



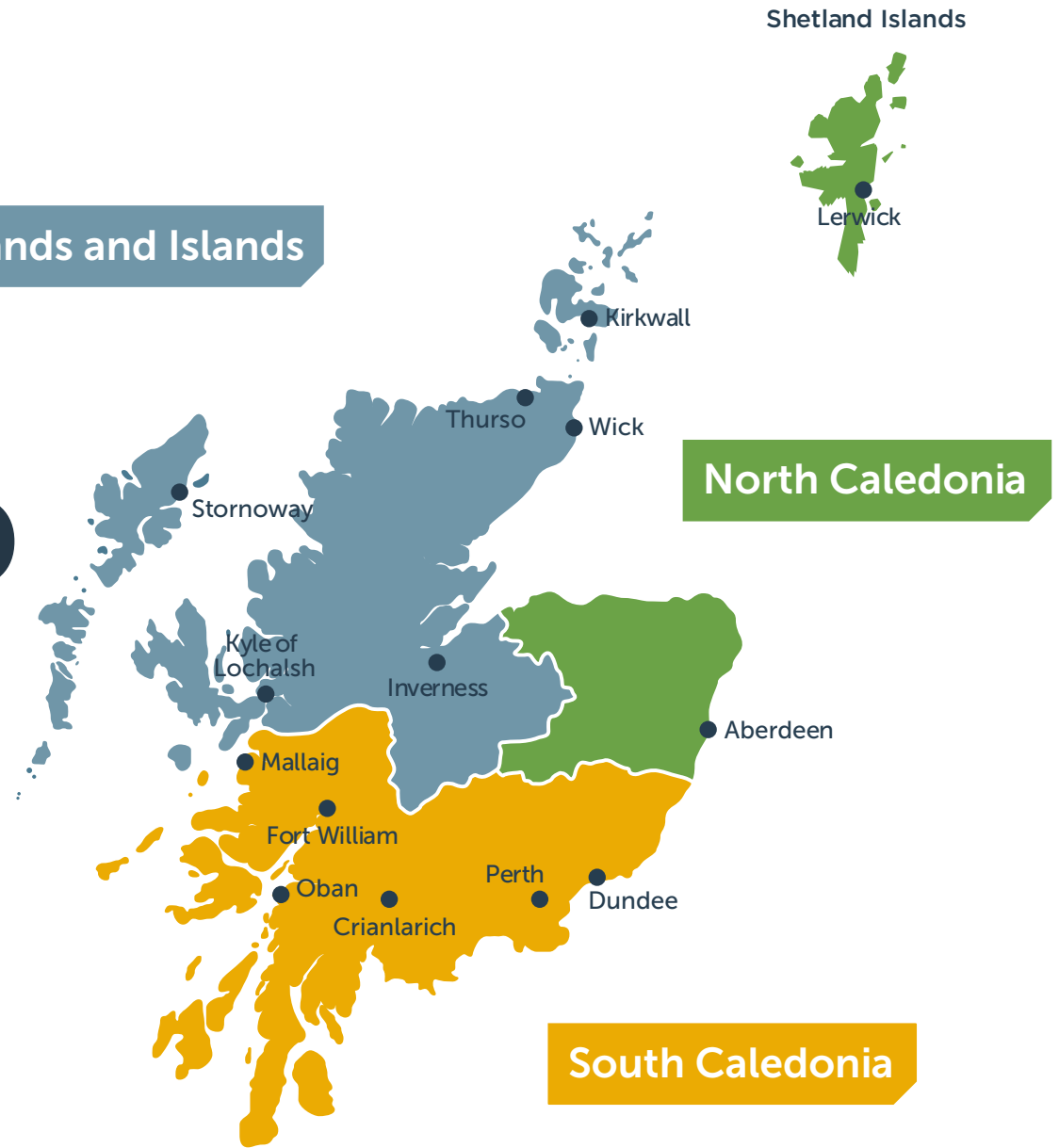
Scottish & Southern
Electricity Networks

Powering our
community

Highlands and Islands

Connections CONTACT AND ESCALATION GUIDE

North (SHEPD)



