

Competition in Connections (ICP/IDNO)

Contact and Escalation guide



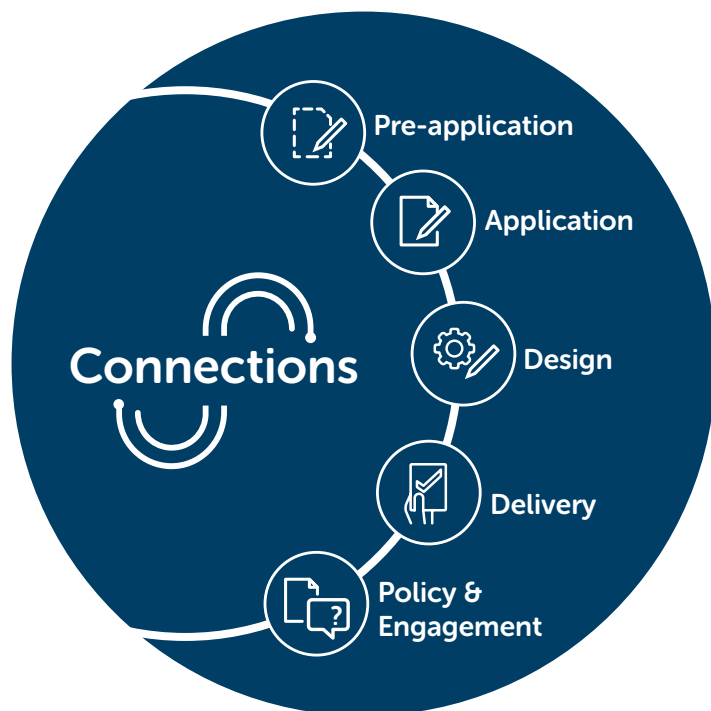
SSEN Connections

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

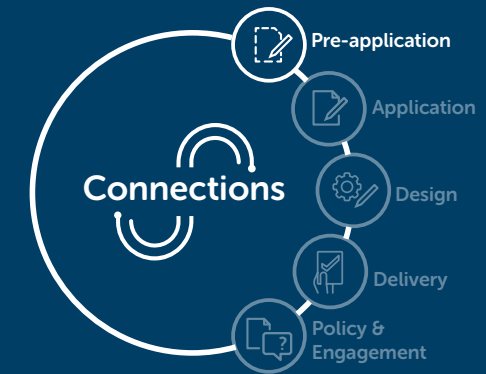


- Find out about our contestable activities
- Download our annual reports against the Code of Practice
- Read up on safety rules and authorisations
- Register as an accredited ICP/IDNO in our areas

Talk to us



- Book in a Connections meeting with our Account Managers to discuss your prospective application
commercial.contracts@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) – North & South (SHEPD & SEPD)



Ben Harriss
Connections Contact
Centre Manager

benjamin.harriss@sse.com
07780 228609



Danielle Humby
Digital Applications -
Team Manager

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



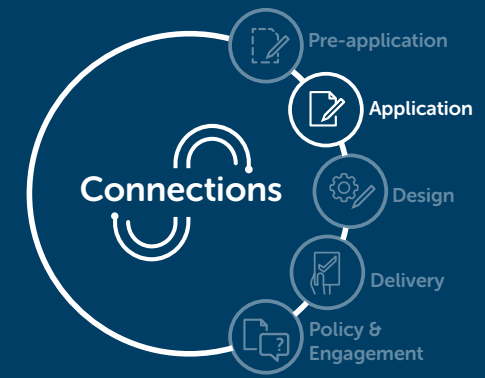
Gemma Overall
Quote Acceptance Team
Manager

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



Shelley O'Connor
Digital 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

nc.connections@sse.com

0800 048 3516

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

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

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



Mark Wickham

Lead Design Manager

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

mark.wickham@sse.com

07810 858177

Non-Contestable

Work that only the DNO can undertake

North (SHEPD)



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

North (SHEPD)



Dimitris Konstantinidis

System Planning Lead (SHEPD)

dimitris.konstantinidis@sse.com

07919 924463

South (SEPD)



Mark O'Connor

Connections Planning Manager (SEPD)

mark.j.oconnor@sse.com

01189 534755

South (SEPD)



Rob Gladstone

Network Connections Design Manager

Thames Valley & South East NC work above 250kVA

rob.gladstone@sse.com

01738 275779



James Stapley

Network Connections Design Manager

Out of Area Networks, Generation and EHV Demand

james.stapley@sse.com

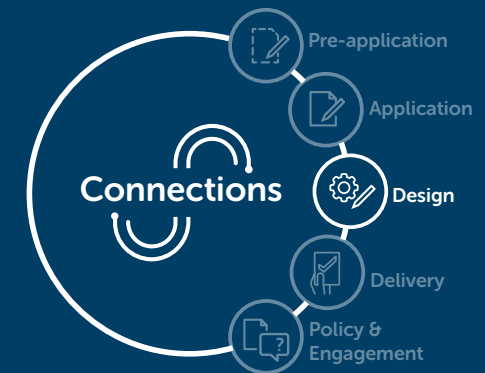
07776 603563



Mark Collis

Network Connections Design Manager

Wessex and Ridgeway



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
Richard Mailer, Head of Connections Design & Quotation SEPD

