

How we're doing Oct 2025

Check out our key on the next page for an explanation of each measure and to see how each number is calculated.

Overall combined customer satisfaction so far this year

86.9%

On target 84.7%



Percentage of complaints resolved at the earliest stage

81.7%

On target 82%



Average call wait time

3:21secs



Customer satisfaction with Gas and Home Safety

97.8%



Number of customer calls to contact team

8,693



Average wait time for a routine appointment (days)

16.4

On target 15



Number of formal complaints received

126



Percentage of customer telephone queries resolved first time

81.4%

On target 80%



Repairs completed in one visit (customer perception)

77.6%

On target 76%



Percentage of appointments we have had to move

1.7%

On target 2%



Customer satisfaction with In-house repairs

89.8%



Customer satisfaction with Contracted Repairs

76.8%



On target Off target Near miss

Our targets show what we expect to achieve right now. Targets always aim to maintain, and usually exceed our past performance.

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