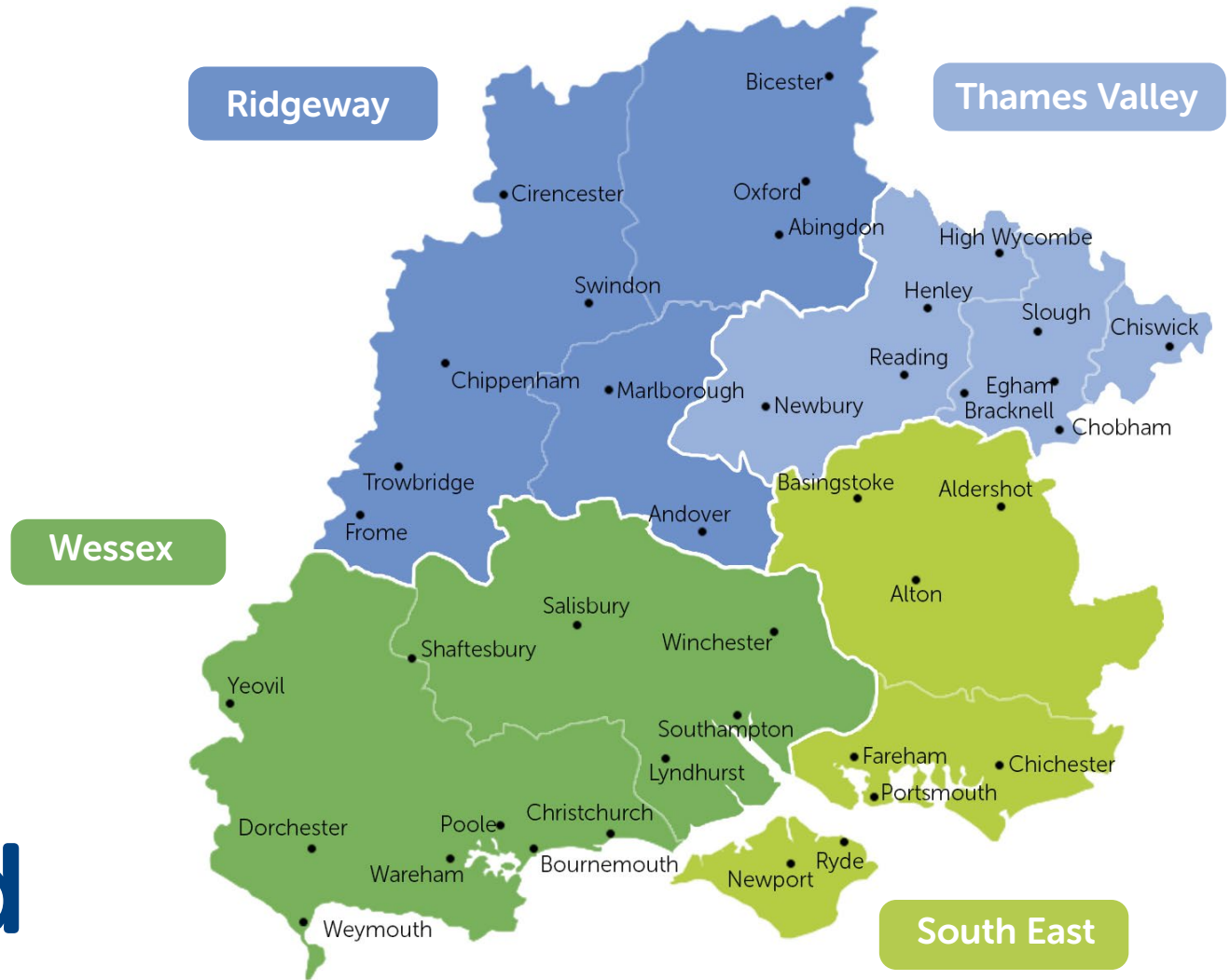




Scottish & Southern
Electricity Networks

Connections Contact and Escalation guide

South (SEPD)



