

HOW WE'RE DOING JANUARY 2021

Our overall average customer satisfaction score

4.43 OUT OF 5
(based on 5,334 survey responses)



4.49 out of 5

Average satisfaction score with our repairs service



Total number of calls handled
22,428

Average call waiting time in our Customer Service Centre

1 MINUTE 41 SECONDS



96.76%

Repairs appointments we kept



98.71%

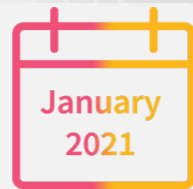
Emergency repairs completed within 24 hours

Number of complaints raised

19



Average days taken to respond to a complaint



16.4

99.88%

Gas servicing completion

