



Our Customer Service performance rating for Q4 2023
as measured by Citizens Advice

Supplier ranking (out of 5)	Rating	Average telephone wait time	Telephone score (out of 5)	Email response within 2 working days %	Email response score (out of 5)	Ease of contact score (out of 5)
5	3.01	37 seconds	5	100%	5	4.4