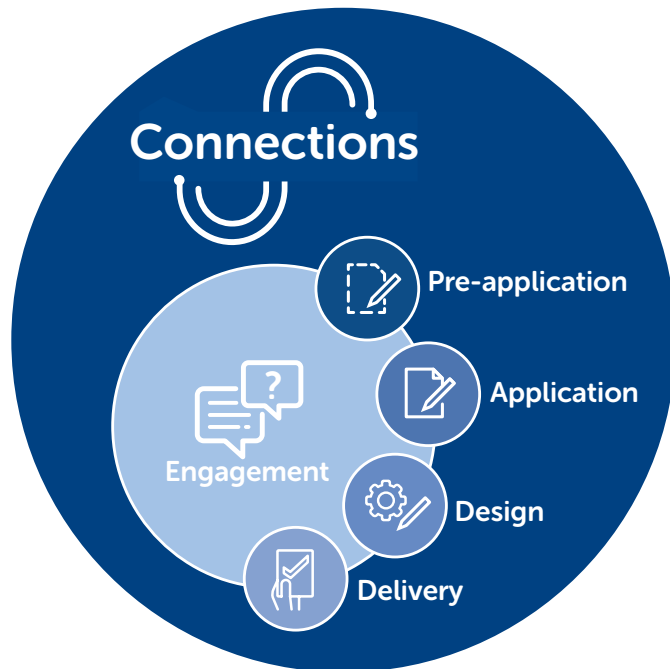
SSEN Connections

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 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	
Account Managers.....	03
Application	
Application & Quote Acceptance.....	04
Design	
Regional Design Managers	05
System Planning Manager	05
Delivery	
Connections Delivery Managers.....	06
RIIO-ED2	
RIIO-ED2 Connections Strategy	07
Low Carbon Technologies	
Electric Vehicles	08
Flexible Solutions Team	09
DSO Team	10
Engagement	
Connections Engagement (ICE) team	11
Escalation route	
Director of Connections.....	12
Heads of Connections	12
Compliments & Complaints	13

Pre-application (through to Delivery)

Account Managers



Chris McKaig
Connections Business
Relationship Manager
chris.mckaig@sse.com
07876 837186



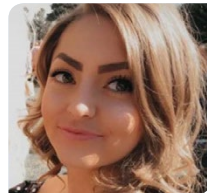
Thomas Jeavons-Fellows
Lead Account Manager
thomas.fellows@sse.com
07469 411837



Linda Austin
Account Manager
South East MAJP (Major Projects)
linda.austin@sse.com
07469 411935



Sophie Winter
Account Manager
Ridgeway MAJP (Major Projects)
sophie.winter@sse.com
07384 802616



Abigail Furey
Account Manager
South East
abigail.furey@sse.com
07436 491 626



Robert Arthur
Account Manager
Ridgeway
robert.arthur2@sse.com
07384 802585



Claire Graham
Account Manager
Wessex
claire.graham@sse.com
07469 411748



Dab Nzeribe
Account Manager
Thames Valley & EVs
dab.nzeribe@sse.com
07469 411537



Ruth Lundi
Account Manager
Wessex MAJP (Major Projects)
ruth.lundi@sse.com
07443 175172



Andy Crumley
Account Manager
Thames Valley MAJP
(Major Projects)
andy.crumley@sse.com
07810 858123



Responsible for

- Assisting allocated account portfolios with connections journey from pre-application to delivery
- Ensuring Connection Offers are procured accurately and progressed efficiently upon acceptance
- Arranging pre-application meetings and connections surgeries

Our Account Managers 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 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

Thomas Jeavons-Fellows,
Lead Account Manager

2nd point of escalation is

Chris McKaig,
Connections Business Relationship Manager

3rd point of escalation is

Mark MacDonald,
Head of Development, Policy & Support

4th point of escalation is

Andrew Scott,
Director of Connections



Application

Applications & Quote Acceptance



Ben Harriss
Connections Contact
Centre Manager

benjamin.harriss@sse.com
07780 228609



Kerrie Coan
Telephony Team Manager

Minor connection applications
& all connections enquiries

kerrie.coan@sse.com
connections@ssen.co.uk



Jacob Coates
Connections & Engineering Team
Manager

jacob.coates@sse.com



Alison Wilkes
Telephony Team Manager

Minor connection applications
& all connections enquiries

alison.wilkes@sse.com
connections@ssen.co.uk



Rowena Langford
Digital Application Team Manager

All email and online
connections applications

rowena.langford@sse.com
connections@ssen.co.uk



Gemma Overall
Quote Acceptance Team Manager

Connections acceptance &
customer payments

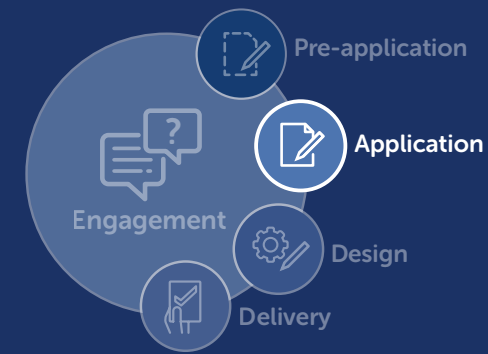
gemma.overall@sse.com
quote.acceptance@sse.com



