



PSR
Scotland

Extra help with Electricity, Water & Gas

Extra support during power cuts, gas outages and water interruptions

Register for free Priority Services

**POWER CUT?
CALL 105**



Extra help for those who need it most

Scottish and Southern Electricity Networks (SSEN) and SP Energy Networks (SPEN) 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. Neither SSEN or SPEN send out energy bills.

SGN look after the gas network and Scottish Water manage the water supply and waste water services across Scotland, they also fix any leaks that happen in the main water pipes.

All four companies are working together to offer you extra support should you need it. They are able to support you in the event of an interruption to your service, if they are aware of your additional requirements, even if your circumstances are only temporary.

Please visit www.PSRscotland.com to find out more.



Scottish & Southern
Electricity Networks



Scottish
Water

Trusted to serve Scotland



SGN

Your gas. Our network.



SP ENERGY
NETWORKS

You may want to be on the Priority Services Register if you:



Use medical equipment/aids reliant on electricity and/or water



Are blind or partially sighted



Are deaf or hard of hearing



Have a chronic illness



Have anxiety, depression or any other mental health condition



Have a disability



Are over 60



Live with children under 5



Temporarily need extra support



Need documents translated into another format or language

Of course, everyone has different needs, so make sure that you register to the Priority Services which will ensure you are supported during an interruption to your service.

What joining the PSR can do for you



Priority treatment during a power, gas outage or water supply interruption

You can contact SSEN, SGN, SPEN and Scottish Water 24 hours a day. If they need to switch off your power, gas or water to carry out essential maintenance, or during emergencies, they can contact you, or your nominated person.



Communication tailored to your needs

When requested, the Scottish utilities as part of PSR Scotland can use a format that suits your needs, e.g. Braille, textphone, audio CD or large print or a language other than English.



Connection to local Emergency Services

The PSR Scotland utilities 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

All employees at SSEN, SPEN, SGN and Scottish Water carry identification with them at all times. They all offer a service where you can agree a password to use when dealing with the staff at your doorstep. That way they can look after your personal safety and home security.

What joining the PSR can do for you



Emergency power

If you use medical equipment/aids which use electricity, SSEN and SPEN aim to provide you with the help you need. When necessary this can include portable generators and alternative accommodation during prolonged supply interruptions.



Nominated contact

If it helps, SSEN, SGN, SPEN or Scottish Water can contact a nominated carer, family member or friend on your behalf.



Emergency Gas

If you are on mains gas and your supply is interrupted for a prolonged period SGN will aim to help you with emergency electrical heating and cooking appliances.



Emergency water

If you use medical equipment which rely on water, Scottish water will aim to provide you with the help you need. When necessary this can include bottled water during prolonged supply interruptions.

All priority services are free of charge, regardless of who you pay your bills to.

Register for Priority Services today

To find out more about services from all four partner organisations, see below:

Electricity



For Scottish and Southern Electricity Networks in the north of Scotland and all the Scottish Islands

 **0800 294 3259**

 ssen.co.uk/psr

 [@ssencommunity](https://twitter.com/ssencommunity)

 [/ssencommunity](https://www.facebook.com/ssencommunity)



For SP Energy Networks in Central and Southern Scotland

 **0330 10 10 167**

 spenergynetworks.co.uk/psr

 [@SPEnergyNetwork](https://twitter.com/SPEnergyNetwork)

 [/SPEnergyNetworks](https://www.facebook.com/SPEnergyNetworks)

Water



For water interruptions or issues across Scotland

 **0800 0778 778**

 scottishwater.co.uk/support

 [@scottish_water](https://twitter.com/scottish_water)

 [/scottishwater](https://www.facebook.com/scottishwater)

Gas



For Gas Emergencies in Scotland

 **0800 111 999**

 sgn.co.uk/extrahelp

 [@sngas](https://twitter.com/sngas)

 [/sngas](https://www.facebook.com/sngas)

Visit: www.PSRscotland.com for more information

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
- ☐ Hats, scarfs, gloves and warm blankets
- ☐ First aid kit (and spare medication)
- ☐ Spare keys to your home and car
- ☐ Spare glasses or contact lenses
- ☐ Important medicines
- ☐ Pet supplies
- ☐ Key contact numbers
- ☐ Bottled water



Don't forget to register **now** with your utility provider on their Priority Services Register

Need help in an emergency



Power Cut?
CALL 105



Smell Gas?
CALL 0800 111 999

**POWER CUT?
CALL 105**

For more information, visit:
www.PSRscotland.com