must comply with the New Roads and Street Works Act 1991, 'Specification for the Reinstatement of Openings in Highways' and National Joint Utilities Group:

England:

- Specification for Reinstatement of the Opening in Highways: https://assets.publishing.service.gov.uk/media/6839b437210698b3364e86f7/reinstate-works-after-doing-streetworks.pdf.

Scotland:

- Specification for the Reinstatement of Openings in Roads: https://transport.gov.scot/media/44955/sror-specification-for-the-reinstatement-of-openings-in-roads-2019.pdf.

WHO CAN I ASK FOR HELP?

For any questions or to request further information about your new connection, please speak with your Project Manager or:

Call us on
0800 048 3516

Visit our website
ssen.co.uk/new-supplies

Email us
connections@ssen.co.uk

HAVE YOU HEARD ABOUT OUR PRIORITY SERVICES?

Priority Services is a free service for customers who may need extra help during a power cut or have specific communication needs. This includes priority updates during a power cut, proactive 24-hour alerts when we know the power is off and providing information in different languages.

Call us on
0800 294 3259

Textphone
0800 316 5457

More information
ssen.co.uk/psr