

Competition in Connections (ICP/IDNO)

CONTACT AND ESCALATION GUIDE

South (SEPD)



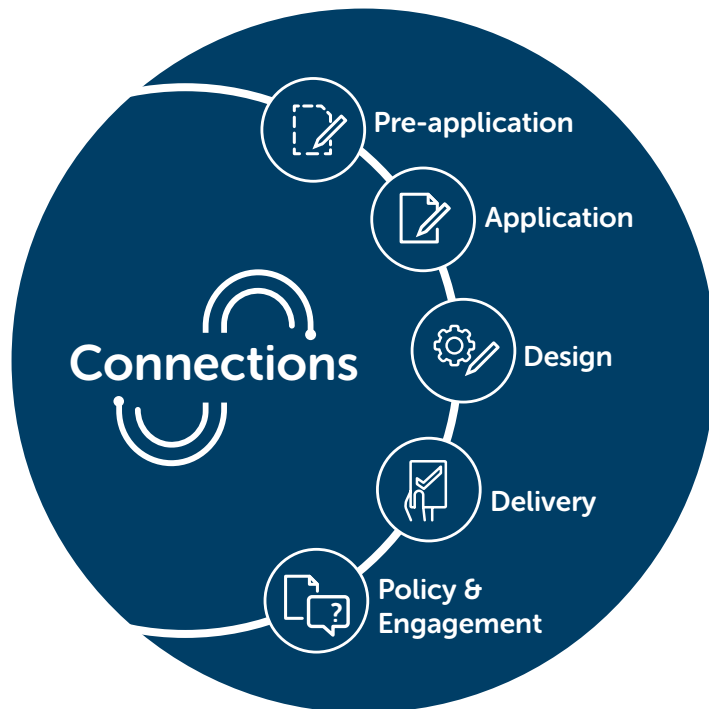
SSEN Connections

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 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

Resources available

We have a whole host of services and facilities available online that you may wish to consult ahead of submitting a formal application

Network Information



- Generation Availability Maps lets you find out where our network has capacity available for new generation connections
- Demand Heat Map lets you find out where our network has capacity available for new demand connections
- GIS lets you locate our network assets
- G81 library lets you access technical specifications and standards
- Loading and Rating Information & HV Schematics

General Information



- Find out about our contestable activities
- Download our annual reports against the Code of Practice
- Read up on safety rules and authorisations
- Register as an accredited ICP/IDNO in our areas

Talk to us



- Book in a Connections meeting with our Account Managers to discuss your prospective application
businessrelationships@sse.com
- Register to attend our tailored [ICP/IDNO events and webinars](#)



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

Application

Connections & Engineering (C&E) – South (SEPD)



Gemma Overall
Quote Acceptance Team
Manager

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



Danielle Humby
Digital Applications -
Team Manager

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



Shelley O'Connor
Digital Applications -
Team Manager

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

If your query relates to...

Point of Connection (POC)

Design Approval

Unmetered Access/
Adoption Agreements

POC Self Identifications

...email nc.connections@sse.com

If your query relates to...

Disconnections

Diversions

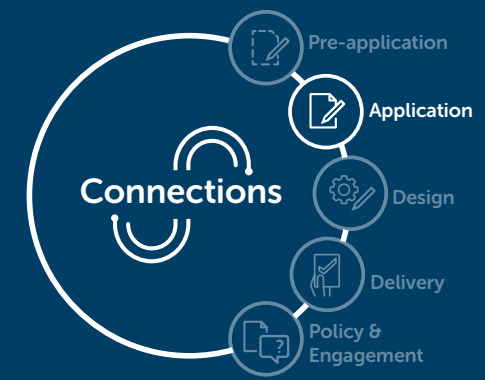
Service Alterations

New Connections

Budgets

Unmetered

...email 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

nc.connections@sse.com

0800 048 3516

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

Points of escalation

1st point of escalation is
Gemma Overall,
Team Manager

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

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



Design

Network Design Manager



Mark Wickham

Lead Design Manager

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

mark.wickham@sse.com

07810 858177

System Planners



Yuan Gao

Lead System Planner

yuan.gao@sse.com

0118 534755

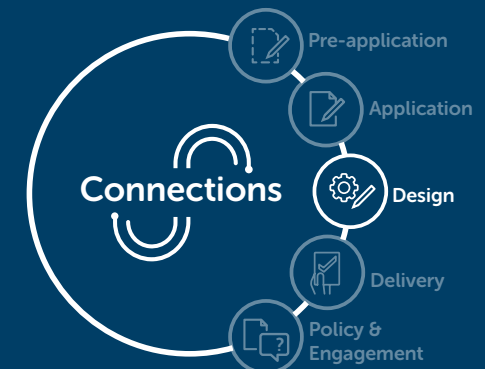


Rula Sha

Lead System Planner

rula.sha@sse.com

0118 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/

Points of escalation

1st point of escalation is

**Design Managers ,
System Planning Managers**

2nd point of escalation is

**Richard Mailer, Head of Connections Design & Quotation
John Smart, Head of Engineering & Investment**

3rd point of escalation is

**Andrew Scott,
Director of Customer Service**



Delivery

Competition in Connections – Delivery Management team



Andy Thomas
Lead CiC Delivery Manager
Competition in Connections

andy.thomas@sse.com
07767 850434



Jevan Laxen
Delivery Manager –
Competition in Connections

jevan.laxen@sse.com
07384 802514



Russel Avery
Team Manager –
Competition in Connections
South Coast

russell.avery@sse.com
07767 850407



Judy Emo
Delivery Manager –
Competition in Connections
M4

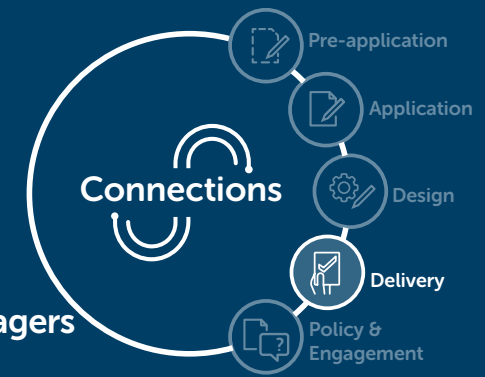
judy.emo@sse.com
07818 944814

Legal



Raaj Bains
Senior Legal Manager

raaj.bains@sse.com
07876 837450



Connections Delivery Managers Responsible for:

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

Our Connections Delivery team are here to deliver your connection and ensure your onsite works are progressed and completed.

