

UK Power Networks Connections Useful Contacts

November 2024



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Introduction

UK Power Networks own and maintain the electricity network across London, the South East and the East of England.

At UK Power Networks we want to give you excellent customer service. However, we realise that sometimes you may need additional support with your connections. We want to know when this happens so we can sort out any problems as quickly as possible.

This guide outlines the escalation process and the relevant contact details for each stage.



Navigating our Connections Teams

UK Power Networks Team	How we can help
Gateway	This team manages our application process for everything from smaller commercial connections right through to some of the iconic buildings that grace the London skyline. It also manages applications for the diversion of existing assets such as underground cables and overhead lines.
Major Connections	This team provides an end-to-end service for customers requiring large demand (typically >5MVA) and distributed generation/storage connections as well as for diversionary works on the higher voltage networks. The service includes portfolio management for a group of our major customers.
Projects	The Projects teams are responsible for the provision of new and upgraded electrical supplies to domestic, commercial and industrial customers across the South East, London and Eastern regions. Our projects teams also provide designs and quotations for the diversion of existing electrical apparatus.
Competition in Connections	This team is responsible for providing quotations, design approval and the coordination of the delivery of the non-contestable works. Working closely with Independent Connections Providers (ICPs) and Independent Distribution Network Operators (IDNOs).
Connection Services	This is our team dedicated to providing connections or service alterations of up to 100A three-phase to new build property or service cable diversions.
Highway Services	This team provides metered and unmetered electricity connections to street lights, electric vehicle charging points, telecommunication cabinets, digital media and various other items of street furniture on the public highway.
Disconnections	This team provides a service for our customers who want their existing metered supply to be removed.
Account Management & Support	We offer account management to customers generating a significant amount of business with Connections and/or with whom we wish to develop and maintain a positive working relationship with. We aim to build trust with our customers to enable us to foster collaborative relationships so that we can first meet and then exceed their expectations.
Customer Care	At UK Power Networks we want to give you excellent customer service. However, we realise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible.

Connections Gateway

1st point of escalation – Gateway Team Leader

Lee Walker

Gateway Team Leader

lee.walker@ukpowernetworks.co.uk

07840 710958

Lucy Barber

Gateway Team Leader

lucy.barber@ukpowernetworks.co.uk

07707 851531

2nd point of escalation - Gateway & Technical Services Manager

Mark Edwards

Gateway & Technical Services Manager

mark.edwards@ukpowernetworks.co.uk

07875 115274

3rd point of escalation – Head of Service Delivery

Neil Madgwick

Head of Service Delivery

neil.madgwick@ukpowernetworks.co.uk

07875 119389



Application



Design



Delivery



Additional Support



Connections Gateway

This team manages our application process for everything from smaller commercial connections right through to some of the iconic buildings that grace the London skyline. It also manages applications for the diversion of existing assets such as underground cables and overhead lines.

Major Connections

1st point of escalation – Project Manager

If you need to contact our team about your project, please contact your project manager, their contact details will be on your quote letter.

2nd point of escalation – Major Connections Manager

Steve May

London

steve.may@ukpowernetworks.co.uk

07875 116254

Jim Vasey

East of England

jim.vasey@ukpowernetworks.co.uk

07875 114481

Steve Carlow

South East of England

steve.carlow@ukpowernetworks.co.uk

07875 117941

Mark Bromwich

Infrastructure Manager

mark.bromwich@ukpowernetworks.co.uk

07812 262967

If your job is in flight and you have a specific legal enquiry, please contact Capital Programme

Richard Pike

Consents Manger - South East of
England

richard.pike@ukpowernetworks.co.uk

07875 117941

Micheal Monksfield

Consents Manager – East of England

michael.monksfield2@ukpowernetworks.co.uk

07875 110802

David Mitcham

Consents Manager - London

david.mitcham@ukpowernetworks.co.uk

07812 263634

3rd point of escalation – Head of Major Connections

Steve Foster

Head of Major Connections

steve.foster@ukpowernetworks.co.uk

07875 111350



Application



Design



Delivery



Additional Support



Major Connections

This team provides an end-to-end service for customers requiring large demand (typically >5MVA) and distributed generation/storage connections as well as for diversionary works on the higher voltage networks. The service includes portfolio management for a group of our major customers.

