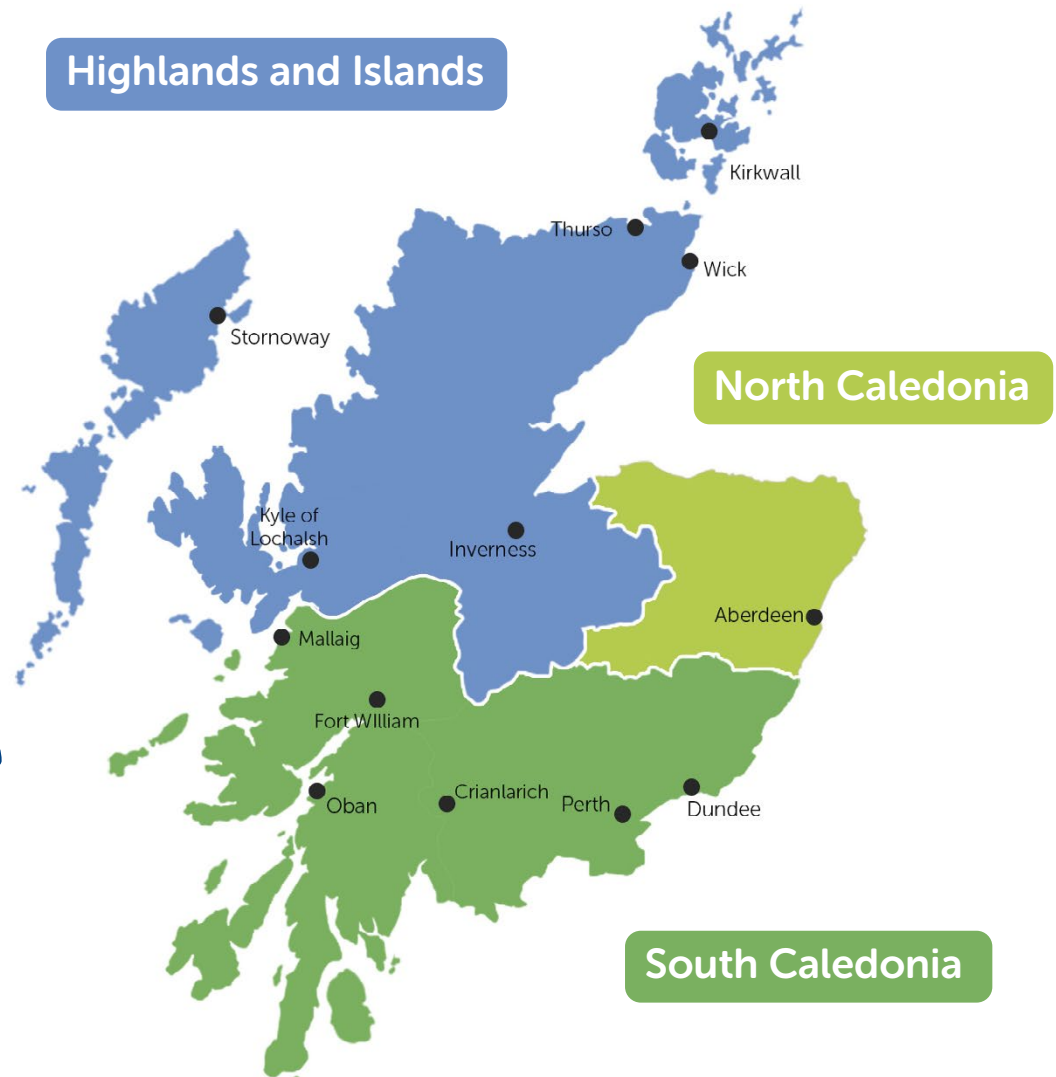
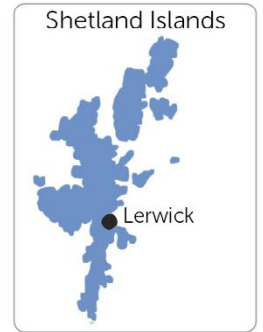




Scottish & Southern  
Electricity Networks

# Connections Contact and Escalation guide

North (SHEPD)



