



Priority Services
 0800 294 3259
 Text phone
 0800 316 5457

Mr Thomas Lundie Tarbett
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 ARBROATH
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FREEPOST
 RTGH-TXXT-ZAEG
 200 Dunkeld Road
 Perth
 PH1 3AQ

06 March 2026

Dear Mr Thomas Lundie Tarbett

Checking your details so we can assist during a power cut

We are the people who look after the wires and cables that deliver electricity to your home. **We are not the company that you pay your bills to.** Our job is to maintain and repair the electricity networks, for everyone across the north of Scotland and central southern England. It's also our job to fix power cuts as quickly and safely as possible.

Being registered to Priority Services Register (PSR) means we can provide extra help and support when you need it most during power cuts. All our Priority Services are **free** of charge. Your data may have been given to us by a third party i.e. your electricity supplier.

To provide you with the best service possible, we need to know if your details are correct. Please update your details at www.ssen.co.uk/Update or phone us, please call **0800 294 3259**. Once we have updated your details, you will then receive a power cut plan with personalised advice.

On 1st April 2023, the legal basis on which SSEN and all other UK electricity network operators, rely on, to process your personal data on the Priority Services Register, changed. Where previously we required your consent to sign you up and process your personal data. We now rely on a mechanism called legitimate interests (that's in relation to information such as your name and address, contact details and details of others living in your household), this means SSEN has a legitimate reason to collect that information. SSEN relies on substantial public interest - protecting children and adults at risk (this is in relation to SSEN collecting information about any health conditions or needs). This means that there is considerable public interest in SSEN processing special category data for the purposes of providing support to vulnerable customers.

If you no longer wish to be registered on the PSR then you can ask to be removed (this is called the right to object). You can request this by emailing us at Networks.Priority.Services@sse.com, or calling us on 0800 294 3259.

For information on how we collect and process your data, please see our privacy notice, www.ssen.co.uk/PrivacyNotice/. If you do not have access to our website, or would like a hard copy sent, please contact us.

Yours sincerely,

Priority Services Team
 Scottish and Southern Electricity Networks

Inveralmond House, 200 Dunkeld Road, Perth, PH1 3AQ

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 ssen.co.uk # make blue style

We're here to help over the festive period
 You can still chat to us online every day over the festive period between 7am and 11pm using scottishpower.co.uk/livechat. Our call centres will be operating a reduced service - you can find the details at scottishpower.co.uk/holiday-opening-hours

Thanks for being a ScottishPower customer.
 *A typical household is defined as one that uses 11,500 kWh of gas a year, and 2,700 kWh of electricity a year, and pays by Direct Debit.

