

How we're doing September 2023

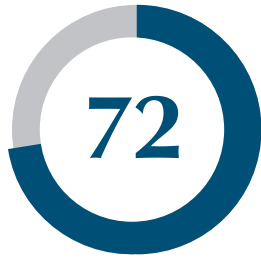
Customer experience

Average call wait times (minutes)

01:55



Calls answered within two minutes (%)



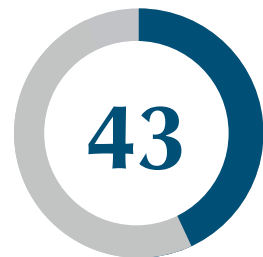
Digital contacts responded to within two days (%)



Callbacks responded to within four days (%)



Customers using digital services (%)



Customer assessed first call resolution (%)



Repairs

Number of repairs completed

1319

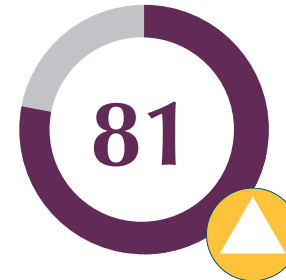
Number of repairs completed on time

1085

Emergency repairs completed within target (%)



Non-emergency repairs completed within target (%)



Customer assessed repairs completed right first time (%)



Appointments kept as a % of appointments made



Feedback focus

Net promoter score

+2



Community Standard Inspection satisfaction (%)

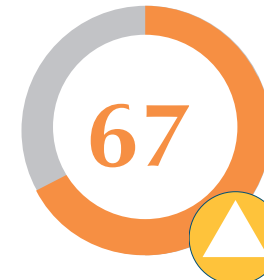


Number of compliments

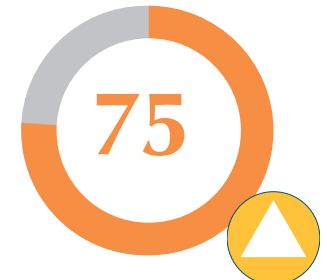
815

Complaints

Complaints handling satisfaction (%)



Service failure handling satisfaction (%)



Speed of handling service failure



Average rating 6 out of 10

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