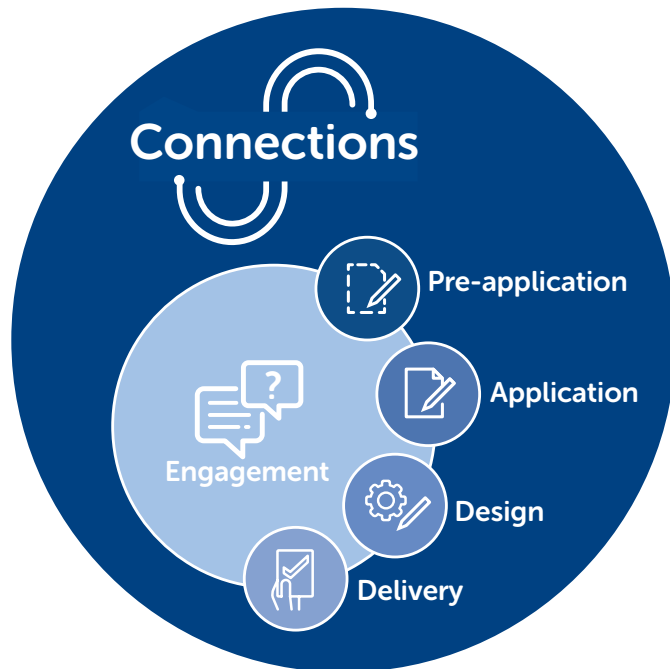
# SSEN Connections

Scottish and Southern Electricity Networks (SSEN) operates in two licence areas; Scottish Hydro Electric Power Distribution (SHEPD) in northern Scotland and Southern Electric Power 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

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

# Pre-application (through to Delivery)

## Account Managers



**Chris McKaig**  
Connections Business  
Relationship Manager  
[chris.mckaig@sse.com](mailto:chris.mckaig@sse.com)  
07876 837186



**Euan Norrington**  
Lead Account Manager  
[euan.norrington@sse.com](mailto:euan.norrington@sse.com)  
07342 026463



**Andy Crumley**  
Account Manager  
Highlands and Islands  
[andy.crumley@sse.com](mailto:andy.crumley@sse.com)  
07810 858123



**Mark Westwood**  
Account Manager  
South Caledonia  
[mark.westwood@sse.com](mailto:mark.westwood@sse.com)  
07342 026407



**Gavin MacKintosh**  
Account Manager  
Highlands and Islands  
[gavin.mackintosh@sse.com](mailto:gavin.mackintosh@sse.com)  
07810 858976



**Kirsty Stephen**  
Account Manager  
South Caledonia  
[kirsty.stephen@sse.com](mailto:kirsty.stephen@sse.com)  
07825 014133



**Gary Simpson**  
Account Manager  
North Caledonia  
[gary.simpson@sse.com](mailto:gary.simpson@sse.com)  
07342 027451



**Ian Jessiman**  
Account Manager  
North Caledonia and EVs  
[ian.jessiman@sse.com](mailto:ian.jessiman@sse.com)  
07469 411438



## 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](mailto: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/](http://www.ssen.co.uk/stakeholderevent/basicsearch/)

## Points of escalation

1<sup>st</sup> point of escalation is

**Euan Norrington,**  
Lead Account Manager

2<sup>nd</sup> point of escalation is

**Chris McKaig,**  
Connections Business Relationship Manager

3<sup>rd</sup> point of escalation is

**Mark MacDonald,**  
Head of Development, Policy & Support

4<sup>th</sup> point of escalation is

**Andrew Scott,**  
Director of Connections



# Application

## Applications & Quote Acceptance



**Ben Harriss**  
Connections Contact  
Centre Manager

[benjamin.harriss@sse.com](mailto:benjamin.harriss@sse.com)  
07780 228609



**Kerrie Coan**  
Telephony Team Manager

Minor connection applications  
& all connections enquiries

[kerrie.coan@sse.com](mailto:kerrie.coan@sse.com)  
[connections@ssen.co.uk](mailto:connections@ssen.co.uk)



**Jacob Coates**  
Connections & Engineering Team  
Manager

[jacob.coates@sse.com](mailto:jacob.coates@sse.com)



**Alison Wilkes**  
Telephony Team Manager

Minor connection applications  
& all connections enquiries

[alison.wilkes@sse.com](mailto:alison.wilkes@sse.com)  
[connections@ssen.co.uk](mailto:connections@ssen.co.uk)



**Rowena Langford**  
Digital Application Team Manager

All email and online  
connections applications

[rowena.langford@sse.com](mailto:rowena.langford@sse.com)  
[connections@ssen.co.uk](mailto:connections@ssen.co.uk)



**Gemma Overall**  
Quote Acceptance Team Manager

Connections acceptance &  
customer payments

[gemma.overall@sse.com](mailto:gemma.overall@sse.com)  
[quote.acceptance@sse.com](mailto:quote.acceptance@sse.com)