Connections Projects – London

Your contact - Project Designer/Field Engineer

- If you need to contact our team about your project, please contact your project designer, their contact details will be on your quote letter.
- If your project is in the delivery stage, please contact your field engineer, their contact details will be in your allocation email from our Network Operations team.

1st point of escalation – Quotation & Delivery Planning Team

- If you need further support, please contact the Quotation & Delivery Planning Team for the name of your Lead Field Engineer or your Lead Design Engineer. Please have your job number to hand to enable us to help you with your query as efficiently as possible .

Quotation & Delivery Planning Team
qdp1@ukpowernetworks.co.uk

2nd point of escalation – Head of Connections – London

Richard Pepper
Head of Connections – London
richard.pepper@ukpowernetworks.co.uk
07875 114287



Other useful contacts

Finance and payment queries

Billing Team
BillingTeam-Networks@ukpowernetworks.co.uk.co.uk
07597 798484

Wayleaves queries

Alan Heard
Property & Consents Connections Manager
alan.heard3@ukpowernetworks.co.uk
07875 119262

Application



Design



Delivery



Additional Support



Connections Projects – London

The London Projects teams are responsible for the provision of new and upgraded electrical supplies to domestic, commercial and industrial customers. Our projects teams also provide designs and quotations for the diversion of existing electrical apparatus.

Connections Projects – South East of England

Your contact - Project Designer/Field Engineer

- If you need to contact our team about your project, please contact your project designer, their contact details will be on your quote letter.
- If your project is in the delivery stage, please contact your field engineer, their contact details will be in your allocation email from our Network Operations team .

1st point of escalation – Quotation & Delivery Planning Team

- If you need further support, please contact the Quotation & Delivery Planning Team for the name of your Lead Field Engineer or your Lead Design Engineer. Please have your job number to hand to enable us to help you with your query as efficiently as possible .

Quotation & Delivery Planning Team
qdp2@ukpowernetworks.co.uk

2nd point of escalation – Head of Connections – South East of England

James Cooper
Head of Connections
james.cooper@ukpowernetworks.co.uk
07875 111912



Other useful contacts

Finance and payment queries

Wayleaves queries

Billing Team
BillingTeam-Networks@ukpowernetworks.co.uk.co.uk
07597 798484

Alan Heard
Property & Consents Connections Manager
alan.heard3@ukpowernetworks.co.uk
07875 119262

Application



Design



Delivery



Additional Support



Connections Projects – South East

The South East Projects teams are responsible for the provision of new and upgraded electrical supplies to domestic, commercial and industrial customers. Our projects teams also provide designs and quotations for the diversion of existing electrical apparatus.

Connections Projects – East of England

Your contact - Project Designer/Field Engineer

- If you need to contact our team about your project, please contact your project designer, their contact details will be on your quote letter.
- If your project is in the delivery stage, please contact your field engineer, their contact details will be in your allocation email from our Network Operations team .

1st point of escalation – Quotation & Delivery Planning Team

- If you need further support, please contact the Quotation & Delivery Planning Team for the name of your Lead Field Engineer or your Lead Design Engineer. Please have your job number to hand to enable us to help you with your query as efficiently as possible .

