



## Emergency Call Out

We provide a UK wide 24-hour emergency call out service, 7 days a week, 365 days a year to restore essential power supplies or carry out repairs without delay, providing peace of mind in times of emergency. We guarantee a minimum response time of 4 hours:

All hours call out: 01782 569 190

Email: [callout@mitchells.co.uk](mailto:callout@mitchells.co.uk)



## Service Team Contacts

Emma Lane  
*Customer Service Supervisor*  
Email: [emma.lane@mitchells.co.uk](mailto:emma.lane@mitchells.co.uk)

Reece Edwards  
*Field Service Manager*  
[reece.edwards@mitchells.co.uk](mailto:reece.edwards@mitchells.co.uk)

Bethany Knight  
*Service Coordinator – Midlands / North England*  
Email: [bethany.knight@mitchells.co.uk](mailto:bethany.knight@mitchells.co.uk)

Phoebe le Blond  
*Service Coordinator – South / London & Scotland*  
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Hayley Clarke  
*Remedial Estimator*  
Email: [hayley.clarke@mitchells.co.uk](mailto:hayley.clarke@mitchells.co.uk)



## General Administration Contacts

General service enquires  
Email: [service@mitchells.co.uk](mailto:service@mitchells.co.uk)

Issuing us with a Purchase Order  
Email: [turnereps.admin@mitchells.co.uk](mailto:turnereps.admin@mitchells.co.uk)

Remedial quotation enquiries  
Email: [remedialworks@mitchells.co.uk](mailto:remedialworks@mitchells.co.uk)

Engineer worksheet enquires  
Email: [worksheets@mitchells.co.uk](mailto:worksheets@mitchells.co.uk)



## Accounts and Invoicing Contacts

Accounts and invoicing are managed from our Head Office in Sutton-in-Ashfield:

Rebecca Mason  
Mitchell Powersystems  
Fulwood Road South  
Sutton-in-Ashfield  
Nottinghamshire  
NG17 2JZ

Tel: 01623 550 550  
Email: [Rebecca.mason@mitchells.co.uk](mailto:Rebecca.mason@mitchells.co.uk)

## Escalation Contacts

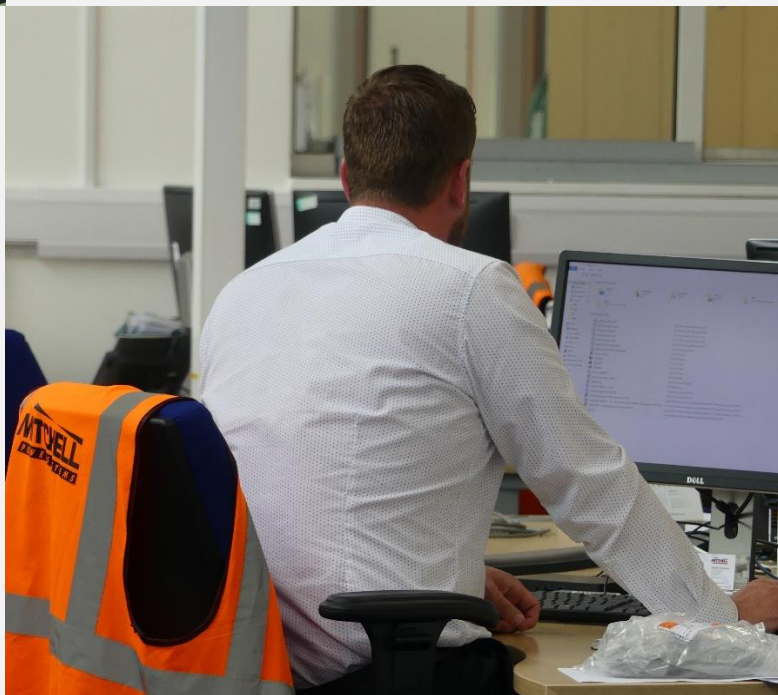
We encourage customer feedback on our service delivery, so if you feel you need to speak to someone directly please use the contact details below:

### Primary escalation:

Emma Lane – *Customer Service Supervisor*  
Tel: 01782 569 190  
Email: [emma.lane@mitchells.co.uk](mailto:emma.lane@mitchells.co.uk)

### Secondary escalation:

Dean Mansell – *Operations Director*  
Tel: 07714 523275  
Email: [dean.mansell@mitchells.co.uk](mailto:dean.mansell@mitchells.co.uk)



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