Lead Wayleaves Officers Responsible for:

- Coordinating consent and land rights requirements for customers to allow their connection to be installed where we provide the works

Our Wayleave teams are happy to assist you with any queries surrounding wayleaves and land rights.

Points of escalation

1st point of escalation is

**Connections Delivery Managers
Lead Consents Officers**

2nd point of escalation is

Andy Thomas, CiC Lead Delivery Manager

3rd point of escalation is

Craig Gilroy, Head of Connections Delivery, South

4th point of escalation is

**Andrew Scott,
Director of Customer Service**



Delivery

Competition in Connections – Consents Team

M4 Corridor



Deborah Wallace
Lead Consents Officer

deborah.wallace@sse.com



Gregg Hamilton
CIC Consents Officer
(HV schemes only)

gregg.hamilton@sse.com



Chris Johnson
CIC Consents Officer
(HV schemes only)

chris.johnson@sse.com



Kayleigh Downs
CIC Consents Officer
(HV schemes only)

kayleigh.downs@sse.com



Chris Brocklehurst*
CIC Consents Officer
(HV schemes only)

chris.brocklehurst@sse.com

South Coast



Madeleine Pain
Lead Consents Officer

madeleine.pain@sse.com



Dianne Hassett
CIC Consents Officer
(HV schemes only)

dianne.hassett@sse.com



Marilyn Goodwin
CIC Consents Officer
(HV schemes only)

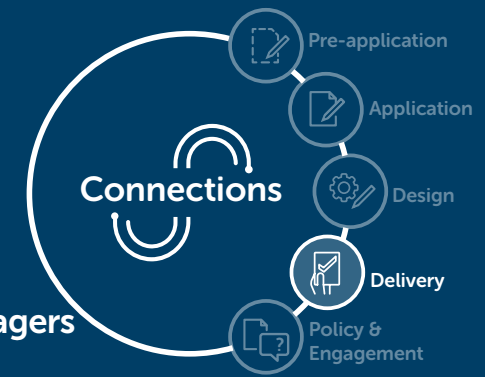
marilyn.k.godwin@sse.com



Sue Cole
CIC Consents Officer
(HV schemes only)

sue.sole@sse.com

* not solely dedicated to CIC work



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Points of escalation

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Lead Consents Officers**

2nd point of escalation is

Andy Thomas, CiC Lead Delivery Manager

3rd point of escalation is

Craig Gilroy, Head of Connections Delivery, South

4th point of escalation is

**Andrew Scott,
Director of Customer Service**



Policy

Commercial Policy



Maryline Guinard

Competition in Connections
Policy Analyst, covering both
SEPD & SHEPD

maryline.guinard@sse.com
07876 837012

Responsible for:

- SSEN's commercial policies
- Competition in Connections Code of Practice
- Regulatory reporting
- Connection Charging Methodology

connections.policy@sse.com

Technical Policy



John Baker

Senior Technical
Authority

john.baker@sse.com
07767 850460

Responsible for:

- SSEN's technical policies
- Maintaining G81 library

G81.Feedback@sse.com

Engagement



Samantha Horrix

Relationship Manager

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

Responsible for:

Responsible for:

- Engagement with ICP and IDNO customers and stakeholders
- Building meaningful business relationships
- Listening to feedback and implementing improvements to the connections process

As an ICP or IDNO. If you have any connections queries, improvement ideas, suggestions for events or would like to get involved in our engagement, please contact us:

connectionsfeedback@sse.com

businessrelationships@sse.com



Austen Toone

Lead Business Relationship
Manager

austin.toone@sse.com
07879 969033



Debbie Cloke

Connections Engagement
Coordinator

debbie.cloke@sse.com
07741 127752

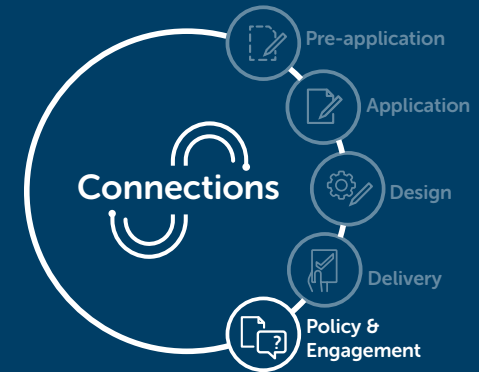
Policy - Points of escalation

1st point of escalation is

Susana Neeves e Brooks,
Head of Connections, Policy & Performance

2nd point of escalation is

Andrew Scott,
Director of Customer Service



Engagement - Points of escalation

1st point of escalation is

Samantha Horrix,
Relationship Manager

2nd point of escalation is

Austen Toone,
Lead Business Relationship Manager

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 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



Susana Neves e Brooks
 Head of Connections, Performance & Policy
 TBC

Pre-application & Policy



Andrew Bailey
 Head of Customer Service & Stakeholder Strategy
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**

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/



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



connectionsfeedback@sse.com



businessrelationships@sse.com