

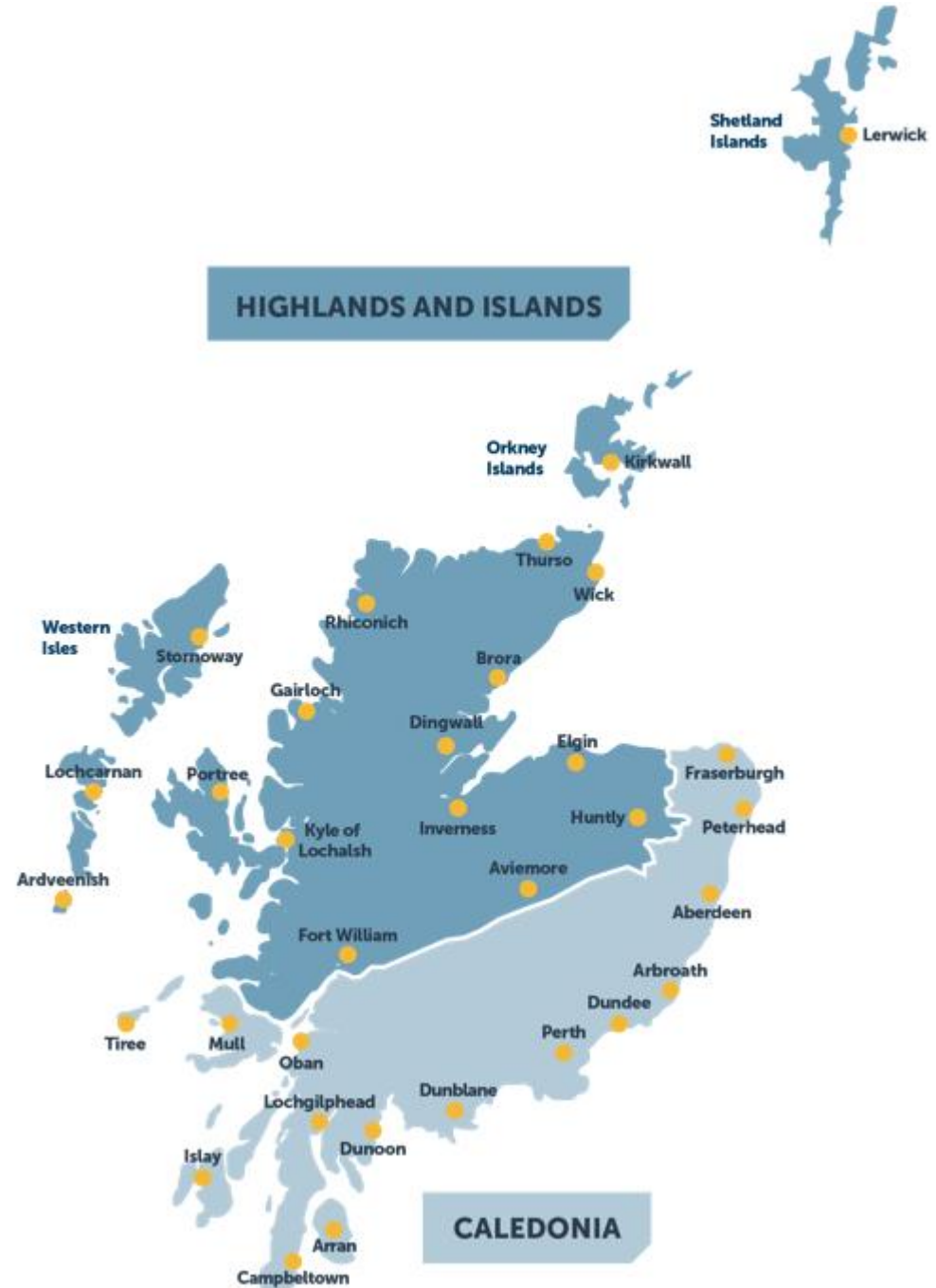


Scottish & Southern
Electricity Networks

Powering our
community

Connections CONTACT AND ESCALATION GUIDE

North (SHEPD)



