

Customer Contact Centre

Customer satisfaction: **80%**



Calls answered within two minutes: **73%**



Calls received

16,146



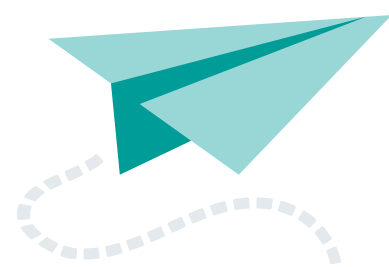
Average call waiting time

01:45

MINUTES SECONDS



Emails received



6,638



Average speed of answer to email



2 days



Repairs

Customer satisfaction: **89%**



Fixed right first time: **88%**



Repairs reported

4 1 5 2



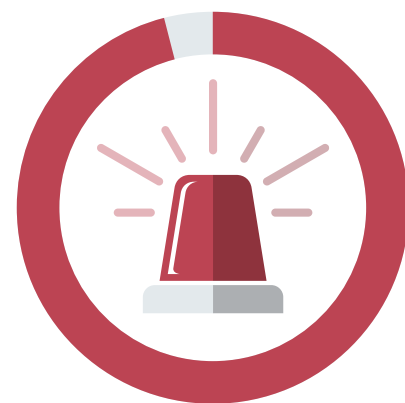
Repairs completed



4,457



Emergency repairs completed within 24 hours: **96%**



Routine repairs completed within 28 days: **59%**



Complaints

Customer satisfaction: **50%**



Formal complaints

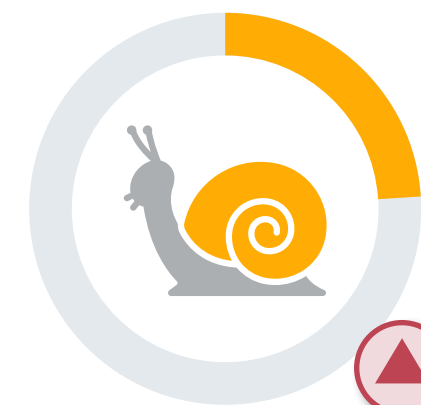
164



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



Top 3 reasons for complaints



Delays/service failures: **24%**



Communication / information: **50%**



Incomplete action: **7%**

Resolution



Upheld: **59%**



Partially upheld: **30%**



Not upheld: **11%**