

# SCOTTISH AND SOUTHERN ELECTRICITY NETWORKS

ARE YOU READY  
FOR WINTER?



Scottish & Southern  
Electricity Networks



# OUR SEPD LICENCE AREA



Underground cables  
**37,700km**



Overhead lines  
**64,267km**



Customers  
**3,092,275**



PSR Customers  
**617,803**



Low Carbon Growth  
Over 3m EVs and 1m  
Heat Pumps by 2035






# PRIORITY SERVICES AND VULNERABILITY



**GET FREE EXTRA  
SUPPORT DURING  
POWER CUTS**

Register for Priority Services

**POWER CUT?  
CALL 105**

 Scottish & Southern  
Electricity Networks | Powering our  
community



# WHO IS ELIGIBLE FOR THE PSR

You may want to be on our register if you or someone you care for:

- 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
- Temporarily need extra support

Of course, everyone has different needs so feel free to contact us to discuss your requirements.



## Helping you when you need us most

We all rely on electricity day to day for various things, but for some, a power cut can be worrying or difficult. That's why we offer extra help and support during a power cut. Registering for our Priority Services helps us to help you when you need it most. All our priority services are free.



### Emergency power supplies

If you use medical equipment/ aids reliant on electricity, we aim to provide extra support during prolonged power cuts.



### Proactively contacting you

When we are aware of an unplanned power cut affecting your home, you will receive proactive updates 24 hours a day.



### Safety advice tailored to your needs

When requested, we'll offer you advice on how to prepare for a power cut in a format that suits your needs, e.g. braille, textphone, easy read, audio CD, or language other than English.



### Peace of mind

We offer a service where you can agree on a password to use when dealing with the staff of Scottish and Southern Electricity Networks. That way we can look after your personal safety and home security.



# WHAT IS A HOME EMERGENCY PLAN?

A Home Emergency Plan is a document to help you think carefully and plan ahead what you would do in an emergency before it happens. The Home Emergency Plan holds key details, check lists and contact information in one safe place.


## YOUR HOME EMERGENCY PLAN

### Get prepared

Emergencies such as disruption to essential services that we all rely upon, for example electricity, gas and water, can affect our everyday lives.

A Home Emergency Plan can be used as a vital tool in your household (or to help another family member who does not live with you) to be prepared in an emergency situation, like a power cut.

Having a Home Emergency Plan means all the important contact information, help, advice and action to take is all in one place, making life easier in an emergency situation, allowing you to respond safely and quickly.



# THANK YOU

# ANY QUESTIONS?

Helen Robertson  
Customer & Community Advisor  
Andover Depot  
Ridgeway Region  
E: [helen.robertson@sse.com](mailto:helen.robertson@sse.com)

**Melanie Grace**  
Customer & Community Advisor  
Melksham Depot  
Ridgeway Region  
E: [melanie.grace@sse.com](mailto:melanie.grace@sse.com)



Scottish & Southern  
Electricity Networks