



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

- 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 businesses. Please do not cancel your direct debit. If there is a reduction in your consumption or your business is temporarily closed please email us date of closure, along with relevant meter readings. This will ensure your bill accurately reflects changes in your usage.
- We are currently dealing with a higher volume of customer enquiries. If you have already emailed us your meter readings or query please bear with us at this busy time. Rest assured we will be in touch in a few days. We want to reassure all customers that we are doing everything we can to support small businesses at this unprecedented time.
- 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.