



How are we doing?



| Performance measure | How we did last year (2009/10) | Our target for 2010/11 | How we're doing so far May 2010 | Performance Trend |
|---|--------------------------------|------------------------|---------------------------------|-------------------|
| Customer satisfaction with how complaints are handled (%) | 71.0 | 71.0 | 75.0 | ↑ |
| Letters acknowledged in 48 hours (%) | 100 | 100 | 100 | ↔ |
| Telephone calls answered within 15 seconds (%) | 79.5 | 91.0 | 85.7 | ↑ |
| First time fix by Contact Centre (%) | 86.2 | 84.0 | 88.6 | ↓ |
| Responsive repairs - emergency repairs on target (%) | 99.4 | 99.8 | 100 | ↔ |
| Responsive repairs - urgent repairs on target (%) | 97.9 | 98.5 | 97.6 | ↑ |
| Responsive repairs - appointments made and kept (%) | 98.6 | 99.0 | 95.1 | ↓ |
| Responsive repairs - customer satisfaction (%) | 97.3 | 95.0 | 98.4 | ↑ |
| 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**.