Stephanie Woodcock
Generation Team Manager

Generation applications above
3.68kW

stephanie.woodcock@sse.com
north.microgen@sse.com
mcc@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@ssen.co.uk

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
Andrew Scott,
Director of Connections



Design

Contestable

Work that can be completed by an alternative provider (an ICP or an IDNO)



Nick Palmer
Contestable Design Manager
South East and Wessex
nicholas.palmer@sse.com
07825 015108



Phillip McGuinness
Connections Design Manager
Thames Valley
phillip.mcguinness@sse.com
07471 347361



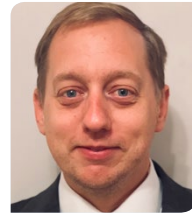
Richard Coleman
Connections Design Manager
Ridgeway
richard.coleman@sse.com
07792281440



Michael Nunn
Connections Design Manager
Minor connections across the whole region
michael.nunn@sse.com

Non-Contestable

Work that only the DNO can undertake



Mike Rogers
Network Connections Design Manager
Thames Valley & South East NC work above 250kVA
mike.rogers@sse.com
07767 850380



James Stapley
Network Connections Design Manager
Out of Area Networks, Generation and EHV Demand
james.stapley@sse.com
07776 603563



Mark Wickham
Network Connections Design Manager
Thames Valley & South East NC work below 250kVA
mark.wickham@sse.com
07810 858177



Mark Collis
Network Connections Design Manager
Wessex and Ridgeway
mark.collis@sse.com
07741 777201



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

Planning

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



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

Richard Mailer, Head of Connections Design & Quotation SEPD

3rd point of escalation is

Andrew Scott,
Director of Connections



Delivery

Minor Connections



Jevan Laxen

Delivery Manager –
Minor Works

jevan.laxen@sse.com
07384 802514

Large Connections



Mark Rose

Delivery Manager – Large
Connections South Coast

South East & Wessex
mark.rose@sse.com
07767 852137



Paul Towsey

Delivery Manager –
Large Connections M4 Corridor

Ridgeway & Thames Valley
paul.towsey@sse.com
07500 912995

Major Connections



Aaron Phillipps

Delivery Manager –
Major Projects

aaron.phillipps@sse.com
07747 559858



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

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

3rd point of escalation is
Andrew Scott,
Director of Connections



RIIO-ED2

RIIO-ED2 Connections Strategy Team

We are a monopoly provider of electricity networks and regulated by Ofgem, the regulator which periodically sets the revenue/allowances that we can spend and recover from customers through a price control process. The upcoming process is referred to as "RIIO - ED2" and will cover the period from 2023 to 2028.



Daniel Mellis

RIIO-ED2
Connections Strategy Lead

daniel.Mellis@sse.com

07876 837154



Responsible for:

Developing our business plan for the next price control, RIIO-ED2, which runs between 2023-2028.

The business plan must be stakeholder-led and a first draft is due in June 2021.

[Smarter Electricity \(ssen.co.uk\)](http://smarterelectricity.com)

Points of escalation

1st point of escalation is
Daniel Mellis, Connections Strategy Lead

2nd point of escalation is
Mark MacDonald, Head of Development, Policy & Support

Final point of escalation is
Andrew Scott,
Director of Connections



Electric Vehicles (EV)

EV Innovation & Strategy



Richard Hartshorn
EV Readiness Manager

richard.hartshorn@sse.com
07584 313304

Responsible for:

- Assessing the risks and opportunities that EVs present for our distribution networks
- Helping identify suitable innovations, processes, technologies or partnerships which could help mitigate those risks or seize those opportunities
- Ensuring SSEN has the right strategy for supporting its stakeholders' decarbonisation efforts.

EV Connections



Dab Nzeribe
Account Manager

Thames Valley & EVs
dab.nzeribe@sse.com
07469 411537

Responsible for:

- Assisting allocated account portfolios with EV connections journey from pre-application to delivery
- Ensuring Connection Offers are procured accurately and progressed efficiently upon acceptance
- Arranging Connections meetings to discuss prospective and in-flight projects

EV Innovation & Strategy Points of escalation

1st point of escalation is
Stewart Reid,
Head of Future Networks

2nd point of escalation is
Andrew Huthwaite,
Director of DSO



EV Connections Points of escalation

1st point of escalation is
Chris McKaig
Connections Business Relationship Manager

2nd point of escalation is
Mark MacDonald,
Head of Development, Policy & Support

3rd point of escalation is
Andrew Scott,
Director of Connections

Flexible Services

Flexible Solutions Team



Gavin Stewart
Flexible Solutions Manager
(Secondment until 31st of
December 2021)
gavin.stewart@sse.com
07767 850006



