

Customer Contact Centre

Customer satisfaction: **75%**



6%

Calls answered within two minutes: **67%**



11%

Calls received

15,315



Average call waiting time

03 00

MINUTES SECONDS



Emails received



5,214



Average speed of answer to email



9 days



Repairs

Customer satisfaction: **88%**



Fixed right first time: **86%**



2%



Repairs reported

4 5 2 9



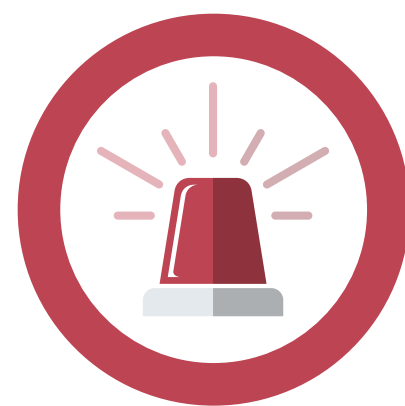
Repairs completed



4,414



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



Routine repairs completed within 28 days: **86%**



5%

Complaints

Customer satisfaction: **40%**



8%

Formal complaints

145



Responded to within ten days: **95%**



2%

Top 3 reasons for complaints

Delays/service failures: **82%**



48%

Communication / information: **3%**



44%

Incomplete action: **6%**



7%

Resolution

Upheld: **81%**



Partially upheld: **11%**



Not upheld: **8%**

