

Energy - Quarterly Operational KPIs



Qtr 1 2022					
84.73	98.63	100.00	99.60	0.17	
80% of Calls Answered in 2 minutes	90% Calls Answered In 5 Mins	100% of written correspondence to be replied to with...	90% Decisions Under 6 Weeks	Less than 1% of Decisions in Under 8 weeks	
Qtr 4 2021					
86.57	98.60	100.00	98.83	0.30	
80% of Calls Answered in 2 minutes	90% Calls Answered In 5 Mins	100% of written correspondence to be replied to with...	90% Decisions Under 6 Weeks	Less than 1% of Decisions in Under 8 weeks	
Qtr 3 2021					
81.13	95.77	100.00	97.07	0.43	
80% of Calls Answered in 2 minutes	90% Calls Answered In 5 Mins	100% of written correspondence to be replied to with...	90% Decisions Under 6 Weeks	Less than 1% of Decisions in Under 8 weeks	
Qtr 2 2021					
81.67	96.40	100.00	95.27	1.60	
80% of Calls Answered in 2 minutes	90% Calls Answered In 5 Mins	100% of written correspondence to be replied to with...	90% Decisions Under 6 Weeks	Less than 1% of Decisions in Under 8 weeks	

Comms - Quarterly Operational KPIs



<div>Qtr 1</div> <div>2022</div> <div>Year</div>	<div>86.83</div> <div>80% of calls answered in 2 minutes</div>	<div>98.97</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>96.53</div> <div>90% of decisions issued in 6 weeks</div>	<div>98.37</div> <div>less than 1% issued over 8 weeks</div>
<div>Qtr 4</div> <div>2021</div> <div>Year</div>	<div>88.23</div> <div>80% of calls answered in 2 minutes</div>	<div>98.93</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>95.07</div> <div>90% of decisions issued in 6 weeks</div>	<div>98.93</div> <div>less than 1% issued over 8 weeks</div>
<div>Qtr 3</div> <div>2021</div> <div>Year</div>	<div>81.97</div> <div>80% of calls answered in 2 minutes</div>	<div>96.30</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>95.30</div> <div>90% of decisions issued in 6 weeks</div>	<div>99.13</div> <div>less than 1% issued over 8 weeks</div>
<div>Qtr 2</div> <div>2021</div> <div>Year</div>	<div>82.77</div> <div>80% of calls answered in 2 minutes</div>	<div>96.87</div> <div>90% of calls answered in 5 minutes</div>	<div>100.00</div> <div>100% of written correspondence to be repli...</div>	<div>52.40</div> <div>90% of decisions issued in 6 weeks</div>	<div>65.40</div> <div>less than 1% issued over 8 weeks</div>