

HOW WE'RE DOING JUNE 2021

Our overall average customer satisfaction score

4.36 OUT OF 5
(based on 5393 survey responses)



4.6 out of 5

Average satisfaction score with our repairs service



Total number of calls handled
22,230

Average call waiting time in our Customer Service Centre

1 MINUTE 30 SECONDS



96.21% Repairs appointments we kept



98.96%

Emergency repairs completed within 24 hours

Number of complaints raised
57



Average days taken to respond to a complaint
15.1



99.65% Gas servicing completion

