

# Priority Services Register

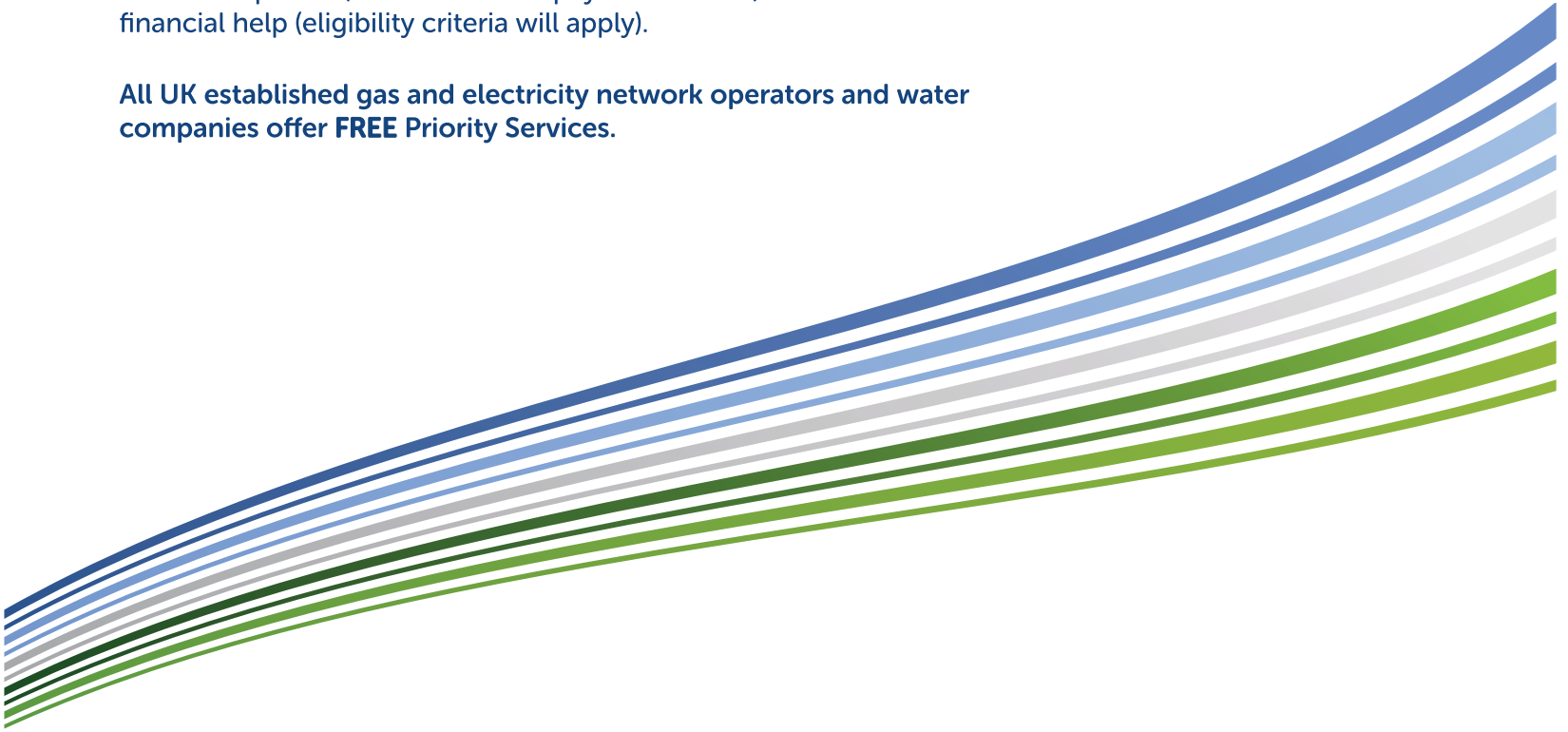


**Scottish & Southern**  
Electricity Networks

# Introduction

Network operators and water companies provide support to customers during power cuts, gas outages and water shortages. The Priority Services Register (PSR) is a service which provides additional help to people who need it most. Energy suppliers and water companies (who customers pay their bills to) can also offer financial help (eligibility criteria will apply).

All UK established gas and electricity network operators and water companies offer **FREE** Priority Services.



# Eligibility & How to Register



If any of the below apply to your customer they should contact their supplier, gas or electricity network operator company to register:

- Use medical equipment/aids reliant on electricity or need warmth for medical reasons
- Living with a chronic illness, short term medical condition, or are recovering from an operation
- Have a disability
- Blind, sight loss, deaf, hearing loss or adapted communication requirements
- Living with children under five
- Over 60 years old
- If adapted services or extra support would help, even temporarily, for example a bereavement or leaving hospital



If they agree to share their data, all utilities that have agreements in place will be able to support them.



# Triggers



## Look

Are there visible signs such as handrails, access ramps, alarm cords, walking aids or children's toys?



## Tone

Does the person seem anxious, worried or scared?



## Prompts

Has the person indicated or mentioned that they struggle to pay their bills or find it hard to heat their home?



