



SSEN Distribution

HOME EMERGENCY PLANS



SSEN – WHO WE ARE

We deliver power to over 3.9 million homes and businesses across the north of Scotland and central southern England, serving the urban and rural communities we live in.

We are not an energy supplier and customers do not pay us for their electricity or gas bills

SHEPD: NORTHERN SCOTLAND

SEPD: CENTRAL SOUTHERN ENGLAND



Over **3.9 million** homes and businesses served by our networks



More than **783,000** vulnerable customers identified on our priority services register



Over **4,000** employees across the country



over **127,000km** of overhead lines and underground cables



115,000 substations



460km subsea cables powering island communities



WHAT IS A HOME EMERGENCY PLAN?

A Home Emergency Plan is 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.

 Scottish & Southern Electricity Networks



WHAT ARE THE BENEFITS OF A HOME EMERGENCY PLAN?



- Help you feel more organised and prepared in an emergency situation, feeling less panic or stress
- Increased personal resilience in an emergency situation
- Reduce the harm that unexpected events can cause you and your family
- Ensure that you get any extra help you might need
- Put you in a good position to help those around you



WHAT ARE THE BENEFITS OF A HOME EMERGENCY PLAN?

Your Home Emergency Plan

If a major emergency happens it may be some time before help arrives. It's very important that you and your family get together to prepare.

- Agree a plan in advance with those in your home.
- Complete this plan together and keep it safe in case you need it to use it.

If the emergency means it's not safe to go out, the advice is to:



Go in

Go inside and close all doors and windows



Stay in

Stay indoors (take time to check your emergency kit)



Tune in

Tune in to local radio, TV or the internet, where public information and advice from the emergency responders will be broadcast

My local radio

My local radio station:.....frequency:

If you have to leave your home, get out, stay out, and take others with you. If you have any neighbours you feel are vulnerable, check in with them to make sure they are ok.

Think of two meeting places: one near home and one further away, in case you can't get home.

MEETING PLACE 1 (NEAR)

MEETING PLACE 2 (FAR)

Location: Location:

Pick a friend or relative who lives out of the area, who you will agree to call to say you're OK, should you need to leave home. Make sure this person knows.

Friends name: Contact number:

LOCAL REST CENTRE:

Location: Contact number:.....

- Local Radio stations often provide updates during an emergency situation
- Pick a meeting place which you are familiar with
- Make sure your friend knows you will be calling them
- Not every area has a local rest centre but find out which community centres / halls are in your area



WHAT ARE THE BENEFITS OF A HOME EMERGENCY PLAN?

Be Prepared - Pack an Emergency Kit

Whether you have to stay in or get out, packing a small emergency kit will help you get through. Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag if possible, and the top recommended items to include are:



Essential	In addition
<input type="checkbox"/> Bottled water and non-perishable foods (inc. Baby food/pet food)	<input type="checkbox"/> Money (change, cash and card)
<input type="checkbox"/> First aid kit (and essential medicines)	<input type="checkbox"/> Spare keys for house and car
<input type="checkbox"/> Radio and Torch (spare batteries or wind-up equivalent)	<input type="checkbox"/> Copies of insurance policies/birth certificates
<input type="checkbox"/> Identity documents (passports/drivers licence)	<input type="checkbox"/> Notebook, pen/pencil
<input type="checkbox"/> Change of clothes (inc. warm jumpers and blankets)	<input type="checkbox"/> Spare glasses/contact lenses
<input type="checkbox"/> Mobile phone charger (ideally a portable charger)	

- Keeping an emergency kit ready packed isn't always possible
- If you can't keep an emergency bag ready, make sure you know where the essentials are in case you need to leave your home suddenly



WHAT ARE THE BENEFITS OF A HOME EMERGENCY PLAN?



Important Telephone Numbers

Emergency Services	999
Police non-emergency	101
NHS 24	111
Power Cuts	105
Gas Emergency	0800 111 999
Floodline/ Flood Agency	0345 988 1188

**POWER CUT?
CALL 105**

You should record other important contact numbers.

Doctor	Water Supplier
Local authority	Gas Supplier
Schools/colleges	Electricity Supplier
Carers/childminder	Vet
Work contact	Plumber
Insurance Company	Other

- Keeping a separate record of essential numbers is recommended
- Ensure you write these numbers down in case you loss your mobile or the battery runs out

More information: [ssen.co.uk](https://www.ssen.co.uk) Social media, search: [ssencommunity](https://www.ssencommunity)

Find out more about our Priority Services Register: [ssen.co.uk/psr](https://www.ssen.co.uk/psr) Track or raise a fault in your area via our Power Track app: [powertrack.ssen.co.uk](https://www.powertrack.ssen.co.uk)



PRIORITY SERVICES REGISTER

We know that a power cut can be worrying or difficult, that's why we offer free extra help and support through the Priority Services Register (PSR).

We can help you better, and quicker, if we know in advance your needs.

