



COVID-19 - West Mercia Energy Response

Like all businesses during these unprecedented times, we are closely monitoring the impact of COVID-19 and the ongoing advice from Government to ensure the wellbeing of our colleagues and customers.

I wanted to take this opportunity to reassure customers that WME remains wholly open and committed to continuing to deliver the high levels of service that we pride ourselves upon.

As part of WME's Business Continuity Plan, we have robust procedures in place to ensure we can continue to operate with minimal disruption to customers in the event of an emergency.

Over the last week we have implemented this plan and successfully tested all staff working from home. While we have not formally moved to a position where all staff are required to work from home, this is under ongoing review as new Government advice is issued.

In either scenario, all staff will still be contactable via their usual phone numbers and email addresses. Our main telephone line and customer services inbox will also continue to be monitored.

We have taken a decision to halt face to face customer meetings for the time being, however, our preference is to not cancel if possible. We are able to offer meetings via teleconference, Skype or Microsoft Teams in the meantime.