

## Coronavirus (COVID-19) Customer Update – 6<sup>th</sup> April 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.

The availability of our workforce remains strong, and we continue to function effectively as a remote organisation. Individuals absent from the business, either because of illness or caring responsibilities, remain less than 5% of our overall capacity.

Operationally, our processes continue to be carried out without any significant impact or change, and our key partners are now fully mobilised to operate on a remote basis.

The Joint Office has now arranged for the UNC Distribution Workgroup to meet virtually on Tuesday 14<sup>th</sup> April, where they will discuss the impacts of COVID-19 on Gas Allocation, Unidentified Gas (UIG) and Annual Quantity (AQ). Material to support the meeting will be made available on their [website](#) in the next few days.

We're continuing to monitor UIG trends closely. At present UIG appears to be negative on many weekdays, with daily demand appearing similar to levels experienced on a bank holiday. As expected, Domestic load is increasing, whilst overall Industrial and Commercial use is declining significantly. At weekends, when the allocation profiles would expect homes to be occupied and many businesses to be empty, UIG appears to be higher. It's still too early to be able to confirm any trends we maybe seeing, and several other factors are still influencing UIG, including Theft of Gas, missing sites, incorrect or missing reads at daily metered sites and offtakes into the Local Distribution Zone (LDZ). We'll remain very close to this challenge and we're committed to providing regular updates on this topic.

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, please do not hesitate to contact [me](#) directly.

Kind regards,

Andrew Szabo | **Chief Customer Officer**

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