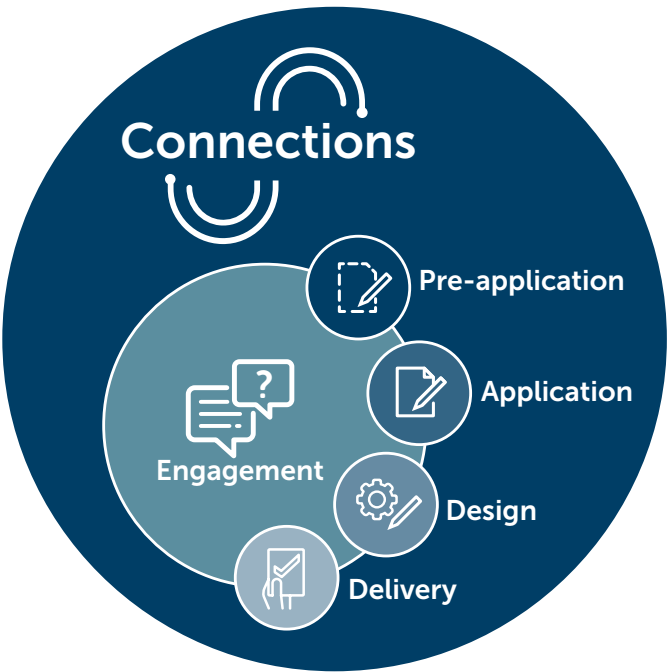
SSEN Connections

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

Pre-application	
Contract Managers.....	03
Application	
Application & Quote Acceptance.....	04
Minor Customer Connections Managers.....	05
Design	
Regional Design Managers	06
System Planning Manager.....	06
Delivery	
Connections Delivery Managers.....	07
Large Capital Delivery.....	08
Low Carbon Technologies	
Flexible Solutions Team.....	09
Engagement	
Customer Service, Vulnerability & Strategy	10
Customer Contact Centre	11
Legal.....	11
Escalation route	
Director of Customer Service	12
Heads of Connections	12
Compliments & Complaints	13

Pre-application (through to Delivery)

Contract Managers



Kirsty Garvie
Contract Manager
South Caledonia
kirstie.garvie@sse.com
07825 014133



Kirsty Stephen
Contract Manager
South Caledonia
kirsty.stephen@sse.com
07825 014133



Ian Jessiman
Contract Manager
North Caledonia &
Highlands & Islands
ian.jessiman@sse.com
07469 411438



Thomas Jeavons-Fellows
**Interim Connections
Relationship Manager / Transmission
Requirements Manager**
thomas.fellows@sse.com
07469 411837



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 Contract 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
Contract Managers

2nd point of escalation is
Thomas Fellows,
Senior Connections Contracts Manager

3rd point of escalation is
Susana Neves e Brooks,
Head of Connections Policy & Performance

4th point of escalation is
Andrew Scott,
Director of Customer Service

Application Team Managers

Applications & Quote Acceptance



Rowena Langford

Microgen Team manager

North & South microgen applications

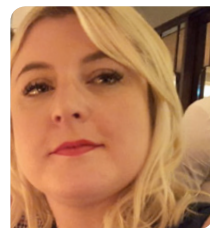
rowena.langford@sse.com
connections@ssen.co.uk



Danielle Humby

Digital Demand Applications - Team Manager

danielle.humby@sse.com
connections@ssen.co.uk



Alison Wilkes

Microgen Team Manager

North & South microgen applications

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



Shelley O'Connor

Digital Demand Applications - Team Manager

shelley.o'connor@sse.com
connections@ssen.co.uk



Karen Vilday

MCC and EVHP Team Manager

Connections acceptance & customer payments

karen.vilday@sse.com
connections@ssen.co.uk



Kerrie Coan

Telephony Team Manager

Minor connection applications & all connections enquiries

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



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

Points of escalation

1st point of escalation is
Application Team Managers

2nd point of escalation is
Jacob Coates
Decarbonisation Application Performance Manager

3rd point of escalation is
Hayley Joynson,
Head of Minor Customer Connections

4th point of escalation is
Andrew Scott,
Director of Customer Service



Minor Customer Connections Managers



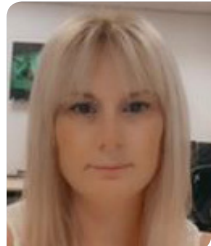
Jacob Coates
Decarbonisation Application
Performance Manager
jacob.coates@sse.com



Michael Hammond
Minor Connections Design Manager
michael.hammond@sse.com
07443 183350



