



COVID-19 Information for Community Energy customers

29 MAY 2020

We are experiencing unprecedented times as the impact of Coronavirus (COVID-19) is felt across the UK.

The UK Government [<https://www.gov.uk/coronavirus>] is implementing measures that are designed to reduce the spread of the virus that include:

- Stay at home as much as possible
- Work from home if you can
- Limit contact with other people
- Keep your distance if you do go out (2 metres apart where possible)
- Wash your hands regularly
- Do not leave home if you or anyone in your household has symptoms

Supporting our customers is of paramount importance and we would like to advise of the measures we have introduced to ensure access to our community energy customer helpdesk and continued delivery of services are maintained.

Having mobilised our remote working plan, all helpdesk staff are now working from home in line with Government guidelines. We have ensured that access to our systems and telephone lines remain available to them, enabling the continuation of services for any queries you may have in respect of your account, including booking an engineer for an emergency should the need arise.

To protect the safety of both our customers and our employees, if you have recently returned to the UK from another country or there have been any significant changes to your general health that may as a result involve self-isolation, please let us know so we can ensure appropriate measures are put in place.

In the event that you or a member of your household has either decided to, or been advised by NHS 111 to self-isolate, the following arrangements will apply to ensure continuity of services to you.

- When calling the helpdesk, the customer should advise that they have decided to, or have been advised to self-isolate
- The helpdesk will take the call and prioritise according to severity of the issue, i.e. loss of supply of heat and hot water or metering and billing query
- A member of the engineering team will call the customer to see if the issue can wait until the self-isolation period has passed, or if the issue can be resolved remotely
- In the event of loss of service, arrangement will be made at the time for temporary heating to be provided
- Any outstanding issues shall be dealt with once the period of self-isolation has passed

Due to the challenging times we're all experiencing, we're dealing with a much higher number of calls from customers than normal. So that we can support those in the most vulnerable situations we ask that you only call if your enquiry is urgent. We can also be contacted via email on communityenergy.uk@engie.com. We are doing our best to help customers as quickly as possible and we appreciate your patience during this time.

Further support and guidance may also be found via the following links:

UK Government Information and guidance on Coronavirus and the support government is providing can be found here: <https://www.gov.uk/coronavirus>

Citizens Advice has updated their website to provide information on Coronavirus here: <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

The UK Government has announced a package of measures to support people facing difficulties as a result of Coronavirus. A summary of the support available can be found on the Citizen's Advice webpage here: <https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/>

Age UK is a dedicated charity helping older people. They have advice on Coronavirus here:
<https://www.ageuk.org.uk/information-advice/coronavirus/coronavirus/>

Mind. This is a very unnerving time for everyone. Mind is a mental health and wellbeing charity that can provide support if you are feeling anxious or worried. More information can be found here:
<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>

National Energy Action (NEA) – national charity on fuel poverty that delivers direct support to customers. While face-to-face support is currently suspended to reduce transmission of the virus, they are still operating telephone support. <https://www.nea.org.uk/coronavirus-covid-19-update-on-delivery-and-operations/>

Scope is a disability equality charity in England and Wales. They have prepared advice on Coronavirus here:
<https://www.scope.org.uk/coronavirus-information/>

National debtline: if you would like to speak to an independent organisation regarding debt advice, you may wish to contact National debtline – who can provide dedicated advice on debt:
<https://www.nationaldebtline.org/EW/factsheets/Pages/coronavirus-advice-and-support/help-and-advice.aspx>

We would like to thank all of our customers for your understanding as we adapt to this challenge. We'd also like to apologise for any inconvenience caused and reassure you that we are committed to continued delivery of our services.