**Stephanie Woodcock**  
Generation Team Manager

Generation applications above  
3.68kW

[stephanie.woodcock@sse.com](mailto:stephanie.woodcock@sse.com)  
[north.microgen@sse.com](mailto:north.microgen@sse.com)  
[mcc@sse.com](mailto: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](mailto:connections@ssen.co.uk)

0800 048 3516

[www.ssen.co.uk/ConnectionServices/NewConnections/](http://www.ssen.co.uk/ConnectionServices/NewConnections/)

### Points of escalation

1<sup>st</sup> point of escalation is  
**Ben Harriss,**  
Connections Contact Centre Manager

2<sup>nd</sup> point of escalation is  
**Lisa Doogan,**  
Head of Customer Service & Stakeholder Strategy

3<sup>rd</sup> 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)



**Simon Horne**  
Connections Design Manager  
Highlands and Islands  
[simon.horne@sse.com](mailto:simon.horne@sse.com)  
07767 852868



**Euan Davidson**  
Connections Design Manager  
North Caledonia  
[euan.davidson@sse.com](mailto:euan.davidson@sse.com)  
07584 313825



**James McNeish**  
Connections Design Manager  
South Caledonia  
[james.mcneish@sse.com](mailto:james.mcneish@sse.com)  
07384 454411

## Non-Contestable

Work that only the DNO can undertake



**Lynda Maxwell**  
Networks Design Manager  
South Caledonia  
[lynda.maxwell@sse.com](mailto:lynda.maxwell@sse.com)  
07825 015421



**David Ross**  
Networks Design Manager  
North Caledonia and  
Highlands & Islands  
[david.ross@sse.com](mailto:david.ross@sse.com)  
07767 850982

## Planning

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



**Dimitris Konstantinidis**  
System Planning Lead (SHEPD)  
[dimitris.konstantinidis@sse.com](mailto:dimitris.konstantinidis@sse.com)  
07919 924463



## 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](mailto: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/](http://www.ssen.co.uk/stakeholderevent/basicsearch/)

## Points of escalation

1<sup>st</sup> point of escalation is  
Design Managers ,  
System Planning Managers

2<sup>nd</sup> point of escalation is  
Barry Will, Head of Connections Design, Quote & Delivery SHEPD

3<sup>rd</sup> point of escalation is  
Andrew Scott,  
Director of Connections





# Delivery

## Connections Delivery Managers



**Kevin Stewart**  
Connections Delivery Manager  
Highlands and Islands  
[kevin.stewart@sse.com](mailto:kevin.stewart@sse.com)  
07767 852260



**Alan Bowie**  
Connections Delivery Manager  
North Caledonia  
[alan.bowie@sse.com](mailto:alan.bowie@sse.com)  
07810 858763



**Traci Kidd**  
Connections Delivery Manager  
South Caledonia  
[traci.kidd@sse.com](mailto:traci.kidd@sse.com)  
07767 852057

## Lead Wayleave Officers



**Trish Morris**  
Lead Wayleave Officer  
Highlands and Islands  
[trish.morris@sse.com](mailto:trish.morris@sse.com)  
07810 858908



**Pauline Selbie**  
Lead Wayleave Officer  
North Caledonia  
[pauline.selbie@sse.com](mailto:pauline.selbie@sse.com)  
07880 180718



**Stuart Wilson**  
Lead Wayleave Officer  
South Caledonia  
[stuart.wilson@sse.com](mailto: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

1<sup>st</sup> point of escalation is  
Connections Delivery Managers  
Lead Wayleave Officers

2<sup>nd</sup> point of escalation is  
Barry Will,  
Head of Connections Design, Quote & Delivery (SHEPD)

Final 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](mailto: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

1<sup>st</sup> point of escalation is  
**Daniel Mellis, Connections Strategy Lead**

2<sup>nd</sup> 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](mailto: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



**Ian Jessiman**

Account Manager

North Caledonia & EVs

[ian.jessiman@sse.com](mailto:ian.jessiman@sse.com)

