

**Please contact us on 0800 072 7282
if you have any questions**

To the Business Owner / Manager

REF: 229323

We need to turn your power off

Power cut planned for: 31st October 2024

From: 8:30

To: 16:30

We need to turn your power off for: 8 hours.

We are Scottish and Southern Electricity Networks (SSEN), we operate the electricity network in your area. We keep the lights on, TVs running, and homes and businesses heated for 3.8 million customers with 99% reliability throughout the year.

We need to turn your power off because new developments and changes in your area means that more people are using electricity, which means we need to upgrade our substation by replacing old equipment.

We turn the power off to keep our engineers safe while they are doing this work.

Once we have completed the work there will be a lower risk of power cuts and the power supply will be more reliable for you and your neighbours.

We will work as quickly and safely as we can to get your power back on, earlier in the day if possible.

You do not need to be at home during the power cut. For information on how to prepare, please read the extra help and advice page.

Yours faithfully

Adrian Wheadon

on behalf of SSEN

Keep this slip as a reminder



Planned power cut on

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**Scottish & Southern
Electricity Networks**

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How to prepare before we turn off your power

- Set the temperature of your fridge/freezer to the coldest setting 12 hours before.
- Do not open your fridge/freezer, unless you have to.
- Charge your phone, laptop and other electrical devices the night before.
- Turn your solar panels off before we turn the power off.

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The blanks are for you to add in your own reminders. eg.- boil the kettle just before we turn off your power or do your laundry the day before.



EXTRA HELP AND ADVICE

Fridge/freezer

Set your fridge/freezer to the coldest setting 12 hours before we are going to turn the power off. While your power is off do not open your fridge/freezer door, this will stop your food from defrosting.

Business emergency power cut / continuity plan

Please make sure your business emergency power cut plan is up to date so you know what to do when the power is turned off. If you do not have an emergency power cut plan please go to:

gov.uk/government/publications/preparing-for-emergencies

Can I get compensation?

We do not pay compensation for planned power cuts. Please have a look at the regulations set by OFGEM on this: ssen.co.uk/customerservice/performancestandards

Medical Equipment

Check that your medical equipment has a back up battery and how long the battery will last for, so you can keep using it.

This includes stair lifts, bath hoists and adjustable beds. Please contact your Doctor or equipment provider for more help.

If you have a stair lift, please check it has an override or manual release option. This will help you get the stair lift from the top of the stairs to the bottom when your power goes off. Speak to your manufacturer if you're not sure how.

EXTRA HELP IF YOU NEED IT

We offer extra help and support during a power cut. If you need extra support, or this letter in a different format please register for our free priority service register.



Register at
ssen.co.uk/psr



or call us on
0800 294 3259

In order to improve our service and fulfil our regulatory obligations, we may pass your details on to a third party to carry out an independent customer satisfaction survey, but your information will not be used for any other purpose.

Phones and Electrical Devices

Charge your mobile phone/electrical device before we are due to turn the power off. Reminder - Your Wifi won't work while your power is off. Disconnect smart equipment before the power goes off and comes back on, such as boiler controls, TVs etc.

Do not do any electrical work

Do not do any internal electrical work while your power is off. We may turn your power back on earlier than expected if we finish our work earlier.

Solar Panels and Generators

Please turn your solar panels off before we start our work, you can turn these back on when we have finished. If you are connecting a generator you must let us know so that we can make sure it is safe.

If you have an emergency generator please check your fuel level, make sure it has been serviced and is safe to use. Only a qualified electrician can connect a generator safely.

Security Alarm

Your alarm may beep when the power is turned off.

Can you provide me with a generator?

We cannot provide your business with a generator for the power cut. Please refer to your business Emergency power cut/continuity plan.

If your power has not come back on when we said it would, please call us on 105.

HAVE A QUESTION?

Visit ssen.co.uk/plannedoutage

Give us a call on **105**

Email us on plannedoutage@sse.com

Scan this QR code



**POWER CUT?
CALL 105**



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Electricity Networks**