

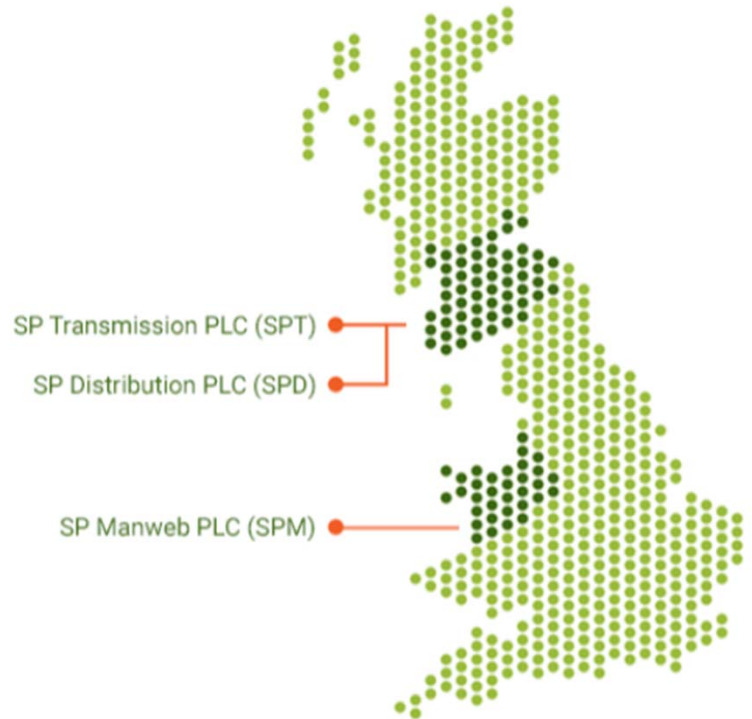
Safety & Security of Supplies Enquiry Service



What to do if you experience a Power Cut or want to report an Emergency

Who are we?

We are SP Energy Networks. As a Distribution Network Operator our teams keep the power flowing to over 3.5million homes and businesses across Central and Southern Scotland, Cheshire, Merseyside, North and Mid Wales and North Shropshire. No matter who you pay your bill to, if your power goes out call us on 105



Report a Power Cut or Emergency

To report a power cut or damage to electricity power lines or substations, call the national freephone number 105. You can still reach us on our existing emergency numbers below:



Central & Southern Scotland

0800 092 9290

Cheshire, Merseyside, N. Wales &
N.Shropshire

0800 001 5400

Or you can use our online faults and emergency reporting facility, via the SP Energy Networks website.

If there are cables on or near the ground, please keep clear of them. If they are in roads or on footpaths, dial 999. Please call us urgently if you see any damaged equipment, lines or substations and we'll make the equipment safe.

Making a report in writing or in person

To write to us:

SP Energy Networks – Customer Service

Central & Southern Scotland Office

320 St Vincent St
Glasgow
G2 5AD

Cheshire, Merseyside, N. Wales & N.Shropshire Office

3 Prenton Way
Prenton
CH43 3ET

You can also talk to our field staff in person should you wish to discuss or report anything.

When we visit your property

Sometimes we may need to visit your home to inspect or maintain our equipment. Visits are made either by one of our staff or a contractor working for us. Our staff are fully trained and can offer advice and contact details should you need them.

All of our workers carry identity cards with their company name, their own name and a colour photograph. Where possible, vehicles and clothing will also have the SP Energy Networks or contractor logo.

Any employee making a call to your home will be happy to explain the purpose of their visit.

If you have any doubts about whether a caller is genuine, follow these steps:

- Speak to the caller through the door.
- Take your time. Our representatives will never rush you or be in a hurry to gain access to your property.
- Ask them to pass their ID card through the letterbox or put it up to the window.
- Record the caller's name, and to confirm your caller's identity, call us on 0330 1010 444
- If possible, always put the chain on before opening the door.
- If in doubt, don't open the door.

If you want extra security, we can agree a password with you. We will then use this password if we need to call on you. To set up your personal password, call us on 0330 1010 444.

Joining our Priority Services Register

In the event of a power cut, our teams work around the clock to restore your electricity as quickly as possible. We appreciate for some customers this may be particularly distressing and that's why we offer extra support to customers who feel they need our help. You can join our Priority Services Register if you:

- Are over the age of 60
- Have a special communication need
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness
- Or just feel you need a little extra help

You can also register with us if you feel you need support for a short period of time e.g. if you're recovering from an operation, if you are pregnant, or if you are recently bereaved.

Being on our register won't necessarily mean we can restore your power more quickly, however we will try to proactively contact you if we know of a problem in your area.

Once you chose to join our register you will be provided detailed advice on what to do in a power cut and what you can expect from us once registered. We will also share with you the range of support services we offer such as energy efficiency to income maximisation advice. These services are available to all customers and can be viewed on the SP Energy Networks website on Our Caring Network pages.

If you would like to be added to the Priority Services Register, you can either call us on **0330 10 10 167**, complete a quick form on our website or text PSR to **61999**.

Accessibility

Hearing impaired customers

If you are hearing impaired, we offer alternative methods of communication to make things easier for you.

- **Text Relay** - dial 18001 before the number.
- **Faults and Emergency numbers:**
 - 18001 0800 092 9290 (Central and Southern Scotland) or
 - 18001 0800 001 5400 (Merseyside, Cheshire, North Wales and North Shropshire:)
- **General support enquiries:**
 - 18001 0330 10 10 444 (Central and Southern Scotland, Merseyside, Cheshire, North Wales and North Shropshire)

Visually impaired customers

If you would like to receive any of our customer leaflets or documents, or if you wish to have a page translated into Braille or large text, please contact us directly and we can arrange this for you.

Interpreters

If you require language interpretation, we can provide this. We use Language Line for conference call style services. This is available 24/7 by telephone offering over 100 languages.

Our website meets AA Accessibility standards.

Please contact us directly to arrange any of these services on **0330 10 10 444**. All of these services are free of charge

All information contain in this leaflet can also be viewed on our website.

This document fulfils the requirements of Distribution Licence Conditions 8, 9, and 10 to publish a Statement on the Safety and Security of Supplies Emergency Service.