

Customer Contact Centre

Customer satisfaction: **82%**



Calls answered within two minutes: **51%**



Calls received

17,691



Average call waiting time

04 55

MINUTES SECONDS



Emails received



5,479

Average speed of answer to email



2 days



Repairs

Customer satisfaction: **86%**



Fixed right first time: **88%**



Repairs reported



8 2 3 2

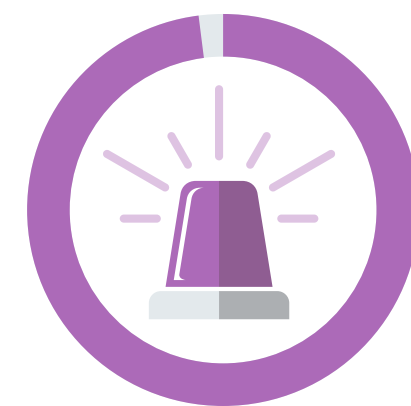
Repairs completed



6,858

334

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



Routine repairs completed within 28 days: **89%**



Complaints

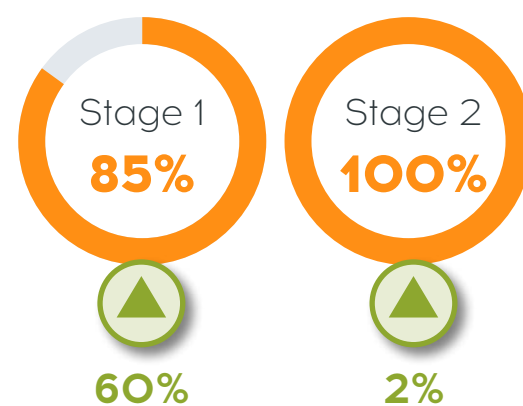
Customer satisfaction: **48%**



Formal complaints

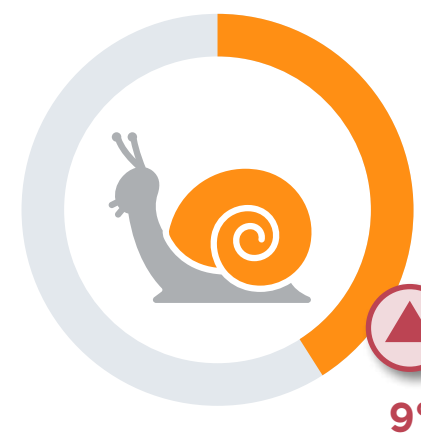
351

Complaints responded to in time:



Top 3 reasons for complaints

Delays/service failures: **41%**



Communication / information: **38%**



Incomplete action: **12%**



Resolution

Upheld: **71%**



Partially upheld: **17%**



Not upheld: **12%**

