Connections
Your contacts
# Contents

- North Regional Model ................................................................. 4-5
- Connection Delivery Managers ............................................. 6
- Customer Connections Managers ........................................... 7
- Commercial Contract Team .................................................... 8-9
- Active Solutions Team ............................................................. 10-11
Scottish Hydro Electric Power Distribution

Regional model north

Our networks business is split into 3 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.

**Director of Operations** – Dale Cargill
dale.cargill@sse.com - 07767 852890

**Head of Connections** – Barry Will
barry.will@sse.com - 07767 852098

**Highlands and Islands**

Head of Region  - Colin Pirie
colin.pirie@sse.com - 07767 852305

Connection Delivery Manager - Nik Wheeler
nik.wheeler@sse.com - 07825 015782

Customer Relationship Manager - Pamela Harvey
pamela.harvey@sse.com - 07469 411432

Customer Connection Manager - Ian Jessiman
ian.jessiman@sse.com - 07469 411438

**North Caledonia**

Shetland Islands and North East Scotland

Head of Region  - Neil Wilson
neil.wilson@sse.com - 07767 852350

Connection Delivery Manager - Alan Bowie
alan.bowie@sse.com - 07810 858763

Customer Relationship Manager – Shona Horn
shona.horn@sse.com - 07500 912566

Customer Connection Manager – Ian Jessiman
ian.jessiman@sse.com - 07469 411438

**South Caledonia**

Head of Region - Graeme Stewart
graeme.stewart@sse.com - 07825 843868

Connection Delivery Manager - Traci Kidd
traci.kidd@sse.com - 07767 852057

Customer Relationship Manager - David Morrisey
david.morrisey@sse.com - 07767 852093

Customer Connection Manager - Asante Mtalimanja
asante.mtalimanja@sse.com - 07979 854433
Head of Regions

Introduction

Our Heads of Region manage the teams who deal directly with all our customer interactions in one of three geographic areas. A significant part of their responsibilities is to make sure that our connections customers are able to complete their projects to their timescales and with the minimum of fuss by ensuring their region has the necessary resources to deal with customer demand. Heads of Region also oversee the overall customer 'connection experience' and insist on a high standard of customer service.

Head of Region

Neil Wilson

- 07767 852350
- neil.wilson@sse.com

Responsible for:
North Caledonia Region - Aberdeen and surrounding areas

Head of Region

Graeme Stewart

- 07825 843868
- graeme.stewart@sse.com

Responsible for:
South Caledonia Region – Perth, Dundee and over to Oban and surrounding areas

Head of Region

Colin Pirie

- 07767 852305
- colin.pirie@sse.com

Responsible for:
Highlands & Islands Region – Inverness up to Caithness and surrounding areas

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.

Connection Delivery Manager

Traci Kidd

- 07767 852057
- traci.kidd@sse.com

Responsible for:
South Caledonia Region – Perth, Dundee and over to Oban and surrounding areas

Connection Delivery Manager

Nik Wheeler

- 07825 015782
- nik.wheeler@sse.com

Responsible for:
Highlands & Islands Region – Inverness up to Caithness and surrounding areas

Connection Delivery Manager

Alan Bowie

- 07810 858763
- alan.bowie@sse.com

Responsible for:
North Caledonia - Aberdeen and surrounding areas
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

David Morrissey

Responsible for:
South Caledonia Region – Perth, Dundee and over to Oban and surrounding areas

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>07767 852093</td>
<td><a href="mailto:david.morrissey@sse.com">david.morrissey@sse.com</a></td>
</tr>
</tbody>
</table>

Shona Horn

Responsible for:
North Caledonia Region - Aberdeen and surrounding areas

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>07500 912566</td>
<td><a href="mailto:shona.horn@sse.com">shona.horn@sse.com</a></td>
</tr>
</tbody>
</table>

Pamela Harvey

Responsible for:
Highlands & Islands Region - Inverness up to Caithness and surrounding areas

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>07469 411432</td>
<td><a href="mailto:pamela.harvey@sse.com">pamela.harvey@sse.com</a></td>
</tr>
</tbody>
</table>

Customer Connections Managers

Introduction

Our Customer Connection Managers were created in direct response to customer requests, with an emphasis on enhancing the engagement experience for our demand connection customers.

They are here as your key contact to ensure your connections journey is as smooth as possible and will be pro-actively seeking your feedback to help us streamline our aims and commitments for the future.

<table>
<thead>
<tr>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:connectionsfeedback@sse.com">connectionsfeedback@sse.com</a></td>
</tr>
</tbody>
</table>

Customer Connections Manager

Ian Jessiman

Ian’s responsibilities include managing a portfolio of large and repeat Demand customers, being SSE’s main point of contact for customers throughout their projects to ensure engagement is maintained both during and after their connections have been delivered.

Responsible for:
North Caledonia and Highlands & Islands

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>01224 667291</td>
<td><a href="mailto:ian.jessiman@sse.com">ian.jessiman@sse.com</a></td>
</tr>
<tr>
<td>07469 411438</td>
<td><a href="mailto:ian.jessiman@sse.com">ian.jessiman@sse.com</a></td>
</tr>
</tbody>
</table>

Asante Mtalimanja

Asante’s responsibilities include managing a portfolio of large and repeat Demand customers, being SSE’s main point of contact for customers throughout their projects to ensure engagement is maintained both during and after their connections have been delivered.

