
From: bobsummons@tinyworld.co.uk
Sent: 07 April 2020 17:51
To: burtoncommunitycouncil@gmail.com
Subject: FW: COVID-19: An update from Wales & West Utilities

Hi Peter

For circulation to both Community Councils

Kind Regards

Rob

From: Reece Emmitt <Reece.Emmitt@wwutilities.co.uk>
Sent: 07 April 2020 17:47
To: cllr.rob.summons@pembrokeshire.gov.uk
Subject: COVID-19: An update from Wales & West Utilities

Good afternoon

Please see a letter below from Rob Long, Chief Operating Officer at Wales & West Utilities, on how we're supporting communities – including the most vulnerable, at this challenging time.

Also included is some social media posts. Would really appreciate if you could share this content on your channels, making sure people in your ward know how to stay gas safe and access additional support during this crisis.

Any questions or queries about this or any other aspect of our work, please do not hesitate to get in touch.

Best wishes

Reece Emmitt
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Wales & West Utilities
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Dear Councillor Summons,

COVID-19: An update from Wales & West Utilities

As we all try to adjust to the consequences of coronavirus for the UK, I wanted to let you know what Wales & West Utilities is doing in response to the COVID-19 pandemic, and to provide you with contact details should you require any specific information and/or assistance from us.

With the situation evolving rapidly, our focus remains on keeping people living in your ward safe and warm at home. So we've paused all planned gas pipe upgrade and new connections work to prioritise keeping the gas flowing safely, responding to gas emergencies, and looking after the most vulnerable. That means if we are working in the road near you, it's to keep communities safe.

If any residents of your ward have received a letter from the NHS advising them to 'shield' themselves from COVID-19, we'd encourage them sign up for the Priority Services Register. It provides free additional services if there is a power cut or in the unlikely event of an interruption to their gas supply. You can find out more at wwutilities.co.uk/priority.

If anyone living your ward smells gas, or suspects the presence of carbon monoxide, they should call us on 0800 111 999 straight away. Before visiting, we'll ask them to let us know if anyone in the household is experiencing coronavirus symptoms or self-isolating. We'll still come and help them, but our teams will take some additional precautions to keep everyone safe. Our team have also been issued robust social distancing guidance which follows the latest Government advice.

We would really appreciate your support in sharing these important messages as widely as possible. Please find below some suggested social media posts which you can post from your own account(s).

We appreciate that you will be focused on supporting your residents. We recognise the huge demands front line health workers and other key workers, including our own team. All of us at Wales & West Utilities are grateful for the great sacrifices being made by all those serving the country in a time of need.

If you would like to know more about how we are responding to COVID-19, please do not hesitate to respond to this email.

Additionally, our Stakeholder Newsletter will to keep you updated not only on how we're facing Coronavirus, but our other work too. Sign up here: <https://wwutilities.co.uk/stayintouch/>

But most of all, we hope that you and your family are well and are staying safe during these uncertain times.

With my best wishes

Rob Long
Chief Operating Officer
Wales & West Utilities

Social posts

Post1:

📣 Important info from [@WWUtilities](#) 📣

Smell gas or suspect carbon monoxide at home? Call them immediately on 0800 111999. They'll take extra precautions to keep you and their engineers safe if they visit during [#COVID19](#) [#coronavirus](#) [#StayHomeSaveLives](#)

<https://wwutilities.co.uk/services/smell-gas/>

Post 2:

If you or anyone you know got a letter from the [#NHS](#) advising you to shield against [#Covid19](#) [#coronavirus](#) then you should sign up for the Priority Services Register. It allows [@wwutilities](#) & others to look after those who need it most. More 📌

<https://wwutilities.co.uk/services/safe-warm/priority-customers/priority-services-register/>

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