

# Competition in Connections (ICP/IDNO)

# CONTACT AND ESCALATION GUIDE

South (SEPD)



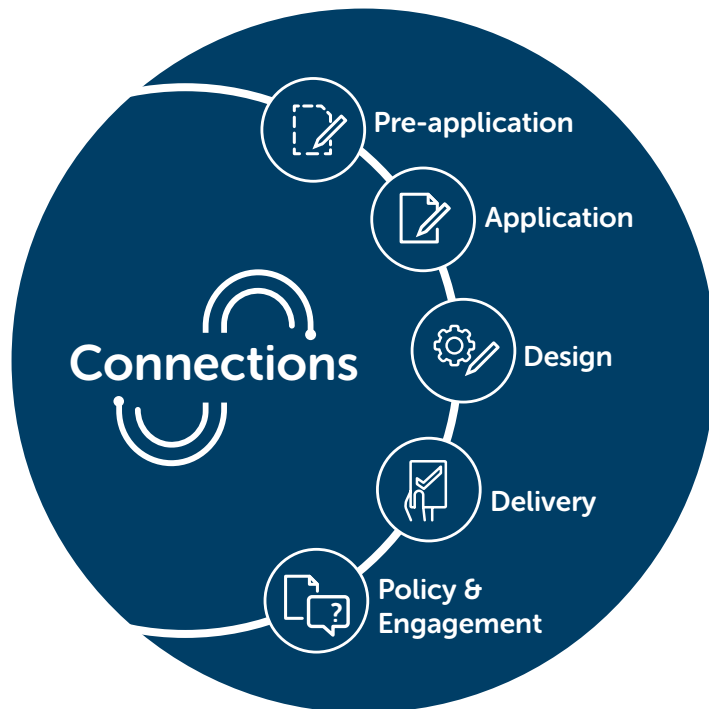
# SSEN Connections

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](mailto: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](mailto:nc.connections@sse.com)

### If your query relates to...

Disconnections

Diversions

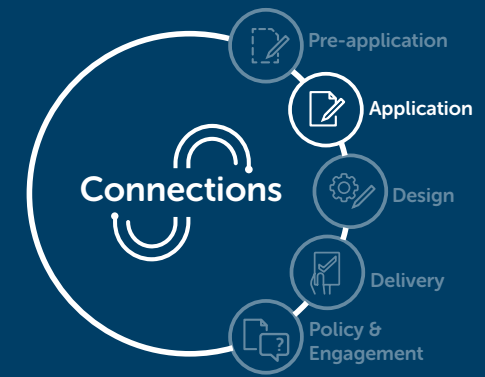
Service Alterations

New Connections

Budgets

Unmetered

...email [connections@ssen.co.uk](mailto: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](mailto:nc.connections@sse.com)

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  
**Gemma Overall,**  
Team Manager

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

## 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

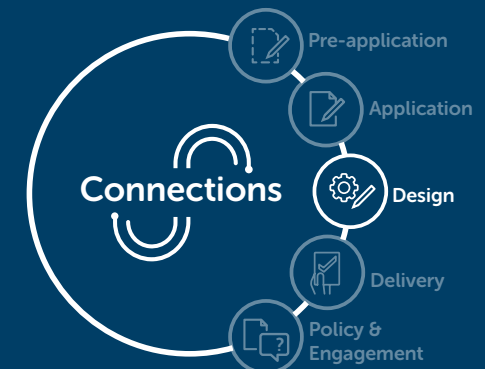


### Rula Sha

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/](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  
John Smart, Head of Engineering & Investment**

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

**Andrew Scott,  
Director of Customer Service**



# Delivery

## Competition in Connections – Delivery Management team



**Andy Thomas**  
Delivery Manager  
Competition in Connections  
  
andy.thomas@sse.com  
07767 850434



**Jevan Laxen**  
Delivery Manager  
Competition in Connections  
  
jevan.laxen@sse.com  
07384 802514



**Judy Emo**  
Team Manager  
Competition in Connections  
M4  
  
judy.emo@sse.com  
07818 944814

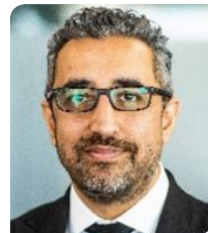


**Russell Avery**  
Team Manager  
Competition in Connections  
South Coast  
  
russell.avery@sse.com  
07767 850407

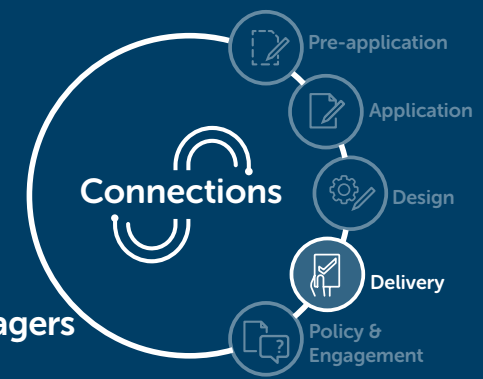
## Legal

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



### 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

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

**Connections Delivery Managers  
Lead Consents Officers**

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

**Andy Thomas, Lead Delivery Manager  
Jevan Laxen, Delivery Manager**

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

**Craig Gilroy, Head of Connections Delivery, South**

4<sup>th</sup> 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 Godwin**  
CIC Consents Officer  
(HV schemes only)

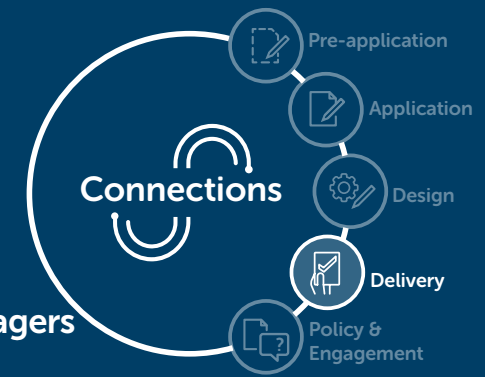
marilyn.k.godwin@sse.com



**Sue Cole**  
CIC Consents Officer  
(HV schemes only)

sue.cole@sse.com

\* not solely dedicated to CIC work



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**Connections Delivery Managers  
Lead Consents Officers**

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

**Andy Thomas, CiC Lead Delivery Manager**

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

**Craig Gilroy, Head of Connections Delivery, South**

4<sup>th</sup> 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

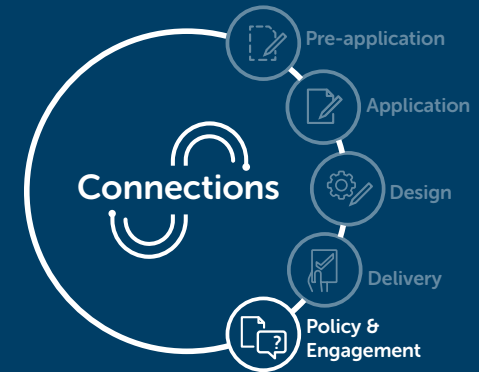
## Policy - Points of escalation

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

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

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

Andrew Scott,  
Director of Customer Service



## Engagement - Points of escalation

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

Samantha Horrix,  
Relationship Manager

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

Austen Toone,  
Lead Business Relationship Manager

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 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)



**Susana Neves e Brooks**  
 Head of Connections, Performance & Policy  
[susana.nevesebrooks@sse.com](mailto:susana.nevesebrooks@sse.com)

**Pre-application & Policy**



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

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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



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



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