Responsible for:
South Caledonia

<table>
<thead>
<tr>
<th>Phone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>01738 453066</td>
<td><a href="mailto:asante.mtalimanja@sse.com">asante.mtalimanja@sse.com</a></td>
</tr>
<tr>
<td>07979 85433</td>
<td><a href="mailto:asante.mtalimanja@sse.com">asante.mtalimanja@sse.com</a></td>
</tr>
</tbody>
</table>
# Commercial Contract Team

## Lead Commercial Contract Manager

**Euan Norrington**  
01738 516596  
07342 026463  
[Email](mailto:euan.norrington@sse.com)

**Andy Crumley**  
Andy's responsibilities include managing allocated account portfolios for Large Distributed Generation Projects ≥ 10MW, Community Projects and the Western Isles. Andy ensures Connection Offers are produced accurately and are progressed effectively upon acceptance.  
01738 516886  
07810 858123  
[Email](mailto:andy.crumley@sse.com)

**Gavin MacKintosh**  
Gavin's responsibilities include managing allocated account portfolios, ensuring Connection Offers are produced accurately and are progressed effectively upon acceptance. Gavin is also responsible for maintaining our online Network Capacity Maps available here: [https://www.ssen.co.uk/generationavailability/](https://www.ssen.co.uk/generationavailability/)  
01738 456478  
07810 858976  
[Email](mailto:gavin.mackintosh@sse.com)

## Commercial Contract Manager

**Mark Westwood**  
Mark's responsibilities include managing allocated account portfolios, ensuring Connection Offers are produced accurately and are progressed effectively upon acceptance.  
01738 516578  
07342 026407  
[Email](mailto:mark.westwood@sse.com)

**Gary Simpson**  
Gary's responsibilities include managing allocated account portfolios, ensuring Connection Offers are produced accurately and are progressed effectively upon acceptance.  
01738 453253  
07342 027451  
[Email](mailto:gary.simpson@sse.com)

**Lenka Nejedla**  
Lenka is responsible for administration related to Contractual Documents, Finance Payments and Transmission Access Applications.  
01738 512141  
[Email](mailto:lenka.nejedla@sse.com)

## Responsible for:

- **Euan Norrington**  
  Western Isles, Community Projects, Large Distribution Connections
- **Andy Crumley**  
  Western Isles, Community Projects, Large Distribution Connections
- **Gavin MacKintosh**  
  Highlands and Islands, Orkney
- **Mark Westwood**  
  Highlands and Islands, Orkney
- **Gary Simpson**  
  South Caledonia & Shetland
- **Lenka Nejedla**  
  All Areas
Active Solutions Team

Introduction

Our Active 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, north and south for the benefits of your connection and to the UK customer in general.

Active 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.

Delivery Project Manager

Gavin Stewart

Gavin is the delivery project manager responsible for testing, site installation and energisation of flexible schemes as delivered by Active Solutions. In addition he develops template designs for Policy approval for all new flexible connection types.

ICT Connection Designer

Gary Huskinson

Gary is responsible for the design of the Information Communication Technology (ICT) elements of Active Solution connections as directed. This includes providing the business with the technical expertise in carrying out certain aspects of the technical assessment, planning and development of active solutions in order to drive best value for the business, whilst ensuring compliance with statutory, regulatory and licence requirements.

 ICT Project Manager

John Stapleton

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

 ICT Connection Designer

Leon Burdekin-Roberts

Leon is responsible for the design of the Information Communication Technology (ICT) elements of Active Solution connections as directed. This includes providing the business with the technical expertise in carrying out certain aspects of the technical assessment, planning and development of active solutions in order to drive best value for the business, whilst ensuring compliance with statutory, regulatory and licence requirements.

Our Active 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, north and south for the benefits of your connection and to the UK customer in general.

Active 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.

Delivery Project Manager

Gavin Stewart

Gavin is the delivery project manager responsible for testing, site installation and energisation of flexible schemes as delivered by Active Solutions. In addition he develops template designs for Policy approval for all new flexible connection types.

ICT Connection Designer

Gary Huskinson

Gary is responsible for the design of the Information Communication Technology (ICT) elements of Active Solution connections as directed. This includes providing the business with the technical expertise in carrying out certain aspects of the technical assessment, planning and development of active solutions in order to drive best value for the business, whilst ensuring compliance with statutory, regulatory and licence requirements.

 ICT Project Manager

John Stapleton

John is responsible for the architecture of the flexible solutions delivered by Active Solutions. He ensures that the delivered systems are cost effective, supportable and inline with Scottish and Southern Electricity Networks Information Communication Technology strategies.
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/
Engage with us online
Stay updated with the latest news and improvements by following us online:

- www.ssen.co.uk
- Search ‘SSEN Connections Engagement’
- twitter.com/ssencommunity
- facebook.com/ssencommunity