



Scottish & Southern
Electricity Networks

Customer Service Guide

Get extra support
during power cuts.
Register for
Priority Services.



Scottish & Southern
Electricity Networks



Scottish
Electricity

This document will provide you with the following information:

1. Who we are and what we do
2. Power cuts and how to prepare for them
3. How to get in touch with us
4. Priority Services Register (PSR)
5. Visiting your home
6. What to do if you have a complaint
7. Guaranteed standards
8. Your data
9. Safety and security of supplies

If you need this, or any other information, in a different format such as braille, large print, audio CD, Easy Read or in an alternative language please contact our dedicated Priority Services Team on **0800 294 3259**.

If your first language is not English and you would like to speak to us, we also provide other language facilities over the phone, or alternatively can provide you with a hard copy of this document in another language, just ask us.

If you want a hard copy of this sent to you let us know using the contact number noted above or via emailing the Priority Services Team on networks.priority.services@sse.com.



Who we are and what we do

We are Scottish and Southern Electricity Networks.

It's our responsibility to manage, maintain and develop the electricity networks which bring power to over 3.8 million homes and businesses in the north of Scotland and central southern England.

It's important to be aware that we are not an energy supplier (the company you pay your electricity bill to).

Our priority is to provide a safe and reliable supply of electricity to the communities we serve in Scotland and England.

Our goal is to put our customers at the heart of everything we do.



