

# SSEN and Southern Water Priority Services registration form

**Reason for registering** (tick all boxes that apply)

Medical equipment/aids that rely on electricity or water

|   |  |   |
|---|--|---|
| <input type="checkbox"/> Chronic illness          | <input type="checkbox"/> Blind               | <input type="checkbox"/> Partially sighted              |
| <input type="checkbox"/> Hearing loss or deafness | <input type="checkbox"/> Dementia            | <input type="checkbox"/> Speech difficulties            |
| <input type="checkbox"/> Restricted movement      | <input type="checkbox"/> Physical impairment | <input type="checkbox"/> Developmental condition        |
| <input type="checkbox"/> Mental health            | <input type="checkbox"/> Over 60             | <input type="checkbox"/> Families with children under 5 |

Temporary:

|  |   |                                       |
|--|---|---------------------------------------|
| <input type="checkbox"/> Young adult householder | <input type="checkbox"/> Post hospital recovery | <input type="checkbox"/> Life changes |
|--|---|---------------------------------------|

Other reasons you may need extra support (please specify)

**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.

Print name

Signed

Date

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

For information on how we collect store and process your data, see the Privacy Notices at [ssen.co.uk/privacynotice](https://ssen.co.uk/privacynotice) and [southernwater.co.uk/privacy](https://southernwater.co.uk/privacy). For paper copies contact SSEN on 0345 070 7378 and/or Southern Water on 0330 303 0277.

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

## Register for Priority Services today

Fill in the form, call, or find out more online:

SSEN

 0800 294 3259


 0800 316 5457  
textphone

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

Southern Water

 0800 027 0800

 0330 303 1265  
textphone

 [southernwater.co.uk/priority-services](https://southernwater.co.uk/priority-services)

## Are you prepared for an emergency?

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

- ☐ Battery radio with spare batteries, or a wind up radio
- ☐ Battery torch with spare batteries, or a wind up torch
- ☐ First aid kit
- ☐ Spare keys to your home and car
- ☐ Spare glasses or contact lenses
- ☐ Key contact numbers
- ☐ Important medicines
- ☐ Bottled water
- ☐ Pet supplies

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 /SouthernWater  @SouthernWater

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## Get extra support during power cuts or water outages

Register for Priority Services



# Extra help for those who need it most

SSEN are the people that look after the wires and cables that supply electricity to your area, and fix power cuts as quickly and safely as possible. SSEN doesn't send out electricity bills.

Southern Water provides water and wastewater services across the South East, and looks after water pipes, sewers and bills.

SSEN and Southern Water are working together to offer extra help and support. We can help you far better and faster, if we know in advance what extra support you might need. If you would like to register for Priority Services, 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 over 60
- have dementia
- have mental ill health

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



# What we aim to offer

## Priority treatment during a power or water outage

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 person.



## Communication tailored to your needs

When requested, we can help in a format that suits your needs, e.g. Braille, textphone, audio CD or a language other than English.



## 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 staff at 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.



# All our priority services are free

# SSEN and Southern Water Priority Services registration form

To register for Priority Services with SSEN and Southern Water please complete and return both sides of this form to the freepost address below. Or if you just want to register for one company's services, please use the contact details on the back page.

Contact details for the person who may need extra help.

Title  First name

Surname

Address

Postcode

Home phone

Mobile phone

Textphone

### Home visit security

If you would like us to use a password when we visit you, please enter it here:  
(Maximum 8 characters)

### My nominated contact (if applicable)

A friend or a family member that we can contact regarding Priority Services and disruptions to power/water services in your area.

Title  First name

Surname

Home phone

Mobile phone

Textphone

Relationship

### Please send to:

Priority Services, Scottish and Southern Electricity Networks,  
FREEPOST, RTGH-TTXT-ZAEG Inveralmond House,  
200 Dunkeld Road, Perth, PH1 3AG

