
From: Internal Communications <InternalCommunications@severntrent.co.uk>
Sent: 04 March 2018 21:41
Subject: URGENT – we need your support on a Gold incident that we have running

Sent to all colleagues on behalf of James Jesic

URGENT – we need your support on a Gold incident that we have running

I'm so sorry to interrupt your weekend, but we urgently need your support on a Gold incident that we have running.

As you'll all know, our region has suffered with severe weather over the last week and, as the snow and ice now begins to thaw, we're seeing a big increase in bursts, both private and on our own network. We have teams out there now, working phenomenally hard and doing a great job to try and keep our customers on supply – but we still have a number of issues and a large number of bursts that we're having to locate and mend.

So we need your support – here's what we're looking for:

1. DSTs, gangs and schedulers

We have got incident rooms set up around our region – if you're able to offer your support, then please get in touch with your nearest one – below are the locations and contacts for each county.

County	Location	Contacts
Warwickshire	Finham	Hayley O'Malley
Notts	Hucknall road	Adam Boucher
Derbyshire	Raynesway	Davinder Heir
Leicester	Leicester Water Centre	Wes Earles
Central	Edgbastan	Paul Baldwin
Glouc/Worc	Staverton	James Barton
Shropshire	Shelton (am tomorrow)	Steve France
Staffordshire	Burslem	Steve Allmark

2. All colleagues in (or who can safely travel to) the Leicester, Coventry, Rugby and Birmingham areas

We need volunteers who could potentially help with bottled water delivery and stations, from 7am tomorrow morning. If you can help, please contact incident.resources@severntrent.co.uk
You will be contacted via email with more information.

If you can help in either of the above ways, please get in touch using the contact details supplied. Thank you so much, as always, for any support you can give. I am always so proud to see the way everyone rallies together for our customers at times like this and it is massively appreciated.

Thank you

James