

SSE – ROI based entities : Unpaid Invoice Escalation Process 10 Digit PO 14

Stage 1

- Query issued direct to Accounts Payable by email to accounts.payable.dublin@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
- 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
- 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