



Scottish and Southern Energy

Power Distribution

Our Code of Practice

SSEPD: Code of Practice

SSE Power Distribution is the trading name of: SSE Power Distribution Limited Registered in Scotland No. SC213459; Scottish Hydro Electric Transmission Limited Registered in Scotland No. SC213461; Scottish Hydro Electric Power Distribution plc Registered in Scotland No SC213460; S+S Limited Registered in Scotland No. 214382; (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. 4094290 having its Registered Office at 55 Vastern Road, Reading, Berkshire, RG1 8BU, which are members of the Scottish and Southern Energy Group
www.scottish-southern.co.uk

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Introduction

SSE Power Distribution (“SSEPD”) is the trading name of Scottish Hydro Electric Power Distribution plc and Southern Electric Power Distribution plc.

SSEPD looks after the safe delivery of electricity through the electricity network to your home. Your supplier bills you for your electricity, is responsible for your meter and also operates a range of services through its Priority Services Register. If you have an enquiry about your bill, your meter or the supplier’s Priority Services, please contact your supplier. Contact details can be found on your latest electricity bill.

If you are disabled, chronically sick, of pensionable age, blind, partially sighted, deaf or hearing impaired then the details within this leaflet will be helpful to you. If you require details on our complaints procedure or would like to arrange a password to be used when we visit you, then please refer to the information contained in this leaflet.

This code of practice has been approved by Office of Gas and Electricity Markets (“Ofgem”).

Contacting SSEPD

If you would like to contact us about our services please phone us on

0845 300 2141

between 8am and 6pm Monday to Friday and 8am to 1pm Saturdays.

Please phone the emergency number on your electricity bill to report a loss of supply or if you are concerned about the safety of our equipment.

Our 24 hour **Emergencyline** numbers are:-

0800 300 999 for Scotland

0800 0727 282 for England

If you are deaf, hard of hearing or have speech difficulties and are a text telephone user, you can send typed messages to **Textline** our free text telephone service. The **Textline** number is

0800 622 839

Our call centre staff are trained to use this facility. If English is not your first language please let us know and we will provide extra help.

If you require any further information about a planned interruption to your electricity supply please phone the number on the notification letter we send to you.

Alternatively you can write to:

SSE Power Distribution
PO Box 6458
Basingstoke
RG21 8GZ

Provision of special services

If you are a domestic customer and are elderly, disabled, chronically sick or if you, or someone in your household, relies on special home medical equipment run by electricity, such as a home dialysis machine, an oxygen concentrator or an artificial ventilator, please let us know. When you register with us as a priority customer we will advise you what to do in the unlikely event of a power failure.

These services are free of charge and you can register by;

- writing to or calling SSEPD using the address and phone number in the 'contacting SSEPD' section providing your name, address, telephone number and giving details of your equipment (e.g. type of medical equipment, kidney dialysis routine, stairlift); or
- contacting your supplier who will pass your details on to us. Your supplier will also register you and they will be able to offer additional services through their Priority Services Register. Their phone number is on your latest bill.

If you inform SSEPD directly we will pass your details onto your supplier, unless you request us not to. Agencies such as Citizens Advice Bureau are aware of the services we offer. Look in your phone book for details of your nearest Citizens Advice Bureau.

If we need to visit you at any time you can choose a password and agree it with us. We will only give your password to our representatives that need to know it. They will say your personal password when they call, so you can be sure your caller is an SSEPD employee or a contractor acting on our behalf.

We provide services for blind or partially sighted customers. We will provide this booklet in large print, Braille and on audio tape, on request.

Interruptions to your supply

Sometimes we have to interrupt the electricity supply to carry out maintenance on our network.

We write to tell all customers about a planned interruption to the electricity supply at least 5 days in advance. If you depend on electricity for special medical equipment (e.g. kidney dialysis or oxygen concentrators) or have other special needs please feel free to contact us to discuss your situation.

If you require any further information and advice about a specific planned interruption, please contact us using the phone number on the top of the notification letter advising of the interruption.

Please note it is not possible to guarantee a constant supply of electricity and it is essential that you have alternative arrangements to fall back on, if necessary.

What to do if you lose your electricity supply:

- If possible, check to see if your neighbours have lost their supply. If they have not, the problem could be with your electrical installation.
- If you have a trip switch, check to see if it has operated. If it has, switch off all your appliances and try to reset the trip. The supply may then come back on.
- If the trip switch has not operated, and you can find no other reason, there may be a problem with the electricity supply in your locality.
- If you have a battery operated radio, listen to the local radio station as we will keep them informed of electricity supply problems especially during times of severe weather when we will also keep your supplier informed.
- If you have a prepayment meter ensure you are in credit. If not charge the meter to give a minimum £1 clear credit.
- It is useful to keep a torch handy for such situations.
- If you are still without electricity please phone our Emergencyline, as shown in the 'Contacting SSEPD' section.

Visiting your property or premises

Most appointments made by SSEPD are at your request. However, from time to time we may need to visit your home to inspect or maintain our equipment.

The visit will either be made by one of our staff or a contractor working for us. SSEPD follows a code of practice so that customers can be sure that all visits are made by properly trained, genuine staff or contractors.

