



Scottish & Southern  
Electricity Networks

Powering our  
community

Ridgeway

Thames Valley

# Customer Service CONTACT AND ESCALATION GUIDE

South (SEPD)



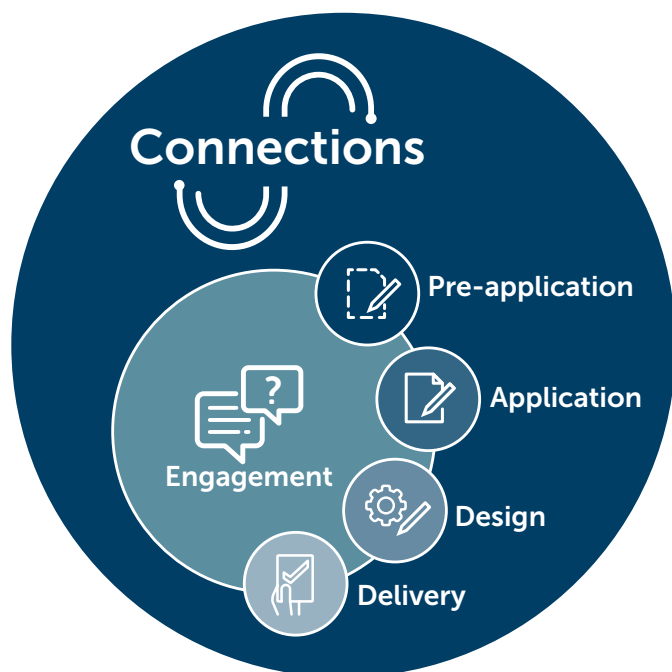
# SSEN Connections

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 &  
Distributed Generation  
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

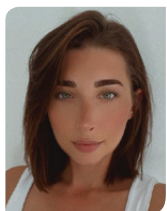
1<sup>st</sup> point of escalation is  
**Austen Toone,**  
Lead Business Relationship Manager

2<sup>nd</sup> point of escalation is  
**Susana Neves e Brooks,**  
Head of Connections, Policy & Performance

3<sup>rd</sup> 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



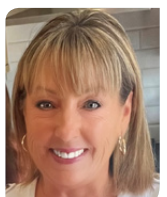
**Jessica El-kilany**  
Lead Contracts Manager

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  
commercial.contracts@sse.com  
07990 487221



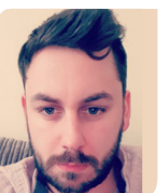
**Kelly Heath**  
Contracts Manager

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



**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

## 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](#):

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

## Points of escalation

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

**Karris Small, Jessica El-kilany**  
Lead Contracts Managers

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

**Peter Sipawa,**  
Connections Contracts Team Senior Manager

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

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

4<sup>th</sup> 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)

[commercial.contracts@sse.com](mailto:commercial.contracts@sse.com)

07425 426771



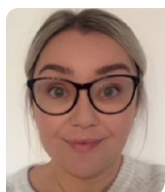
### Ronnie Calladine

#### Contracts Manager

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

[commercial.contracts@sse.com](mailto:commercial.contracts@sse.com)

tbc



### Hannah Hawley

#### Project Coordinator

[commercial.contracts@sse.com](mailto:commercial.contracts@sse.com)

tbc



### Mark Watson

#### Project Coordinator

[commercial.contracts@sse.com](mailto:commercial.contracts@sse.com)

tbc



### Peter Sipawa

#### Connections Contracts Team Senior Manager

[commercial.contracts@sse.com](mailto:commercial.contracts@sse.com)

07586 293052

## 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
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**[commercial.contracts@sse.com](mailto: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.

## Points of escalation

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

**Karris Small, Jessica El-kilany**  
Lead Contracts Managers

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

**Peter Sipawa,**  
Connections Contracts Team Senior Manager

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

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

4<sup>th</sup> 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@sse.com

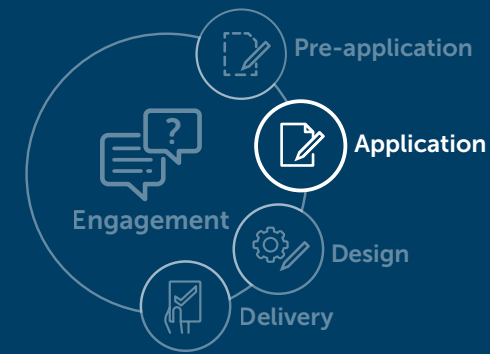


### Kerrie Coan

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/](http://www.ssen.co.uk/ConnectionServices/NewConnections/)

## 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  
Performance Manager

[jacob.coates@sse.com](mailto:jacob.coates@sse.com)



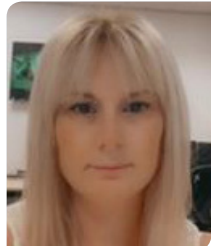
**Michael Hammond**  
Minor Connections Design Manager