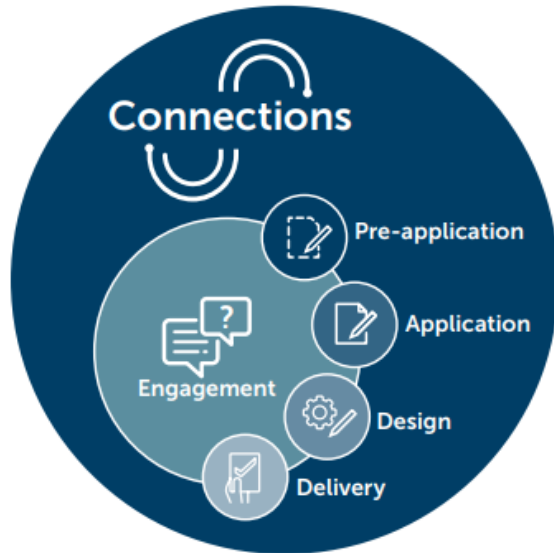
SSEN Connections

Scottish and Southern Electricity Networks (SSEN) operates in two licence areas; Scottish Hydro Electric Power Distribution (SHEPD) in northern Scotland and Southern Electric Power (SEPD) in central southern England. This guide outlines the contacts and escalations routes for out SEPD licence area.

About this document

We are committed to offering our customers and stakeholders the very best in customer service. We are keen to equip you with the knowledge, tools and support you need to complete your connections, and provide you with as much information as possible about our processes and procedures to aid your connections journey.

This guide sets out the overarching stages of the connections journey and details the relevant contacts for each stage. It also provides escalation routes.



Contents

Pre-application	
Business Relationship Management	03
Contract Managers	04
Application	
Application & Quote Acceptance	05
Minor Connection	06
Design	
Design Managers	07
System Planning Managers	07
Delivery	
Connections Delivery Managers	08 -09
Large Capital Delivery Managers	10
Low Carbon Technologies	
Flexible Solutions Team	11
Engagement	
Customer Service, Vulnerability & Strategy	12
Customer Contact Centre	13
Legal	14
Escalation Route	
Director of Customer Service	15
Heads of Connections	15
Compliments & Complaints	16

Business Relationship Management

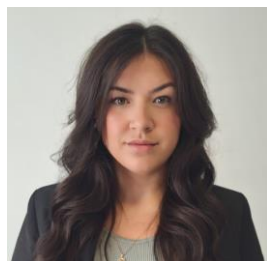


Austen Toone

Lead Relationship Manager

austen.toone@sse.com

07879 969033



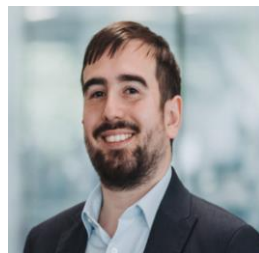
Margarita Bogatsjova

Relationship Manager

Housing Developers, Local Authorities & Community Energy

margarita.bogatsjova@sse.com

07342 026992



Michael Downey

Relationship Manager

ICPs, IDNOs, Consultants and DER

michael.downey@sse.com

07342 026521



Susannah Carter

Coordinator

susannah.carter@sse.com

07493 776358

Responsible for

Business Relationship Managers (BRMs) are fully responsible for the delivery of exceptional customer service for a specified customer segment in the major connections business. BRMs have responsibility for the relationship between SSEN and the customer segment assigned which could include ICPs, IDNOs, local councils, industry bodies and connection customers or large-scale projects. They are the single point of contact for the customer from pre-application through to delivery.

Our BRMs are involved throughout the connections journey and can be contacted at any stage. If you would like to book a meeting regarding one or more projects already in progress, please sign up to attend one of our monthly Connection's Surgeries here:

www.ssen.co.uk/stakeholderevent/basicsearch/

businessrelationships@sse.com

Points of escalation

1st point of escalation is

Austen Toone

Lead Relationship Manager

2nd point of escalation is

Mark Askew

Head of Connections, Policy and Performance

3rd point of escalation is

Andrew Scott

Director of Customer Service

Application (through to Delivery)

