



COVID-19 - WME Update: January 21

Like all businesses, since the emergence of COVID-19 WME have been closely following Government advice and guidance to ensure the well-being of our colleagues and customers.

Since March, all WME staff have been working remotely, which has been a success with minimal disruption to customers or service levels.

As a result, WME remains wholly open and committed to continuing to deliver the high levels of service that we pride ourselves upon.

All staff are contactable via their usual phone numbers and email addresses. Our main telephone line and customer service inbox also continues to be monitored.

WME staff will not attend face to face meetings, however will continue to meet via MS Teams, Zoom, Google Meet or any other media as requested.

There will continue to be a limited service for siteworks and metering jobs due to social distancing measures, changes to RAMS (Risk Assessments and Method Statements) and reduced engineer availability. Any non-emergency works or work for non-essential services will be assessed on a case by case basis.