

Customer Contact Centre

Customer satisfaction: **84%**



Calls answered within two minutes: **65%**



Calls received

17,490



Average call waiting time

02 17

MINUTES SECONDS



Emails received



7,152



Average speed of answer to email



3 days



Repairs

Customer satisfaction: **86%**



Fixed right first time: **88%**



Repairs reported



4 8 1 5



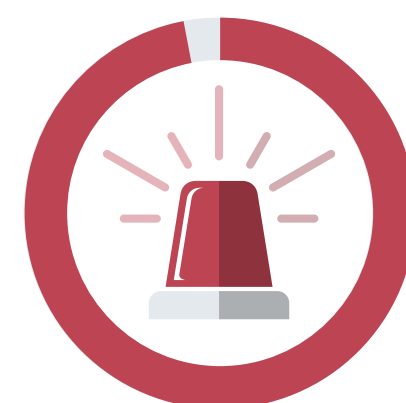
Repairs completed



4,948



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



Routine repairs completed within 28 days: **60%**



Complaints

Customer satisfaction: **50%**



Formal complaints

176



Responded to within ten days: **98%**



Top 3 reasons for complaints



Delays/service failures: **34%**



Communication / information: **47%**



Incomplete action: **6%**

Resolution



Upheld: **71%**



Partially upheld: **22%**



Not upheld: **7%**