

HOW WE'RE DOING APRIL 2021

Our overall average customer satisfaction score

4.54 OUT OF 5
(based on 5,051 survey responses)



4.56 out of 5

Average satisfaction score with our repairs service



Total number of calls handled
25,285

Average call waiting time in our Customer Service Centre

1 MINUTE 12 SECONDS



95.01% Repairs appointments we kept



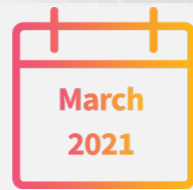
98.86%

Emergency repairs completed within 24 hours

Number of complaints raised
35



Average days taken to respond to a complaint
12



99.73% Gas servicing completion

