

ESV: Unpaid Invoice Escalation Process

10 digit PO beginning 111

Stage 1

- Query issued direct to Accounts Payable by email to esv.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 leigh.kyle@sse.com and carolyn.jones@sse.com
- All escalations should be acknowledged within 2 working day

Stage 3

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

- The Accounts Payable team can be contacted directly by telephone on 0345 076 7659
- Any attempt to bypass the escalation process may result in a further delay in resolution