

## Customer Contact Centre

Customer satisfaction: **72%**



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



Calls received

**24,350**



Average call waiting time

**07 52**

MINUTES SECONDS



Emails received



**7,162**



Average speed of answer to email



**4 days**



## Repairs

Customer satisfaction: **90%**



Fixed right first time: **90%**



Repairs reported



**7 5 1 5**



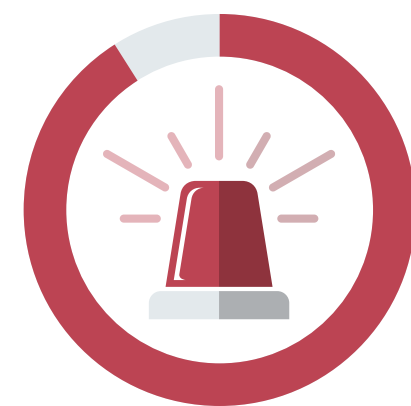
Repairs completed



**6,563**



Emergency repairs completed within 24 hours: **91%**



Routine repairs completed within 28 days: **85%**



## Complaints

Customer satisfaction: **54%**



Formal complaints

**518**



Stage 1 complaints responded to in time: **62%**



Top 3 reasons for complaints

Delays/service failures: **43%**



Communication / information: **35%**



Incomplete action: **7%**



Resolution

Upheld: **77%**



Partially upheld: **15%**



Not upheld: **8%**

