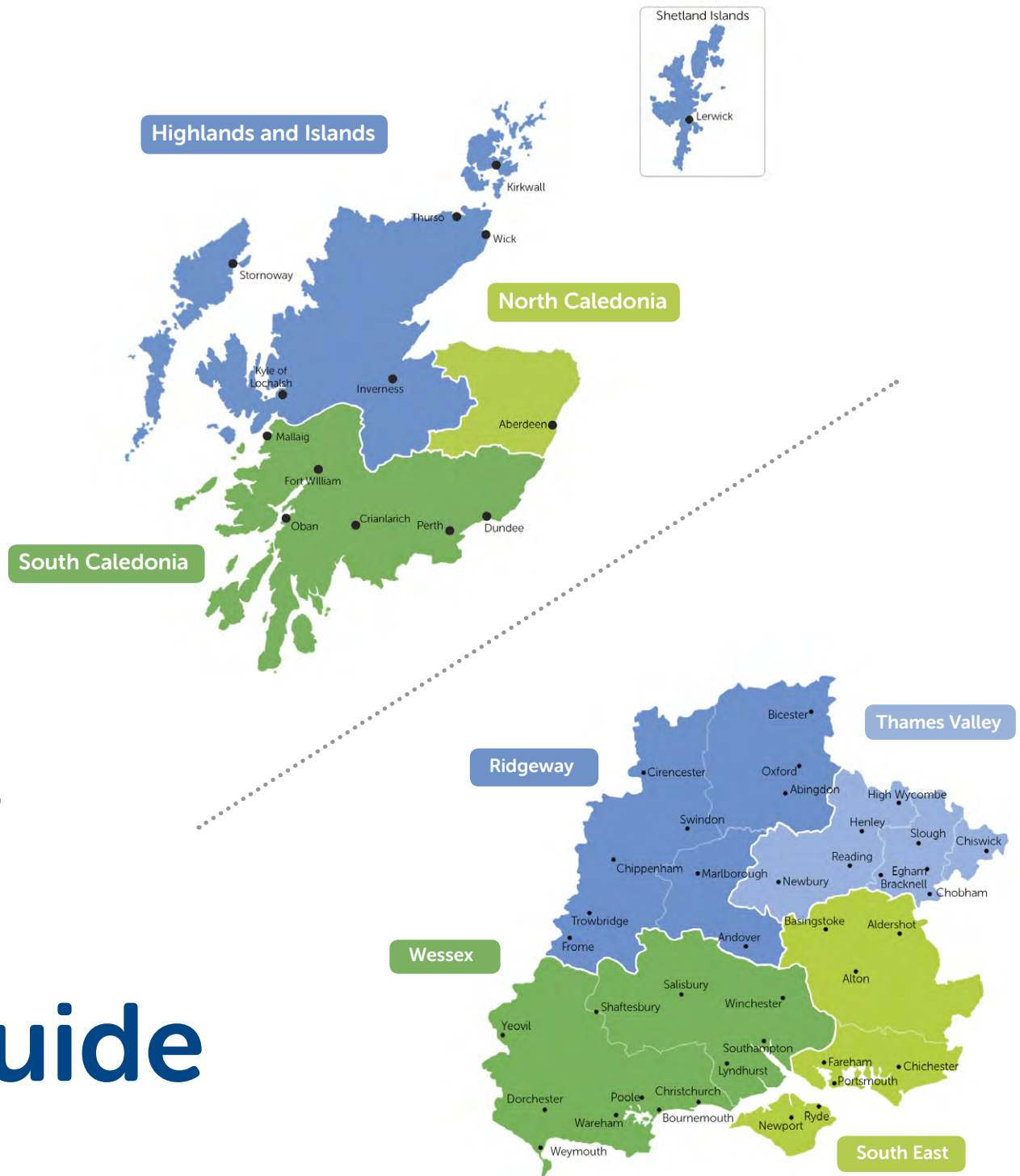




Scottish & Southern
Electricity Networks

Competition in Connections Contact and Escalation guide



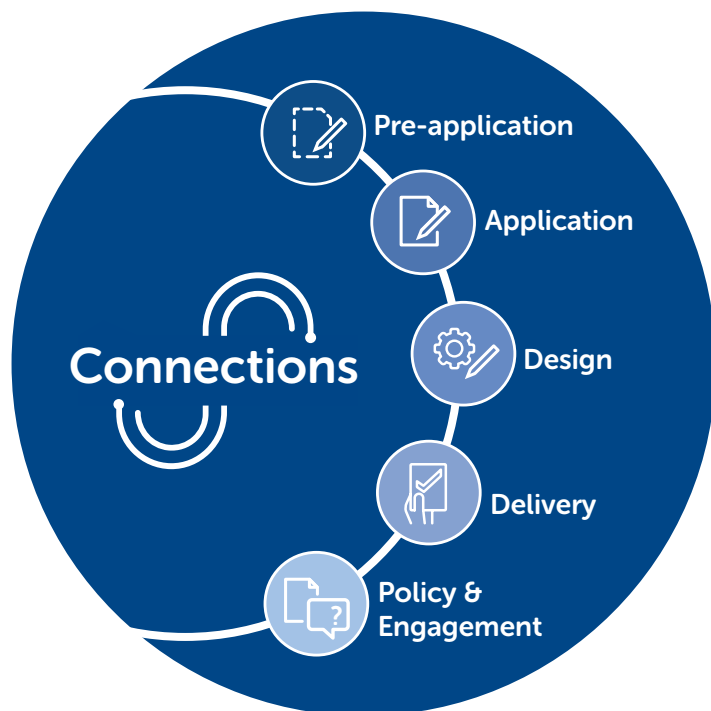
SSEN Connections

Scottish and Southern Electricity Networks (SSEN) operates in two licence areas; Scottish Hydro Electric Power Distribution (SHEPD) in northern Scotland and Southern Electric Power Distribution (SEPD) in central southern England. This guide outlines the contacts and escalation routes for our SHEPD 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.....	03
Application	
Application & Quote Acceptance.....	04
Design	
Non-contestable Managers.....	05
System Planning Manager	05
Delivery	
Connections Delivery Manager - North (SHEPD).....	06
Lead Wayleave Officers - North (SHEPD).....	06
ICP Contacts - North (SHEPD).....	06
Connections Delivery Manager - South (SEPD).....	07
Policy & Engagement	
Commercial & Technical Policy	08
Connections Engagement.....	08
Escalation route	
North (SHEPD).....	09
South (SEPD).....	10
Compliments & Complaints	11

Pre-application

Resources available

We have a whole host of services and facilities available online that you may wish to consult ahead of submitting a formal application

