

# How we're doing December 2023

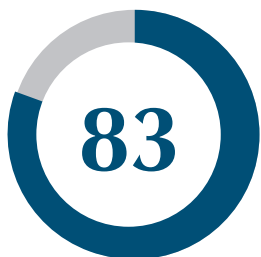
## Customer experience

Average call wait times (minutes)

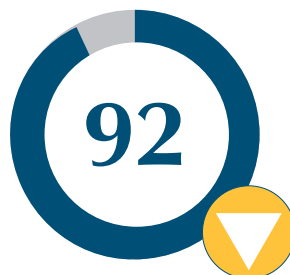
00:59



Calls answered within two minutes (%)



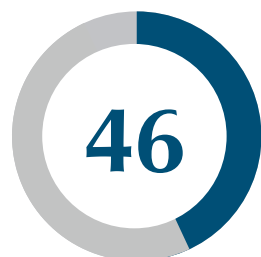
Digital contacts responded to within two days (%)



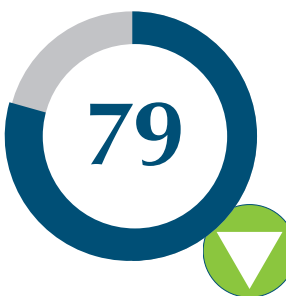
Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



## Repairs

Number of repairs completed

1242

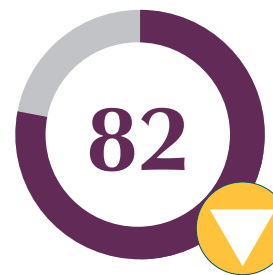
Number of repairs completed on time

1056

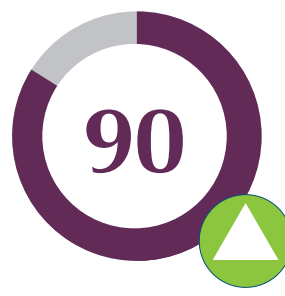
Emergency repairs completed within target (%)



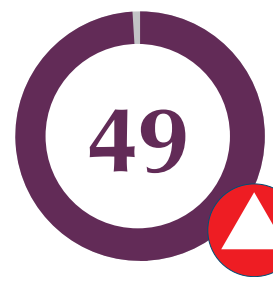
Non-emergency repairs completed within target (%)



Customer assessed repairs completed right first time (%)



Number of no access visits



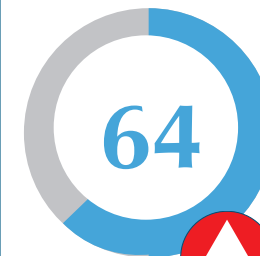
## Feedback focus

Net promoter score

26



Community Standard Inspection satisfaction (%)

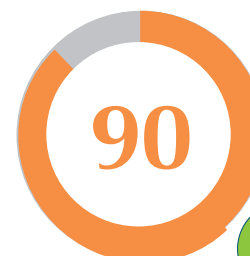


Number of compliments

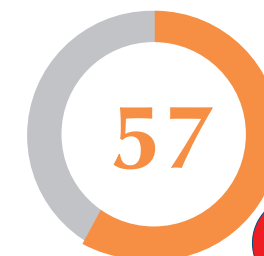
440

## Complaints

Complaints handling satisfaction (%)



Service failure handling satisfaction (%)



Performance improved  
 Unchanged  
 Performance declined  
 On target  
 Off target  
 Within 5% target