

Customer Contact Centre

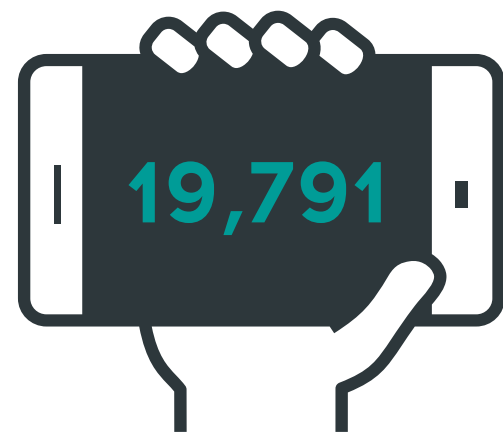
Customer satisfaction: **81%**



Calls answered within two minutes: **54%**



Calls received



Average call waiting time

04 13
MINUTES SECONDS

Emails received



7,260

Average speed of answer to email



3 days

Repairs

Customer satisfaction: **88%**



Fixed right first time: **80%**



Repairs reported



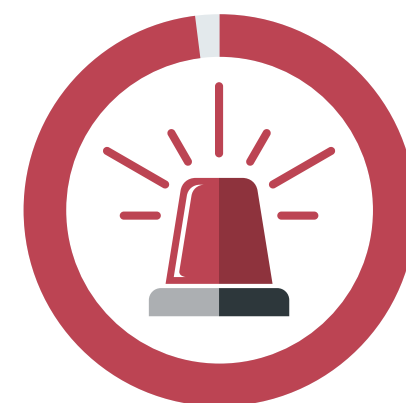
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Repairs completed



4,736

Emergency repairs completed within 24 hours: **98%**



Routine repairs completed within 28 days: **45%**



Complaints

Customer satisfaction: **44%**



Formal complaints

129

Responded to within ten days: **97%**



Top 3 reasons for complaints



Delays/service failures: **8%**



Communication / information: **61%**



Incomplete action: **23%**

Resolution



Upheld: **67%**



Partially upheld: **19%**



Not upheld: **14%**