Connections
Your contacts
Southern Electric Power Distribution
Regional model south

Our networks business is split into 4 regions, each with a dedicated leadership team.

Structuring our business this way empowers people to deliver even better customer service within each region. Roles have clear accountability and responsibility that play to our people’s strengths and are aligned with specific skills and experience.

**Head of Project Delivery**
Craig Gilroy
craig.gilroy@sse.com
07767 850431

**Head of Connections Design**
Rodger Yuile
rodger.yuile@sse.com
07584 313122
Connections Delivery escalation route*

Craig Gilroy
Head of Connections Delivery

Connection Delivery Manager

Customer Relationship Manager

Project Delivery Manager

Connections Design escalation route

Rodger Yuile
Head of Connections Design

Design Managers

Design & Quote

*Delivery Escalation Route Disclaimer:
The escalation route shown is only applicable when a project has been accepted and is being delivered.
Applications & Quote Acceptance

Introduction

Whether you are just looking for advice on how to connect to our network or are in the process of making an application or accepting a quotation our key contacts are here to help.

Performance Manager (Connections and Engineering)

Ben Harriss

07780 228609
benjamin.harriss@sse.com

Responsible for:
Our connection application process and quote acceptances in our North and South licence areas

Regional Design Team Managers

Connections Design Manager

Andy Arnold

07767 850108
andy.arnold@sse.com

Responsible for:
South East Region

Connections Design Manager

Sachin Pathak

07342 026439
sachin.pathak@sse.com

Responsible for:
Ridgeway region

Connections Design Manager

Mark Wickham

07810 858177
mark.wickham@sse.com

Responsible for:
Wessex region

Connections Design Manager

Phillip McGuiness

07471 347361
phillip.mcguinness@sse.com

Responsible for:
Thames Valley region
Connection Delivery Managers

Introduction

Our Connection Delivery Managers have been appointed in direct response to customer requests, with an emphasis on enhancing the delivery experience and process for connection customers. They are here as your key contact to ensure your delivery journey is as smooth as possible.

Connections Delivery Manager

Wessex

Mark Rose

07767 852137
mark.rose@sse.com

Responsible for:
Yeovil, Salisbury, Southampton, Poole, Weymouth, Bournemouth

Connections Delivery Manager

Ridgeway

Jevan Laxen

07384 802514
jevan.laxen@sse.com

Responsible for:
Oxford, Swindon, Melksham, Cheltenham, Warminster, Andover

Connections Delivery Manager (medium/large new)

South East

Paul Towsey

07500 912995
paul.towsey@sse.com

Responsible for:
Portsmouth, Basingstoke, Alton, Aldershot, Chichester, Isle of Wight

Connections Delivery Manager

Thames Valley

Robin Prince

07584 011965
robin.prince@sse.com

Responsible for:
Newbury, Bracknell, Reading, Slough, High Wycombe, Maidenhead

Connections South - Your Contacts
# Lead Wayleave Officers

<table>
<thead>
<tr>
<th>Lead Wayleave Officer</th>
<th>Responsible for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rhys Howell</td>
<td>Thames Valley region</td>
</tr>
<tr>
<td>07810 858583</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:rhys.howell@sse.com">rhys.howell@sse.com</a></td>
<td></td>
</tr>
<tr>
<td>Deborah Wallace</td>
<td>Ridgeway region</td>
</tr>
<tr>
<td>07825 015632</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:deborah.wallace@sse.com">deborah.wallace@sse.com</a></td>
<td></td>
</tr>
<tr>
<td>Madeleine Pain</td>
<td>Wessex region</td>
</tr>
<tr>
<td>07767 850818</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:madeleine.pain@sse.com">madeleine.pain@sse.com</a></td>
<td></td>
</tr>
<tr>
<td>Ashleigh Finnie</td>
<td>South East region</td>
</tr>
<tr>
<td>07990 424665</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:ashleigh.finnie@sse.com">ashleigh.finnie@sse.com</a></td>
<td></td>
</tr>
</tbody>
</table>
**Customer Relationship Managers**

**Introduction**

Our Customer Relationship Managers were appointed to ensure that we respond quickly and effectively to customer needs. They are here to deliver greater customer satisfaction, handle customer complaints, and deliver on stakeholder engagement and consumer vulnerability. In addition they ensure that they are accessible for the communities that they serve with clear accountabilities for delivery and continuous improvement of services.

