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To EMR Circular List

From EMR Settlement Limited

Purpose For Information

Changes to EMRS Service Desk

EMRS provides a Service Desk on behalf of the Low Carbon Contracts Company (LCCC) and Electricity Settlements Company (ESC). It offers a single point of contact for EMR parties and acts as first line support to handle queries, service requests and co-ordinate and resolve incidents.

EMRS will soon be making some changes to the way we manage these Service Desk enquiries and services.

This circular informs **EMR Stakeholders** of these changes.

What changes will I see?

When a new query or request is raised these will be logged as cases and you will be provided with a case reference number. Please quote your reference number in further communication about a case as this will help us to improve case tracking and management.

Once a case is resolved you will receive an email to confirm this including the actions taken. These emails will be sent automatically by our Service Desk system.

Where can I get more information?

Find out more about our role in EMR on the [EMR Settlement website](#). If you have any further questions about this Circular, please email the EMRS Service Desk on contact@emrsettlement.co.uk or call us on 020 7380 4333.