



How are we doing?



Performance measure	How we did last year (2009/10)	Our target for 2010/11	How we're doing so far April 2010	Performance Trend
Customer satisfaction with how complaints are handled (%)	71.0	71.0	67.0	↓
Letters acknowledged in 48 hours (%)	100	100	100	↔
Telephone calls answered within 15 seconds (%)	79.5	91.0	85.3	↑
First time fix by Contact Centre (%)	86.2	84.0	89.0	↑
Responsive repairs - emergency repairs on target (%)	99.4	99.8	100	↑
Responsive repairs - urgent repairs on target (%)	97.9	98.5	97.3	↓
Responsive repairs - appointments made and kept (%)	98.6	99.0	96.4	↓
Responsive repairs - customer satisfaction (%)	97.3	95.0	97.7	↑
Planned maintenance - customer satisfaction Quarterly (%)	98.8	97.5	98.8	↑
Gas services completed YTD (%)	100	100	100	↔

The **colours** in the above table indicate how we are performing in comparison with this **years** target. The **arrows** indicate how this months performance compares with the previous **month**.