

Coronavirus (COVID-19) Customer Update – 23rd March 2020

Dear Customers,

As you continue to implement your Business Continuity plans and contend with the impacts of the COVID-19 outbreak, I'll be providing a weekly update on how we're working to ensure the ongoing availability of our services and platforms.

As much of the country adapts to a very different way of life and working for the foreseeable future, we've been taking steps to ensure that our people are supported in making this transition. Our workforce is now fully mobilised and equipped to perform all roles on a remote working basis, and whilst a few minor connectivity issues have been identified, we've resolved them. We now consider our remote working capability to be fully established.

We've previously re-iterated our commitment to prioritising key industry processes and core systems throughout the period of uncertainty in the weeks ahead. We're aware of the potential impacts to key industry mechanisms such as Unidentified Gas (UIG) levels and AQ values, as the demand for gas changes in line with social restrictions imposed by the UK Government, and with the potential for disruption to Meter Read processes. Whilst the nature of any such impacts is currently unclear, you have my assurance that our teams will continue to monitor the situation closely. We will make sure that we're continuing to talk to you to ensure we're providing the information and support you need.

A potential risk to the availability of some of our team members is the recently announced closure of schools, however this is a scenario we'd previously considered. We've assessed how the situation impacts our people and have examined any areas in the context of strain to key roles and processes. We'll continue to monitor the situation closely; however, we don't believe any material risks currently exist to our core and critical processes. We've also taken steps to identify where our people are deployed to non-essential activities and how these people might be redistributed, should the need arise.

Our [Customer Advocates](#) will continue to talk to you all over the coming weeks. If you have any queries about our continuity planning, please email Covid19Enquiries@xoserve.com. We'll respond to every email we receive within 24 hours.

If you have any concerns about the support you're receiving from Xoserve in the coming weeks, please do not hesitate to contact [me](#) directly. You have the support of every member of Xoserve as we all navigate the uncertainty of the weeks ahead.

Kind regards,

Andrew Szabo | **Chief Customer Officer**

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