



A statement from the D-ENERGi team to our customers, partners, and suppliers, in relation to the COVID-19 Virus.

First and foremost we wish all our customers, TPI partners, colleagues and wider society good health in these unprecedented times. We are working hard to provide continuity of service and supply to our business energy customers.

Here is what we are doing in relation to COVID-19 outbreak

- Firstly, we are supporting and looking after our team. We have discussed the importance of handwashing. Symptoms to look out for and everyone is aware of our isolation and sickness procedures.
- In line with government guidelines all our team are now working from home. Rest-assured it is **business as usual** all our teams have access to email and will call you back as soon as possible. Until further notice please contact us by email at customerservices@d-energi.com or by our live chat feature on our homepage. Unfortunately our telephone systems will not be operational.
- We appreciate this is a difficult and challenging time for most business's. Please do not cancel your direct debit. If there is a reduction in your consumption or your business is temporary closed please get in touch. In order to ensure your bill accurately reflects changes in your usage please provide us with the latest meter readings when possible.
- We currently won't be able to deal with physical post, so we encourage you to bear this in mind and embrace the technology we already use.

Our thoughts and best wishes are with anyone who is personally affected by COVID-19. We will continue working hard to ensure a smooth delivery of business energy for our customers and we will continue to provide updates as the situation evolves.