Contract Managers



Tanya Robertson

Lead Contracts Manager

commercial.contracts@sse.com

07389 758211



Ian Jessiman

Contracts Manager

North Caledonia & Highlands & Islands

commercial.contracts@sse.com

07469 411438



Kirsty Garvie

Contracts Manager

South Caledonia

commercial.contracts@sse.com

07825 014133



Kirsty Stephen

Contracts Manager

South Caledonia

commercial.contracts@sse.com

07825 014133



Ruth Lundi

Contracts Manager

Highlands & Islands

commercial.contracts@sse.com

07443 175172



Andy Crumley

Contracts Manager

Highlands & Islands

commercial.contracts@sse.com

07342 027828

Responsible for

- Issuing all DGES and MAJP offers in line with SLC12
- Addressing any contractual questions related to DGES and MAJP offers
- Processing acceptances, issuing variations, payment schedules, and managing milestones for those schemes (specifically M1–M5, though this doesn't need to be communicated to customers)

For schemes with an assigned Contract Manager, they should be the first point of contact for any contractual queries, challenges navigating SSEN, or contractual disputes.

commercial.contracts@sse.com

Points of escalation

1st point of escalation is
Tanya Robertson
Lead Contracts Manager

2nd point of escalation is
Craig Gilroy
Head of Major Connections

3rd point of escalation is
Andrew Scott
Director of Customer Service



Application Team Managers

Applications & Quote Acceptance



Rowena Langford
Microgen Team Manager

North & South Microgen application
rowena.langford@sse.com
connections@ssen.co.uk



Danielle Humby
Digital Demand Applications – Team Manager

danielle.humby@sse.com
connections@ssen.co.uk



Shelley O'Connor
Digital Demand Applications – Team Manager

shelley.o'connor@sse.com
connections@ssen.co.uk



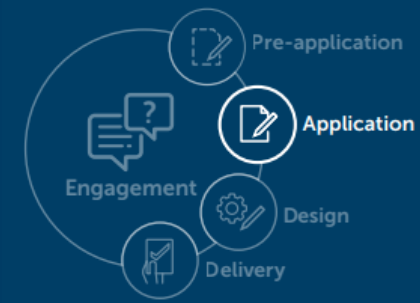
Karen Vilday
MCC and EVHP Team Manager

Connections acceptance & customer payments
karen.vilday@sse.com
connections@ssen.co.uk



Kerrie Coan
Telephony Team Manager

Minor connection applications & all connections enquiries
kerrie.coan@sse.com
connections@ssen.co.uk



Responsible for

- Raising applications
- Taking payments
- Providing guidance on application and quotation process

Our Application & Quote Acceptance team are happy to provide help and advice on the application and quote acceptance process via phone or email. Applications can be raised via phone, email or online

connections@ssen.co.uk

0800 048 3516

Points of escalation

1st point of escalation is
Application Team Managers

2nd point of escalation is
Jacob Coates
Decarbonisation Application Performance Manager

3rd point of escalation is
Hayley Joynson
Head of Minor Customer Connections

4th point of escalation is
Andrew Scott
Director of Customer Service

Minor Customer Connections Managers



Jacob Coates
Decarbonisation Application
and Workforce Planning
Performance Manager

Jacob.coates@sse.com



Michael Hammond
Minor Connections Design
Manager

michael.hammond@sse.com
07443 183350



Gemma Overall
Minor Connections Financial
Reconciliation Manager

gemma.overall@sse.com
07721 505094



Responsible for

- Managing our Connections Service Centre for all customer applications
- Assists our Minor Connections Customers throughout their journey from application all the way through to the delivery of the project
- Process acceptances and payments for connections quotes
- Drives the development for self service and automation of quoting
- Manages the financial closure of projects

Points of escalation

1st point of escalation is
Minor Customer Connections Managers

2nd point of escalation is
Hayley Joynson
Head of Minor Connections

3rd point of escalation is
Andrew Scott
Director of Customer Service

System Planning



Dimitris Konstantinidis
System Planning Lead (SHEPD)

dimitris.konstantinidis@sse.com

07919 924463

System Planners are responsible for assessing and designing improvements to our existing equipment and ensuring compliance with legal requirements.

They play a crucial part in enhancing the safety, security, and reliability of our electricity network and also help to find innovative solutions to support both current and future power demands .

