

Customer Contact Centre

Customer satisfaction: **81%**



Calls answered within two minutes: **61%**



Calls received



Average call waiting time

04 08
MINUTES SECONDS

Emails received



9,314

Average speed of answer to an email



3 days

Repairs

Customer satisfaction: **85%**



Fixed right first time: **80%**



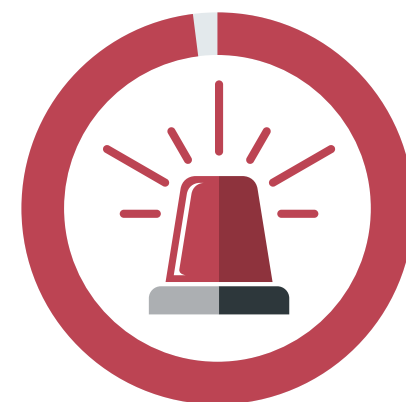
Repairs reported



Repairs completed

4,750

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



Routine repairs completed within 28 days: **50%**



Complaints

Customer satisfaction: **50%**



Formal complaints

119

Responded to within ten days: **100%**



Top 3 reasons for complaints



Delays/service failures: **16%**



Communication / information: **46%**



Incomplete action: **30%**

Resolution



Upheld: **71%**



Partially upheld: **16%**



Not upheld: **13%**