

HOW WE'RE DOING MAY 2021

Our overall average customer satisfaction score

4.46 OUT OF 5
(based on 5101 survey responses)



4.55 out of 5

Average satisfaction score with our repairs service



Total number of calls handled
20,198

Average call waiting time in our Customer Service Centre

1 MINUTE 16 SECONDS



96.43% Repairs appointments we kept



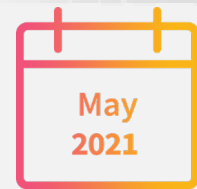
99.08%

Emergency repairs completed within 24 hours

Number of complaints raised
49



Average days taken to respond to a complaint
16



99.86% Gas servicing completion

