



Scottish & Southern  
Electricity Networks

## Competition in Connections (ICP/IDNO)

# CONTACT AND ESCALATION GUIDE

South (SEPD)



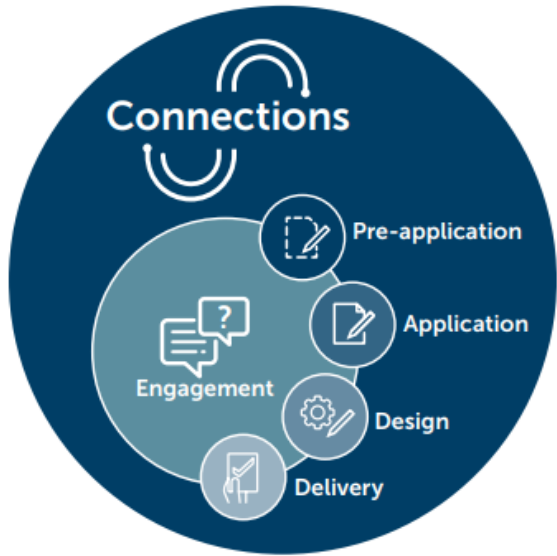
# SSEN Connections

Scottish and Southern Electricity Networks (SSEN) operates in two licence areas: Scottish Hydro Electric Power Distribution (SHEPD) in northern Scotland and Southern Electric Power (SEPD) in central southern England. This guide outlines the contacts and escalation routes for ICPs (Independent Connection Providers) and IDNOs (Independent Distribution Network Operators) in 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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# 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](mailto:businessrelationships@sse.com)
- Register to attend our tailored [ICP/IDNO events and webinars](#)

## Engage with us

- [View our Events Calendar](#)
- [Visit our webpage](#)
- [Sign up to our Connections mailing list](#)



## Engage with us on Social Media



[X](#)



[Facebook](#)



[Instagram](#)



[LinkedIn](#)

# Business Relationship Management



**Austen Toone**  
**Lead Relationship Manager**  
[austen.toone@sse.com](mailto:austen.toone@sse.com)  
07879 969033



**Laura Huelin**  
**Relationship Manager**  
IDNOs  
[laura.huelin@sse.com](mailto:laura.huelin@sse.com)  
07493 776309



**Helen Robertson**  
**Relationship Manager**  
ICPs  
[helen.robertson@sse.com](mailto:helen.robertson@sse.com)  
07876 837305

## 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 contact for the customer from pre-application through to delivery.

Our BRMs 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 projects already in progress, please sign up to attend one of our monthly Connection’s Surgeries here:

[www.ssen.co.uk/stakeholderevent/basicsearch/  
businessrelationships@sse.com](http://www.ssen.co.uk/stakeholderevent/basicsearch/businessrelationships@sse.com)

## Points of escalation

1<sup>st</sup> point of escalation is  
**Laura Huelin or Helen Robertson**  
Relationship Managers

2<sup>nd</sup> point of escalation is  
**Austen Toone**  
Lead Business Relationship Manager

3<sup>rd</sup> point of escalation is  
**Craig Gilroy**  
Head of Project Delivery SEPD

# Application Team Managers

## Applications & Quote Acceptance



**Rowena Langford**  
Microgen Team Manager

North & South Microgen application  
rowena.langford@sse.com  
connections@ssen.co.uk



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

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



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

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



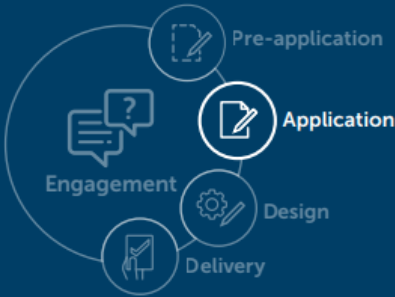
**Karen Vilday**  
MCC and EVHP Team Manager

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](mailto:connections@ssen.co.uk)

