



Introducing Our Priority Service

EXTRA SUPPORT FOR YOU DURING A POWER CUT

We all rely on electricity in our daily lives but, for some, a power cut can be particularly distressing and difficult. That's why we offer extra help and support during a power cut.

We can provide additional help if you have particular medical needs at home. For example, if you:

- Rely on kidney dialysis equipment
- Are recovering from a major operation
- Have a very young baby in the family
- Are blind or partially sighted
- Have special communication needs

Please ask for a copy of our **Extra support for you during a power cut** leaflet if you would like more information on our Priority Services Register. We can provide information in the format you need, for example, in Braille or on audio CD.

All our priority services are free.

It helps us to help you if we know what extra support you may need. If you would like to talk to us about your needs, or the needs of someone you represent, we're here to help.



freephone

0800 294 3259



mobile

0345 072 1900



textphone

0800 316 5457



email

priority.services@ssep.co.uk



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