

## Coronavirus (COVID-19) Customer Update – 30<sup>th</sup> March 2020

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Dear Customers,

I'd like to share my latest update as we continue to support you through the ongoing challenges and impacts of the COVID-19 outbreak.

Operationally, we continue to function effectively as a remote organisation, with low levels of impact to the availability of our people. At present, any availability restrictions to our workforce, either because of illness or caring responsibilities, are less than 5% of our total capacity.

Over the past week, we've been in close contact with key industry bodies and many of you, to ensure that we're considering the potential impacts of changes in gas consumption across different sites and product classes, along with disruption to Meter Read performance. It's been agreed at the UNC Distribution Workgroup that no changes should be applied at this stage, e.g. changes to Non-Daily Metered (NDM) algorithms. The Joint Office will be setting up another industry meeting in about two week's time to review the situation. We'll remain very close to this challenge and are ready to support you as the situation evolves.

To support you with interpreting your latest Unidentified Gas (UIG) values during these unpredictable times, from Monday 30th March we are increasing the publication of the Local Distribution Zones (LDZ) UIG volumes and percentages report to three times per week – Monday, Wednesday and Friday. The report has been changed to include 'Unclosed Out' Gas Days, as well as the usual 'Closed Out' Gas Days. We will continue with this approach as long as necessary. The report can be viewed and downloaded from our [UK Link webpage](#), under the UK Link Secured Documentation header. You will then need to find Folder Location 18 - NDM Profiling and Capacity Estimation Algorithms/Demand Estimation Project Nexus/LDZ UIG Values. If you don't have access to the report, please ask your Local Security Officer to complete and submit a [Secure Site Access Request Form](#).

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](mailto: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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