Network Information



- Generation Availability Maps lets you find out where our network has capacity available for new generation connections
- Demand Heat Map lets you find out where our network has capacity available for new demand connections
- GIS lets you locate our network assets
- G81 library lets you access technical specifications and standards
- Loading and Rating Information & HV Schematics

General Information

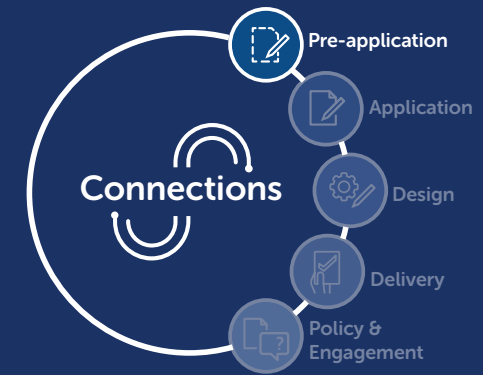


- Find out about our contestable activities
- Download our annual reports against the Code of Practice
- Read up on safety rules and authorisations
- Register as an accredited ICP/IDNO in our areas

Talk to us



- Book a pre-application meeting with our Account Managers to discuss your prospective application
- Register to attend our tailored ICP/IDNO events and webinars



Engage with us

- [Sign up to our Connections mailing list](#)
- [View our event calendar](#)
- [Read our regulatory ICE submissions](#)
- [Visit our Webpage](#)

Engage with us on social media



Twitter



Facebook



Instagram



LinkedIn

Application

Connections & Engineering (C&E) –
North & South (SHEPD & SEPD)



