

Customer Contact Centre

Customer satisfaction: **84%**



3%

Calls answered within two minutes: **89%**



2%

Calls received

16,252



Average call waiting time

00 45

MINUTES SECONDS



Emails received



6,571



Average speed of answer to email



1 day



Repairs

Customer satisfaction: **90%**



Fixed right first time: **86%**



2%



Repairs reported

5 6 1 6



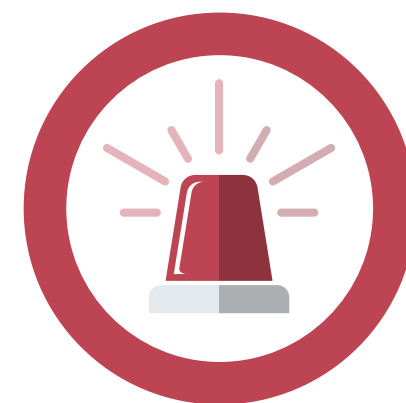
Repairs completed



5,162



Emergency repairs completed within 24 hours: **100%**



2%

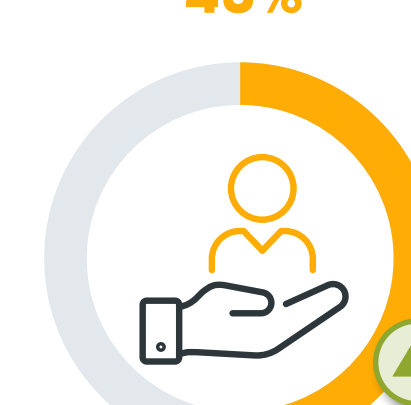
Routine repairs completed within 28 days: **80%**



8%

Complaints

Customer satisfaction: **48%**



6%

Formal complaints

184



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



Top 3 reasons for complaints

Delays/service failures: **36%**



6%

Communication / information: **46%**



1%

Incomplete action: **13%**



3%

Resolution

Upheld: **73%**



Partially upheld: **14%**



Not upheld: **13%**

