



Scottish & Southern
Electricity Networks

Powering our
community

Ridgeway

Customer Service CONTACT AND ESCALATION GUIDE

South (SEPD)



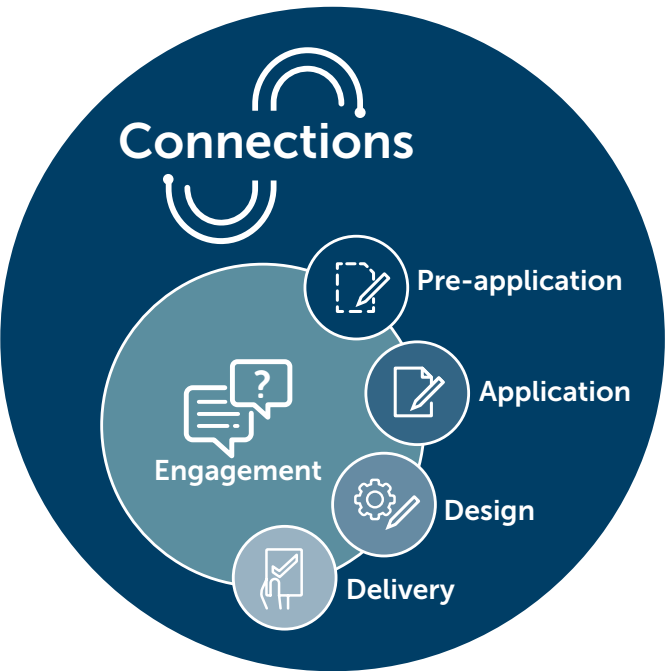
SSEN Connections

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.



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Business Relationship Management



Austen Toone
Lead Business Relationship
Manager

austen.toone@sse.com
07879 969033



Samantha Horrix
Relationship Manager

ICPs & IDNOs
samantha.horrix@sse.com
07879 788812



Rebekah Rowson
Relationship Manager
Commercial & Industrial

rebekah.rowson@sse.com
07721 509868



Mark Taylor
Relationship Manager
Local Authorities & Community
Energy Groups

mark.j.taylor@sse.com
07876 837536



Laura Pearce
Relationship Manager
EV & HP Installers

laura.pearce@sse.com
07880 914 348



Emily Moore
Relationship Manager
Housing Developers

emily.moore@sse.com
07435 409551



Responsible for

Business Relationship Managers (BRMs) are fully responsible for the delivery of exceptional customer service for a specified customer segment in the major connections business. BRMs have responsibility for the relationship between SSEN and the customer segment assigned which could include ICPs, IDNOs, local councils, industry bodies and connection customers or large-scale projects. They are the single point of contract for the customer from pre-application through to delivery.

businessrelationships@sse.com

Points of escalation

1st point of escalation is
Austen Toone,
Lead Business Relationship Manager

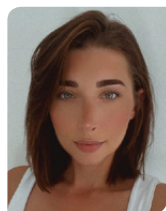
2nd point of escalation is
Susana Neves e Brooks,
Head of Connections, Policy & Performance

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



Pre-application (through to Delivery)

Contract Managers



Karris Small
Lead Contracts Manager

Ridgeway, South East &
South Caledonia
commercial.contracts@sse.com
07469 411935



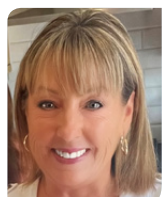
Jessica El-kilany
Lead Contracts Manager

Thames Valley, Wessex,
Highlands & Islands and
North Caledonia
commercial.contracts@sse.com
07385 430136



Abigail Cooke
Contracts Manager

Ridgeway
commercial.contracts@sse.com
07879 369520



Linda Austin
Contracts Manager

Ridgeway - Major Projects
GSPs: Melksham, Cowley,
East Claydon
commercial.contracts@sse.com
07469 411935



Shabanam Hussain
Contracts Manager

Ridgeway
Distributed Generation
Electricity Supply >50kW
commercial.contracts@sse.com
07587 140672



Alisdair Marr
Contracts Manager

South East - Major Projects
GSPs: Fleet, Bramley
commercial.contracts@sse.com
07586 281274



