

## 2019/20 Electricity Licence Reporting Dtasheets - Distribution

**Note:**

Indicators that require a value as at 30 June are shaded **green**.

Indicators that require a cumulative total value for the whole of the reporting year are shaded **blue**.

Do not enter data into cells that are shaded yellow, these indicators are automatically calculated.

Do not enter data into cells that are shaded grey, they do not apply to that indicator.

Call Centre Performance				
Indicator No.	Description	Basis of Reporting		Comments
		Number	Percentage	
CCD 34	Total number of telephone calls to a call centre of the distributor	N/A		Network not commissioned so call centre not operational during reporting period
CCD 35	Total number of telephone calls to a call centre answered by a call centre operator within 30 seconds	N/A		
CCD 36	Percentage of telephone calls to a call centre answered by a call centre operator within 30 seconds		N/A	
CCD 37	Average duration (in seconds) before a call is answered by a call centre operator	N/A		
CCD 38	Number of the calls that are unanswered	N/A		
CCD 39	Percentage of the calls that are unanswered		N/A	