07469 411438

### 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

1<sup>st</sup> point of escalation is

**Stewart Reid,**  
Head of Future Networks

2<sup>nd</sup> point of escalation is

**Andrew Huthwaite,**  
Director of DSO



## EV Connections

### Points of escalation

1<sup>st</sup> point of escalation is

**Chris McKaig**  
Connections Business Relationship Manager

2<sup>nd</sup> point of escalation is

**Mark MacDonald,**  
Head of Development, Policy & Support

3<sup>rd</sup> point of escalation is

**Andrew Scott**  
Director of Connections



# Flexible Services

## Flexible Solutions Team



**Alex Howison**  
Flexible Solutions Manager

[alex.howison@sse.com](mailto:alex.howison@sse.com)  
07825 015191



**Rhys Penman**  
Flexible Solutions  
Connections Designer

[rhys.penman@sse.com](mailto:rhys.penman@sse.com)  
07990 425118



**Gary Huskinson**  
Flexible Solutions Connections  
Designer

[gary.huskinson@sse.com](mailto:gary.huskinson@sse.com)  
07342 026929



**Mark Homann**  
Lead Project Delivery  
Manager

[mark.homann@sse.com](mailto: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](mailto:flexible.connections@sse.com)

[Visit our Flexible Connections website](#)

### Points of escalation

1<sup>st</sup> point of escalation is  
Alex Howison,  
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](mailto:steve.atkins@sse.com)  
07500 912637



**Victoria Murchie**  
Stakeholder &  
Communications Manager

[victoria.murchie@sse.com](mailto:victoria.murchie@sse.com)  
07789 798936



**Frank Clifton**  
Innovation Strategy Manager

[frank.clifton@sse.com](mailto:frank.clifton@sse.com)  
07767 852706



**Fraser MacIntyre**  
Knowledge Management  
Analyst

[fraser.macintyre@sse.com](mailto:fraser.macintyre@sse.com)  
07876 837529



**Rob Britton**  
Knowledge Analyst

[rob.britton@sse.com](mailto: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

1<sup>st</sup> point of escalation is

Steve Atkins,  
DSO Transition Manager



# Engagement

## Connections Engagement (ICE) Team



### Sian Hughes

Lead Connections  
Engagement Manager

[sian.hughes2@sse.com](mailto:sian.hughes2@sse.com)

07990 424466



### Helene Bjørndal Fosse

Connections Engagement  
Officer

[helene.fosse@sse.com](mailto:helene.fosse@sse.com)

07384 803112



### Debbie Watts

Connections Engagement  
Coordinator

[debbie.watts@sse.com](mailto: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](mailto: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

1<sup>st</sup> point of escalation is

**Sian Hughes,**  
Lead Connections Engagement Manager

2<sup>nd</sup> point of escalation is

**Lisa Doogan,**  
Head of Customer Service & Stakeholder Strategy

3<sup>rd</sup> point of escalation is

**Andrew Scott,**  
Director of Connections

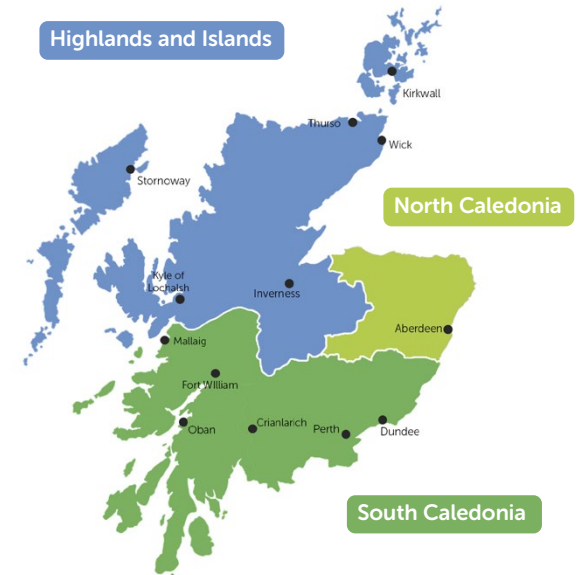


# Escalation Route for North (SHEPD)

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.



**Andrew Scott**  
Director of Connections  
[andrew.m.scott@sse.com](mailto:andrew.m.scott@sse.com)



**Mark MacDonald**  
Head of Development,  
Policy & Support  
[mark.macdonald@sse.com](mailto:mark.macdonald@sse.com)  
07825015232

**Pre-application & Policy**



**Lisa Doogan**  
Head of Customer Service &  
Stakeholder Strategy  
[lisa.doogan@sse.com](mailto:lisa.doogan@sse.com)  
07767 850564

**Application**      **Engagement**



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

**Design**      **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](mailto: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](mailto:customercomplaints@ssen.co.uk)

You can also complete our online complaints form:

[www.ssen.co.uk/Complaints/](http://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](mailto:connectionsfeedback@sse.com)