Scottish & Southern
Electricity Networks

Powering our
community



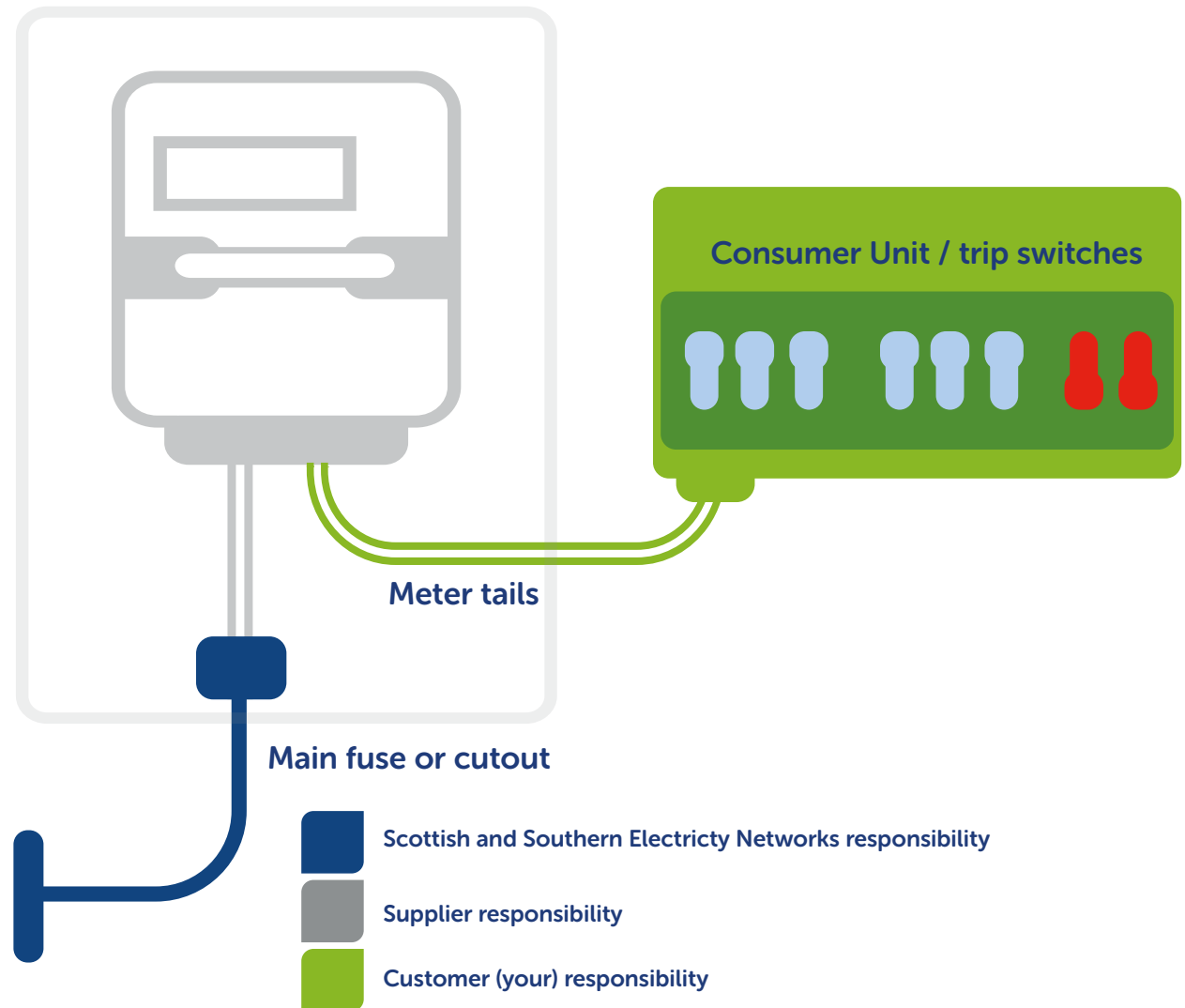
Power cuts and how to prepare for them

Keeping the lights on safely is our number one priority, and we invest millions every year to upgrade and strengthen our network; however, even with this investment and maintenance, unfortunately there are times when the power does go off.

On other occasions, we may need to turn your power off for a short time to carry out essential maintenance; when this is the case, we will aim to provide you with 30 days' notice if you are a business customer and 7 days' notice if you are a domestic customer, where possible.

We will follow this up with a reminder message the day before if we have your telephone number. If for any reason the timescales we have provided you for a planned outage are not met, we will aim to contact you and to advise you.

Furthermore, if you are registered on our Priority Services Register, we will aim to call you to ensure you are supported during power outages.



Be Prepared



Keep at least one telephone in the property that will work in a power cut, for example a traditional style that plugs directly into the telephone socket in the wall. Many modern telephones will not work without mains electricity.



If you rely on medical equipment/aids reliant on electricity, you should check to see if it can work with a battery or if it can operate manually. If not, have a plan in place so that you know what to do in the event of a power cut.



If you rely on oxygen, ensure that you have back up cylinders and you have the number for your healthcare professional or oxygen supplier handy to call if you need more.



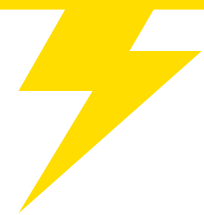
If you have elderly or vulnerable neighbours, check to make sure they are comfortable. If you know of anyone who would benefit from extra support in a power cut, please contact our Priority Services team on **0800 294 3259**.



Keep a battery-powered radio tuned in to your local radio station.

Note down the free power cut helpline number **105** along with contact numbers for nearby family and friends.

**POWER CUT?
CALL 105**



Be Prepared



Keep a torch with fresh batteries in a place where you can reach it easily.



Switch off appliances and lights but leave one light on. So you know when power has been restored.



If we have warned you in advance that the electricity will be turned off, boil some water and keep it in a insulated flask.



Don't open the freezer door unless you have to. This helps food stay frozen for longer. When the power comes back on, check the food inside. Food should keep for about 8-12 hours without power. Always check your manufacturer's manual to make sure.



Keep blankets and clothing handy so that you can keep warm if the power goes out.



Contact us

**POWER CUT?
CALL 105**



General Enquiries
0800 048 3516



Priority Services
0800 294 3259 | 0800 316 5457
Text Phone



Complaints
0800 980 1395

Our social media accounts



Twitter
@ssencommunity



Facebook
/ssencommunity



Our main website
ssen.co.uk



Priority Services web page
ssen.co.uk/psr



Email us
networks.priority.services@sse.com

Our website is fully compatible with an accessibility toolbar: go to www.ssen.co.uk/home and click on the Accessibility logo at the top right hand corner.

The Priority Services Register

We know that a power cut can be worrying or difficult, that's why we offer free extra help and support to people who sign up to our Priority Services Register. We can help you far better, and quicker, if we know in advance what extra support you might need. That's why we offer extra help and support in a power cut and all our services are free.

You may want to register for free priority services if you:

- use medical equipment/aids reliant on electricity
- are deaf or hard of hearing
- have a chronic illness
- have a disability
- are blind or partially sighted
- are over 60
- live with children under five

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



Priority Services Register



Our Priority Services line is available 24 hours a day. We'll contact you, or your nominated contact, if we need to switch off your power to carry out essential maintenance.



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, audio CD, Easy Read or in another language.



We work with local authorities, emergency services and agencies, like British Red Cross, to provide extra support to people on our Priority Services Register.



During severe weather events and prolonged power outages, we will do everything we can to keep you informed about when supply is likely to be restored and what help we may be able to provide.



Our connection to local welfare vehicles help us in our aim to provide meals, drinks, warmth and charging points for those who need them.



We offer a service where you can agree a password to use when dealing with SSEN staff. That way we can look after your personal safety and home security.



You can nominate a friend or family member that we can contact regarding Priority Services and power disruptions on your behalf.

