

## Customer Contact Centre

Customer satisfaction: **84%**



Calls answered within two minutes: **64%**



Calls received

**18,778**



Average call waiting time

**02 22**

MINUTES SECONDS



Emails received



**7,490**



Average speed of answer to email



**5 days**



## Repairs

Customer satisfaction: **88%**



Fixed right first time: **87%**



Repairs reported

**5 0 6 8**



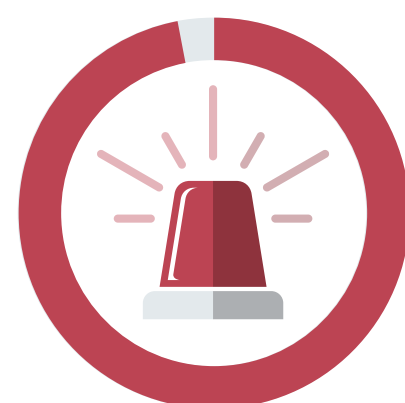
Repairs completed



**5,301**



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



Routine repairs completed within 28 days: **64%**



## Complaints

Customer satisfaction: **52%**



Formal complaints

**203**



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



Top 3 reasons for complaints



Delays/service failures: **29%**



Communication / information: **49%**



Incomplete action: **5%**

Resolution



Upheld: **73%**



Partially upheld: **15%**



Not upheld: **12%**