

Customer Contact Centre

Customer satisfaction: **79%**



Calls answered within two minutes: **50%**



Calls received

24,155



Average call waiting time

06 00

MINUTES SECONDS



Emails received



7,395



Average speed of answer to email



6 days



Repairs

Customer satisfaction: **88%**



Fixed right first time: **89%**



Repairs reported

6 8 3 2

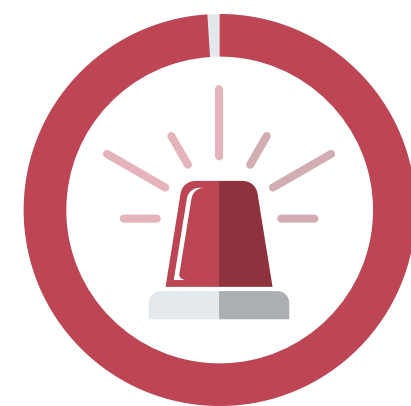


Repairs completed

6,182



Emergency repairs completed within 24 hours: **99%**



Routine repairs completed within 28 days: **79%**



Complaints

Customer satisfaction: **40%**



Formal complaints

205



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



Top 3 reasons for complaints

Delays/service failures: **44%**



Communication / information: **36%**



Incomplete action: **15%**



Resolution

Upheld: **82%**



Partially upheld: **8%**



Not upheld: **10%**