0800 048 3516

### Points of escalation

1<sup>st</sup> point of escalation is  
**Application Team Managers**

2<sup>nd</sup> point of escalation is  
**Jacob Coates**  
Decarbonisation Application Performance Manager

3<sup>rd</sup> point of escalation is  
**Hayley Joynson**  
Head of Minor Customer Connections

4<sup>th</sup> point of escalation is  
**Andrew Scott**  
Director of Customer Service

# Minor Customer Connections Managers



**Jacob Coates**  
**Decarbonisation Application and Workforce Planning Performance Manager**  
Jacob.coates@sse.com



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



**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

1<sup>st</sup> point of escalation is  
**Minor Customer Connections Managers**

2<sup>nd</sup> point of escalation is  
**Hayley Joynson**  
Head of Minor Connections

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



# System Planning Managers



**Yuan Gao**

**Lead System Planner**

Minety, Melksham, Cowley & East Claydon  
yuan.gao@sse.com  
0118 534755



**Rula Sha**

**Lead System Planner**

Botley Wood, Lovedean, Fawley, Nursling, Mannington, Axminster, Chickerell  
rula.sha@sse.com  
0118 534755



**Ricardo Dias**

**Lead System Planner**

Botley Wood, Lovedean, Fawley, Nursling, Mannington, Axminster, Chickerell  
ricardo.dias@sse.com  
07423 455472



**Rafael Rigoni**

**Lead System Planner**

Ealing, Willesden, Laleham, North Hyde, Iver 66kV, Iver 132kV, Amersham  
rafael.rigoni@sse.com  
01738 275924

## Design Manager



**Mark Wickham**  
**Lead Design Manager**

Leads the Design Managers (excluding major DG projects)  
mark.wickham@sse.com  
07810 858177



## 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

1<sup>st</sup> point of escalation is  
**Lead System Planners**

2<sup>nd</sup> point of escalation is  
**James Hurley**  
Head of Engineering and Investment

3<sup>rd</sup> point of escalation is  
**Andrew Roper**  
Director of DSO

# Delivery Managers

## Large Connections



**Angela King**  
**Delivery Manger**

Large Connections - M4 Corridor  
Ridgeway, Thames Valley  
angela.king@sse.com  
07342 028113



**Jennifer Morris**  
**Delivery Manger**

Large Connections – South Coast  
South East & Wessex  
jennifer.morris@sse.com  
07990 494179

## Competition in Connections



**Jevan Laxan**  
**Delivery Manger**

Competition in Connections  
jevan.laxan@sse.com  
07384 802582



### 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

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

### 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 Major Connections

3<sup>rd</sup> 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

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

### Points of escalation

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

2<sup>nd</sup> point of escalation is  
**Andy O'Connor**  
Head of Customer Operations, South

3<sup>rd</sup> point of escalation is  
**Eliane Algaard**  
Director of Operations, South

# Flexible Services



**Gavin Stewart**  
Flexible Solutions Manager

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



**Mark Homann**  
Lead Project Delivery Manager

[mark.homann@sse.com](mailto:mark.homann@sse.com)  
07584 313225



**Dean Miles**  
Flexible Solutions Delivery Engineer

[dean.miles@sse.com](mailto:dean.miles@sse.com)  
07747 559091



**Jenny Lindsay**  
Flexible Solutions Support Technician

[jenny.lindsay@sse.com](mailto:jenny.lindsay@sse.com)  
07443 173311



**Iain Prentice**  
Flexible Solutions Delivery Engineer

[iain.prentice@sse.com](mailto:iain.prentice@sse.com)  
07342 027519



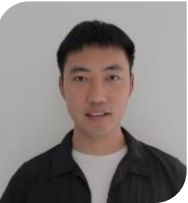
**Oliver Cooper**  
Flexible Solutions Project Manager

