Monthly Performance Report February 2024







Overall customer satisfaction (transactional)

2024

Target 84%

Feb

2024



Nov

2023

Dec 2023 2023

98.8% 98.7% 99.4%

> Performance has increased from last month and remains in the Amber Threshold

83.0% 83.2% 82.7% 82.6% on last month. Performance



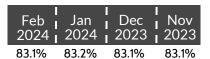
Satisfaction increased slightly remains amber and within the target threshold.

Dec

2023

Customer satisfaction with responsive repairs (transactional)

Target 85%





Satisfaction has decreased slightly since last month and remains amber



Target 100% **Gas Safety**

Compliance

Dec Nov Feb Jan 2024 2023 2023 2023 99.9% 99.8% 99.8% 99.8%