Rebecca Avery
Workforce Planning and
Capacity Performance
Manager
rebecca.avery@sse.com



Gemma Overall
Minor Connections Financial
Reconciliation Manager
gemma.overall@sse.com
07721 505094



Responsible for

- Managing our Connections Service Centre for all customer applications
- Assists our Minor Connections Customers throughout their journey from application all the way through to the delivery of the project
- Process acceptances and payments for connections quotes
- Drives the development for self service and automation of quoting
- Manages the financial closure of projects

Points of escalation

1st point of escalation is
Minor Customer Connections Managers

2nd point of escalation is
Hayley Joynson, Head of Minor Connections

3rd point of escalation is
Andrew Scott,
Director of Customer Service



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
07767 852868



Euan Davidson
Connections Design Manager
North Caledonia
euan.davidson@sse.com
07584 313825



James McNeish
Connections Design Manager
South Caledonia
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
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



Dimitris Konstantinidis
System Planning Lead (SHEPD)
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

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

3rd point of escalation is
Andrew Scott,
Director of Customer Service



Delivery

Connections Delivery Managers



Scott MacLean
Connections Delivery Manager
Highlands and Islands
scott.maclean@sse.com
07825 015454



Jonathan Wappler
Connections Delivery Manager
North Caledonia
jonathan.wappler@sse.com
07551 447749

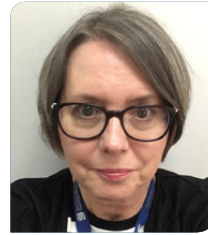


Traci Kidd
Connections Delivery Manager
South Caledonia
traci.kidd@sse.com
07767 852057

Lead Wayleave Officers



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



Calum Hogg
Consents Team Manager
SHEPD connections
(all regions)
calum.hogg2@sse.com
07436479977



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
Connections Delivery Managers
Lead Wayleave Officers

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

Final point of escalation is
Andrew Scott,
Director of Customer Service



Large Capital Delivery

Major Projects and Large connections requiring 33/132kV works



Donald MacKinnon

Head of Large Capital Delivery
(SHEPD)

donald.l.mackinnon@sse.com



Darren McGuigan

Project Director

Large Capital Projects

darren.mcguigan@sse.com

01738 275564



Kevin Galbraith

Project Director

Subsea Project Delivery

kevin.galbraith@sse.com

07584 313584



Hari Visvanathan

Senior Project Manager

Large Connections Projects

harikaran.visvanathan2@sse.com



Charlene Longden

Project Manager

Development

charlene.longden@sse.com

01738 340133



Stuart Wilson

Project Director

Large Connections Projects

stuart.wilson@sse.com



John Shanks

Senior Project Manager

Aultbea / Dounreay /
Longman Drive

John.shanks2@sse.com

01738 275941



Rikki Wells

Project Manager

Development

rikki.wells@sse.com



Responsible for:

- Major Projects and Large connections requiring 33/132kV works
- Large Capital Delivery is responsible for all large capital and customer connection projects

Points of escalation

1st point of escalation is
Project Directors

2nd point of escalation is
Donald MacKinnon,
Head of Large Capital Delivery

3rd point of escalation is
Andy Huthwaite,
Director of Large Capital Project Delivery

