

## Customer Contact Centre

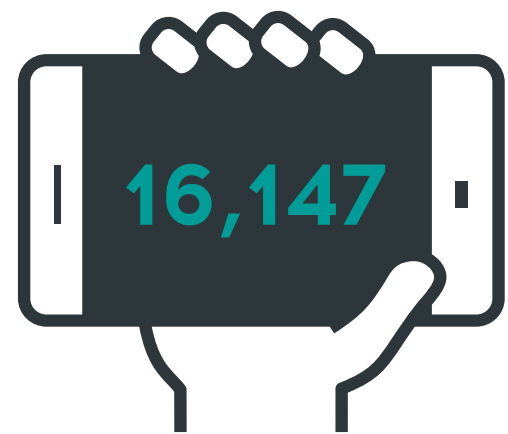
Customer satisfaction: **79%**



Calls answered within two minutes: **51%**



Calls received



Average call waiting time

**04 31**  
MINUTES SECONDS

Emails received



**5,937**

Average speed of answer to email



**5 days**

## Repairs

Customer satisfaction: **86%**



Fixed right first time: **82%**



Repairs reported



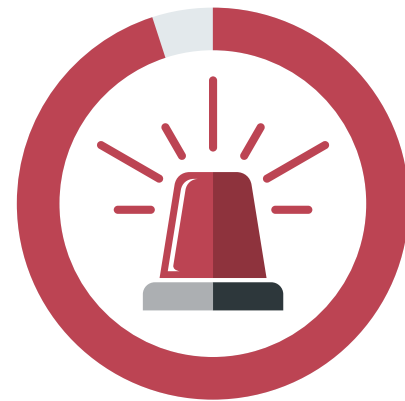
**4 5 8 1**

Repairs completed



**3,824**

Emergency repairs completed within 24 hours: **95%**



Routine repairs completed within 28 days: **53%**



## Complaints

Customer satisfaction: **44%**



Formal complaints

**129**

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



Top 3 reasons for complaints



Delays/service failures: **18%**



Communication / information: **55%**



Incomplete action: **22%**

Resolution



Upheld: **71%**



Partially upheld: **15%**



Not upheld: **14%**