

Customer Contact Centre

Customer satisfaction: **80%**



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



Calls received

20,335



Average call waiting time

06 27

MINUTES SECONDS



Emails received



6,963



Average speed of answer to email



3 days



Repairs

Customer satisfaction: **90%**



Fixed right first time: **90%**



Repairs reported

5 6 8 9

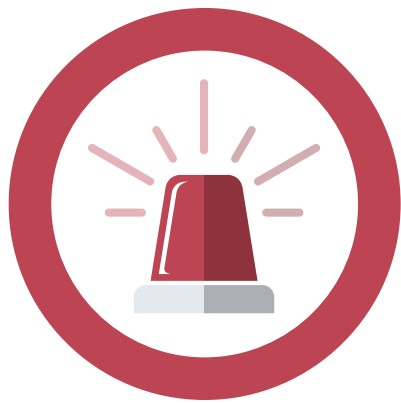


Repairs completed

5,733



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



Routine repairs completed within 28 days: **82%**



Complaints

Customer satisfaction: **46%**



Formal complaints

233

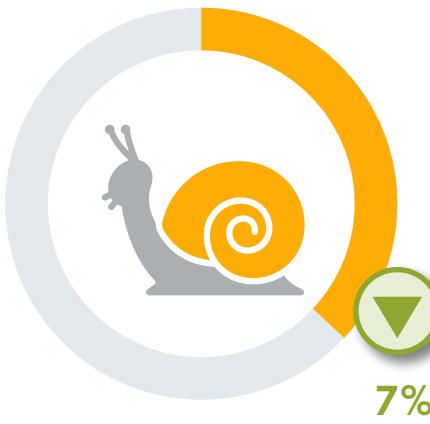


Responded to within ten days: **95%**

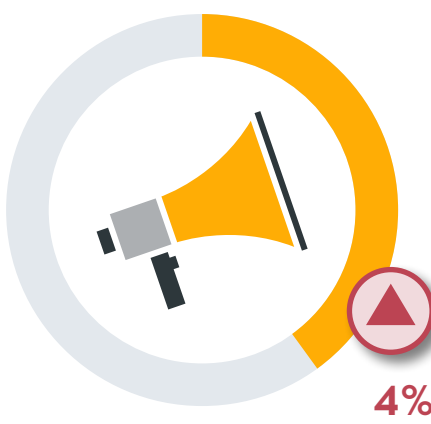


Top 3 reasons for complaints

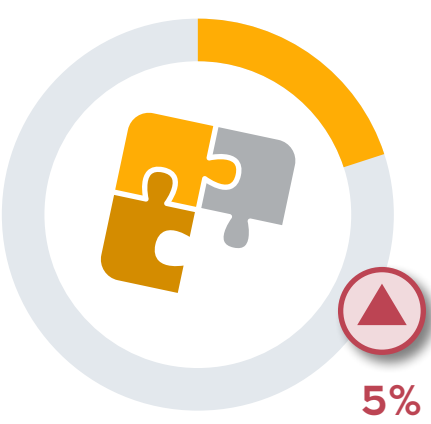
Delays/service failures: **37%**



Communication / information: **40%**



Incomplete action: **20%**



Resolution

Upheld: **80%**



Partially upheld: **13%**



Not upheld: **7%**

