

Our reference FD/19-068
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To: ECMWF WMO NMHS contact points

Dear colleagues

Emergency meteorological support to National Meteorological & Hydrological Services of the WMO Member States

As we see the devastation unleashed by Cyclone Idai across Mozambique, Zimbabwe and Malawi, we would like to remind you that all NMHSs of the WMO Member States are entitled to request real time data from ECMWF in exceptional circumstances and for limited periods at no cost. This is in addition to products which are already available to you at no cost as WMO additional data sets (<https://www.ecmwf.int/en/forecasts/datasets/wmo-and-acmad-datasets>).

This offer from the ECMWF Council to the WMO member States has the potential to help all of you save life and property in your nations. In such exceptional circumstances, all you have to do is ask, and we will be in a position to provide you with the real-time data which can make such a huge difference.

Requests for assistance, outlining the nature of the emergency, should be made by the Director General or the Head of Forecasting of your NMHS and be sent to Servicedesk@ecmwf.int.

As we approach the annual World Meteorological Day (23 March), please remember that our community is one based on collaboration and support.

Yours faithfully



Dr Florence Rabier
Director-General

Copy: Petteri Taalas, Secretary-General of WMO, for appropriate distribution within WMO.