

POWERING ON TOGETHER THIS WINTER



**IMPORTANT
POWER CUT ADVICE
ENCLOSED**

**POWER CUT?
CALL 105**



Scottish & Southern
Electricity Networks

Powering our
community



We look after the wires and cables that bring electricity to your home

This year Scottish and Southern Electricity Networks has invested over £250 million upgrading the electricity network and our teams are working hard to ensure it's more reliable than ever, but if extreme weather causes a power cut this winter we want to help you prepare.

Preparing for a power cut

If you know that a storm is on the way, or we've told you that we need to turn off your power to carry out essential maintenance, here are some tips to help you prepare:



Keep a note of important numbers – including the 105 power cut number.



Charge your mobile phone and any power banks/battery packs in advance.



Keep a non-digital phone you can plug in handy as these work without electricity.



Keep a torch and batteries within easy reach.



A battery-operated FM radio is useful for news updates and weather reports.



If you have an electric car, make sure it's charged.

SIGN UP FOR FREE PRIORITY SERVICES

If you, or someone you know, might need extra support in a power cut, you can join our free **Priority Services Register**.

With Priority Services, you will be given advanced notice of potential disruption to your electricity supply and a dedicated support line for your needs.

You can join our Priority Services Register if you:

- Are deaf or hard of hearing
- Have a disability
- Live with children under five
- Are blind or partially sighted
- Have a chronic illness
- Use medical equipment/aids reliant on electricity
- Are over 60

Advice tailored to your needs

When requested, we can provide power cut advice in other formats e.g. Braille, textphone, EasyRead, audio CD or a language other than English.

If you're unsure whether or not you qualify, please get in touch to discuss your circumstances.

Contact us today



0800 294 3259



0800 316 5457 textphone



ssen.co.uk/psr

Follow us at:



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**POWER CUT?
CALL 105**



Download our free **Power Track app** for local power cut information and updates or visit: **ssen.co.uk/powertrack**



FREE ENERGY EFFICIENCY HELP

Do you need support to make your home more efficient?

Call us on **0800 294 3259** and we'll arrange the right help for you, totally free of charge from **Home Energy Scotland (HES)**. This may include information on funding for insulation, heating, or renewable installations at your home. Alternatively, visit ssen.co.uk/energyadvice to complete the online form and try our online energy efficiency support tool.

COULD A SMART METER HELP YOU MANAGE YOUR HOUSEHOLD BUDGETS?

Smart Energy GB is encouraging households to install a smart meter. Fitted by your energy supplier at no extra cost, smart meters show how much energy you're using daily, weekly and monthly. Plus, they can help us respond more quickly if you have a power cut.

Request your smart meter today at: smartenergygb.org/get-one-now

PLANNED EMERGENCY POWER CUTS

The electricity system operator National Grid ESO has raised the remote prospect of planned emergency power cuts to manage potentially reduced energy supplies from Europe this winter.

How would emergency power cuts work?

Emergency power cuts would be managed on a rota basis for postcode locations across the country, most likely during the peak demand time of 4pm – 7pm. Wherever possible, advance notice will be given to households and businesses.

How likely are planned power cuts?

National Grid has stated this is a last resort and that there are currently adequate electricity supplies through this winter. Please also be reassured that this is a well rehearsed scenario and industry preparation is in place.

Where can I find out more?

Please visit our information page at: ssen.co.uk/emergency-power-cuts