

## Customer Contact Centre

Customer satisfaction: **82%**



Calls answered within two minutes: **82%**



Calls received

**16,466**



Average call waiting time

**01:08**

MINUTES SECONDS



Emails received



**6,081**



Average speed of answer to email



**3 days**



## Repairs

Customer satisfaction: **88%**



Fixed right first time: **87%**



Repairs reported

**5 3 6 7**



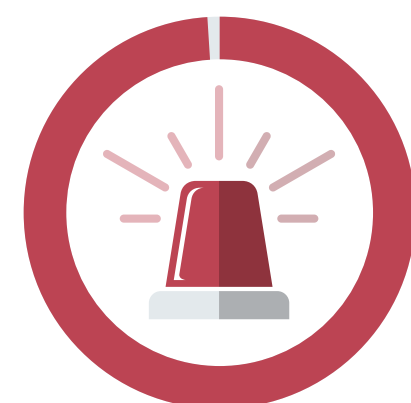
Repairs completed



**5,296**



Emergency repairs completed within 24 hours: **99%**



Routine repairs completed within 28 days: **70%**



## Complaints

Customer satisfaction: **44%**



Formal complaints

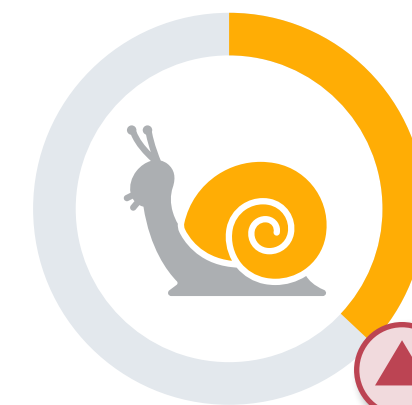
**162**



Responded to within ten days: **99%**



Top 3 reasons for complaints



Delays/service failures: **37%**



Communication / information: **53%**



Incomplete action: **8%**

Resolution



Upheld: **76%**



Partially upheld: **11%**



Not upheld: **13%**