



Hello there,

Things have been changing rapidly due to the coronavirus outbreak so, following on from my message last week, I wanted to give you an update on how SSE Business Energy is responding.

Following the UK Government's instructions, issued on Monday 23 March, regarding staying at home we're having to adapt some of our services.

The main impact I wanted to make you aware of is on our metering service. In recent days our metering service providers have been updating us on their activities. In line with their latest position and the responsibilities we have to keep our customers and colleagues safe, with immediate effect we'll only be carrying out emergency metering work.

To be clear, this means work will only be carried out where customers are off supply – and need assistance restoring this supply – due to meter faults. All regular job bookings have been suspended. Meter installations, including smart meters, are also suspended until further notice.

In the event of an electricity or gas supply emergency, you'll need to call your power distribution network operator or the gas emergency service as usual – you'll find more details and the relevant phone numbers in our [FAQ](#).

We've put a number of steps in place to both protect our colleagues and maintain our service to you, including enabling working from home for large numbers of our teams. We continue to answer customer queries, take payments and process meter readings over the phone. However, you may experience longer waiting times than usual as we adapt to what is a fast-changing situation. Please bear with us and, where possible, use our [online facilities](#).

We're also now asking you to email rather than call to access some services, such as quotes and trading – our [FAQ](#) contains further details.

We know that you'll have questions about what may happen in relation to your energy

supply and our ongoing support of accounts. Please be assured, as an essential service provider, SSE Business Energy has robust plans and procedures in place to ensure we can continue to meet our obligations as an energy supplier.

We'll continue to provide updates via email and our [website](#) so please check this regularly. And if you have any COVID-19 related questions please send them to info@ssebusinessenergy.com.

Kind regards,

Aled Humphreys
Director of Business Energy