

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 own and maintain 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.



Let us know

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.



Online & Social Media

www.spenergynetworks.co.uk



SPEnergyNetwork



SP Energy Networks



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 you in your native language. This is available in more than 150 languages and dialects.



Need a little extra support?

We have a Priority Services Register for those customers who may need a little extra help in a power cut. For more information go to: www.spenergynetworks.co.uk/psr, call 0330 10 10 167, email customer@spenergynetworks.com or text 'PSR' to 61999

Contact Information	Central & Southern Scotland	Cheshire, Merseyside, North Wales & North Shropshire
Power Loss & Emergencies	POWER CUT? CALL 105 OR 0800 092 9290	POWER CUT? CALL 105 OR 0800 001 5400
Other Network Matters	0330 10 10 444 customer@spenergynetworks.com Customer Service SP Energy Networks 3rd floor, 320 St Vincent Street, Glasgow, G2 5AD	0330 10 10 444 customer@spenergynetworks.com Customer Service SP Energy Networks PO Box 168, Preston CH26 9AY
New connections to our network	0800 389 1785 0141 614 0145 Gettingconnected@scottishpower.com SP Energy Networks Customer Connections 3rd floor, 320 St Vincent Street, Glasgow, G2 5AD	0800 389 1783 0151 221 2494 Gettingconnected@scottishpower.com SP Energy Networks Customer Connections PO Box 290 Lister Dr, Liverpool L13 7HJ
Electricity Network Plans	0141 567 4455 0141 614 0085 requestforplansscotland@scottishpower.com SP Energy Networks, Data Management (Scotland) SP Energy Networks 55 Fullarton Drive Carnoustie, Glasgow G32 8FA	0151 609 2373 0151 609 2178 requestforplansmanweb@sppowersystems.com SP Energy Networks, Data Management (England and Wales) SP Energy Networks Preston Way, Preston CH43 3ET
Complaints If you are not happy with our service, you can contact us:	0330 10 10 444 customer@spenergynetworks.com Customer Contact Team SP Energy Networks 3rd floor, 320 St Vincent Street Glasgow, G2 5AD	0330 10 10 444 customer@spenergynetworks.com Customer Contact Team SP Energy Networks 3 Preston Way, Preston CH43 3ET



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

customer@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**

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.



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