

NoSRAUC Area RAUC

Out of Hours / Emergency Telephone Numbers - July 2021

Organisation	Emergency Number outwith Office Hours	Emergency Number within Office Hours	Call Centre Telephone Number
Aberdeen City Council	03000 200 292	03000 200 292	03000 200 292
Aberdeenshire Council	01467 536016	03456 081205	03456 081205
Aberdeen Western Peripheral Road	07827 281104	07827 281104	
Highland Council	01349 886690	01349 886601	01349 886601
The Moray Council	08457 565656	0300 1234565	0300 1234565
Orkney Islands Council	01856 876338	01856 873535	01856 873535
Shetland Islands Council	07795 400697	01595 744866	
Western Isles Council (CnES)	FAIRI 01851 701702	Maintenance office 01851 822664	FAIRI 01851 701702
BEAR Scotland (NE)	01738 481211	01738 481211	0800 0281414
BEAR Scotland (NW)	01738 481212	01738 481212	0800 0281414
CenturyLink/Level 3	0208 510 3030	0208 510 3030	0208 510 3030
CityFibre	0800 298 6267	0800 298 6267	
MBNL for (Hutchison 3g / EE)	0808 1214123		
Ineos FPS (Forties Pipeline System)	0800 281279	0800 281279	
Ineos O & P / Petroineos	0800 374185	0800 374185	
National Grid	0800 111 999	0800 111 999	0800 688 588
Network Rail	03457 114141	03457 114141	03457 114141
Openreach	0800 374541	0800 0232023	0800 800154
SGN	0800 111 999	0800 111 999	0800 912 1700
Shell Pipelines	01779 872240	01779 872240	
Scottish Power	0800 092 9290 and 0330 1010 222 (see additional info below) The existing telephone number (0845 27 27 999) will remain in place for a number of years, while all assets are updated with the correct contact number	0800 092 9290 and 0330 1010 222 (see additional info below) The existing telephone number (0845 27 27 999) will remain in place for a number of years, while all assets are updated with the correct contact number	0330 10 10 444 (see additional info below) The existing telephone number (0845 273 4444) will remain in place for a number of years, while all assets are updated with the correct contact number
Scottish Water	0800 0778778	0800 0778778	0800 0778778
SSE	0800 300 999	0800 300 999	0800 300 999
NEOS Networks	0800 0150 355	0800 0150 355	0800 0150 355
Virgin Media	0800 694 1122	0800 694 1122	0800 694 1122
Vodafone	0333 304 0762	0333 304 0762	0333 304 0762
Zavo (Network Control Centre)			0800 169 1646 (ncc@zavo.com)
<p>Emergency Number within Office Hours: - These numbers should be for R.A. and S.U. use and should not be general public numbers</p> <p>Emergency Number outwith Office Hours: - These numbers should be for R.A. and S.U. use and should not be general public numbers</p>			
05/07/2021			