

Customer Contact Centre

Customer satisfaction: **81%**



1%

Calls answered within two minutes: **87%**



5%

Calls received

16,813



Average call waiting time

00 52

MINUTES SECONDS



Emails received



6,571



Average speed of answer to email



2 days



Repairs

Customer satisfaction: **90%**



2%

Fixed right first time: **88%**



1%



Repairs reported

5 0 4 1



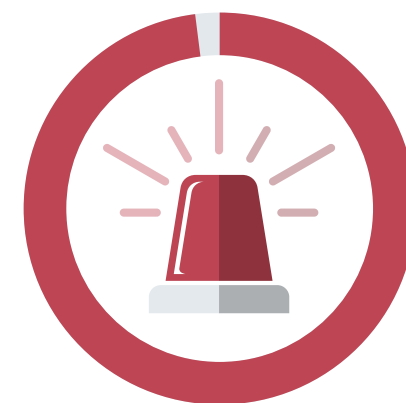
Repairs completed



5,716



Emergency repairs completed within 24 hours: **98%**



1%

Routine repairs completed within 28 days: **72%**



2%

Complaints

Customer satisfaction: **42%**



2%

Formal complaints

167



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



1%

Top 3 reasons for complaints

Delays/service failures: **30%**



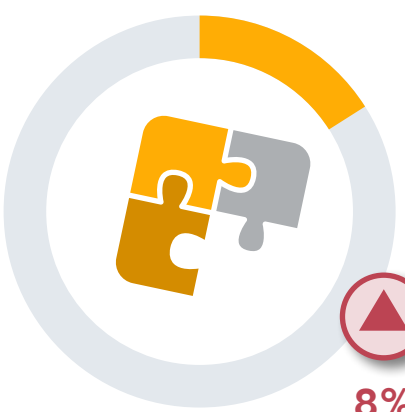
7%

Communication / information: **45%**



8%

Incomplete action: **16%**



8%

Resolution

Upheld: **66%**



Partially upheld: **16%**



Not upheld: **18%**

