

Customer Contact Centre

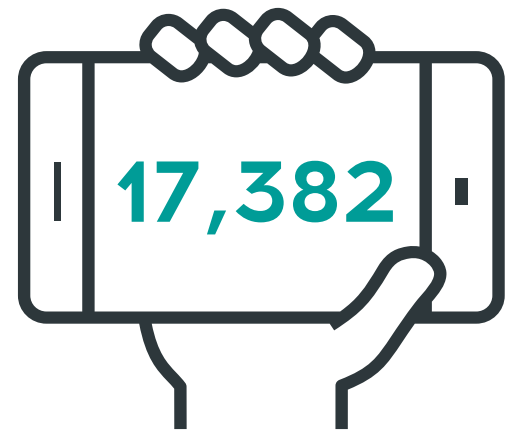
Customer satisfaction: **80%**



Calls answered within two minutes: **63%**



Calls received



Average call waiting time

04 02
MINUTES SECONDS



Emails received



7,235

Average speed of answer to email



4 days



Repairs

Customer satisfaction: **90%**



Fixed right first time: **80%**



Repairs reported



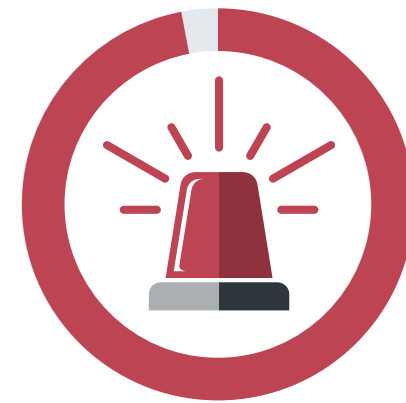
5 5 6 6

Repairs completed



4,451

Emergency repairs completed within 24 hours: **97%**



Routine repairs completed within 28 days: **55%**



Complaints

Customer satisfaction: **38%**



Formal complaints

149

Responded to within ten days: **100%**



Top 3 reasons for complaints



Delays/service failures: **55%**



Communication / information: **36%**



Incomplete action: **5%**

Resolution



Upheld: **76%**



Patially upheld: **15%**



Not upheld: **9%**