- All SSEPD employees and contractors will carry an identity card showing their company's trading name, their own name and a colour photograph of the individual.

- Where possible, all vehicles used for visits to customers' premises will carry the SSEPD or contractor's logo.
- Where possible, all SSEPD employees will wear clothing indicating they are from SSEPD.
- All SSEPD employees and contractors will be able to inform you of the emergency telephone number as well as the enquiries number upon request.
- SSEPD employees will be able to give you explanations and information on matters relevant to the purposes of their visit.
- When a representative leaves the employment of the company, or when an identity card has expired, we make sure the card is returned and then destroyed.
- If you have any doubts about whether a caller is genuine do not let them into your home.

SSEPD will ensure that its employees and contractors are aware of the contents of this code and will comply with it at all times. They will be suitable, appropriately qualified and fully trained for the purpose of the visit and will be calm and courteous at all times in their dealings with you and give clear and accurate explanations as well as respecting your premises.

We may also visit on behalf of suppliers to install, change, maintain or read your meter. If we do we will abide by the suppliers code of practice that includes similar safeguards.

Passwords

We can agree a password with you when we make an appointment. You choose a password and agree it with us. We will only give your password to our representatives who need to know it. They will say your personal password when they call so you can be sure your caller is genuine. If your supplier has arranged a metering appointment, please ask them to agree a password with you; we will use this when we visit you.

Keeping Appointments

We carry out our appointments within normal working hours, which are usually 8am to 6pm Monday to Friday. If this is not convenient, we will call at a reasonable time outside these hours by agreement with you.

If we agree an appointment with you, we will do our best to keep it, unless we agree an alternative date with you. If we do not keep the appointment we will make a fixed payment to you, via your supplier.

Complaints and Commendations

We are committed to offering our customers the very best in customer service, and we are really keen to hear how you feel about us.

If you want to make a commendation because of exceptional customer service, or just to tell us you think we have served you well, or if unfortunately things have gone wrong then you can use the following process to let us know.

How to contact us

The easiest and quickest way to make a commendation or resolve a complaint is to telephone us on one of the following numbers any time Monday to Friday 8.30 am to 5.00 pm:

Southern Electric Power
Distribution

Scottish Hydro Electric Power
Distribution

0800 9801395

0800 9801394

Alternatively, if you are unable to phone or would prefer to write, you can contact us using our online form at www.ssepd.co.uk or by post using the addresses listed below.

Southern Electric Power
Distribution

Scottish Hydro Electric Power
Distribution

Julie Thame
SSE Power Distribution
55 Vastern Road
READING
Berkshire
RG1 8BU

Donna Cameron
SSE Power Distribution
Inveralmond House
200 Dunkeld Road
PERTH
PH1 3AQ

Complaint Handling Statement

Sometimes things can go wrong, so we have produced this Complaint Handling Statement to show what will happen if you have cause to complain to us.

Our Process

All our telephone advisers are trained to offer you the best possible customer service and will do their utmost to help you. If they need to involve their Manager, they will do so to ensure the matter is resolved as easily as possible.

Step 1 – Aim to resolve your problem within 10 working days

When you telephone us with a problem our adviser will attempt to resolve matters with you directly. However, if necessary your complaint will be escalated to a Manager or specialist team. We want to resolve the issue within 10 working days of your call.

If you write to us with a problem, we aim to resolve matters within 10 working days. We may try to contact you by telephone to help with this resolution.

If we cannot resolve your complaint fully or have not agreed a form of resolution within 10 working days of your first contact, then you can proceed to the next step.

Step 2 – Aim to resolve your problem within the next 10 working days after escalation

If unresolved, your complaint will be passed to a Senior Manager who will do everything possible to address your concern and reach a positive conclusion.

If we still cannot resolve your complaint fully or have not agreed a form of resolution within this second 10 working days period, then you can proceed to the next step.

Step 3 – Aim to resolve within the next 10 working days after second escalation

If still unresolved, to your satisfaction, then you can raise the matter with our Head of Operations, who will aim to reach a resolution within the next 10 working days.

The Energy Supply Ombudsman

If, after contacting the Head of Operations you remain unhappy, you can request that the complaint be deadlocked. Once you receive a deadlock letter you can contact the Energy Supply Ombudsman.

Alternatively, you can contact the Ombudsman should you fail to have had a satisfactory response from the Head of Operations within 10 working days, or if 8 weeks have elapsed since registering your complaint.

Please note that you may be referred back to us if you have not escalated your complaint via our formal complaints process outlined above.

The Ombudsman will carry out an independent investigation on your behalf. Any decision the Ombudsman makes will be binding on our Company, but not on you.

The Energy Supply Ombudsman Contact Details

Telephone – 0845 0550760 or 01925 530263

Textphone – 18001 08450511513 or 18001 01925 430886

Email – enquiries@energy-ombudsman.org.uk

Website – www.energy-ombudsman.org.uk

Consumer Direct

Consumer Direct is part of Trading Standards. Consumer Direct advisers offer independent, impartial advice. If you are a domestic customer, you can contact them at any point of your complaint on:

Phone 08454 040506

Website – www.consumerdirect.gov.uk

If you are a business customer and remain unhappy with the way we have tried to resolve your complaint, you can contact the Energy Supply Ombudsman.