



Scottish & Southern
Electricity Networks

Powering our
community

Highlands and Islands

Shetland Islands

Lerwick

North Caledonia

Connections Contact and Escalation guide

North (SHEPD)

South Caledonia



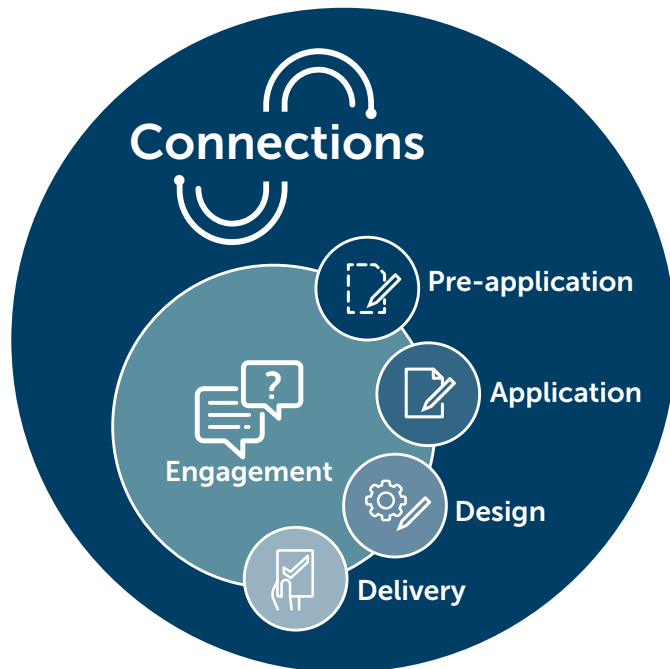
SSEN Connections

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.



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Pre-application (through to Delivery)

Account Managers



Euan Norrington
Lead Account Manager

euan.norrington@sse.com
07342 026463



Kirsty Garvie
Account Manager

South Caledonia
kirstie.garvie@sse.com
07825 014133



Ben Adamson
Account Manager

Highlands and Islands
ben.adamson@sse.com
07810 858976



Mark Westwood
Account Manager

South Caledonia
mark.westwood@sse.com
07342 026407



Gavin MacKintosh
Account Manager

Highlands and Islands
gavin.mackintosh@sse.com
07810 858976



Kirsty Stephen
Account Manager

South Caledonia
kirsty.stephen@sse.com
07825 014133



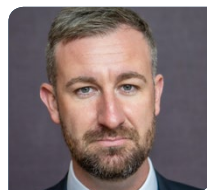
Gary Simpson
Account Manager

North Caledonia
gary.simpson@sse.com
07342 027451



Ian Jessiman
Account Manager

North Caledonia and EVs
ian.jessiman@sse.com
07469 411438



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/

Points of escalation

1st point of escalation is

Euan Norrington,
Lead Account Manager

2nd point of escalation is

Chris McKaig,
Connections Business Relationship Manager

3rd point of escalation is

Darren Franklin,
Head of Development, Policy & Support

4th 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

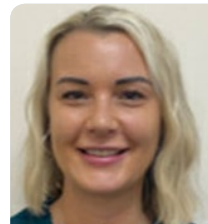
jacob.coates@sse.com
mcc@sse.com
01738 344364



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

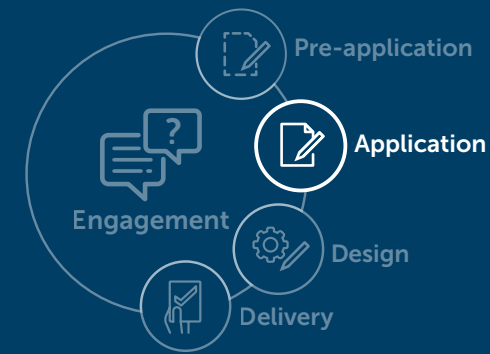
Connections acceptance &
customer payments

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

Points of escalation

1st point of escalation is

Ben Harriss,
Connections Contact Centre Manager

2nd point of escalation is

Andrew Bailey
Head of Customer Service & Stakeholder Strategy

3rd point of escalation is

Andrew Scott,
Director of Customer Service and 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
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 and Connections



Delivery

Connections Delivery Managers



Scott MacLean
Connections Delivery Manager
Highlands and Islands
scott.macleam@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 and 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 and
Connections Policy Manager

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:

Points of escalation

1st point of escalation is
Daniel Mellis, Connections Strategy Lead

2nd 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 Connections



Ian Jessiman

Account Manager

North Caledonia & EVs

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

1st point of escalation is

Stewart Reid,
Head of Future Networks

2nd point of escalation is

Andrew Huthwaite,
Director of DSO



EV Connections

Points of escalation

1st point of escalation is

Chris McKaig
Connections Business Relationship Manager

2nd point of escalation is

Darren Franklin,
Head of Development, Policy & Support

3rd point of escalation is

Andrew Scott,
Director of Customer Service and Connections

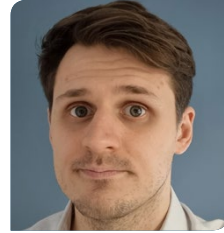
Flexible Services

Flexible Solutions Team



Gavin Stewart
Flexible Solutions Manager

gavin.stewart@sse.com
07767 850006



Stephen W Ward
Flexible Solutions Designer

stephen.w.ward@sse.com
01738 275482



Gary Huskinson
Flexible Solution Design &
Support Manager

gary.huskinson@sse.com
07342 026929



Mark Homann
Lead Project Delivery
Manager

mark.homann@sse.com
07584 313225



Craig Sutherland
Flexible Solutions Delivery
Manager

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

Points of escalation

1st 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.

Points of escalation

1st 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

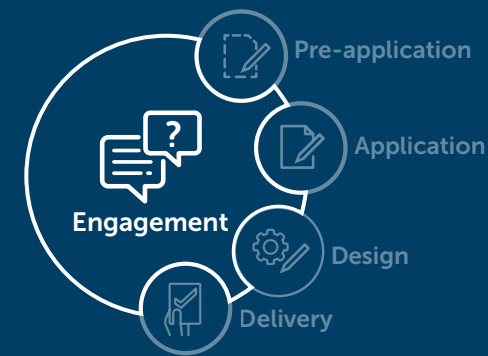
07741 127752

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



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

1st point of escalation is

Sian Hughes,
Lead Connections Engagement Manager

2nd point of escalation is

Andrew Bailey,
Head of Customer Service & Stakeholder Strategy

3rd point of escalation is

Andrew Scott,
Head of Customer Service & Stakeholder Strategy



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



Andrew Scott
 Director of Customer Service and Connections
andrew.m.scott@sse.com



Darren Franklin
 Head of Development, Policy & Support
darren.franklin@sse.com

Pre-application & Policy



Andrew Bailey
 Head of Customer Service & Stakeholder Strategy
andrew.bailey2@sse.com

Application

Engagement



Barry Will
 Head of Connections Design, Quote & Delivery (SHEPD)
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@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/



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- [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