



Scottish & Southern  
Electricity Networks

Powering our  
community

# Connections Contact and Escalation guide

South (SEPD)



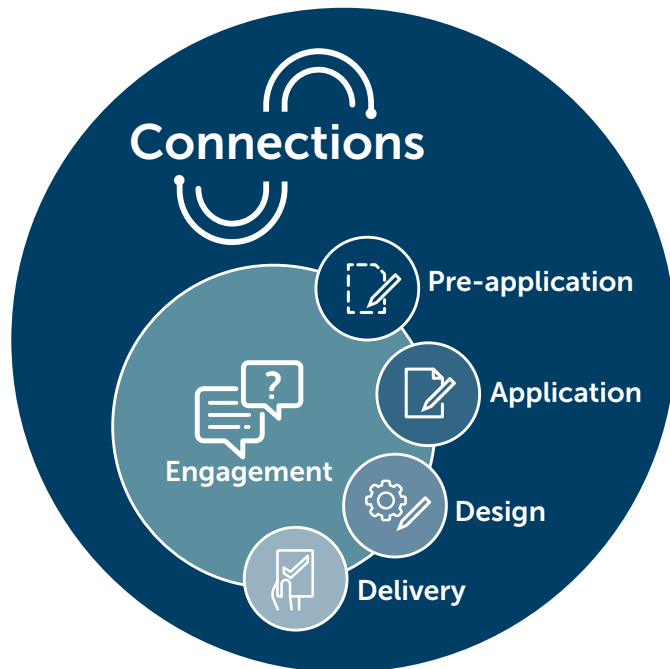
# SSEN Connections

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.



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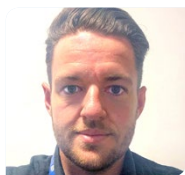
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# Pre-application (through to Delivery)

## Account Managers



**Thomas Jeavons-Fellows**

Lead Account Manager

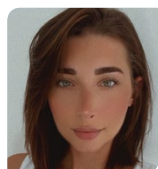
thomas.fellows@sse.com  
07469 411837



**Linda Austin**

Account Manager  
Ridgeway

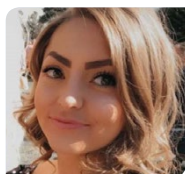
commercial.contracts@sse.com  
07469 411935



**Karris Small**

Account Manager

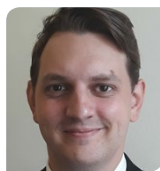
Ridgeway  
commercial.contracts@sse.com  
07469 411935



**Abigail Furey**

Account Manager

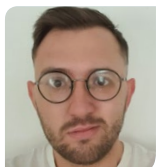
South East  
commercial.contracts@sse.com  
07436 491626



**Robert Arthur**

Account Manager

Thames Valley  
commercial.contracts@sse.com  
07384 802585



**Alisdair Marr**

Account Manager

Thames Valley  
commercial.contracts@sse.com  
07586 281274



**Claire Graham**

Account Manager

Wessex  
commercial.contracts@sse.com  
07436 491626



**Natalie Blower**

Account Manager

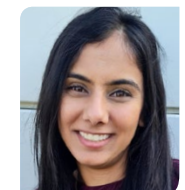
South East  
commercial.contracts@sse.com  
07436 491626



**Ruth Lundi**

Account Manager

Wessex  
commercial.contracts@sse.com  
07443 175172



**Shabanam Hussain**

Account Manager

Wessex  
commercial.contracts@sse.com  
07587 140672



**Lisa Warner**

Account Manager

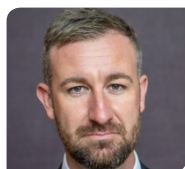
commercial.contracts@sse.com  
07423 321981



**Abigail Cooke**

Account Management  
Co-Ordinator

commercial.contracts@sse.com



**Chris McKaig**

Connections Business  
Relationship Manager

chris.mckaig@sse.com  
07876 837186



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

## Points of escalation

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

**Thomas Jeavons-Fellows,**  
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

**Darren Franklin,**  
Head of Development, Policy & Support

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

**Andrew Scott,**  
Director of Customer Service and Connections



# Application

## Applications & Quote Acceptance



**Ben Harriss**  
Connections Contact  
Centre Manager

benjamin.harriss@sse.com  
07780 228609



**Rowena Langford**  
EVHP Team Manager

rowena.langford@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



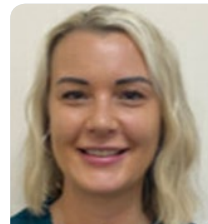
**Jacob Coates**  
MCC & LCT Hub Team Manager

jacob.coates@sse.com  
mcc@sse.com  
01738 344364



**Alison Wilkes**  
Microgen Team Manager

North & South microgen  
applications  
alison.wilkes@sse.com  
connections@ssen.co.uk



