



# CUSTOMER VULNERABILITY AND PRIORITY SERVICE REGISTER

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## WHO ARE WE ?

- We are not the company you pay your bill to
- It is our responsibility to keep the lights on
- We distribute electricity in your area





## DURING A POWER CUT

- Supporting our vulnerable customers
- Defining vulnerability
- Prioritising vulnerable customers
- Role of a Customer & Community Advisor





# PRIORITY SERVICE REGISTER

- The PSR register
- GDPR compliant
- Benefits to you
- How to sign up

**Priority Services Register**  
Supporting our customers this winter

- Extra support during power cuts for those who need it most
- POWER CUT? CALL 105**
- Priority updates during a power cut
- Information provided in accessible formats
- Advanced warning ahead of storms and bad weather  
70 mph
- Partnerships with local organisations to support our Priority Services customers

Scottish & Southern Electricity Networks

www.ssen.co.uk  
@ssencommunity  
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## REPORTING AND TRACKING A POWER CUT

- 105
- Power Track app





**THANK YOU**

**ANY QUESTIONS ?**