Quotation & Delivery Planning Team
mbx-q&dpTEAM@ukpowernetworks.co.uk

2nd point of escalation – Head of Connections – East of England

Andy Braund
Head of Connections – East of England
andy.braund@ukpowernetworks.co.uk
07875 113945



Other useful contacts

Finance and payment queries

Billing Team
BillingTeam-Networks@ukpowernetworks.co.uk.co.uk
07597 798484

Wayleaves queries

Alan Heard
Property & Consents Connections Manager
alan.heard3@ukpowernetworks.co.uk
07875 119262

Application



Design



Delivery



Additional Support



Connections Projects – East of England

The East of England Projects teams are responsible for the provision of new and upgraded electrical supplies to domestic, commercial and industrial customers. Our projects teams also provide designs and quotations for the diversion of existing electrical apparatus.

Competition in Connections

1st point of escalation – Project Designer

If you need to contact our team about your project, please contact your project designer, their contact details will be on your quote letter

2nd point of escalation – Lead Design Engineer

Simon Barons

East of England/London

simon.barons@ukpowernetworks.co.uk

07875 115326

Clare Maynard

East of England/London

clare.maynard@ukpowernetworks.co.uk

07812 263313

Rachel Williams

South East of England/London

rachel.williams@ukpowernetworks.co.uk

07875 110023

3rd point of escalation – Head of Competition in Connections

Matthew Crittenden

Head of Competition in Connections

Matthew.crittenden@ukpowernetworks.co.uk

07514 310637



Application



Design



Delivery



Additional Support



Competition in Connections

This team is responsible for providing quotations, design approval and the coordination of the delivery of the non-contestable works. Working closely with Independent Connections Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

Connection Services

1st point of escalation – Connections Coordinators

If you need to contact our team about your project, please contact your Connections Coordinator, their contact details will be on your quote letter

2nd point of escalation – Connections Manager

Ryan Clarke

Connection Services Manager - SPN
ryan.clarke@ukpowernetworks.co.uk
0800 015 5799

Danielle Walters

Connections Services Manager – EPN South
danielle.walters@ukpowernetworks.co.uk
0800 029 4270

Jan Thomas

Connections Services Manager – EPN North
jan.thomas@ukpowernetworks.co.uk
01284 794109

Jason Webb

Connections Services Manager – LPN
jason.webb@ukpowernetworks.co.uk
0800 587 2264

3rd point of escalation – Head of Connection Services

Neil Clarke

Head of Connection Services
neil.clarke@ukpowernetworks.co.uk
07875 115038



Application



Design



Delivery



Additional Support



Connections Services

This is our team dedicated to providing connections or service alterations of up to 100A three-phase to new build property or service cable diversions.

Highway Services

1st point of escalation – Highway Services Team

Metered Department

HWS.metered@ukpowernetworks.co.uk

0330 1588 131 (Option 2)

Unmetered Department

unmetered.quotes@ukpowernetworks.co.uk

030 1588 131 (Option 1)

2nd point of escalation – Highway Services UMC Team Leader

Hannah Gilbert

Metered – Highway Services Technical Coordinator

hannah.gilbert@ukpowernetworks.co.uk

07812 263172

Emma Goldsmith

Unmetered - Highway Services Team Leader

emma.goldsmith@ukpowernetworks.co.uk

07875 110510

3rd point of escalation – Connection Services Regional Manager

Christian Paredes

Metered Highway Services Manager

christian.Paredes@ukpowernetworks.co.uk

07875 111352

James Cornish

Unmetered Highway Services Manager

james.cornish@ukpowernetworks.co.uk

07875 115420

Samantha Blake

Connection Services Manager

samantha.blake@ukpowernetworks.co.uk

07875 117260

4th point of escalation – Head of Highway Services

Neil Clarke

Head of Highway Services

neil.clarke@ukpowernetworks.co.uk

07875 115038



Application



Design



Delivery



Additional Support



Highway Services

This team provides metered and unmetered electricity connections to street lights, electric vehicle charging points, telecommunication cabinets, digital media and various other items of street furniture on the public highway.