[michael.hammond@sse.com](mailto:michael.hammond@sse.com)  
07443 183350



**Rebecca Avery**  
Workforce Planning Manager

[rebecca.avery@sse.com](mailto:rebecca.avery@sse.com)



**Gemma Overall**  
Minor Connections Financial  
Reconciliation Manager

[gemma.overall@sse.com](mailto: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



# Design Managers



## Mark Wickham

### Lead Design Manager

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

mark.wickham@sse.com

07810 858177



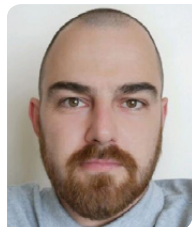
## Kyran Bichard

### 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



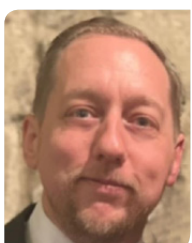
## Nick Palmer

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

## Points of escalation

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





# 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

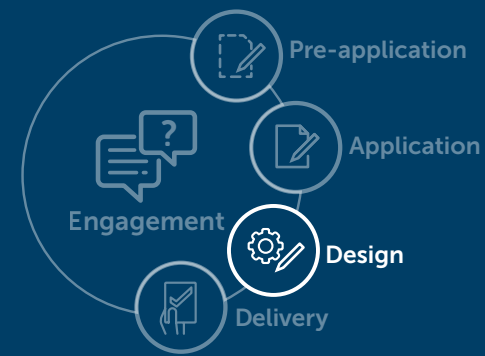
varvara.alimisi@sse.com  
01738 340654



**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

1<sup>st</sup> point of escalation is  
**Rula Sha or Yuan Gao**

2<sup>nd</sup> point of escalation is  
**John Smart, Head of Engineering and Investment**

3<sup>rd</sup> 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

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

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

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

**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 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

1<sup>st</sup> point of escalation is  
Senior Project Managers

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

3<sup>rd</sup> point of escalation is  
Fraser Hood,  
Head of Programme Delivery

4<sup>th</sup> 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](mailto:david.grant@sse.com)



**Tim Robbins**  
 Senior Project Manager  
 Axminster, Chickerell  
[tim.robbins@sse.com](mailto: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](mailto:tim.eccleston@sse.com)  
 0776 7852747



**Ben Wollaston**  
 Senior Project Manager -  
 Responsible for GSPs:  
 Fawley & Lovedean  
[ben.wollaston@sse.com](mailto: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](mailto:neil.hitchcock@sse.com)



**Ebuka Arize**  
 Senior Project Manager  
 Responsible for GSPs:  
 Cowley and East Claydon  
[ebuka.arize@sse.com](mailto:ebuka.arize@sse.com)  
 0742 3244730



**Qasim Din**  
 Senior Project Manager  
 Melksham  
[qasim.din@sse.com](mailto: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
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## Points of escalation

1<sup>st</sup> point of escalation is  
 Senior Project Managers

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

3<sup>rd</sup> point of escalation is  
 Fraser Hood,  
 Head of Programme Delivery

4<sup>th</sup> 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](mailto:gavin.stewart@sse.com)  
07767 850006



**Craig Sutherland**  
Flexible Solutions Delivery  
Manager

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



**Jenny Lindsay**  
Flexible Solutions Support  
Technician

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



**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



**Iain Prentice**  
Flexible Solutions Delivery  
Engineer

[iain.prentice@sse.com](mailto: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](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

# Customer Service, Vulnerability & Strategy



**Troy Fisher**  
Customer Journey &  
Experience Design Lead  
troy.fisher@sse.com  
07887 943075



**Emma Merrit**  
Customer Vulnerability &  
Communities Lead  
emma.merritt@sse.com  
07469 411043



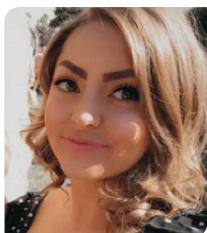
**David Yule**  
Customer Business  
Improvement &  
Planning Lead  
david.yule@sse.com



**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

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## 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 Customer Service



# Customer Contact Centres



**Mark Wells**  
Performance Manager – North

mark.wells@sse.com  
07920 237540



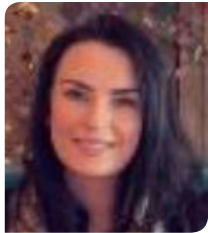
**Lorraine Barber**  
Performance Manager – South

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



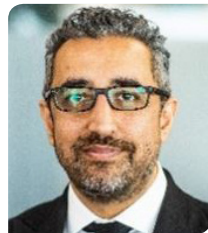
**Louise Jones**  
Social Obligations Manager

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

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





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



# 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

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



[connectionsfeedback@sse.com](mailto:connectionsfeedback@sse.com)



[businessrelationships@sse.com](mailto:businessrelationships@sse.com)