Energy Suppliers also offer Priority Services. If you register with us, and if you consent, we will pass your details to your energy supplier for you.

Or if you register via your energy supplier, they will let us know as well. This means you will receive services from us and your energy supplier.

Fuel Poverty referral information

Most homes can make big savings on energy bills by making little changes:

- For example save around £30 a year* just by remembering to turn appliances off standby mode
- Or saving £36 a year* just by using kitchen appliances more carefully
- Also, if an average household replaced all of their bulbs with LEDs, it would cost about £100* and save about £35 a year* on bills.

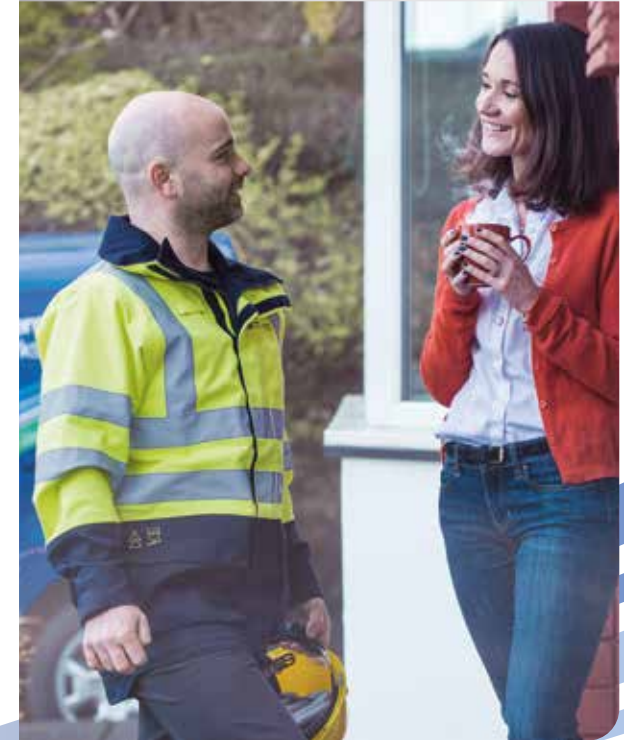
We can arrange free expert advice for you on:

- Saving energy and reducing bills
- Switching energy suppliers
- Funding or grants to pay for insulation or energy saving measures
- Financial help that's available
- Making the most of your heating, hot water, appliances, lighting and thermostats in your home
- Keeping warm without spending more
- Benefit entitlement checks

Call us free on **0800 294 3259** or you can complete our online form here
www.ssen.co.uk/EnergyAdvice

* Saving examples from the Energy Saving Trust and correct at the time of printing.

Many people miss out on money that's there to help, such as the Warm Home Discount, Winter Fuel Payment and the Cold Weather Payment.



Visiting your home

At SSEN we understand that many of our customer facing roles will be working in public, interacting with customers on the phone, in the streets or even visiting you in your homes. It is vitally important that you feel safe in your home and have complete confidence that our staff are both skilled and trustworthy.

We want our customers to know that our staff are “Fit and Proper” and have a minimum set of standards that define this.

All our employees and contract partners will:

- show their identity cards on arrival and always explain the reason for their visit
- be clean, tidy, polite and respectful
- have relevant checks done to ensure they act with integrity and honesty
- have understanding of customer processes and policies, including identifying and supporting customers in vulnerable situations
- be able to communicate professionally and clearly with customers/stakeholders at all levels in a variety of situations, including in customers homes, schools and pre-arranged events
- use social media professionally and in line with our internal processes and policies
- have the competence, skills and experience necessary for their role

To provide you with extra reassurance that any visits from our staff are genuine, you can set up a password in advance at any time. Then whenever we visit, whether or not we have been able to arrange an appointment, our employees will use the password. To set up a password please contact us on **0800 048 3516**.

Our employees can also provide you with contact details for help and advice on the safety and security of your electrical supply if they are not able to answer any enquiry themselves.

We may use contractors to carry out work, if this is the case we expect them to work using the same procedures, principles and ethics maintained by SSEN employees.

**If you are unsure that a caller is genuine, do not let them into your home.
If you are in doubt call us on 0800 0155170**



Complaints

All our staff are highly trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve their manager, they will do so to ensure the matter is resolved as quickly and easily as possible.

How to raise a complaint

We've made it as easy as possible for you to contact us with a complaint.



By phone: 0800 980 1395

8am - 8pm (Mon-Fri) & 8am - 5pm (Sat)



Online: www.ssen.co.uk/complaints/form

Complete our complaints form



By email: customercomplaints@ssen.co.uk



By Twitter

[@ssencommunity](https://twitter.com/ssencommunity)



or Facebook

[/ssencommunity](https://www.facebook.com/ssencommunity)



By post or in person

If you'd rather write to us, you can do so using the address below. You can also visit us in person.