Thomas Gray
Contracts Manager

South East
Distributed Generation
Electricity Supply >50kW
thomas.gray@sse.com
07990 487221



Ruth Lundi
Contracts Manager

Wessex - Major Projects
GSPs: Axminster, Chickerell,
Mannington, Nursling, Fawley,
Lovedean, Botley Wood
commercial.contracts@sse.com
07443 175172



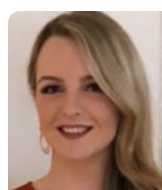
Claire Graham
Contracts Manager

Wessex - Distributed Generation
Electricity Supply >50kW
commercial.contracts@sse.com
07436 491626



Lucas Sheasby
Contracts Manager

Thames Valley Region
(West London)
commercial.contracts@sse.com
07990 486956



Kelly Heath
Contracts Manager

Thames Valley Region
(West London)
commercial.contracts@sse.com
07436 491626

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 Connection 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](https://www.ssen.co.uk/stakeholderevent/basicsearch/):

www.ssen.co.uk/stakeholderevent/basicsearch/

Points of escalation

1st point of escalation is

Karris Small, Jessica El-kilany
Lead Contracts Managers

2nd point of escalation is

Thomas Jeavons-Fellows,
Interim Connections Relationship 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



Pre-application (through to Delivery)

Contract Managers continued



Ememesi Ette
Contracts Manager

Floater between two regions -
South East and Ridgeway whilst
managing NATS (out of area)

ememesi.ette@sse.com

07425 426771

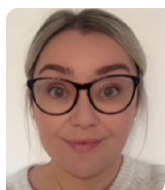


Ronnie Calladine
Contracts Manager

Floater between two regions
Wessex and Thames Valley whilst
managing NATS (out of area)

ronnie.calladine@sse.com

tbc



Hannah Hawley
Project Coordinator

hannah.hawley@sse.com

tbc



Mark Watson
Project Coordinator

mark.watson@sse.com

tbc



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

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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.

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Lead Contracts Managers

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Thomas Jeavons-Fellows,
Interim Connections Relationship 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

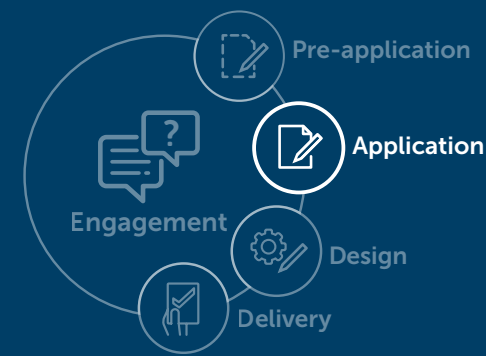


Kerrie Coan

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

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

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



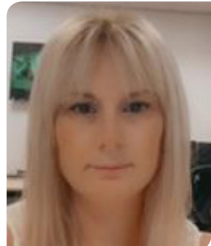
Jacob Coates
Decarbonisation Application
Performance Manager
jacob.coates@sse.com



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



Rebecca Avery
Workforce Planning 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 Managers



Mark Wickham

Lead Design Manager

Leads the non contestable and contestable Managers (excluding major DG projects)

mark.wickham@sse.com

07810 858177



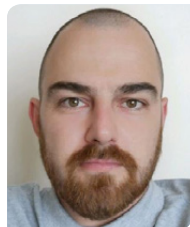
Kyran Bichard

Design Manager

Thames Valley & Ridgeway Regions
Demand Connections up to 250kVA

kyran.bichard@sse.com

07827 044119



Dean Joynson

Design Manager

Wessex & South East Regions
Demand Connections up to 250 kVA

dean.joynson@sse.com

07586 282177



Rob Gladstone

Design Manager

Thames Valley Region
Demand Connections over 250 kVA

rob.gladstone@sse.com

01738 275779



Phillip McGuinness

Design Manager

Ridgeway Region
Demand Connections over 250kVA

phillip.mcguinness@sse.com

07471 347361



James Stapley

Design Manager

South East Region
Demand Connections over 250kVA

james.stapley@sse.com

07776 603563



Mark Collis

Design Manager

Wessex Region
Demand Connections over 250kVA

mark.collis@sse.com

07741 777201



Nick Palmer

Design Manager

All regions – Thames Valley,
Ridgeway, South East & Wessex
Large Generation, OOA (out of area),
Design Approval

nicholas.palmer@sse.com

07825 015108



Mike Rogers

EHV Design Manager

All regions – Thames Valley,
Ridgeway, South East & Wessex

mike.rogers@sse.com

07767 850380



Responsible for

- Designing & 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

2nd point of escalation is
Richard Mailer, Head of Connections Design & Quotation SEPD