You may want to be on our register if you

- Use medical equipment / aids reliant on electricity
- Have a chronic illness
- Are deaf or hard of hearing
- Have a disability
- Live with children under five
- Are over 60
- Temporarily need extra support

How to register:

- Call us free on 0800 294 3259
- Visit ssen.co.uk/psr and complete the on-line form
- Complete our PSR leaflet

GET FREE EXTRA SUPPORT DURING POWER CUTS
Register for Priority Services

POWER CUT? CALL 105

Scottish & Southern Electricity Networks

PRIORITY SERVICES REGISTRATION FORM

Medical equipment/aids that relies on electricity Equipment Type

Reason for registering (tick all boxes that apply)

<input type="checkbox"/> Chronic illness	<input type="checkbox"/> Blind	<input type="checkbox"/> Partially sighted	<input type="checkbox"/> Over 60
<input type="checkbox"/> Speech impairment	<input type="checkbox"/> Developmental condition	<input type="checkbox"/> Dementia (w/ cognitive impairment)	<input type="checkbox"/> Physical impairment
<input type="checkbox"/> Mental health	<input type="checkbox"/> Hearing impairment (w/ deaf)	<input type="checkbox"/> Restricted hand movement	<input type="checkbox"/> Living with children under 5
<input type="checkbox"/> Poor sense of smell/taste	<input type="checkbox"/> Unable to answer door	<input type="checkbox"/> Additional presence preferred	<input type="checkbox"/> Water dependent
<input type="checkbox"/> Life changes		<input type="checkbox"/> Post hospital recovery	<input type="checkbox"/> Young adult householders <35

Temporary: Life changes Post hospital recovery Young adult householders <35

Other reasons you may need extra support (Please give more details if necessary)

If English is not your first language, please tell us what is?

How did you hear about us?

What signing this form means to you

By signing this form you are confirming that you understand we may need to pass your details to third parties during an emergency so we can provide you with Priority Services. This may include the British Red Cross, local authorities or emergency services. If you have a nominated contact you are giving your explicit consent for us to talk to your nominated contact on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them.

With your consent, we can pass your details onto your energy supplier and gas transporter who may also offer Priority Services that you can benefit from.

I consent to sharing my details

Sharing your details

With your consent we will pass your contact details only to Home Energy Scotland or Yes Energy Solutions if you are in England so that they may contact you and provide free of charge advice to help keep you warmer in your home and save you money.

I consent to sharing with Home Energy Scotland (for Scotland) or YES Energy Solutions (for England).

Signatures of person who is registering for extra support or has legal authority to act for them

Date Sign

If you are signing on behalf of the person registering, please also include a copy of your legal authority to do so.

Please send to:
Priority Services, Scottish and Southern Electricity Networks, FREEPOST, RTGH-TXKT-ZAEG, Ivernauld House, 200 Dunkeld Road, Perth, PH1 3AQ



WHAT ARE THE BENEFITS OF JOINING THE PRIORITY SERVICES REGISTER

Benefits of joining the Priority Service Register are:

- Dedicated 24 hour telephone number
- Security password
- Nominate an alternative contact
- Information provided in alternative formats where requested eg Braille, Audio CD, alternative language
- 24 hours power cut alerts when we are aware of a power cut in a customers area
- Priority updates during a power cut.
- Prewarn texts / calls when aware of a major weather event.
- Energy Efficiency referrals can be made to HES / YES
- Extra support in the event of a prolonged power cut eg food, charging points etc



Call us
0800 294 3259



BSL InterpreterNow
BSL InterpreterNow



Textphone
0800 316 5457





ENERGY ADVICE

SSEN have partnered with Home Energy Scotland (HES), in the north of Scotland and YES Energy Solutions (YES), in central southern England to offer our customers free and impartial expert energy efficiency advice on:

- Saving energy
- Grants and funding available for insulation & heating systems
- Money you could be claiming such as Warm Home Discount and Winter Fuel Payment
- Heating hot water and thermostat advice
- Income maximization



Referring is easy....

- Call us free on 0800 294 3259
- Visit ssen.co.uk/energyadvice and complete the on-line form
- Tick the box on our PSR leaflet which allows us to pass on your details



ENERGY EDDIE



Although we're not an energy supplier, we appreciate that it can be difficult to understand what you can do to reduce your energy bills and ensuring your household has optimal energy efficiency.

Simply changing some habits and understanding which appliances cost the most to run can make a notable difference to your bills and to help explain this, we've worked with our partners at Energy Savings Trust to develop an easy-to-use tool.

The tool will take you through the home in a few short minutes and ask you a series of questions. As you step through, it'll provide you with helpful advice and once you've finished using the tool, you'll have an option to receive your advice combined into a single handy report.

It's easy to use and provides you with advice on the little things you can do to save money on your bills.

Visit www.ssen.co.uk/energyadvice



THANK YOU



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