Ben Harriss
Connections Contact
Centre Manager

benjamin.harriss@sse.com
07780 228609

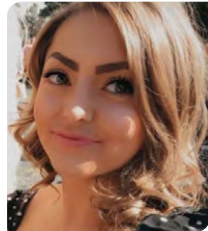


Gemma Overall

Quote Acceptance Team Manager

Connections acceptance &
customer payments

gemma.overall@sse.com
quote.acceptance@sse.com



Abigail Furey

Digital Application Team Manager

Non-contestable works, EV
and Heat Pump applications

abigail.furey@sse.com
connections@sse.com



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@sse.com

0800 048 3516

www.ssen.co.uk/ConnectionServices/NewConnections/

Points of escalation

1st point of escalation is
Ben Harriss,
Connections Contact Centre Manager

2nd point of escalation is
Lisa Doogan,
Head of Customer Service & Stakeholder Strategy

3rd point of escalation is
Andy Huthwaite,
Director of Connections



Design

Non-Contestable

Work that only the DNO can undertake

North (SHEPD)



Lynda Maxwell
Networks Design Manager
South Caledonia
lynda.maxwell@sse.com
07825 015421



David Ross
Networks Design Manager
North Caledonia and
Highlands & Islands
david.ross@sse.com
07767 850982

Planning

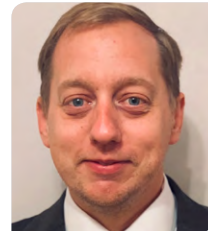
System planners assess the network to ensure everything is within the allowances

North (SHEPD)



Dimitris Konstantinidis
System Planning Lead
(SHEPD)
dimitris.konstantinidis@sse.com
07919 924463

South (SEPD)



Mike Rogers
Connections Design Manager
South East and Wessex
mike.rogers@sse.com
07767 850380

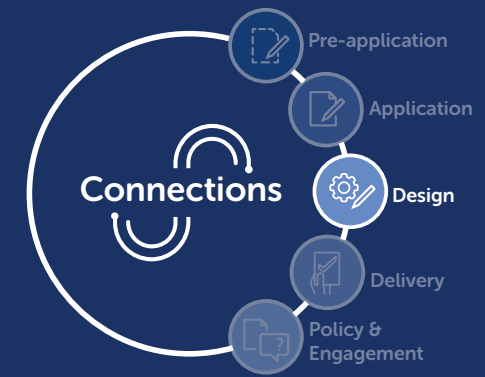


James Stapley
Connections Design Manager
Thames Valley and Ridgeway
james.stapley@sse.com
07776 603563

South (SEPD)



Mark O'Connor
Connections Planning Manager
(SEPD)
mark.j.oconnor@sse.com
01189 534755



Responsible for

- Designing required works for your connection
- 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

commercial.contracts@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 ,
System Planning Managers

2nd point of escalation is
Barry Will, Head of Connections Design, Quote & Delivery SHEPD
Rodger Yuile, Head of Connections Design & Quote SEPD

3rd point of escalation is
Andy Huthwaite,
Director of Connections



Delivery

ICP Contacts & Lead Wayleave Officers – North (SHEPD)



Andy Thomas

Delivery Manager –
Competition in Connections Projects

andy.thomas@sse.com
07767 850434



Les Bradley

Delivery Support Manager

ICP Contact (Highlands & Islands)

leslie.bradley@sse.com
07747 559470



Trish Morris

Lead Wayleave Officer

Highlands and Islands

trish.morris@sse.com
07810 858908



Pauline Selbie

Lead Wayleave Officer

North Caledonia

pauline.selbie@sse.com
07880 180718



Geanina Ciupitu

Finance Administrator –
Connections

ICP Contact (South Caledonia)

geanina.ciupitu@sse.com
07384 802674

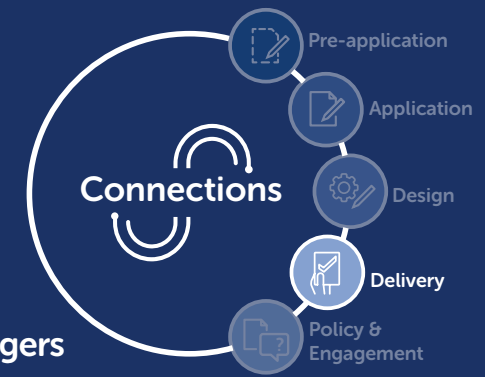


Stuart Wilson

Lead Wayleave Officer

South Caledonia

stuart.wilson@sse.com
07767 852260



Connections Delivery Managers Responsible for:

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

Our Connections Delivery team are here to deliver your connection and ensure your onsite works are progressed and completed.

