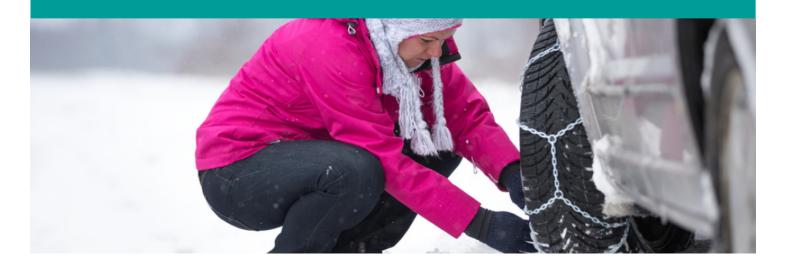


Monday 11 December: Adverse weather



10:00AM UPDATE

Adverse weather update: Despite the difficult weather conditions, Accord is operating a skeleton staff, and we will of course try to deliver services as far as possible. However, our focus will be on emergencies and vulnerable customers, so if you have a non-urgent query please can we ask that you call us tomorrow. Thank you for your understanding and patience.