

HOW WE'RE DOING AUGUST 2023

Our overall average customer satisfaction score

4.50 OUT OF 5
(based on 3,544 survey responses)



4.49 out of 5

Average satisfaction score with our repairs service



Total number of calls handled
24,049

Average call waiting time in our Customer Service Centre

1 MINUTE



97.94% Repairs appointments we kept



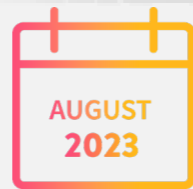
96.59%

Emergency repairs completed within 24 hours

Number of complaints raised
139



Average days taken to respond to a complaint
11.23



99.90% Gas servicing completion

