



**Scottish & Southern**  
Electricity Networks

Call us with any enquiries on:

**07767850305**

**POWER CUT?  
CALL 105**



North of Scotland

**0800 300 999**



Central Southern England

**0800 072 7282**

The Owner/Occupier

### **Electricity Supply Interruption**

Southern Electric  
Power Distribution Ltd  
Emergency Service Centre  
Portsmouth

13 July 2017

Outage Reference: 166609

Dear Customer

#### **Interruption to your electricity supply**

Your electricity will be temporarily interrupted starting on TUESDAY 01 AUGUST 2017 at 09:00 and returning on TUESDAY 01 AUGUST 2017 at 17:00

**Please note: Regardless of who your electricity supplier is, your supply will still be affected by this interruption**

We need to turn off your electricity supply to allow us to safely carry out essential maintenance, including erecting a new poles and cables on our overhead electricity network in the Melbury Osmond area. This work is essential as it will help make your electricity supply more reliable and robust in the future. While the work is being done you will be without power for the shortest time necessary. The safety of our customers and staff is at the heart of what we do, and we would like to take this opportunity to apologise for any inconvenience caused and thank you for your patience. Please be aware your details may be passed to a third party for market research and training purposes to improve our service. Utilergy Ltd will be undertaking this work on behalf of Scottish & Southern Energy Networks.

We commit to providing you with a reliable and safe electricity supply. We do all we can to minimise any disruption. However, the work we will be doing on the above date is necessary and cannot be done safely unless we turn off your electricity. We will turn your electricity back on as soon as the work is finished.

If you have any questions, or you intend to use a generator, please phone the number at the top of this letter.

Yours faithfully

David Hankins

Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ  [ssn.co.uk](http://ssn.co.uk)

Scottish and Southern Electricity Networks is a trading name of: Scottish and Southern Energy Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission plc Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No. SC213460; (all having their Registered Offices at Inveralmond House 200 Dunkeld Road Perth PH1 3AQ); and Southern Electric Power Distribution plc Registered in England & Wales No. 04094290 having its Registered Office at 55 Vastern Road Reading Berkshire RG1 8BU which are members of the SSE Group [www.ssn.co.uk](http://www.ssn.co.uk)

## ! Safety Warning

- Should you decide to connect a generator, for safety reasons, please ensure this is done by a qualified electrician.
- It can be dangerous to work on your own electrical installation during this interruption as the electricity supply may be restored earlier than expected.
- If you use other forms of heating and lighting, such as paraffin heaters and candles, don't leave them unattended. Make sure furniture, clothes and curtains are not too close to heaters

## ➔ Helpful Advice

- Switch off appliances and lights, but leave one light on so you know when power has been restored.
- Don't open the freezer door unless you have to - this helps food stay frozen for longer. When the power comes back on, check the food inside. Food should keep for about eight hours without power. If the food is still hard and icy, you can leave it in the freezer. Turn the freezer to its maximum setting for 24 hours, before putting it back on a setting that keeps it at -18°C. If the food has started to defrost, you may need to throw it away depending on the type of food.
- When the supply is restored you may need to re-set time switches (e.g. on heating systems). If you have an off peak electricity supply, your time switch will not have to be re-set.
- If you have a security alarm, please contact your supplier for advice.
- Make sure trip switches are in the 'ON' position once the electricity supply has been restored.
- If you have a cordless or digital phone this may not work while your electricity is switched off.
- Boil some water and keep it in a Thermos flask. You can use it to make hot drinks or fill a hot water bottle if it gets too cold.
- Keep a torch with fresh batteries in a place where you can reach it easily.

## ➔ Our Vulnerable Customers

- It is important that we take special care of our most vulnerable customers. A Priority Service Register is operated by your electricity supplier and we use this register to make sure we provide extra help to those who need it most. If you are disabled, chronically sick or of pensionable age or live with anyone who is vulnerable, then you can call and register for priority services on our Priority Services Team by phoning 0800 294 3259.
- If you have elderly or vulnerable neighbours, check to make sure they are comfortable.
- Please ask us if you would like a large print or braille copy of this letter, or if you have any questions

## ? Frequently Asked Questions?

Q. Do I need to be at home when this work takes place?

A. No, there should be no requirement for you to be at home when we carry out this work.

Q. Do you need access to my property?

A. No, if anyone does need access they will contact you in advance and make arrangements that will suit you.

Q. Are you going to be cutting trees on my property?

A. If we need to cut any trees on your property a representative will speak to you and request permission before the interruption takes place.

## ➔ Useful Numbers

### Power Cuts or Emergencies

North of Scotland  
 **0800 300 999**

Central Southern England  
 **0800 072 7282**

New Connections  
 **0800 048 3516**

**POWER CUT?  
CALL 105**



 @ssencommunity

 /ssencommunity

 /ssen

 **ssen.co.uk**

Inveralmond House, 200 Dunkeld Road, Perth PH1 3AQ  **ssen.co.uk**

Scottish and Southern Electricity Networks is a trading name of: Scottish and Southern Energy Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission plc Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No. SC213460; (all having their Registered Offices at Inveralmond House 200 Dunkeld Road Perth PH1 3AQ); and Southern Electric Power Distribution plc Registered in England & Wales No. 04094290 having its Registered Office at 55 Vastern Road Reading Berkshire RG1 8BU which are members of the SSE Group [www.ssen.co.uk](http://www.ssen.co.uk)