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



System Planning Managers



Yuan Gao

Lead System Planner

yuan.gao@sse.com
0118 534755



Rula Sha

Lead System Planner

rula.sha@sse.com
0118 534755



Varvara Alimisi

DSO System Planning Manager

varvara.alimisi@sse.com
01738 340654



Rafael Rigoni

DSO System Planning Manager

rafael.rigoni@sse.com
01738 275924



Responsible for

System Planners are responsible for assessing and designing improvements to our existing equipment and ensuring compliance with legal requirements.

They play a crucial part in enhancing the safety, security, and reliability of our electricity network and also help to find innovative solutions to support both current and future power demands.

Points of escalation

1st point of escalation is
Rula Sha or Yuan Gao

2nd point of escalation is
John Smart, Head of Engineering and Investment

3rd point of escalation is
Andrew Roper,
Director of DSO



Delivery Managers

Large Connections



Paul Towsey

Delivery Manager –
Large Connections M4 Corridor
Ridgeway & Thames Valley

paul.towsey@sse.com
07500 912995



Jennifer Morris

Delivery Manager –
Large Connections South Coast
South East & Wessex

jennifer.morris@sse.com
07990 494179

Competition in Connections



Jevan Laxan

Delivery Manager –
Competition in Connections

jevan.laxen@sse.com
07384 802582



Andy Thomas

Lead CiC Delivery Manager
Competition in Connections

andy.thomas@sse.com
07767 850434



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:

Major Projects: Large connections requiring 33/132kV works

Large Connections: 4 or more new connections, 1 supply larger than 69kva, diversions, disconnections

Competition in Connections (CiC): Connections projects for Independent Connection Providers or Independent Distribution Network Operators, and

Minor Connections: Up to 4 new connections or 1 new supply up to 69kva, Service Alterations (see next page for team)

Points of escalation

1st point of escalation is
Delivery Managers

2nd point of escalation is
Craig Gilroy,
Head of Connections Delivery, South

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



Delivery Managers

Minor Connections



Debbie Childs

Delivery Manager –
Minor Connections South East

deborah.j.childs@sse.com
07342 028695



Lucy Edmonds

Delivery Manager –
Minor Connections Wessex

lucy.edmonds@sse.com
07767 850730



Lorna Eachus

Delivery Manager –
Minor Connections
Thames Valley

lorna.eachus@sse.com
07918 470210



Chris Fuller

Delivery Manager –
Minor Connections Ridgeway

chris.fuller@sse.com
07825 015214



Responsible for:

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

Minor Connections: Up to 4 new connections or 1 new supply up to 69kva, Service Alterations

Points of escalation

1st point of escalation is
Delivery Managers

2nd point of escalation is
Andy O'Connor,
Head of Customer Operations, South

3rd point of escalation is
Eliane Algaard,
Director of Customer Operations, South



Large Capital Delivery

Major Projects and Large connections
requiring 33/132kV works



Fraser Hood

Head of Programme Delivery

fraser.hood@sse.com
0777 1670450



Aqeel Bashir

Project Director -
Delivery Groups 1 and 2

Responsible for GSPs:
North Hyde, Ealing, Laleham, Iver,
Amersham, Willesden, Fleet and Bramley

aqeel.bashir@sse.com



Joe Hurling

Senior Project Manager -

Responsible for GSPs:
North Hyde, Ealing and Willesden

joseph.hurling@sse.com
0779 6673303



Michael Deans

Senior Project Manager -

Responsible for GSPs:
Iver

michael.dean@sse.com
0776 7851628



TBC

Senior Project Manager

Amersham & Laleham



TBC

Senior Project Manager

Fleet & Bramley

Large Capital Delivery team
continued on next page



Responsible for:

- Major Projects and Large connections requiring 33/132kV works
- Large Capital Delivery is responsible for all large capital and customer connection projects
- Delivery Groups are structured around grid supply points;
 - Each Delivery Group will be headed by a Project Director with senior project managers having responsibility for managing all projects within individual Grid Supply Points
- Project managers have responsibility for delivery of individual projects.
- Delivery Contract Partners will be appointed to each Delivery Group (tender currently in progress);

Points of escalation

1st point of escalation is
Senior Project Managers

2nd point of escalation is
Project Directors

3rd point of escalation is
Fraser Hood,
Head of Programme Delivery

4th point of escalation is
Andy Huthwaite,
Director of Large Capital Project Delivery



Large Capital Delivery continued



David Grant

**Project Director -
Delivery Groups 3 and 5**

Responsible for GSPs:
Axminster, Chickerell, Mannington, Nursling,
Botley Wood, Fawley and Lovedean

david.grant@sse.com



Tim Robbins

Senior Project Manager

Axminster, Chickerell

tim.robbins@sse.com

mobile TBC



TBC

Senior Project Manager

Mannington



Tim Eccleston

Senior Project Manager -

Responsible for GSPs:
Nursling & Botley Wood

tim.eccleston@sse.com

0776 7852747



Ben Wollaston

Senior Project Manager -

Responsible for GSPs:
Fawley & Lovedean

ben.wollaston@sse.com

0758 4313256



Neil Hitchcock

**Project Director -
Delivery Group 4**

Responsible for GSPs:
Minety, Melksham, Cowley and East
Claydon

neil.hitchcock@sse.com



Ebuka Arize

Senior Project Manager

Responsible for GSPs:
Cowley and East Claydon

ebuka.arize@sse.com

0742 3244730



Qasim Din

Senior Project Manager

Melksham

qasim.din@sse.com

mobile TBC



TBC

Senior Project Manager

Minety



Responsible for:

- Major Projects and Large connections requiring 33/132kV works
- Large Capital Delivery is responsible for all large capital and customer connection projects
- Delivery Groups are structured around grid supply points;
 - Each Delivery Group will be headed by a Project Director with senior project managers having responsibility for managing all projects within individual Grid Supply Points
- Project managers have responsibility for delivery of individual projects.
- Delivery Contract Partners will be appointed to each Delivery Group (tender currently in progress);

Points of escalation

1st point of escalation is
Senior Project Managers

2nd point of escalation is
Project Directors

3rd point of escalation is
**Fraser Hood,
Head of Programme Delivery**

4th 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

[Visit our Flexible Connections website](#)

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

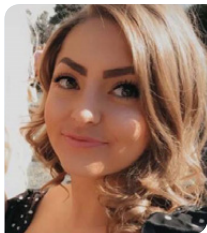
rebecca.priestley@sse.com
07810 817502



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



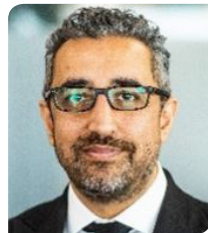
Louise Jones
Social Obligations Manager

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 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 Customer Service Directorate.

This change, brought about in 2023, provides our customers and stakeholders visibility of staff responsibility and accountability throughout the journey, from application to delivery.



Andrew Scott

Director of Customer Service

andrew.m.scott@sse.com



Susana Neves e Brooks

Head of Connections,
Policy & Performance

Susana.NevesBrooks@sse.com

**Pre-application &
Policy**



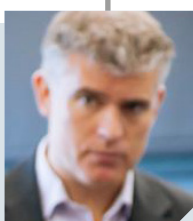
Andrew Bailey

Head of Customer Service,
Strategy & Vulnerability

andrew.bailey2@sse.com

Application

Engagement



Richard Mailer

Head of Connections Design
& Quotation (South)

richard.mailer@sse.com

07767 850459

Design



Craig Gilroy

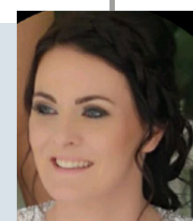
Head of Connections
Delivery (South)

craig.gilroy@sse.com

07767 850431

Delivery

Wayleaves



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

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community

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



connectionsfeedback@sse.com



businessrelationships@sse.com