

Customer Contact Centre

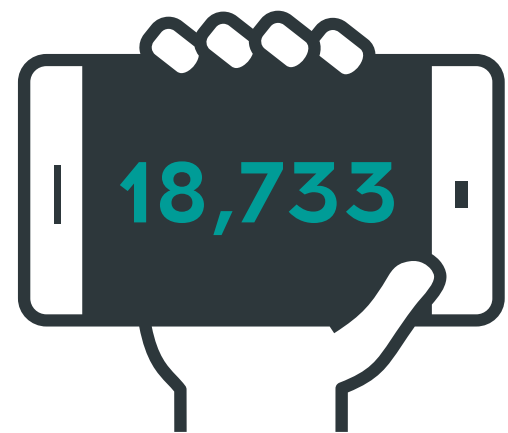
Customer satisfaction: **80%**



Calls answered within two minutes: **78%**



Calls received



Average call waiting time



Emails received



8,112



Average speed of answer to email



3 days



Repairs

Customer satisfaction: **88%**



Fixed right first time: **81%**



Repairs reported



5 3 6 6



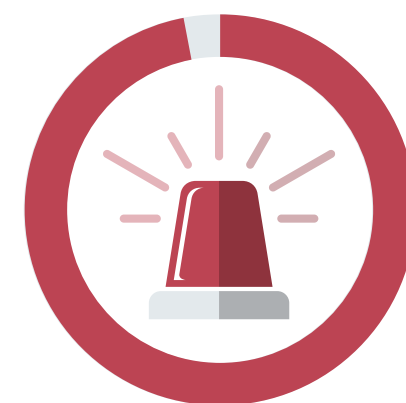
Repairs completed



5,395



Emergency repairs completed within 24 hours: **97%**



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



Complaints

Customer satisfaction: **48%**



Formal complaints



Responded to within ten days: **100%**



Top 3 reasons for complaints



Delays/service failures: **11%**



Communication / information: **57%**



Incomplete action: **23%**

Resolution



Upheld: **67%**



Partially upheld: **25%**



Not upheld: **8%**