

11th April 2022

Yattendon High Voltage Fault -JR0823

Compensation

In addition to the catering unit and provisions stationed at Frilsham Club Room, customers are also able to submit claims for meals purchased during the course of the power cut. These can be submitted by emailing customercomplaints@ssen.co.uk or by post to: FOA/CUSTOMER RELATIONS, WALTON PARK, WALTON ROAD, PORTSMOUTH, PO6 1UJ.

In relation to Guaranteed Standard payment for the period of time without power, any entitlement will be paid automatically via cheque to each property - there is no requirement to contact us in order to log these claims. Compensation is payable for each full 12 hour period without power; £75 for the first 12 hours and then £35 for each period thereafter, up to maximum of £700.

Damage to appliances

SSEN has contracted Haste, who specialise in repairs to internal wiring, boilers and domestic appliances, to work on our behalf. If you have identified damages to equipment in your property and wish for these to be dealt with via Haste – and have not already made a request - then you can report these to us on 0800 9808423, lines are open Monday to Friday 08:30 - 17:00.

If however you have a trusted contactor you would prefer to complete these works, then you may wish to instruct them to carry our repairs. In this is your preference claims can be submitted to public.liability@sse.com

Please be aware that Haste will be dealing with a large influx of appliances from this fault therefore there may be a delay in dealing with repairs. We will be prioritising repairs for boilers and heating systems followed by essential white goods (fridge, freezers, cookers etc).

Bypassed Meters

In some instances, in order to restore supplies it was necessary to bypass billing meters where they had been damaged by the fault. If your meter has been bypassed, you will need to contact your electricity supplier (who you pay your bill to) to arrange for a new meter to be fitted.

We hope the information here provides clarify on the process from here, but please do not hesitate to contact us if you have any concerns or queries