[oliver.cooper@sse.com](mailto:oliver.cooper@sse.com)  
07425 426830



**John Boundy**  
Flexible Solutions Project Engineer

[john.boundy@sse.com](mailto:john.boundy@sse.com)  
07342 027805



**Jiabin Fan**  
Flexibility Scheduling Engineer

[jiabin.fan@sse.com](mailto:jiabin.fan@sse.com)  
07493 881672



**Corinna Farrell**  
Flexible Solutions Performance Manager

[corinna.farrell@sse.com](mailto:corinna.farrell@sse.com)  
07385 430460

## 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 regard to Flexible Connection opportunities, please contact:

[flexible.connections@sse.com](mailto:flexible.connections@sse.com)

## Points of escalation

1<sup>st</sup> 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



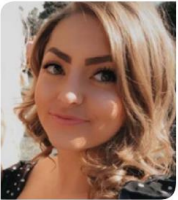
**David Yule**  
Customer Business  
Improvement &  
Planning Lead  
david.yule@sse.com



**Rebecca Priestley**  
Journey Owner – Minor  
Connections & General Enquiries  
rebecca.priestley@sse.co  
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

## Points of escalation

1<sup>st</sup> point of escalation is  
**Troy Fisher**  
Customer Journey & Experience Design Lead

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 Large Capital Project Delivery

# 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

## 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

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

**Jade Law**

Complaints Manager

2<sup>nd</sup> point of escalation is

**Gemma Wilson**

Head of Customer Contact Centres

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

**Andrew Scott**

Director of Customer Service



**Raaj Bains**

**Head of Legal**

[raaj.bains@sse.com](mailto:raaj.bains@sse.com)  
07876 837450

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.



**Preetika Verma**

**Manager**

[preetika.verma@sse.com](mailto:preetika.verma@sse.com)

**Responsible for**

This team spends most of their time working on real estate transactions for SEPD / SHEPD.

Between the in-house team and the external panel firms, Raaj’s team steer c.3,000 live transactions

**Points of escalation**

1<sup>st</sup> point of escalation is  
**Preetika Verma**  
Manager - SEPD

2<sup>nd</sup> point of escalation is  
**Raaj Bains**  
Head of Legal

3<sup>rd</sup> point of escalation is  
Director of Legal  
Helen McCombie





# Escalation Route for South (SEPD)

Our networks business is split into four regions, each with a dedicated leadership team; Ridgeway, Wessex, Thames Valley and Southeast.

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.



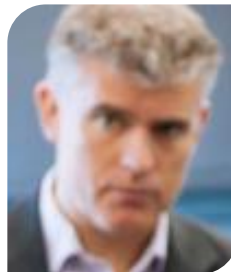
**Andrew Scott**  
Director of Customer Service

[andrew.m.scott@sse.com](mailto:andrew.m.scott@sse.com)



**Paul Towsey**  
Head of Delivery

[paul.towsey@sse.com](mailto:paul.towsey@sse.com)  
07500 912995



**Richard Mailer**  
Head of Connections  
Design & Quotation  
(South)

[richard.mailer@sse.com](mailto:richard.mailer@sse.com)  
07767 850459



**Hayley Joynson**  
Head of Minor  
Customer Connections

[hayley.joynson@sse.com](mailto:hayley.joynson@sse.com)



**Craig Gilroy**  
Head of Major  
Connections

[craig.gilroy@sse.com](mailto:craig.gilroy@sse.com)  
07767 850431



**Mark Askew**  
Head of Connections,  
Policy & Performance

[mark.askew@sse.com](mailto:mark.askew@sse.com)



**Andrew Bailey**  
Head of Customer  
Service Strategy &  
Vulnerability

[andrew.bailey2@sse.com](mailto:andrew.bailey2@sse.com)



**Gemma Wilson**  
Head of Customer  
Contact Centres

[gemma.wilson@sse.com](mailto:gemma.wilson@sse.com)  
07919 907484



# 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**



## Engage with us

- Sign up to our Connections mailing list
- View our event calendar
- Read our regulatory submissions
- Visit our Webpage

## Engage with us on social media



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



**connectionsfeedback@sse.com**



**businessrelationships@sse.com**