

HOW WE'RE DOING DECEMBER 2020

Our overall average customer satisfaction score

4.38 OUT OF 5
(based on 4,975 survey responses)



4.48 out of 5

Average satisfaction score with our repairs service



Total number of calls answered
20,985

Average call waiting time in our Customer Service Centre

47 SECONDS



97.04%

Repairs appointments we kept



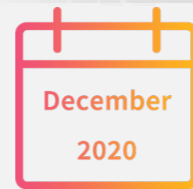
Number of complaints raised

22



Average days taken to respond to a complaint

11.3



98.57%

Emergency repairs completed within 24 hours

99.92%

Gas servicing completion