Lead Wayleaves Officers Responsible for:

- Coordinating consent and land rights requirements for customers to allow their connection to be installed where we provide the works

Our Wayleave teams are happy to assist you with any queries surrounding wayleaves and land rights.

Points of escalation

1st point of escalation is

Connections Delivery Managers
Lead Wayleave Officers

2nd point of escalation is

Andy Thomas, CiC Lead Delivery Manager

3rd point of escalation is

Barry Will, Head of Connections Design, Quote & Delivery

4th point of escalation is

Andy Huthwaite, Director of Connections



Delivery

South (SEPD)

Feedback received on numerous occasions highlighted that in our SEPD licence area, improvements to the delivery of connections, particularly communication and timelines of projects, would be welcomed by our stakeholders. As a result, the connections leadership team have taken the decision to implement an improvement plan throughout 2020-21 and are committed to driving this forward.

One part of this improvement plan is to update our delivery structure in SEPD and so as a result a **new delivery structure will be incoming soon and we will keep our customers and stakeholders updated on progress.**

In the meantime for any current queries please contact your assigned delivery manager and as a first point of escalation please contact:



Andy Thomas

Delivery Manager –
Competition in Connections Projects

andy.thomas@sse.com
07767 850434



Connections Delivery Managers Responsible for:

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

Our Connections Delivery team are here to deliver your connection and ensure your onsite works are progressed and completed.

Points of escalation

1st point of escalation is
Andy Thomas, CiC Delivery Manager

2nd point of escalation is
Craig Gilroy, Head of Delivery SEPD

3rd point of escalation is
Andy Huthwaite, Director of Connections



Policy

Commercial Policy



David Williams

Commercial Policy
Engineer

david.1.williams@sse.com
01224 667245

Responsible for:

- SSEN's commercial policies
- Competition in Connections Code of Practice
- Regulatory reporting
- Connection Charging Methodology

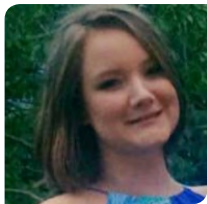
Engagement



Sian Hughes

Lead Connections
Engagement Manager

sian.hughes2@sse.com
07990 424466



Helene Bjørndal Fosse

Connections Engagement
Coordinator

helene.fosse@sse.com
07384 803112



Debbie Watts

Connections Engagement
Coordinator

debbie.watts@sse.com
07741 127752

Technical Policy



John Baker

Senior Technical
Authority

john.baker@sse.com
07767 850460

Responsible for:

- SSEN's technical policies
- Maintaining G81 library

procedures.investigations.team@sse.com

Responsible for:

- Regulatory reporting
- Engagement with large connections customers and stakeholders
- ICE commitments

The Connections Engagement team was implemented by Ofgem to help drive customer service and engagement within the Connections business. If you have any connections queries, suggestions for events or would like to get involved in our engagement, please contact us

connectionsfeedback@sse.com

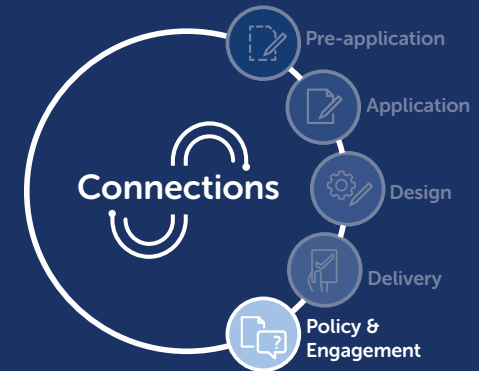
Points of escalation

1st point of escalation is

Andrew Scott,
Head of Development, Policy & Support

2nd point of escalation is

Andy Huthwaite,
Director of Connections



Points of escalation

1st point of escalation is

Sian Hughes,
Lead Connections Engagement Manager

2nd point of escalation is

Lisa Doogan,
Head of Customer Service & Stakeholder Strategy

3rd point of escalation is

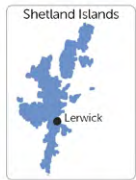
Andy Huthwaite,
Director of Connections

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 Connections Directorate.

