



Craik, Rogan (Distribution)<Rogan.Craik@sse.com>
To: You

↶ ↲ ↳ | ☰ | ...
Mon 02/12/2024 19:45

Good evening,

Thank you for your patience while I have reviewed further.

Our connections quotations management and senior management have reviewed your issue, and I can confirm no refund of the difference between variations 4 to 5 would be forthcoming.

If there is anything further I can do, please let me know.

Kind regards,

Rogan Craik
Networks Executive Complaints Officer
Scottish and Southern Electricity Networks
Inveralmond House
200 Dunkeld Road
Perth PH1 3AQ
T: 0345 026 0305
My working week is Monday - Friday

If you would like more information on how we use your personal data, you can find our privacy notice on our webpage www.ssen.co.uk. To view our Complaints Handling Process, please follow this link <https://www.ssen.co.uk/Complaints/>



From: Ammar Khaliq <khaliq.123@live.co.uk>
Sent: 26 November 2024 21:34
To: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>
Subject: [EXTERNAL] Re: Scottish and Southern Electricity Networks

Dear Mr. Rogan,

Thank you for your call earlier today. As agreed, I will wait for your final response. If SSE is unable to provide a resolution to the complaint within 14 days, I will take it up with Ofgem and the Energy Ombudsman.

Thank you.

Yours sincerely,
Ammar Khaliq

From: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>
Sent: Friday, October 18, 2024 12:54:23 PM
To: Ammar Khaliq <khaliq.123@live.co.uk>
Subject: RE: Scottish and Southern Electricity Networks

Afternoon Ammar,

Yes, I have sought some answers RE the process to get to version six following our conversation and will update you as soon as I have response.

Kind regards,

Rogan Craik
Networks Executive Complaints Officer
Scottish and Southern Electricity Networks
Inveralmond House
200 Dunkeld Road
Perth PH1 3AQ
T: 0345 026 0305
My working week is Monday - Friday

From: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>

Sent: Friday, October 18, 2024 12:54:23 PM

To: Ammar Khaliq <khaliq.123@live.co.uk>

Subject: RE: Scottish and Southern Electricity Networks

Afternoon Ammar,

Yes, I have sought some answers RE the process to get to version six following our conversation and will update you as soon as I have response.

Kind regards,

Rogan Craik

Networks Executive Complaints Officer

Scottish and Southern Electricity Networks

Inveralmond House

200 Dunkeld Road

Perth PH1 3AQ

T: 0345 026 0305

My working week is Monday - Friday

From: Ammar Khalilq <khalilq.123@live.co.uk>
Sent: 17 October 2024 12:37
To: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>
Subject: [EXTERNAL] Re: Scottish and Southern Electricity Networks

Good morning Rogan,

I hope you are well.

Would you be kind enough to keep me posted with your progress on the matter at hand?

Many thanks,

Regards,
Ammar

Sent from [Outlook for iOS](#)

From: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>
Sent: Monday, October 14, 2024 9:18 am
To: Ammar Khaliq <khaliq.123@live.co.uk>
Subject: RE: Scottish and Southern Electricity Networks

Good morning, Ammar,

Thanks for your response.

I understand you called for me on Friday, I am still in communications with our design team and the relevant manager.

As soon as I have an update, I will come to you directly, hopefully by COB tomorrow 15/10.

If you require anything additionally at this time, please let me know.

Kind regards,

Rogan Craik
Networks Executive Complaints Officer
Scottish and Southern Electricity Networks
Inveralmond House
200 Dunkeld Road
Perth PH1 3AQ
T: 0345 026 0305

From: Ammar Khaliq <khaliq.123@live.co.uk>

Sent: Thursday, October 10, 2024 8:56 AM

To: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>

Subject: [EXTERNAL] Re: Scottish and Southern Electricity Networks

Good morning Rogan,

I hope you are well.

Can you kindly reach out to me today with your findings?

Thank you.

Regards,

Ammar

Sent from [Outlook for iOS](#)

From: Craik, Rogan (Distribution) <Rogan.Craik@sse.com>

Sent: Wednesday, October 9, 2024 4:31:40 PM

To: khaliq.123@live.co.uk <khaliq.123@live.co.uk>

Subject: Scottish and Southern Electricity Networks

Good afternoon,

My name is Rogan and I work within our executive complaints team, I've had your issue escalated to myself; I hope you don't mind.

I'm in the process of reviewing your issue and will make contact shortly once I have done so.

Should you require anything in the meantime, please do not hesitate to let me know.

Kind regards,

Rogan Craik

Networks Executive Complaints Officer

Scottish and Southern Electricity Networks

Inveralmond House

200 Dunkeld Road

Perth PH1 3AQ

T: 0345 026 0305

My working week is Monday - Friday

If you would like more information on how we use your personal data, you can find our privacy notice on our webpage www.ssen.co.uk. To view our *Complaints Handling Process*, please follow this link <https://www.ssen.co.uk/Complaints/>