Disconnections

1st point of escalation – Disconnections Performance Team Leader

For disconnections from passing LV main up to 400amps

Vanessa Swansbury

Disconnections Performance Team Leader

vanessa.swansbury@ukpowernetworks.co.uk

07840 389254

For disconnections supplied directly from substations over 400amps (projects work) please follow the Connections Gateway process on page 5

2nd point of escalation – Disconnections Customer Services Manager

Neil Shepherd

Disconnections Customer Services Manager

neil.shepherd@ukpowernetworks.co.uk

07875 116474

3rd point of escalation – Head of Highway Services

Neil Clarke

Head of Highway Services

neil.clarke@ukpowernetworks.co.uk

07875 115038



Application



Design



Delivery



Additional Support



Disconnections

This team provides a service for our customers who want their existing metered supply to be removed

Competition in Connections

1st point of escalation – Project Manager

If you need to contact our team about your project, please contact your project manager, their contact details should be within your allocation email. If you're unsure who your project manager is please email icpconnectionrequests@ukpowernetworks.co.uk

2nd point of escalation – CiC Operations Manager

Danny Beer

CiC Operations Manager

danny.beer@ukpowernetworks.co.uk

07812 263518

Robyn Penniall

CiC Operations Manager

robyn.penniall@ukpowernetworks.co.uk

07875 117727

3rd point of escalation – Head of Competition in Connections

Matthew Crittenden

Head of Competition in Connections

Matthew.crittenden@ukpowernetworks.co.uk

07514 310637



Application



Design



Delivery



Additional Support



Competition in Connections

This team is responsible for providing quotations, design approval and the coordination of the delivery of the non-contestable works. Working closely with Independent Connections Providers (ICPs) and Independent Distribution Network Operators (IDNOs).

Account Management & Support

1st point of escalation – Customer Relationship Managers

If you wish to speak to us outside of the normal process structure, for example prior to making an application or an upcoming portfolio of work, you can speak to our Stakeholder Engagement Team

Connections Customers

networkskeyaccounts@ukpowernetworks.co.uk

ICPs and IDNOs

competitionqanda@ukpowernetworks.co.uk

Distributed Energy Resources Customers

dq-q&a@ukpowernetworks.co.uk

2nd point of escalation – Stakeholder Engagement Manager

Adam Lakey

Stakeholder Engagement Account Manager

adam.lakey@ukpowernetworks.co.uk

07875 114290

Steve Halsey

DER Development Manager

steve.halsey@ukpowernetworks.co.uk

07875 116241

3rd point of escalation – Head of Service Delivery

Neil Madgwick

Head of Service Delivery

neil.madgwick@ukpowernetworks.co.uk

07875 119389



Application



Design



Delivery



Additional Support



Account Management & Support

We offer account management to customers generating a significant amount of business with Connections and/or with whom we wish to develop and maintain a positive working relationship with. We aim to build trust with our customers to enable us to foster collaborative relationships so that we can first meet and then exceed their expectations.

Customer Care

- We welcome all forms of feedback about our staff and services. All feedback, constructive or positive, is really valuable to us as it allows us to continually improve our service.
- If you have a compliment or a complaint, you can contact us on the details below:
- [Complete our online form](#)
- Call us free on 0800 028 4587. Our lines are open Monday to Friday 8:30am to 5pm.
- Email us at care@ukpowernetworks.co.uk
- Write to us at: Customer Care, UK Power Networks, Fore Hamlet, Ipswich, IP3 8AA

Application



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Additional Support



Customer Care

At UK Power Networks we want to give you excellent customer service. However we realise that sometimes things can go wrong. We want to know when this happens so we can sort out any problems as quickly as possible.

Useful Contacts



Safety

Call 105 to report any safety issues

Finance & Payment Queries

Billing Team

BillingTeam-Networks@ukpowernetworks.co.uk.co.uk

07597 798484

Wayleaves

Alan Heard

Property & Consents Connections Manager

alan.heard3@ukpowernetworks.co.uk

07875 119262