Design



David Ross
Networks Design Manager
North Caledonia and Highlands & Islands

david.ross@sse.com

07767 850982



Simon Horne
Connections Design Manager
Highlands and Islands

simon.horne@sse.com

07767 852868



Euan Davidson
Connections Design Manager
North Caledonia

euan.davidson@sse.com

07584 313825



James McNeish
Connections Design Manager
South Caledonia

james.mcneish@sse.com

07384 454411

Design - Responsible for

- Designing & quoting required works for your connection
- Providing guidance on design and quotation processes
- Assessment of the network to ensure everything is within the allowances

Our Design team are happy to provide help and advice on the design and quotation process via phone or email. If you would like to book a meeting regarding one or more prospective project(s), please contact

businessrelationships@sse.com

If you would like to book a meeting regarding one or more projects already in progress, please sign up to attend one of our monthly Connections Surgeries here:

www.ssen.co.uk/stakeholderevent/basicsearch/

Points of escalation

1st point of escalation is
Design Managers and System Planning

2nd point of escalation is
Barry Will
Head of Connections, Design & Quotation SHEPD

3rd point of escalation is
Andrew Scott
Director of Customer Service



Delivery Managers – Caledonia



Gary Bartlett

Head of Region - Caledonia

gary.bartlett@sse.com



Traci Kidd

Connections Delivery
Manager – Caledonia

traci.kidd@sse.com

07767 852057



Jason Stratton

Delivery Manager – Minor
Connections, Caledonia

jason.stratton@sse.com



Mark Westwood

Customer Relationship Manager
Caledonia

mark.westwood@sse.com

07342 026407



Andy Robinson

Delivery Manager – Large &
Major Connections, Caledonia

andy.robinson@sse.com

01738 275533



lucy.edmonds@sse.com

Responsible for

- Carrying out onsite works including land rights
- Delivering your connection
- Providing guidance on the delivery process

Our Connections Delivery team are split into four key areas:

Minor Connections: Up to 4 new connections or 1 new supply up to 69kva, Service Alterations

Large Connections: 4 or more new connections, 1 supply larger than 69kva, diversions, disconnections

Major Projects: Large connections requiring 33/132kV works

Competition in Connections (CiC): Connections projects for Independent Connection Providers or Independent Distribution Network Operators

Points of escalation

1st point of escalation is
Delivery Managers/Customer Relationship
Manager

2nd point of escalation is
Gary Bartlett
Head of Region - Caledonia

3rd point of escalation is
Andy Smith
Director of Operations, North

Delivery Managers – Highlands & Islands



Nik Wheeler
Head of Region
– Highlands & Islands
nik.wheeler@sse.com



Pamela Harvey
Customer Relationship Manager
Highlands & Islands
pamela.harvey@sse.com
07469 411432



Scott MacLean
Connections Delivery
Manager - General & Large
Connections – Highlands
& Islands
scott.maclean@sse.com
07825 015454



Jonathan Wappler
Delivery Manager – Minor
Connections,
Disconnections & Service
Alterations - Caledonia
jonathan.wappler@sse.com
07551 447749



Gary Brown
Delivery Manager – Major
Connections - Highlands &
Islands
gary.brown@sse.com
01738 275701



Alex Ankers
Delivery Manager –
General Enquiries – Highlands
& Islands
alex.ankers@sse.com
07876 448164



lucy.edmonds@sse.com

Responsible for

- Carrying out onsite works including land rights
- Delivering your connection
- Providing guidance on the delivery process

Our Connections Delivery team are split into four key areas:

Minor Connections: Up to 4 new connections or 1 new supply up to 69kva, Service Alterations

Large Connections: 4 or more new connections, 1 supply larger than 69kva, diversions, disconnections

Major Projects: Large connections requiring 33/132kV works

Competition in Connections (CiC): Connections projects for Independent Connection Providers or Independent Distribution Network Operators

Points of escalation

1st point of escalation is
**Delivery Managers/Customer Relationship
Manager**

2nd point of escalation is
Nik Wheeler
Head of Region – Highlands & Islands

3rd point of escalation is
Andy Smith
Director of Operations, North

Large Capital Delivery

Major Projects and Large connections requiring 33/132kV works



Donald Mackinnon
Head of Large Capital Delivery North

donald.l.mackinnon@sse.com

07810 858106



Hari Visvanathan
Senior Project Manager,
Large Connections

harikaran.visvanathan2@sse.com

07425 426712



Stuart Wilson
Project Director Large Connections

stuart.wilson@sse.com

07810 858049

Responsible for

- Major Projects and Large connections requiring 33/132kV works
- Large Capital Delivery is responsible for all large capital and customer connection projects
- Delivery Groups are structured around grid supply points;
- Each Delivery Group will be headed by a Project Director with senior project managers having responsibility for managing all projects within individual Grid Supply Points
- Project managers have responsibility for delivery of individual projects.
- Delivery Contract Partners will be appointed to each Delivery Group (tender currently in progress)

