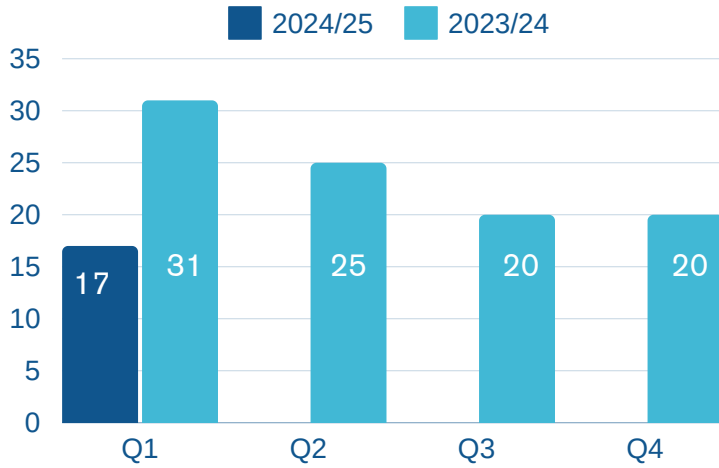


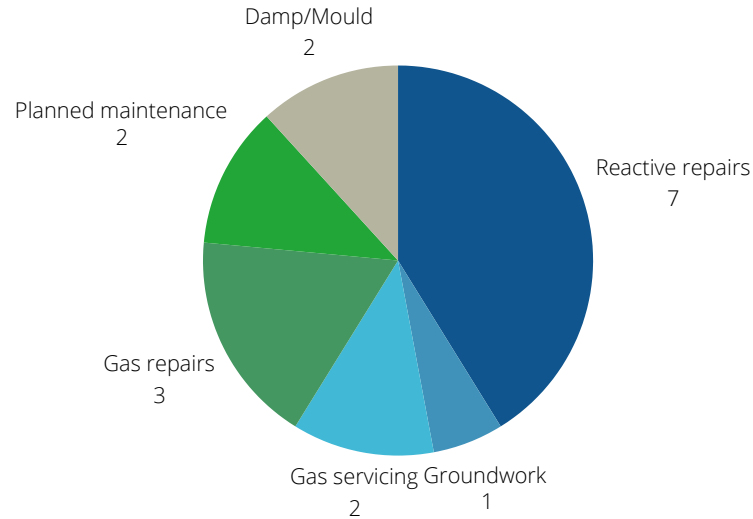
Service requests

1st April 2024 to 31st March 2025

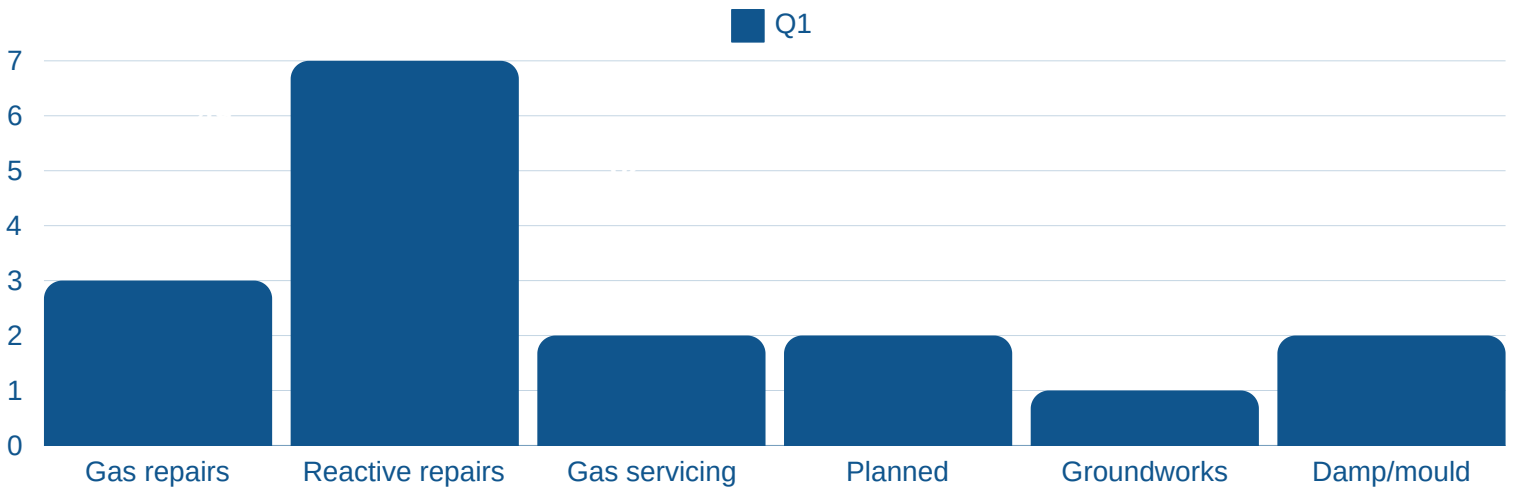
Number of service requests per quarter compared to last year



Service requests per category - Q1



Service requests categories per quarter



Actions taken:-

- Individual issues raised at contractor meetings and minuted
- Agreed the intervals gas servicing appointment letters are sent and first class
- To produce a customer journey for gas servicing