

## WMO OMM

WEATHER CLIMATE WATER  
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World Meteorological Organization  
Organisation météorologique mondiale  
Organización Meteorológica Mundial  
Всемирная метеорологическая организация  
المنظمة العالمية للأرصاد الجوية  
世界气象组织

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Our ref.: 09179/2019/WDS/DPFS/Real-time-support-ECMWF

26 April 2019

Annex: 1 (available in English only)

Subject: ECMWF offers real-time data as emergency meteorological support to NMHSs

Dear Sir/Madam,

I would like to inform you that the European Centre for Medium-Range Weather Forecasts (ECMWF) has offered to provide free real-time data support, in exceptional circumstances and upon request by National Meteorological and Hydrological Services (NMHSs) of WMO Members, in an effort to save life and property from impending hydromet catastrophes in WMO Member countries. This offer is being made in light of the devastation caused by severe and high impact weather, particularly tropical cyclones.

This real-time data support is being made available in addition to those products already being accessed, free of charge, by NMHSs of WMO Members. For more details, please see <https://www.ecmwf.int/en/forecasts/datasets/wmo-and-acmad-datasets>.

NMHSs can, therefore, contact ECMWF directly with their request for assistance and inform them of the nature of the emergency/exceptional circumstances. Such requests should be made by the Directors of NMHSs or by the Heads of their National Forecasting Offices and be sent to ECMWF via [Servicedesk@ecmwf.int](mailto:Servicedesk@ecmwf.int)

I do hope this collaboration and real-time data support from ECMWF for NMHSs will contribute to further improving the forecasting and early warning services provided by NMHSs thus enabling them to help protect life and property.

A copy of the ECMWF letter dated 20 March 2019 is attached as an Annex for your information.

Yours faithfully,

(W. Zhang)  
for the Secretary-General

To: Permanent Representatives (or Directors of Meteorological or Hydrometeorological Services) of Members of WMO

cc: Hydrological Advisers to Permanent Representatives  
Director of ECMWF

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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](mailto: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.