



## Extra support during power cuts or water supply interruptions

Register for Priority Services



# Help is at hand – get extra support during power cuts or water supply interruptions



## Extra help for those who need it most

**Wessex Water looks after all the water pipes and sewers in your area. They fix leaks and look after water bills.**

**Scottish and Southern Electricity Networks (SSEN) look after the wires and cables that supply electricity to your area, and fix power cuts as quickly and safely as possible. SSEN don't send out electricity bills.**

Wessex Water and SSEN both have Priority Services registers and we are working together to offer extra help and support. We can help you better and faster - if you would like to register for Priority Services for both companies, even if only temporarily, please complete the attached form.

**You may want to be on our registers if you:**

- 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 and/or water
- are aged over 60
- have dementia.

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

### **Data protection**

For information about how we use your personal data, please see our privacy policy, available at: [wessexwater.co.uk/privacy-policy](https://wessexwater.co.uk/privacy-policy) or by writing to Wessex Water, Operations Centre, Claverton Down, Bath BA2 7WW.

# What we aim to offer

## Priority assistance during a power cut or water supply interruption

You can contact us 24 hours a day. If we need to switch off your power or water to carry out essential maintenance, or during emergencies, we can contact you or your nominated contact.

## Connection to local emergency services

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

## Peace of mind

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

## Emergency power and/or water supplies

If you use equipment/aids reliant on electricity or water we aim to provide portable generators or bottled water during prolonged supply interruptions.

## Communication tailored to your needs

If you ask us to, we can communicate with you in a format that suits your needs, eg, Braille, textphone, audio CD or a language other than English.

## Nominated contact

If it helps, we can contact a nominated carer, family member or friend on your behalf.

# All our Priority Services are free

## Register for Priority Services today

Fill in the form or call FREE:

**0800 294 3259**

**0800 316 5457** textphone

Find out more at:

[ssen.co.uk/priorityservices](https://ssen.co.uk/priorityservices)

[wessexwater.co.uk/priorityservices](https://wessexwater.co.uk/priorityservices)

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# Are you prepared for an emergency?


Below is a list of useful items to have ready if needed.

- ✓ A supply of bottled water
- ✓ Charged power pack for mobile phones
- ✓ Battery or wind-up radio
- ✓ Battery or wind-up torch
- ✓ Spare batteries
- ✓ Phone that plugs directly into a wall socket
- ✓ First aid kits
- ✓ Important medicines
- ✓ Spare keys to your home and car
- ✓ Emergency contact numbers



 [www.facebook.com/ssencommunity](http://www.facebook.com/ssencommunity)  
[www.facebook.com/wessexwater](http://www.facebook.com/wessexwater)

 @ssencommunity  
@wessexwater

 Power 105  
Water 0345 600 4 600

## Priority Services registration form



Please complete and return both pages. Send to: Priority Services, Scottish and Southern Electricity Networks, FREEPOST, RTGH-TXXT-ZAEG, Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AG

Contact details for the person who may need extra help during a power cut or a water supply interruption.

Title  First name   
Surname

Address   
Postcode

Home phone

Mobile phone

Textphone

### Password scheme

If you would like us to use a password (maximum 10 characters) when we visit you, please enter it here:

### My nominated contact (if applicable)

Title  First name   
Surname

Address   
Postcode

Home phone

Mobile phone

Textphone

Relationship to you

Please complete and return both pages. Return address overleaf.

Reason for registering (tick all boxes that apply)

Medical equipment that relies on electricity or water

Equipment type

- |   |  |
|---|--|
| <input type="checkbox"/> Chronic illness          | <input type="checkbox"/> Physical impairment     |
| <input type="checkbox"/> Blind                    | <input type="checkbox"/> Developmental condition |
| <input type="checkbox"/> Partially sighted        | <input type="checkbox"/> Mental health           |
| <input type="checkbox"/> Hearing loss or deafness | <input type="checkbox"/> Dementia                |
| <input type="checkbox"/> Speech difficulties      | <input type="checkbox"/> Over 60                 |
| <input type="checkbox"/> Restricted movement      |  |

Temporary: (please note the following temporary categories are not used by Wessex Water)

- |  |   |
|--|---|
| <input type="checkbox"/> Families with children under five | <input type="checkbox"/> Post hospital recovery |
| <input type="checkbox"/> Young adult householder           | <input type="checkbox"/> Life changes           |

Other reasons you may need extra support (please specify)

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 them on your behalf when providing Priority Services. This may mean we will share information about you and your supply with them.

Print name

Date

Signed

Please tick if you would like us to share your information (including details of your reason for registering) with the organisations listed below for use on their Priority Services registers:

- my energy supplier and or gas transporter
- Wessex Water Services Limited

For information on how we collect, store, and process your data, see our Privacy Notice at [ssen.co.uk/PrivacyNotice/](https://www.ssen.co.uk/PrivacyNotice/) (contact us to request a paper copy).

If you no longer require Priority Services, call us on 0800 294 3259 or contact us by textphone on 0800 316 5457 or on [Networks.Priority.Services@sse.com](mailto:Networks.Priority.Services@sse.com), and we will remove you from the register.