Rhys Penman
Flexible Solutions
Connections Designer
rhys.penman@sse.com
07990 425118



Gary Huskinson
Flexible Solutions Connections
Designer
gary.huskinson@sse.com
07342 026929



Mark Homann
Lead Project Delivery
Manager
mark.homann@sse.com
07584 313225

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 regards to Flexible Connection opportunities, please contact flexible.connections@sse.com

[Visit our Flexible Connections website](#)

Points of escalation

1st point of escalation is
Gavin Stewart,
Flexible Solutions Manager

Distribution System Operator

DSO Team

SSEN strongly supports the net zero emissions targets put in place by the UK and Scottish Governments and will play an active role in delivering on this ambition.

To accommodate the changes that will enable net zero, SSEN is transitioning from a Distributed Network Operator (DNO), to become a Distribution System Operator (DSO).



Steve Atkins
DSO Transition Manager

steve.atkins@sse.com
07500 912637



Victoria Murchie
Stakeholder &
Communications Manager

victoria.murchie@sse.com
07789 798936



Frank Clifton
Innovation Strategy Manager

frank.clifton@sse.com
07767 852706



Fraser MacIntyre
Knowledge Management
Analyst

fraser.macintyre@sse.com
07876 837529



Rob Britton
Knowledge Analyst

rob.britton@sse.com
07500 912236

Responsible for:

Driving forward the swift progress toward a smarter electricity system to meet our customers' expectations.

The team ensures that we will be ready to adapt to a rapidly changing environment, which means focusing on innovation, learning by doing and making smarter investment decisions.

We regularly engage with stakeholders, directly and through the ENA's Open Networks project, to achieve a phased transition that is customer focused, cost efficient and collaborative with other stakeholders in the industry.

[Our Transition to DSO \(ssen.co.uk\)](https://www.ssen.co.uk)

Points of escalation

1st point of escalation is

Steve Atkins,
DSO Transition Manager



Engagement

Connections Engagement (ICE) Team



Sian Hughes

Lead Connections
Engagement Manager

sian.hughes2@sse.com
07990 424466



Helene Bjørndal Fosse

Connections Engagement
Officer

helene.fosse@sse.com
07384 803112



Debbie Watts

Connections Engagement
Coordinator

debbie.watts@sse.com
07741 127752

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



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



Instagram



Facebook



LinkedIn

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

Andrew Scott,
Director of Connections

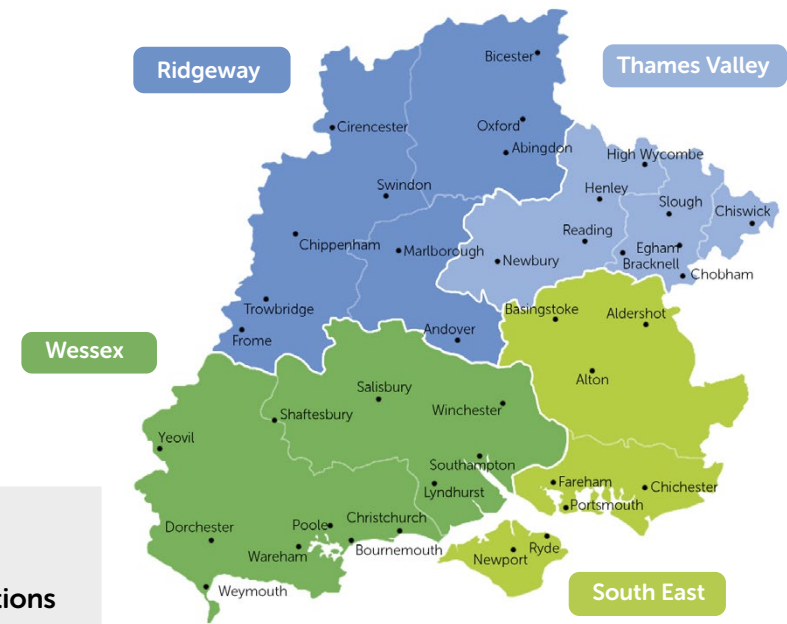


Escalation Route for South (SEPD)

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.





Andrew Scott
Interim Director of Connections

andrew.m.scott@sse.com



Mark MacDonald
Head of Development, Policy & Support

mark.macdonald@sse.com
07825015232

Pre-application & Policy



Lisa Doogan
Head of Customer Service & Stakeholder Strategy

lisa.doogan@sse.com
07767 850564

Application

Engagement



Richard Mailer
Head of Connections Design & Quotation (South)

richard.mailer@sse.com
07767 850459

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/



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

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



connectionsfeedback@sse.com