



How are we doing?



Performance measure	How we did last year (2008/09)	Our target for 2009/10	How we're doing so far October 2009	
Customer satisfaction with how complaints are handled (%)	68.0	70.0	90.0	↔
Letters acknowledged in 48 hours (%)	100	100	100	↔
Telephone calls answered within 15 seconds (%)	76.40	90.0	77.0	↑
First time fix by Contact Centre (%)	78.7	79.0	81.7	↓
Responsive repairs - emergency repairs on target (%)	99.7	99.8	99.5	↓
Responsive repairs - urgent repairs on target (%)	99.0	98.7	98.9	↑
Responsive repairs - appointments made and kept (%)	99.6	99.0	99.7	↔
Responsive repairs - customer satisfaction (%)	89.4	94.5	93.8	↓
Planned maintenance - customer satisfaction Quarterly (%)	95.8	95.0	98.7	↑
Gas services completed YTD (%)	99.9	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**.