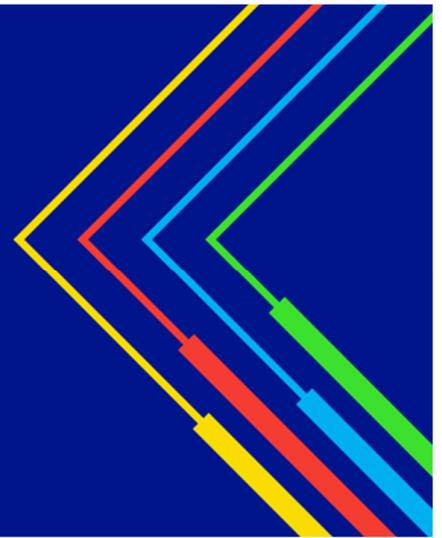


# Keeping gas flowing through the coronavirus pandemic



## Keeping you informed

**We wrote out to our stakeholders on Wednesday 25 March 2020 to explain how National Grid is responding to the current coronavirus (COVID-19) situation, and how we're planning to work with you over the coming months.**

I'm writing to you as one of our stakeholders to let you know how National Grid is responding to the current coronavirus (COVID-19) situation, and how we're planning to work with you over the coming months.

For nearly all of us, this is something we've never experienced before, so I wanted to provide reassurance that we're working hard to make sure the lights stay on and the gas keeps flowing, and that we have the plans needed to keep the networks working throughout the pandemic.

We have well-developed procedures to manage the effects of a pandemic, and we have analysed the effects on gas supply and demand of social distancing and self-isolation on domestic, industrial and power station demand. All our operational sites are secure, with a wide range of existing resilience and security measures, including full operational back-up locations and engineers trained across multiple roles.

We are working closely with Government and with all energy networks across Great Britain to keep your energy flowing. The Energy Networks Association (the trade body for network companies) has published more information on networks' response to the situation on its [website](#), along with guidance and advice for consumers. This includes information for vulnerable consumers or those who may struggle to pay their bills. We'll continue to monitor the situation and update our social media channels with any new information (Twitter: @nationalgriduk)

If you're one of our customers, including those who are progressing a new connection or diversion on the NTS, we realise this could be an uncertain time, so we want to reassure you that we're doing everything we can to minimise disruption. We'll be in touch to understand your requirements as we look to prioritise critical work to maintain reliability of supply.

### Working with all of our stakeholders

For all of our stakeholders, we're still committed to continuing our engagement with you across a whole range of topics. The impact of COVID-19 will mean that how we do this will need to change, so we'll keep you informed of our latest plans and stay in touch through our newsletters with signposting to any upcoming webinars. We're conscious that everyone is affected by the current situation and we'll all need to work collaboratively to adapt and re-plan over the coming weeks and months.

### RIIO-2 open hearing will be rescheduled

Our RIIO-2 open hearing was due to take place on 1 April. Ofgem has decided to postpone all the [open hearings](#) and are considering options for rescheduling.

We recognise the importance of these open hearings in the RIIO-2 process and are ready to work with whatever solution Ofgem identifies to take them forward.

As always, if you have any questions or would like additional support, please contact your usual contact in the first instance. Alternatively, do not hesitate to contact me, and our team will be more than happy to help.

Thank you for your continued support.