

SSE Home Services Ltd : Unpaid Invoice Escalation Process

11 Digit PO beginning PO-005XXXXX

Stage 1

- Query issued direct to Accounts Payable by email to hs.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 julie.stevens@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 lynn.kyle@sse.com
- All escalations should be acknowledged within 1 working day

Stage 4

- If no response received within 1 working day, escalation should be issued to aileen.gavin@sse.com
- All escalations should be acknowledged within 1 working day

- The Accounts Payable team can be contacted directly by telephone on 01698 735575
- Any attempt to bypass the escalation process may result in a further delay in resolution