

**COVID-19, CORONAVIRUS UPDATE 23 March 2020**

Following the latest guidelines issued by the Government, we have made the decision today that in order to safeguard the health and wellbeing of our staff and customers, we will be limiting our services for the foreseeable future.

This will mean that our engineers will only be attending breakdowns on water supply systems and emergency situations - all planned works will be temporarily postponed until it is deemed safe to resume our normal operations. With this in mind, we will continue to answer telephone calls and react where appropriate as this can be carried out remotely. So that we are prepared for call-outs, the stocks on vans are being increased and will include water supply pumps and UV lamps.

It is with regret that we are taking this action, but it is vital that we support our customers by acting responsibly, following Government guidelines and taking the appropriate actions. We are sure you will understand why we have had to make this difficult decision and hope that you will bear with us during this challenging time.

Lastly, thank you for your continued support.



Andy Coles  
Managing Director