## Language

Do they understand what you are saying?



## Concerns

Do you have any concerns that they may not be coping during a power cut, gas outage or water issue?



## Age





























Is there evidence of young children or elderly people?

## Safety

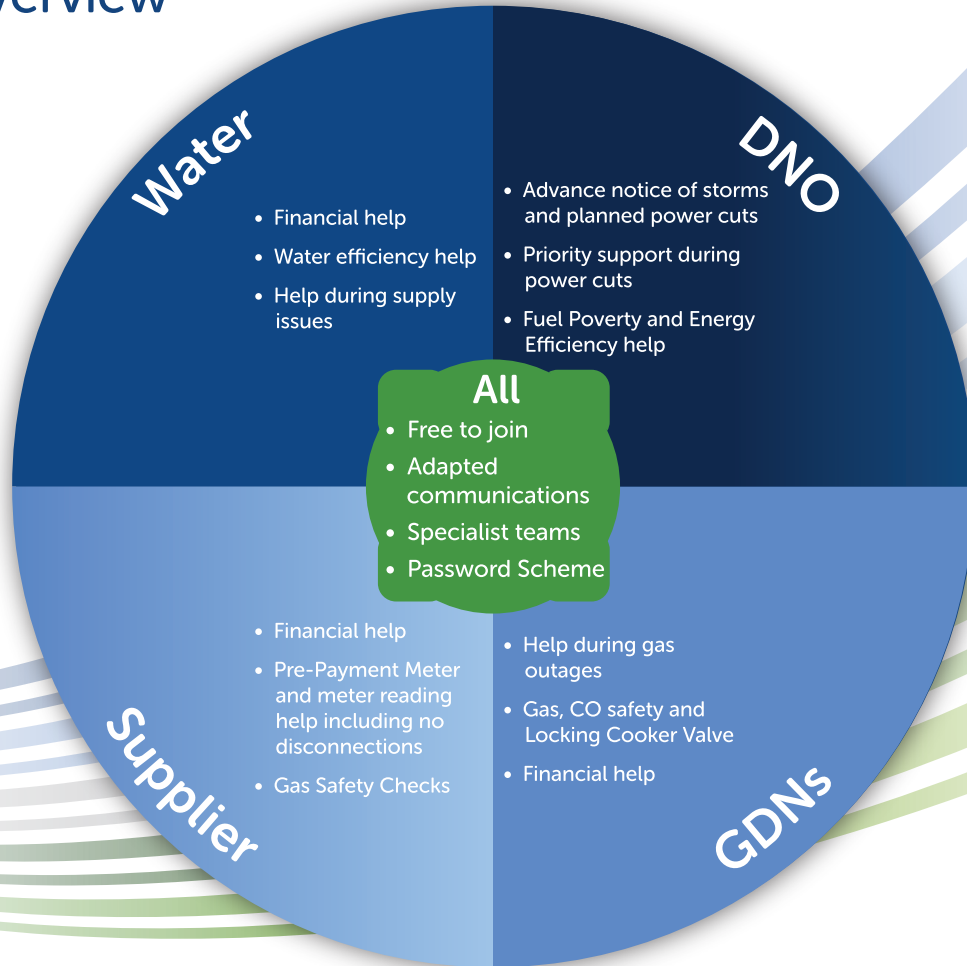
Can you hear or see anything that would indicate a safety issue?



# Support overview

	 Distribution Network Operator (DNO)	 Water Supplier	 Gas Distribution Network (GDN)	 Energy Supplier
Adapted communications large print, Braille, audio, alternative languages				
Financial assistance (eligibility criteria applies)		 England & Wales		
Comprehensive welfare provision where relevant. This could include; mobile generation, meals, charging points, accommodation, on the ground support (community advisors)				
CO safety checks (CO - Carbon Monoxide – a colourless, odourless gas)				
Free gas safety checks (eligibility criteria applies)				
Planned Supply Interruption notification				
Identification & Password scheme				
Alternatives offered during supply issues or outages e.g. bottled water, hot plates, fan heaters, temporary supply				
Specialist teams with dedicated phone numbers				
Warm Home Discount				
Fuel Poor Network Extension Scheme (Gas only)				
Fuel Poverty & Energy Efficiency advice				
Quarterly meter readings & meter moves for PPM's (pre-payment meters) if required				
Water efficiency help				

# Support overview



## Contact us



**Scottish & Southern**  
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**POWER CUT?  
CALL 105**



General Enquiries  
**0800 048 3516**



Our website  
**[www.ssen.co.uk](http://www.ssen.co.uk)**



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## Useful numbers

**Gas**

Smell Gas?  
**0800 111 999**

**Water**

Scottish Water  
**0800 0778 778**

Thames Water  
**0800 316 9800**

Wessex Water  
**0345 600 4600**

Southern Water  
**0330 303 0368**

South East Water  
**0333 000 0365**

Affinity Water  
**0345 357 2407**

Portsmouth Water  
**023 9247 7999**

Bournemouth Water  
**08005 878 979**



**POWER CUT?  
CALL 105**



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