

Customer Contact Centre

Customer satisfaction: **84%**



Calls answered within two minutes: **58%**



Calls received

18,434



Average call waiting time

04 39

MINUTES SECONDS



Emails received



6,947

Average speed of answer to email



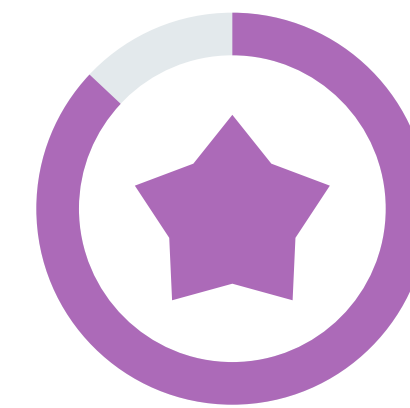
4 days

Repairs

Customer satisfaction: **90%**



Fixed right first time: **87%**



Repairs reported

8 2 5 3

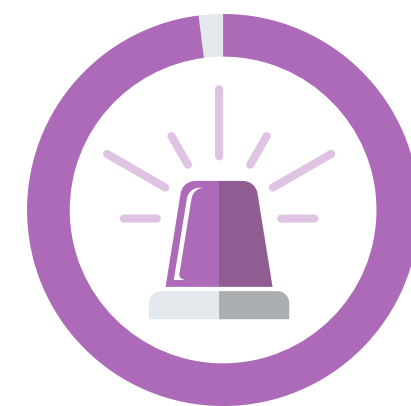


Repairs completed

7,555



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



Routine repairs completed within 28 days: **84%**



Complaints

Customer satisfaction: **50%**

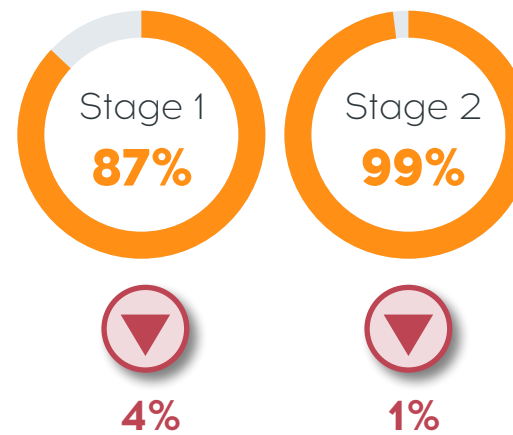


Stage 1 complaints

597



Complaints responded to in time:



Top 3 reasons for complaints

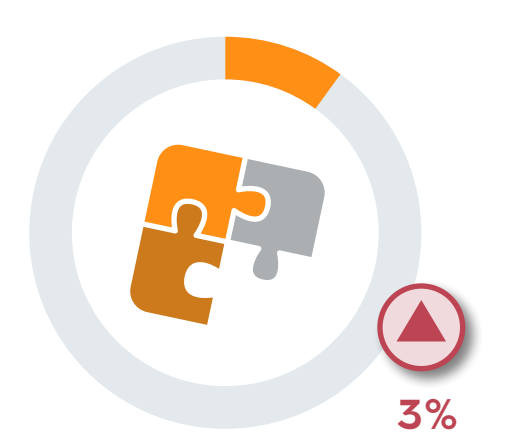
Delays/service failures: **40%**



Communication / information: **21%**



Incomplete action: **10%**



Resolution

Upheld: **69%**



Partially upheld: **12%**



Not upheld: **17%**

