

Customer Contact Centre

Customer satisfaction: **81%**



Calls answered within two minutes: **56%**



Calls received

19,923



Average call waiting time

03 05

MINUTES SECONDS



Emails received



6,275



Average speed of answer to email



7 days



Repairs

Customer satisfaction: **88%**



Fixed right first time: **88%**



Repairs reported

6 0 1 2



Repairs completed

5,822



Emergency repairs completed within 24 hours: **100%**



Routine repairs completed within 28 days: **81%**



Complaints

Customer satisfaction: **48%**



Formal complaints

210



Responded to within ten days: **93%**



Top 3 reasons for complaints

Delays/service failures: **34%**



Communication / information: **47%**



Incomplete action: **13%**



Resolution

Upheld: **74%**



Partially upheld: **17%**



Not upheld: **9%**