This change, brought about in 2019, provides our customers and stakeholders visibility of staff responsibility and accountability throughout the journey, from application to delivery.



Andy Huthwaite
Director of Connections
andy.huthwaite@sse.com



Andrew Scott
Head of Development,
Policy & Support
andrew.m.scott@sse.com
07810 858764

Pre-application & Policy



Lisa Doogan
Head of Customer Service &
Stakeholder Strategy
lisa.doogan@sse.com
07767 850564

Application

Engagement



Barry Will
Head of Connections Design,
Quote & Delivery (SHEPD)
barry.will@sse.com
07767 852098

Design

Delivery

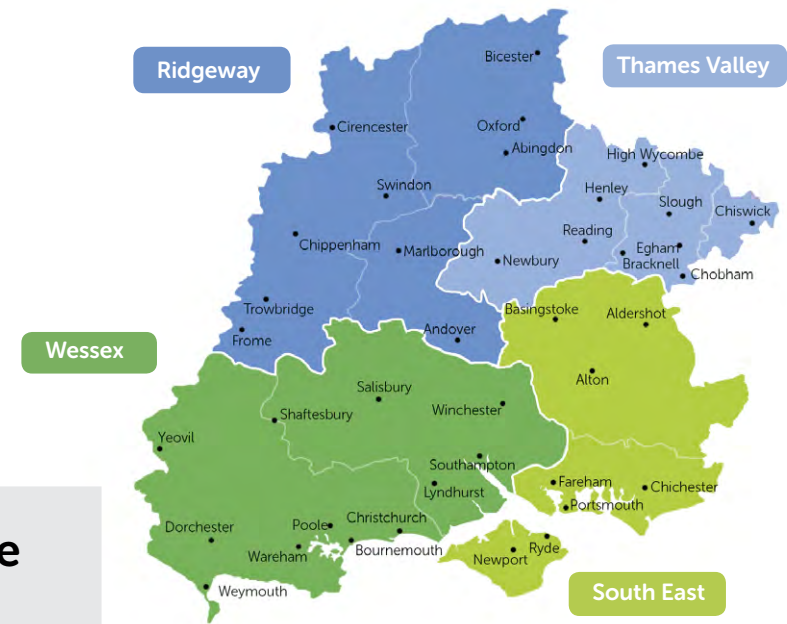
Wayleaves

Escalation Route for South (SEPD)

Our networks business is split into four regions, each with a dedicated leadership team; Ridgeway, Wessex, Thames Valley and South East.

The end-to-end connections customer journey is the sole responsibility of the Connections Directorate.

This change, brought about in 2019, provides our customers and stakeholders visibility of staff responsibility and accountability throughout the journey, from application to delivery.




Andy Huthwaite
 Director of Connections
andy.huthwaite@sse.com



Andrew Scott
 Head of Development, Policy & Support
andrew.m.scott@sse.com
 07810 858764

Pre-application & Policy



Lisa Doogan
 Head of Customer Service & Stakeholder Strategy
lisa.doogan@sse.com
 07767 850564

Application **Engagement**



Rodger Yuile
 Head of Connections Design & Quote (South)
rodger.yuile@sse.com
 07584 313122

Design



Craig Gilroy
 Head of Connections Delivery (South)
craig.gilroy@sse.com
 07767 850431

Delivery **Wayleaves**

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@asse.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/



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- [View our event calendar](#)
- [Read our regulatory ICE submissions](#)
- [Visit our Webpage](#)

Engage with us on social media



Twitter



Facebook



Instagram



LinkedIn

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



connectionsfeedback@sse.com