**Customer Relationship Manager**

<table>
<thead>
<tr>
<th>Name</th>
<th>Contact Details</th>
<th>Responsible for</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lucy Anderson</td>
<td>07500 912593, <a href="mailto:lucy.anderson@sse.com">lucy.anderson@sse.com</a></td>
<td>Oxford, Swindon, Melksham, Cheltenham, Warminster, Andover</td>
</tr>
<tr>
<td>Matthew Yates</td>
<td>07880 180778, <a href="mailto:matthew.yates@sse.com">matthew.yates@sse.com</a></td>
<td>Yeovil, Salisbury, Southampton, Poole, Weymouth, Bournemouth</td>
</tr>
<tr>
<td>Bryan Puszkar</td>
<td>07876 837359, <a href="mailto:bryan.puszkar@sse.com">bryan.puszkar@sse.com</a></td>
<td>Newbury, Bracknell, Reading, Slough, High Wycombe, Maidenhead</td>
</tr>
<tr>
<td>Sarah Vincent</td>
<td>07825 015236, <a href="mailto:Sarah.Vincent@sse.com">Sarah.Vincent@sse.com</a></td>
<td>Portsmouth, Basingstoke, Alton, Aldershot, Chichester, Isle of Wight</td>
</tr>
</tbody>
</table>

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Connections South - Your Contacts
# Competition in Connections - Key contacts

**Introduction**

In direct response to requests from our Competition in connections customers, we have put in place key regional contacts for both design and delivery teams. These are SSEN’s main points of contact for ICP and IDNO projects.

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## Competiton in Connections (Design Team)

<table>
<thead>
<tr>
<th>James Stapley</th>
<th>Responsible for: Thames Valley and Ridgeway regions</th>
</tr>
</thead>
<tbody>
<tr>
<td>07776 603563</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:james.stapley@sse.com">james.stapley@sse.com</a></td>
<td></td>
</tr>
</tbody>
</table>

## Competition in Connections (Design Team)

<table>
<thead>
<tr>
<th>Mike Rogers</th>
<th>Responsible for: South East and Wessex regions</th>
</tr>
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<tbody>
<tr>
<td>07767 850380</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:mike.rogers@sse.com">mike.rogers@sse.com</a></td>
<td></td>
</tr>
</tbody>
</table>

## Competition in Connections (Delivery Team)

<table>
<thead>
<tr>
<th>Andy Thomas</th>
<th>Responsible for: All regions</th>
</tr>
</thead>
<tbody>
<tr>
<td>07767 850434</td>
<td></td>
</tr>
<tr>
<td><a href="mailto:andy.thomas@sse.com">andy.thomas@sse.com</a></td>
<td></td>
</tr>
</tbody>
</table>
Engineering and Investment

Lead Planning and Investment Engineer

Mark O’Connor

01189 534755
mark.j.oconnor@sse.com

Responsible for:
All regions

Major Projects

Lead Connections Manager

Aaron Phillipps

077475 59858
aaron.phillipps@sse.com

Responsible for:
All regions
# Account Manager Team

## Lead Account Manager

**Joanna Knight**
- **07342 028473**
- **joanna.knight@sse.com**

## Account Manager - Major Projects (33kV and 132 kV)

**Jess El-Kilany**
- **07876 836577**
- **jess.el-kilany@sse.com**
- **Responsible for:**
  - New Connections - 33kV and 132 kV

## Account Manager - Wessex

**Claire Graham**
- **07469 411748**
- **claire.graham@sse.com**
- **Responsible for:**
  - Yeovil, Southampton, Poole, Weymouth, Bournemouth.

## Account Manager - Thames Valley

**Dab Nzeribe**
- **07469 411537**
- **dab.nzeribe@sse.com**
- **Responsible for:**
  - Newbury, Bracknell, High Wycombe, Reading, Slough, Maidenhead

## Account Manager - Ridgeway

**Sophie Winter**
- **07384 802616**
- **sophie.winter@sse.com**
- **Responsible for:**
  - Oxford, Swindon, Melksham, Cheltenham, Warminster
<table>
<thead>
<tr>
<th>Account Manager</th>
<th>South East</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robert Arthur</td>
<td></td>
</tr>
<tr>
<td>[Phone] 07384 802585</td>
<td></td>
</tr>
<tr>
<td>[Email] <a href="mailto:robert.arthur2@sse.com">robert.arthur2@sse.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>Responsible for:</strong></td>
<td></td>
</tr>
<tr>
<td>Portsmouth, Basingstoke, Alton, Aldershot, Chichester, Isle of Wight</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Manager</th>
<th>Major Projects (33kV and 132 kV)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lisa Warner</td>
<td></td>
</tr>
<tr>
<td>[Phone] 07584 313502</td>
<td></td>
</tr>
<tr>
<td>[Email] <a href="mailto:lisa.z.warner@sse.com">lisa.z.warner@sse.com</a></td>
<td></td>
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<tr>
<td><strong>Responsible for:</strong></td>
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<tr>
<td>All areas</td>
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</table>

