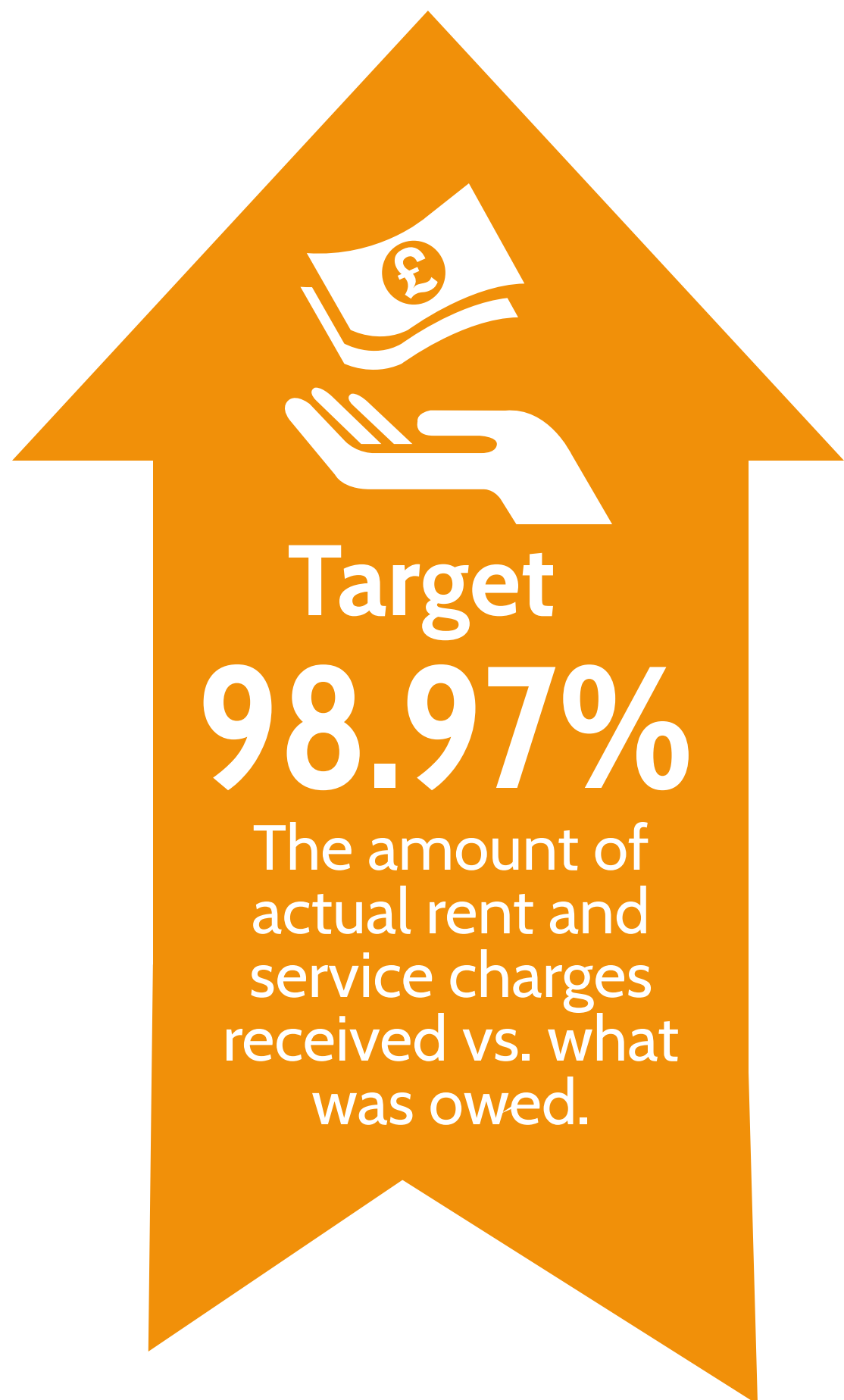


# Quarterly Performance Report

## For Quarter 3, (31.12.2018)



Mar 2019	Dec 2018	Sep 2018	Jun 2018
-	98.72%	97.85%	97.38%

Our performance has seen an improvement this quarter. The income team are using a new tool for managing their workload giving them greater flexibility providing them with more options to effectively manage each customer account



Mar 2019	Dec 2018	Sep 2018	Jun 2018
-	78.94%	78.66%	78.08%

We continue to see a slight improvement from the last quarter. We are seeking to improve our customer experience through communication, management of expectations, increased staff accountability and use of insight.

Customer satisfaction with responsive repairs

**Target**  
**91.00%**



Mar 2018	Dec 2018	Sep 2018	Jun 2018
-	92.07%	92.45%	90.99%



Satisfaction although only very slightly lower than last quarter remains high and above target set for the year



Mar 2018	Dec 2018	Sep 2018	Jun 2018
-	100%	100%	99.00%



The gas team and the contractors have continued to work really hard to gain a full 100% compliance.