**Danielle Humby**  
Digital Demand Applications -  
Team Manager

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



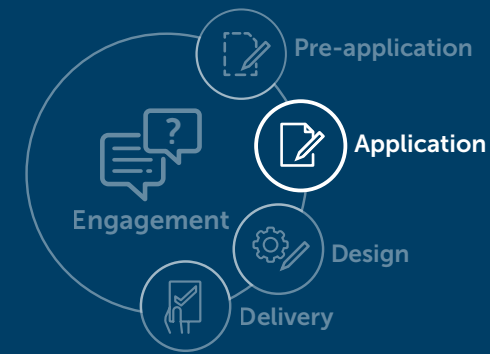
**Gemma Overall**  
Quote Acceptance Team Manager

Connections acceptance &  
customer payments  
gemma.overall@sse.com  
quote.acceptance@sse.com



**Shelley O'Connor**  
Digital Demand Applications -  
Team Manager

shelley.o'connor@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/](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  
**Andrew Bailey**  
Head of Customer Service & Stakeholder Strategy

3<sup>rd</sup> point of escalation is  
**Andrew Scott,**  
Director of Customer Service and Connections



# Design



## Mark Wickham

Lead Design Manager

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

mark.wickham@sse.com

07810 858177



## Contestable

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



## Nick Palmer

Network Connections 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

07792 281440



## Michael Nunn

Connections Design Manager

Minor connections across the whole region

michael.nunn@sse.com

## Non-Contestable

Work that only the DNO can undertake



## Rob Gladstone

Network Connections Design Manager

Thames Valley & South East NC work above 250kVA

rob.gladstone@sse.com

01738 275779



## James Stapley

Contestable Design Manager

Out of Area Networks, Generation and EHV Demand

james.stapley@sse.com

07776 603563



## Mark Collis

Network Connections Design Manager

Wessex and Ridgeway

mark.collis@sse.com

07741 777201

## Planning

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



## Mark O'Connor

Connections Planning Manager (South)

mark.j.oconnor@sse.com

01189 534755

## 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/](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

Richard Mailer, Head of Connections Design & Quotation SEPD

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

Andrew Scott,  
Director of Customer Service and 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

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

2<sup>nd</sup> point of escalation is  
Craig Gilroy,  
Head of Connections Delivery (SEPD)

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



## 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 and  
Connections Policy Manager

[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 is stakeholder-led and can be viewed on our website:

[Smarter Electricity \(ssen.co.uk\)](https://www.ssen.co.uk)

### Points of escalation

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

2<sup>nd</sup> point of escalation is  
Darren Franklin, Head of Development, Policy & Support

Final point of escalation is  
Andrew Scott,  
Director of Customer Service and 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 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  
**Darren Franklin,**  
Head of Development, Policy & Support

3<sup>rd</sup> point of escalation is  
**Andrew Scott,**  
Director of Customer Service and Connections



# Flexible Services

## Flexible Solutions Team



**Gavin Stewart**  
Flexible Solutions Manager

[gavin.stewart@sse.com](mailto:gavin.stewart@sse.com)  
07767 850006



**Stephen W Ward**  
Flexible Solutions Designer

[stephen.w.ward@sse.com](mailto:stephen.w.ward@sse.com)  
01738 275482



**Gary Huskinson**  
Flexible Solution Design &  
Support Manager

[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



**Craig Sutherland**  
Flexible Solutions Delivery  
Manager

[craig.sutherland2@sse.com](mailto:craig.sutherland2@sse.com)  
07436 479625

### 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  
**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



**Fraser MacIntyre**  
Knowledge Management Analyst

fraser.macintyre@sse.com  
07876 837529



**Frank Clifton**  
Innovation Strategy Manager

frank.clifton@sse.com  
07767 852706



**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

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  
07990 424466



### Debbie Cloke

Connections Engagement  
Coordinator

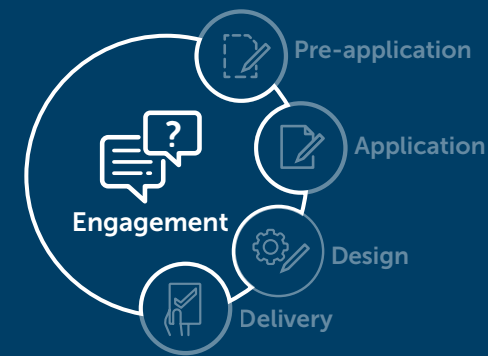
debbie.cloke@sse.com  
07741 127752

### 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

Andrew Bailey,  
Head of Customer Service & Stakeholder Strategy

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

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



**Darren Franklin**  
 Head of Development, Policy & Support  
[darren.franklin@sse.com](mailto:darren.franklin@sse.com)

**Pre-application & Policy**



**Andrew Bailey**  
 Head of Customer Service & Stakeholder Strategy  
[andrew.bailey2@sse.com](mailto:andrew.bailey2@sse.com)

Application

Engagement



**Richard Mailer**  
 Head of Connections Design & Quotation (South)  
[richard.mailer@sse.com](mailto:richard.mailer@sse.com)  
 07767 850459

**Design**



**Craig Gilroy**  
 Head of Connections Delivery (South)  
[craig.gilroy@sse.com](mailto: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@sse.com](mailto: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](mailto:customercomplaints@ssen.co.uk)

You can also complete our online complaints form:

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



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](mailto:connectionsfeedback@sse.com)