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| **Group** | **SLA** | **Service Level** | **KPI Description** | **Format of report** |
| **Mobilisation & Planning** | 1.1 | Network Setup | Lead Entity | Lead Entity |
| **Data Provision** | 2.1 | Fortnightly Meter Read | Lead Entity | Lead Entity |
| 2.2 | Night Reads (15 mins) | Lead Entity | Lead Entity |
| 2.3 | All data reads | Lead Entity | Lead Entity |
| 2.4 | Data Corruption | Lead Entity | Lead Entity |
| **Customer Satisfaction** | 3.1 | Customer satisfaction score | **Call Centre Response**   1. Our call centre has KPIs that require 80% of all calls to be answered in 45 seconds. 2. An abandoned call rate of 3% or less and an average wait time of 60 seconds or less; which we easily achieve on average over the course of the year, managing peaks and troughs by flexing resource levels, where necessary.   **Appointment Bookings**   1. Meter Install appointments to be measured with average wait times. 2. Customer side leakage appointments recorded from first contact through to resolution.   **Escalations Overview**   1. Escalation via agent 2. Open escalation not with Team (YW) 3. Age of escalation 4. Awaiting update from team or others 5. Next Call Attempts – Due Today 6. Overdue next call attempts 7. Future next call attempts 8. Team leader escalations   **Installation KPIs (which can affect CSAT)**   1. Number of No Waters (area based) 2. No Water resolution time 3. OSV left off 4. Unmeterables 5. Customer side leaks 6. Aggression towards operatives 7. Customers not wanting a meter (reasons) 8. Total suppliers interrupted. 9. Missed appointments 10. Maintenance visits | **Call Centre Response**  Captured via MWorks and Vonage  **Appointment Bookings**   1. MWorks Dashboard (real time) 2. MWorks   Dashboard  (real time)  **Escalations Overview**  All KPIs provided in near real time through MWorks  Dashboards. Reports can also be produced via Power BI.  **Installation KPIs (which can affect CSAT)**  All KPIs provided in near real time through MWorks  Dashboards. Reports can also be produced via Power BI. |
| 3.2 | Customer satisfaction score improvement | **Maintain customer experience.**   1. Vonage Contact Centre technology to allows for queued call backs, where the customer is offered the option of putting the phone down whilst remaining in a virtual queue and then getting a call back when it is their turn to be answered – this helps reduce lost calls and creates a more effortless experience for the customer. 2. Where our CSS ratings are 6 or below, we call the customer to discuss the reasons for giving that score and try to retrospectively fix any issues they may have experienced; aiming to address these issues and change their attitude in advance of any CES survey they may be asked to complete. 3. Customer journey and experience is at the fore front of all operative training. Engagement with the customer and informing them of why a smart metering is necessary for saving water and can help lower consumption, whilst being the fairest way to pay is part of our operatives messaging on the day. We are proud of participating in the WOW awards scheme where we have now cross over 1000 nominations within our Thames Water contract. 4. Where my tech & online booking is key to informing the customer once the appoint is booked where our technicians are. Together with text updates the customer is always kept informed providing a high customer experience. This avoids missing appointments and repeat visits which can lower the customer experience. | **Customer experience**   1. Vonage dashboards in real time 2. Power BI or MWorks 3. Wow feedback forms and rant and rave text messaging   4.Online in real time |