<table>
<thead>
<tr>
<th>Account Manager</th>
<th>Thames Valley</th>
</tr>
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<tbody>
<tr>
<td>Kate Teubner</td>
<td></td>
</tr>
<tr>
<td>[Phone] 07920 208902</td>
<td></td>
</tr>
<tr>
<td>[Email] <a href="mailto:kate.teubner@sse.com">kate.teubner@sse.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>Responsible for:</strong></td>
<td></td>
</tr>
<tr>
<td>New Connections – 33kV and 132 kV</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Account Manager</th>
<th>Thames Valley</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomas Jeavons-Fellows</td>
<td></td>
</tr>
<tr>
<td>[Phone] 07469 411837</td>
<td></td>
</tr>
<tr>
<td>[Email] <a href="mailto:thomas.j.jeavons-fellows@sse.com">thomas.j.jeavons-fellows@sse.com</a></td>
<td></td>
</tr>
<tr>
<td><strong>Responsible for:</strong></td>
<td></td>
</tr>
<tr>
<td>Newbury, Bracknell, High Wycombe, Reading, Slough, Maidenhead</td>
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</table>
Flexible Solutions Team

Introduction

Our Flexible Solutions Team have been appointed to roll out 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, SHEPD and SEPD for the benefits of your connection and to the UK customer in general.

Flexible Solutions Manager

Alex Howison

Alex is responsible for the overall programme management of works delivered by the team. This includes identifying new forms of flexibility that could benefit Scottish and Southern Electricity Networks customers and transferring them across to that Business for widespread adoption.

In addition he ensures that what the team delivers is fit for purpose and in line with Scottish and Southern Electricity Networks strategies.

Flexible Solutions Manager

Alex Howison

07825 015191
alex.howison@sse.com

ICT Connection Designer

Gary Huskinson

Gary is responsible for the design of flexible connections in response to customer connection requests and business needs, from the range of solutions we currently field and new solutions as they become available within strictly regulated time frames. Additionally, Gary supports existing solutions when fault scenarios occur, utilising his knowledge and communications skills to restore normal service.

ICT Connection Designer

Gary Huskinson

07342 026929
gary.huskinson@sse.com
Delivery Manager

Gavin Stewart

Gavin is the delivery manager responsible for testing, site installation and energisation of flexible schemes as delivered by Flexible Solutions. In addition, he provides ongoing support for the live systems.

07767 850006
gavin.stewart@sse.com

ICT Project Manager

John Stapleton

John is responsible for the architecture of the flexible solutions delivered by the Flexible Solutions team. He ensures that the delivered systems are cost effective, supportable and in line with Scottish and Southern Electricity Networks Information Communication Technology strategies.

07876 836879
john.stapleton@sse.com

ICT Connection Designer

Rhys Penman

Rhys is responsible for the design of flexible connections in response to customer connection requests and business needs, from the range of solutions we currently field and new solutions as they become available within strictly regulated time frames. Additionally, Rhys supports existing solutions when fault scenarios occur, utilising his knowledge and communications skills to restore normal service.

07990 425118
rhys.penman@sse.com
Complaints

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

How to contact us

The easiest and quickest way to resolve a complaint is to telephone us on one of the following numbers any time Monday to Friday 8:00 am to 8:00 pm and Saturday 8:00 am to 5:00 pm

Scottish and Southern Electricity Networks: 0800 980 1395

Scottish Hydro Electric Transmission plc: 0800 980 1394

If you are unable to phone or would prefer to write, you can contact us by email or post using the addresses below.

customercomplaints@ssen.co.uk

transmission.complaints@sse.com

You can also make your complaint in person if you wish by visiting us at one of our addresses listed below;

Scottish and Southern Electricity Networks Customer Relations Manager (South)
Distribution
Walton Park
Walton Road
Cosham
PO6 1UJ

Scottish and Southern Electricity Networks Customer Relations Manager (North)
Distribution and Transmission
Inveralmond House
200 Dunkeld Road
Perth
PH1 3AQ
Scottish and Southern Electricity Networks is responsible for maintaining the electricity networks supplying homes and businesses north of the Central Belt of Scotland and central southern England.

Scottish Hydro Electric Transmission plc is the owner of the high voltage electricity transmission system in the north of Scotland - the system of mainly steel towers, substations and wires that transports electricity over long distances.

You can view our complaints handling process by using the address below:

www.ssen.co.uk/Complaints/

Feedback

Your feedback is important to us and we are constantly looking to improve our content and processes to better suit our customers’ needs. If you have any suggestions as to events you want us to put on, information you would like to acquire or anything else, please contact us.

connectionsfeedback@sse.com
Engage with us online
Stay updated with the latest news and improvements by following us online:

- [www.ssen.co.uk](http://www.ssen.co.uk)
- Search ‘SSEN Connections Engagement’
- [twitter.com/ssencommunity](http://twitter.com/ssencommunity)
- [facebook.com/ssencommunity](http://facebook.com/ssencommunity)