3rd point of escalation is

Andrew Scott,
Director of Customer Service and Connections



Delivery

ICP Contacts & Lead Wayleave Officers – North (SHEPD)



Andy Thomas

Delivery Manager –
Competition in Connections Projects

andy.thomas@sse.com
07767 850434



Les Bradley

Delivery Support Manager

ICP Contact (Highlands & Islands)
leslie.bradley@sse.com
07747 559470



Trish Morris

Lead Wayleave Officer

Highlands and Islands
trish.morris@sse.com
07810 858908



Geanina Ciupitu

Finance Administrator –
Connections

ICP Contact (South Caledonia)
geanina.ciupitu@sse.com
07384 802674



Pauline Selbie

Lead Wayleave Officer

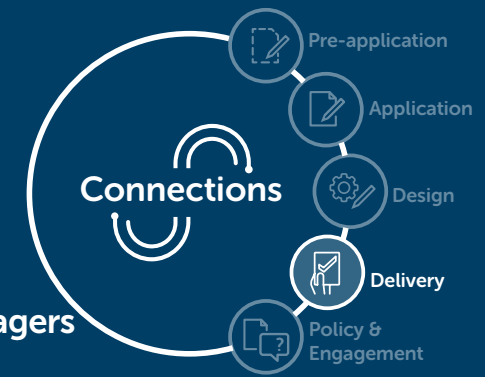
North Caledonia
pauline.selbie@sse.com
07880 180718



Calum Hogg

Consents Team Manager

SHEPD connections
(all regions)
calum.hogg2@sse.com
07436479977



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 Wayleave Officers**

2nd point of escalation is

Andy Thomas, CiC Lead Delivery Manager

3rd point of escalation is

Barry Will, Head of Connections Design, Quote & Delivery

4th point of escalation is

**Andrew Scott,
Director of Customer Service and Connections**



Delivery

South (SEPD)

Feedback received on numerous occasions highlighted that in our SEPD licence area, improvements to the delivery of connections, particularly communication and timelines of projects, would be welcomed by our stakeholders. As a result, the connections leadership team have taken the decision to implement an improvement plan throughout 2020-21 and are committed to driving this forward.

One part of this improvement plan is to update our delivery structure in SEPD and so as a result a **new delivery structure will be incoming soon and we will keep our customers and stakeholders updated on progress.**

In the meantime for any current queries please contact your assigned delivery manager and as a first point of escalation please contact:



Andy Thomas
Delivery Manager –
Competition in Connections
(ICP/IDNO)
andy.thomas@sse.com
07767 850434



Tony Davis
Quality Assurance Inspector
Unmetered ICP Manager
antony.davis@sse.com
07767 852116



Richard Edwards
CIC Team Manager
richard.edwards@sse.com
07767 850451



Sam Howells
Wayleave Officer
samuel.howells@sse.com
07833 373104



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.

Points of escalation

1st point of escalation is
Andy Thomas, CiC Delivery Manager

2nd point of escalation is
Craig Gilroy, Head of Delivery SEPD

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



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



Sian Hughes

Lead Connections
Engagement Manager

sian.hughes2@sse.com
07990 424466

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



Debbie Cloke

Connections Engagement
Coordinator

debbie.cloke@sse.com
07741 127752

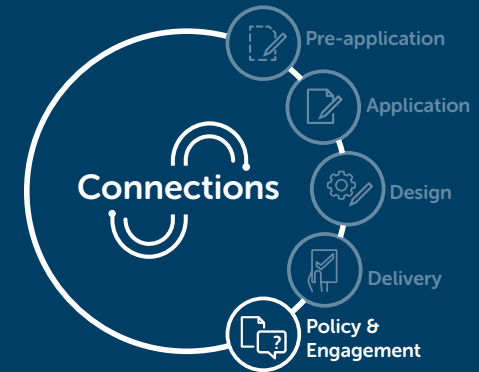
Points of escalation

1st point of escalation is

Darren Franklin,
Head of Development, Policy & Support

2nd point of escalation is

Andrew Scott,
Director of Customer Service and Connections



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
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 Innovation & Strategy

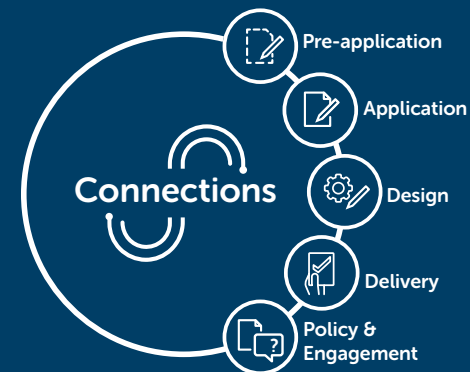
Points of escalation

1st point of escalation is

Stewart Reid,
Head of Future Networks

2nd point of escalation is

Andy 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

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.

[Our Transition to DSO \(ssen.co.uk\)](https://www.ssen.co.uk)

Points of escalation

1st point of escalation is

Steve Atkins,
DSO Transition Manager

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

[Visit our Flexible Connections website](#)

Points of escalation

1st point of escalation is
Gavin Stewart,
Flexible Solutions Manager

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:

[Smarter Electricity \(sse.co.uk\)](https://www.sse.co.uk)

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



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

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



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**



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

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



connectionsfeedback@sse.com