

## MEET THE RIG TEAM

### SHELLEY ROUSE



Shelley is an Operational Account Manager (OAM), working as part of the wider REC Stakeholder Engagement team,

As an OAM Shelley is the key contact for a mixed portfolio of REC parties and is responsible for ensuring that those parties are regularly communicated with (either via email or by in person meetings), kept up to speed with the latest developments of the REC and the potential impacts for

their organisation, and offering assistance with query and issue resolution.

Shelley has 20 years energy experience, with a foundation in the UK gas market. She has worked in customer, operational and stakeholder management roles with a focus on regulation and codes and brings this expertise to the team.

Outside of work, Shelley enjoys getting outside especially being by the sea and is a Yoga teacher with a specialism in pregnancy and birth.

### PAUL WITTON-DAURIS



Paul is an Operational Account Manager for the REC Team.

As an OAM, Paul responsible for ensuring that Parties are regularly communicated with, kept up to speed with the latest developments of the REC, assisting with issue resolution and accession. As part of the operational account management team for the REC within Gemserv Paul, works closely with other operational account

managers to ensure consistency of delivery.

Paul has worked in both the energy and water sectors in numerous customer, operational and stakeholder management roles and brings a wealth of experience to the team.

Outside of work Paul is a keen sportsman, cycling, running, playing football, squash and padel tennis on a regular basis.

## EVE MARRINER



Eve is one of the five Operational Account Managers within the Stakeholder Engagement Team. She is the named point of contact for her portfolio of Parties, providing advice and support on the REC, its obligations and procedures relevant to their market role.

Eve applies an understanding of her Parties to deliver tailored support according to their needs and preferences. She aims to support their self-development to understand

how and where to access the relevant information.

Eve collaborates across Code Manager teams to encourage a high-quality service and provide a route for Party feedback, ensuring this is addressed to contribute to service improvement.

In her spare time, Eve enjoys physical activity, whether going to the gym or for a walk with a podcast, especially to catch some sun.

## GLENN SHEERN



Glenn leads the Stakeholder Engagement Team. He is responsible for the team's strategy and its contractual Service levels.

Glenn is part of the RPS REC leadership team working with other senior managers across the whole REC Manager service to ensure operations are planned, prioritised, and delivered.

As the Senior Operational Account Manager Glenn has a portfolio of Parties to the code for which he is the central point of contact and line of escalation.

Glenn is currently the Chair of the UKRPA, a trade association open to companies involved in detecting and dealing with meter tampering and illegal abstraction of **electricity and gas** and providers of products and services to those companies.

Outside of work Glenn is active in local football as an FA qualified Coach and administrator. He has been known to pick up a microphone on stage and strum along on a guitar or two.

SHANE DENNY



Shane is part of the Operational Account Manager team for the REC and supports the wider stakeholder management team by providing named support to multiple REC parties and REC stakeholders.

Shane's previous roles has included stints as Smart Energy Code (SEC) Client Delivery Manager and Master Registration Agreement (MRA) Lead Assurance Consultant. Through these roles, Shane has learned to foster good working relationships with new and existing Code parties and help them to understand and fulfil their Code obligations.

Outside of work, Shane's major interests are spending time with his family, watching football and rugby and occasionally playing a bit of

golf.