Points of escalation

1st point of escalation is
Project Directors and Development Managers

2nd point of escalation is
Donald Mackinnon
Head of Large Capital Delivery North

3rd point of escalation is
Fraser Hood
Director of Large Capital Delivery

Flexible Services



Gavin Stewart
Flexible Solutions Manager

gavin.stewart@sse.com
07767 850006



Mark Homann
Lead Project Delivery Manager

mark.homann@sse.com
07584 313225



Dean Miles
Flexible Solutions Delivery Engineer

dean.miles@sse.com
07747 559091



Jenny Lindsay
Flexible Solutions Support Technician

jenny.lindsay@sse.com
07443 173311



Iain Prentice
Flexible Solutions Delivery Engineer

iain.prentice@sse.com
07342 027519



Oliver Cooper
Flexible Solutions Project Manager

oliver.cooper@sse.com
07425 426830



John Boundy
Flexible Solutions Project Engineer

john.boundy@sse.com
07342 027805



Jiabin Fan
Flexibility Scheduling Engineer

jiabin.fan@sse.com
07493 881672



Corinna Farrell
Flexible Solutions Performance Manager

corinna.farrell@sse.com
07385 430460

Responsible for

Overseeing the roll out of certain proven innovations that require more support once they have been installed and commissioned.

Currently this means they are responsible for rolling out Active Network Management and other types of flexible connections across both our distribution areas, north and south for the benefits of your connection and to the UK customer in general.

If you have any queries in regard to Flexible Connection opportunities, please contact:

flexible.connections@sse.com

Points of escalation

1st point of escalation is
Gavin Stewart
Flexible Solutions Manager

Customer Service, Vulnerability & Strategy



Troy Fisher
Customer Journey &
Experience Design Lead
troy.fisher@sse.com
07887 943075



Emma Merritt
Customer Vulnerability &
Communities Lead
emma.merritt@sse.com
07469 411043



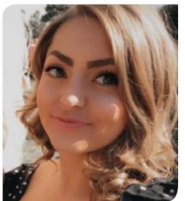
David Yule
Customer Business
Improvement &
Planning Lead
david.yule@sse.com



Rebecca Priestley
Journey Owner – Minor
Connections & General Enquiries
rebecca.priestley@sse.co
07810 817502



Michael Dotts
Journey Owner – Digital
michael.dotts@sse.com
07810 817502



Abigail Furey
Journey Owner – Large & Major
Connections
abigail.furey@sse.com
07436 491626



Jane Bakella
Journey Owner – Interruptions
& Complaints
jane.bakella@sse.com
01738 344607



Debbie Cloke
Engagement Coordinator
debbie.cloke@sse.com
07741 127752

- Customer Service Strategy for SSEN
- ED2 Customer Strategy Objectives
- Customer Vulnerability Strategy
- Service Design Authority for SSEN
- Customer Change & Improvement portfolio
- Strategic oversight of welfare during storms & welfare/ manual framework
- PSR Social Obligations & Strategy
- Customer Digital Strategy & Website ownership
- Customer Performance & Standards. Insight Analysis & Reporting

Engage with us

- Sign up to our Connections mailing list
- View our event calendar
- Visit our Webpage

Points of escalation

1st point of escalation is
Troy Fisher, Emma Merritt, David Yule

2nd point of escalation is
Andrew Bailey
Head of Customer Service & Stakeholder Strategy

3rd point of escalation is
Andrew Scott
Director of Large Capital Project Delivery

Customer Contact Centres



Mark Wells

Performance Manager - North

mark.wells@sse.com

07920 237540



Lorraine Barber

Performance Manager - South

lorraine.barber@sse.com

07990 424985



Aimee Wiles

Performance Manager – GE and Social Media

aimee.wiles@sse.com

07496 869728



Jade Law

Complaints Manager

jade.law@sse.com

07920 167987



Louise Jones

Social Obligations Manager

louise.jones@sse.com

Responsible for

- Interface with the SSEN customer for faults & general enquiries
- Customer interface during storms
- Written, digital, telephony & verbal interaction with customers
- Customer complaints & executive complaints
- Resource management of Contact Centres

Points of escalation

1st point of escalation is
Jade Law
Complaints Manager

2nd point of escalation is
Gemma Wilson
Head of Customer Contact Centres

3rd point of escalation is
Andrew Scott
Director of Customer Service

LEGAL



Raaj Bains

Head of Legal

raaj.bains@sse.com

07876 837450

Raaj is a commercial property solicitor and is the Head of Legal (Property) Distribution, based in our Reading office, advising on property, planning and environmental issues.

