

Customer Contact Centre

Customer satisfaction: **85%**



Calls answered within two minutes: **68%**



17%

Calls received

16,388



Average call waiting time

0156

MINUTES SECONDS



Emails received



6,545

Average speed of answer to email



3 days

Repairs

Customer satisfaction: **90%**



Fixed right first time: **87%**



1%

Repairs reported



6 6 8 7



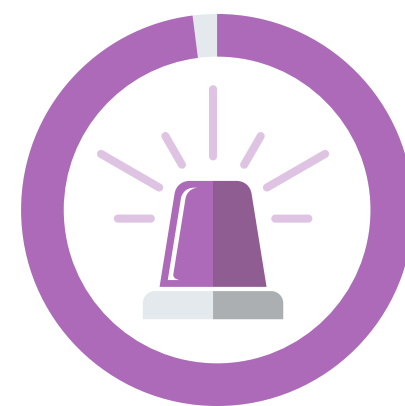
Repairs completed



6,494

986

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



1%

Routine repairs completed within 28 days: **87%**



Complaints

Customer satisfaction: **52%**

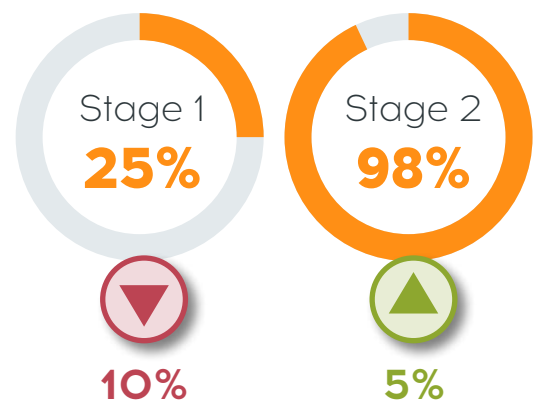


8%

Formal complaints



Complaints responded to in time:

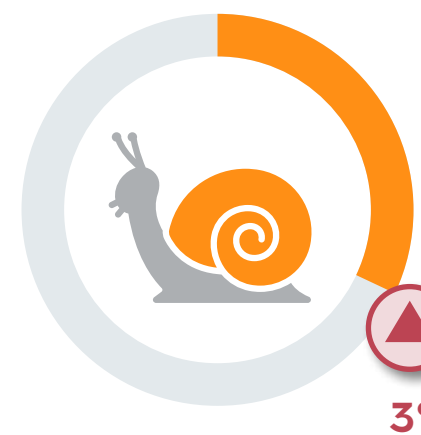


10%

5%

Top 3 reasons for complaints

Delays/service failures: **32%**



3%

Communication / information: **23%**



9%

Incomplete action: **12%**



8%

Resolution

Upheld: **71%**



Partially upheld: **17%**



Not upheld: **12%**

