

## Airtricity Utility Solutions Ltd : Unpaid Invoice Escalation Process 6 Digit PO beginning 1

### Stage 1

- Query issued direct to Accounts Payable by email to [aus.ap@sse.com](mailto:aus.ap@sse.com)
- All queries should be acknowledged within 5 working days

### Stage 2

- If no response received within 5 working days, escalation should be issued to [damien.smyth@sse.com](mailto:damien.smyth@sse.com)
- All escalations should be acknowledged within 1 working day

### Stage 3

- If no response received within 1 working day, escalation should be issued to [sarah.l.turner@sse.com](mailto:sarah.l.turner@sse.com)
- All escalations should be acknowledged within 1 working day

- The Accounts Payable team can be contacted directly by telephone on 00 353 1 655 6871
- Any attempt to bypass the escalation process may result in a further delay in resolution