

You said, we're doing



What you told us

What we're doing

Texts and emails don't always arrive.

We're sending letters rather than emails whilst we resolve the problem.

We're looking at our IT systems to identify the cause of the problem so we can put it right.

We'll fix the problem and put checks in place to make sure the system continues to work as it should.

We're changing our processes and our systems to check we have the correct contact details for you.

We'll make sure we know who doesn't have a mobile phoen and/or email address so we can communicate with them in different ways.

Sometimes you don't know your gas service is due until you receive a letter saying you've missed two appointments and threatening legal action.

We're investigating why the first email notifications don't always arrive, and sending letters in the meantime (see above).

We're changing our process to make it easier and more friendly- sending you an appointment straight away so you can either keep it or change it. We've also rewritten our letters.

It would be good to have gas and electric checks done at the same time if they are both due.

We're investigating how we can change our IT systems so that gas and electrical servicing appointments can be booked together.

You know you need to have your boiler checked every year, but you're not so sure why it's important to check the electrics as it's not done so often.

We'll run a communications promotion to let you know the importance of electrical safety.

Repairs appointments are a problem because:

- there's a lack of available slots
- the appointment time is restrictive and doesn't accommodate your needs
- we don't publicise or give you visibility of evening and weekend appointments.

We'll increase operative capacity so there are more appointments for you to choose from.

If some customers are working from home or happy to wait in all day, it'll help us give others more flexibility. We'll introduce an all-day appointment slot whilst keeping two-hour slots for those that need them.

We're going to proactively offer evening and weekend appointments if you want them.

You find it hard to make and change appointments because:

- you can't find the appointments page
- it can be difficult to get through to the Customer Service Centre.

We're improving our website to make it easier for you to find your way around change your appointment.

We're trialling opening up the Customer Service Centre for longer.

We'll add a direct link in an email or text where you can quickly and easily make or change an appointment.

What you told us

What we're doing

The service from our Customer Service Centre doesn't meet your needs and expectations.

We're reviewing our opening hours and adding a time in the day when it would be convenient for you to talk to us about your appointments

We're promoting and extending other ways for you to get support from us - for example through live web chat.

The text messages when an operative is on the way are confusing and misleading - and in some cases wrong.

We've reviewed, reworded and changed text messages where necessary.

We're checking our IT system to make sure it's operating as it should.

We're checking our operatives know how to use our IT system correctly, so it triggers texts at the correct time.

The quality of the repairs service isn't up to scratch because:

- operatives fail to attend at the appointed time and no one contacts you to let you know, rearrange and apologise
- operatives are late
- someone still turns up even when you've cancelled an appointment
- someone turns up even when your gas service has already been carried out
- operatives don't complete the job and then don't return.

We've developed a wide-ranging service improvement plan to address the issues and started to deliver this.

We have different teams within the repairs process, each with their own ICT systems which don't always speak to each other, which makes communications with us or our contractors difficult.

We're reviewing our IT systems to see what they can do and whether we can use them better so that you get a better service.

Electrical tests delivered by our sub-contractor and their IT capacity/functionality does not support automated processes.

We'll work with our electrical sub-contractor to integrate into the RHP digital process.