Raaj leads a team of 10 lawyers based across Reading, Perth, Glasgow and Inverness.



Maria Hall

Manager

maria.hall@sse.com

Responsible for

This team spends most of their time working on real estate transactions for SEPD / SHEPD.

Between the in-house team and the external panel firms, Raaj's team steer c.3,000 live transactions

Points of escalation

1st point of escalation is
Raaj Bains

2nd point of escalation is
Raaj Bains
Head of Legal

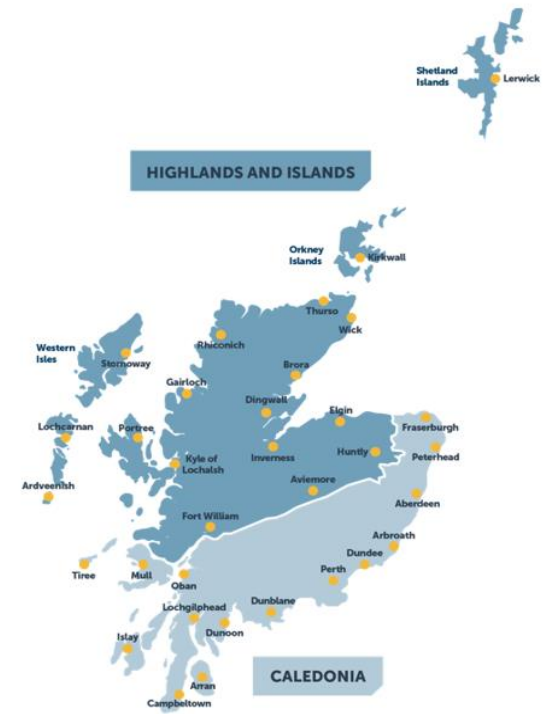
3rd point of escalation is
Director of Legal
Helen McCombie



Escalation Route for North (SHEPD)

Our networks business is split into three regions, each with a dedicated leadership team; North Caledonia, South Caledonia and the Highlands and Islands.

The end-to-end connections customer journey is the sole responsibility of the Customer Service Directorate. This change, brought about in 2023, provides our customers and stakeholders visibility of staff responsibility and accountability throughout the journey, from application to delivery.



Andrew Scott
Director of Customer Service

andrew.m.scott@sse.com



Mark Askew
Head of Connections, Policy & Performance

mark.askew@sse.com



Barry Will
Head of Connections Design & Quotation (North))

barry.will@sse.com

07767 852098



Hayley Joynson
Head of Minor Customer Connections

hayley.joynson@sse.com



Andrew Bailey
Head of Customer Service Strategy & Vulnerability

andrew.bailey2@sse.com



Gemma Wilson
Head of Customer Contact Centres

gemma.wilson@sse.com

07919 907484

Compliments & Complaints

Compliments

We are keen to hear your good news stories and positive experiences with our team members. If you have received particularly good service, why not commend the person or team responsible? It lets us know what we are doing right, highlights good working practices that we can all adopt and encourages certain ways of working. Compliments can be sent to the Connections Engagement team at:

connectionsfeedback@sse.com

Complaints

We always aim to provide the best service possible, however we do understand that sometimes we don't always get it right. If you should experience this, and would like to raise a complaint you can do this via telephone, email or online

The easiest and quickest way to resolve a complaint is to telephone us:

0800 980 1395

Monday to Saturday between 08:00 – 16:00

If you are unable to phone or would prefer to write, you can contact us by email:

customercomplaints@ssen.co.uk

You can also complete our online complaints form:

www.ssen.co.uk/Complaints



Engage with us

- Sign up to our Connections mailing list
- View our event calendar
- Read our regulatory submissions
- Visit our Webpage

Engage with us on social media



If you have any ideas for improvement of this guide, please let us know:



connectionsfeedback@sse.com



businessrelationships@sse.com