Flexible Services

Flexible Solutions Team



Gavin Stewart
Flexible Solutions Manager

gavin.stewart@sse.com
07767 850006



Craig Sutherland
Flexible Solutions Delivery Manager

craig.sutherland2@sse.com
07436 479625



Jenny Lindsay
Flexible Solutions Support Technician

jenny.lindsay@sse.com
07443 173311



Mark Homann
Lead Project Delivery Manager

mark.homann@sse.com
07584 313225



Dean Miles
Flexible Solutions Delivery Engineer

dean.miles@sse.com
07747 559091



Iain Prentice
Flexible Solutions Delivery Engineer

iain.prentice@sse.com
07342 027519

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

Points of escalation

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

Customer Service, Vulnerability & Strategy



Troy Fisher

Customer Journey &
Experience Design Lead

troy.fisher@sse.com

07887 943075



Emma Merritt

Customer Vulnerability &
Communities Lead

emma.merritt@sse.com

07469 411043



David Yule

Customer Business
Improvement &
Planning Lead

david.yule@sse.com



Rebecca Priestley

Journey Owner - Minor
Connections & General
Enquiries

rebecca.priestley@sse.com

07810 817502

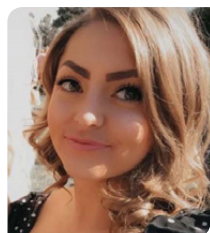


Michael Dotts

Journey Owner -
Digital

michael.dotts@sse.com

07810 817502



Abigail Furey

Journey Owner - Large &
Major Connections

abigail.furey@sse.com

07436 491626



Jane Bakella

Journey Owner -
Interruptions & Complaints

jane.bakella@sse.com

01738 344607



Debbie Cloke

Engagement Coordinator

debbie.cloke@sse.com

07741 127752

Responsible for:

- Customer Service Strategy for SSEN
- ED2 Customer Strategy Objectives
- Customer Vulnerability Strategy
- Service Design Authority for SSEN
- Customer Change & Improvement portfolio
- Strategic oversight of welfare during storms & welfare/manual framework
- PSR Social Obligations & Strategy
- Customer Digital Strategy & Website ownership
- Customer Performance & Standards. Insight Analysis & Reporting

Engage with us

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



[Twitter](#)



[Instagram](#)



[Facebook](#)



[LinkedIn](#)

Points of escalation

1st point of escalation is

Troy Fisher,
Customer Journey & Experience Design Lead

2nd point of escalation is

Andrew Bailey,
Head of Customer Service & Stakeholder Strategy

3rd point of escalation is

Andrew Scott,
Director of Customer Service



Customer Contact Centres



Mark Wells
Performance Manager – North

mark.wells@sse.com
07920 237540



Lorraine Barber
Performance Manager – South

lorraine.barber@sse.com
07990 424985



Aimee Wiles
Performance Manager – GE and Social Media

aimee.wiles@sse.com
07496 869728



Jade Law
Complaints Manager

jade.law@sse.com
07920 167987



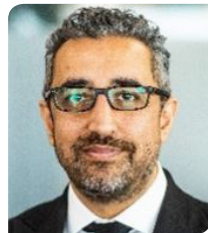
Louise Jones
Social Obligations Manager

louise.jones@sse.com

Legal

Raaj is a commercial property solicitor and is the Head of Legal (Property) Distribution, based in our Reading office, advising on property, planning and environmental issues.

Raaj leads a team of 10 lawyers based across Reading, Perth, Glasgow and Inverness. His team spend most of their time working on real estate transactions for SEPD / SHEPD. Between the in-house team and the external panel firms, Raaj steers c.3,000 live transactions.



Raaj Bains
Head of Legal

raaj.bains@sse.com
07876 837450

Responsible for:

- Interface with the SSEN customer for faults & general enquiries
- Customer interface during storms
- Written, digital, telephony & verbal interaction with customers
- Customer complaints & executive complaints
- Resource management of Contact Centres

Points of escalation

1st point of escalation is

Jade Law,
Complaints Manager

2nd point of escalation is

Gemma Wilson,
Head of Customer Contact Centres

3rd point of escalation is

Andrew Scott,
Director of Customer Service



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.

Highlands and Islands

Shetland Islands

Lerwick

North Caledonia

South Caledonia



Andrew Scott

Director of Customer Service and Connections

andrew.m.scott@sse.com



Susana Neves e Brooks

Head of Connections, Policy & Performance

Susana.NevesBrooks@sse.com

07425 426835

Pre-application & Policy



Andrew Bailey

Head of Customer Service, Strategy & Vulnerability

andrew.bailey2@sse.com

07423 270152

Application

Engagement



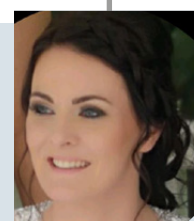
Barry Will

Head of Connections Design, Quote & Delivery (SHEPD)

barry.will@sse.com

07767 852098

Design

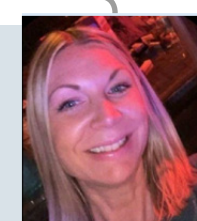


Hayley Joynson

Head of Minor Customer Connections

hayley.joynson@sse.com

Application



Gemma Wilson

Head of Customer Contact Centres

gemma.wilson@sse.com

07919 907484

Contact Centre

Complaints



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@sse.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/



Scottish & Southern
Electricity Networks

Powering our
community

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