Scottish and Southern Electricity Networks:

Inveralmond House
200 Dunkeld Rd
Perth
Scotland
PH1 3AQ

Walton Park
Walton Rd
Portsmouth
England
PO6 1UJ

We will log your complaint and attempt to resolve matters for you as quickly as possible following our complaints process as follows:

1

Initial contact

You can raise a complaint with us by phone, email, post or even online and a member of our dedicated complaints team will be happy to help.

When you call us with a problem, our staff will attempt to resolve matters there and then.

If you email or write to us, we aim to resolve matters with 2 working days. We may call you to do this.

DAY 1*

2

Complaints Team

If you're still unhappy after our initial contact with you, we'll spend the first 10 days trying to find a resolution for you.

During this time the Head of Region for your area will be involved every day and an independent reviewer will ensure all options have been considered to resolve your complaint as quickly and effectively as possible.

DAY 1-10*

3

Executive Complaints Team

If the complaint is still unresolved after 10 days, we will pass the complaint to our Executive Complaints Team.

Our Executive Complaints Team are a specialist team who will spend time to look into your complaint and see if there's something they can do to help find a resolution.

DAY 10-31*

4

Senior Manager Review

If after 31 days, you're still unhappy with what we've done, a senior manager or Head of Business Area will take on your complaint to investigate.

The senior manager or Head of Business Area will work with you to find a suitable resolution and if you're still unhappy, will discuss the next steps for you. This is the final internal stage of our Complaints Handling Process.

DAY 31+*

5

'Deadlock' - The Energy Supply Ombudsman

If we cannot agree a suitable resolution within 8 weeks, or if all options have been exhausted prior to the 8 week point, your complaint can be deadlocked.

Once we 'deadlock' a complaint, you will be sent a letter that allows you to contact the Energy Ombudsman. They will carry out an independent investigation on your behalf. Any decision they make will be binding on us, but not on you.

8 WEEKS*

** All time scales are expected to be discussed and agreed with customers and therefore may vary depending on circumstances.*

Guaranteed Standards

Our aim is to provide you with a constant, reliable supply of electricity. Sometimes things like severe weather can impact the supply but be assured that we'll always work as quickly as possible to restore your supply.

Our industry has Guaranteed Standards of Performance for restoring power and providing other services, such as keeping appointments.

If we don't meet any of these standards, we are required to pay our customers compensation. For example, if your electricity supply fails because of a problem in our network during normal weather conditions, we must restore it within 12 hours of first becoming aware of the problem. If we are unable to restore it in this time, we will make payments within our Guaranteed Standards of Performance guidelines. Other standards apply in more extreme weather events or circumstances.

The Guaranteed Standards specify exactly who is entitled to receive compensation and how much this compensation will be. You can find a copy of the Guaranteed Standards at ssen.co.uk/customerservice/performancestandards/

For a copy of our complaints handling process visit



www.ssen.co.uk/complaints



0800 980 1395



customercomplaints@ssen.co.uk

The Energy Supply Ombudsman



0330 440 1624 | 0330 440 1600
Text phone



enquiries@os-energy.org



www.os-energy.org

Citizens Advice consumer service

The Citizens Advice consumer service took over responsibility for providing consumer advice and information from Consumer Direct on 1 April 2012.

The Citizens Advice consumer service advisers offer independent, impartial advice. If you are a domestic customer, you can contact them at any point regarding your complaint:



03454 040506



www.adviceguide.org.uk

Your Data

SSEN need to know your basic personal data to be able to maintain and operate the electricity transmission and distribution networks for which we are responsible.

We may also have your sensitive personal data if you have consented to be on our Priority Services Register.

In particular, we need to know your basic personal data to direct your enquiries to the correct SSEN team, to allow our engineers to visit you onsite where required and to provide assistance to you in the case of an emergency.


To learn more about how we manage your data you can read our privacy notice www.ssen.co.uk/privacynotice

Safety and Security of Supplies

If you have any questions regarding the maintenance of the security, availability or quality of service of the electricity network or would like to report anything in relation to the electricity network that you feel we should be aware of or could be unsafe, please contact us on the emergency numbers on the "Contact us" section. For example, you could contact us if you have problems with your power supply, such as flickering lights, or if you see damage to an electricity overhead cable or substation.

Keep track of your local supply status by:

Visiting www.ssen.co.uk/Powertrack or you can download our free Power Track app which allows you to easily report a problem with your power and report damage to our network. All reports of damage or power cuts are processed in a prompt and efficient manner.



We are available 24/7 365 days a year. Remember you can call us on 105, it's much easier to remember in a power cut.



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