

Contacting us

You'll find all of our relevant contact details in this handy leaflet



**SP ENERGY
NETWORKS**

Contacting Us

SP Energy Networks is responsible for the safe delivery of electricity to your home through the electricity network in Cheshire, Merseyside, North Wales, North Shropshire and Central & Southern Scotland.

We are responsible for all of the overhead lines, underground cables and substations in these areas. If there's a power interruption we are the people to contact to get the power back on.

We do not issue your electricity bill. If you have an enquiry about your bill or your electricity meter, you must contact your supplier. You will find the contact details on your latest electricity bill.

When contacting us by letter or email, please include your address, postcode and telephone number. We will acknowledge your letter or email within 1 working day.

Social Media

you can find us on Facebook or on Twitter

 [SP Energy Networks](#)

 [@SPEnergyNetwork](#)

 www.spenergynetworks.co.uk



Central & Southern Scotland

Power Loss & Emergencies

Telephone: 0800 092 9290
0330 10 10 222

Other Network Matters

Telephone: 0330 10 10 444
Email: customercare@spenergynetworks.com
In writing: Customer Service
SP Energy Networks
PO Box 8729,
Bellshill ML4 3YD

New connections to our network

Telephone: 0845 270 0785
Fax: 0141 614 0145
Email: Gettingconnected@scottishpower.com
In writing: SP Energy Networks
Customer Connections
55 Fullarton Drive
Cambuslang,
Glasgow G32 8FA

Electricity Network Plans

Telephone: 0141 567 4455
Fax: 0141 614 0085
Email: requestforplansscotland@scottishpower.com
In writing: SP Energy Networks,
Data Management (Scotland)
SP Energy Networks
55 Fullarton Drive
Cambuslang,
Glasgow G32 8FA

Complaints If you are not happy with our service, you can contact us:

Telephone: 0330 10 10 444
Email: customercare@spenergynetworks.com
In writing: Customer Contact Team
SP Energy Networks
Strathkelvin House
Campsie Road,
Kirkintilloch G66 1RN

Cheshire, Merseyside, North Wales & North Shropshire

Telephone: 0800 001 5400
0330 10 10 400

Telephone: 0330 10 10 444
Email: customercare@spenergynetworks.com

In writing: Customer Service
SP Energy Networks
PO Box 168,
Prenton CH26 9AY

Telephone: 0845 270 0783
Fax: 0151 221 2494
Email: Gettingconnected@scottishpower.com
In writing: SP Energy Networks
Customer Connections
PO Box 290
Lister Dr,
Liverpool L13 7HJ

Telephone: 0151 609 2373
Fax: 0151 609 2178
Email: requestforplansmanweb@sppowersystems.com
In writing: SP Energy Networks,
Data Management (England and Wales)
SP Energy Networks
Prenton Way,
Prenton CH43 3ET

Telephone: 0330 10 10 444
Email: customercare@spenergynetworks.com
In writing: Customer Contact Team
SP Energy Networks
3 Prenton Way,
Prenton CH43 3ET


Language Line

If your first language is not English and you experience difficulty when you contact us on the numbers listed, we will be happy to provide a translation service. The Language Line allows us to communicate with customers in their native language. This is available in more than 150 languages and dialects.

Need a little extra support?

We keep a Priority Services Register so that we can contact our most vulnerable customers. To find out if you are eligible to join please contact us at:


 spenergynetworks.co.uk/priorityservices

 0330 10 10 444

 customercare@spenergynetworks.com

Passwords

You can set up an agreed password with us to help you feel more secure. To set up your own personal password, please contact us at:

 0330 10 10 444

 customercare@spenergynetworks.com

This leaflet is also available in Welsh. Should you require a copy, please call 0330 10 10 444 or visit spenergynetworks.co.uk

**POWER CUT?
CALL 105**



Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone.