

## Customer Contact Centre

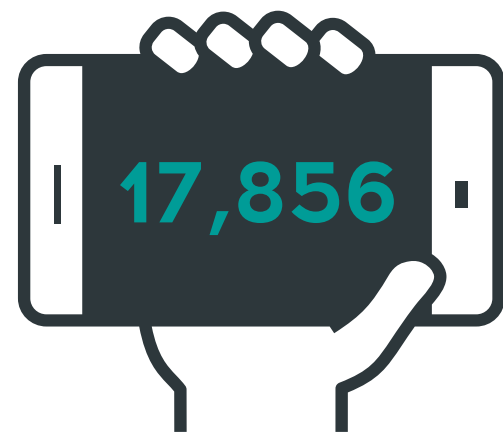
Customer satisfaction: **79%**



Calls answered within two minutes: **61%**



Calls received



Average call waiting time

**03 03**  
MINUTES SECONDS

Emails received



**6,257**

Average speed of answer to email



**3 days**

## Repairs

Customer satisfaction: **86%**



Fixed right first time: **81%**



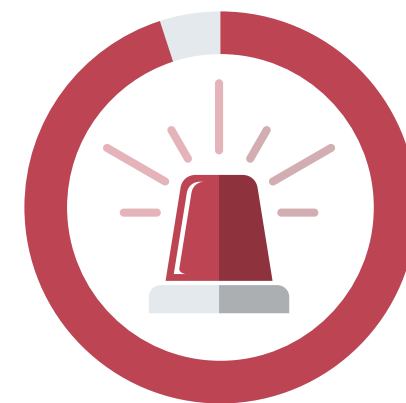
Repairs reported



Repairs completed

**4,996**

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



Routine repairs completed within 28 days: **49%**



## Complaints

Customer satisfaction: **44%**



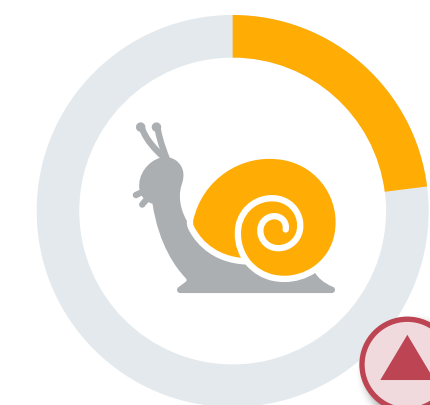
Formal complaints

**112**

Responded to within ten days: **98%**



Top 3 reasons for complaints



Delays/service failures: **23%**



Communication / information: **48%**



Incomplete action: **23%**

Resolution



Upheld: **69%**



Partially upheld: **16%**



Not upheld: **15%**