

Please Consider registering – Help in a Power Cut

Would you, a neighbour, friend or family member struggle if the power went off? By registering for SSEN's free Priority Services, they'll be able to provide extra help if we have a power cut this winter.

Who is eligible?

The service aims to support vulnerable members of the community, including young families or people living with chronic illness. You are encouraged to register if you are:

- Deaf or hard of hearing
- Have a disability
- Live with children under five years old
- Are blind or partially sighted
- Have a chronic illness
- Use medical equipment/aids reliant on electricity
- Are over 60 years old
- Temporarily need extra support
- Do you keep medicine in the fridge? – you may be eligible

SSEN doesn't require proof of eligibility and does not store your data.

How can you register for SSEN's Priority Services Register?

Registering is simple and you can apply multiple ways. Join by calling SSEN on 0800 294 3259 or click [here](#) and fill out the easy online form. This information booklet provides more details, as well as a [form](#) to fill out and send back via Freepost.

If you use a textphone, you can register by calling 0800 316 5457.

What are the biggest benefits of SSEN's Priority Services?

- 1. Stay updated** – SSEN will offer regular power updates 24 hours a day, including when the power needs to be turned off to carry out essential maintenance. In this scenario, you or your nominated contact will receive an advanced warning. You will also benefit from a dedicated 24 hour priority service phone number.
- 2. Be connected to help** - SSEN works with local authorities, emergency services and agencies, such as the British Red Cross, to offer extra care to people on the Priority Services Register.
- 3. Keep you supplied** - If you use medical equipment or aids powered by electricity, SSEN will provide support and assistance during prolonged power interruptions.
- 4. Personalised advice** - When it comes to concerns, one size does not fit all, and at SSEN they will offer advice on how to prepare for a power outage in a way that suits your specific needs. You can discuss this with Braille, textphone, Easy Read, audio CD, or a language other than English.