

## ***OUR COMMITMENTS TO YOU:***

### ***PROMISE 1.***

We will listen to you and commit to providing the best response first time.



- 84.5% of our customers rated our responses positively

### ***PROMISE 2.***

We promise to provide quality advice, technical expertise and highly skilled people to support you.



- 94.4% of customers rated the technical advice they received as excellent

### ***PROMISE 3.***

Our products and services are designed to meet your needs and will evolve as your business grows.



- Launched NICEIC and ELECSA Online Certification
- Reviewed and improved our new customer application process
- Ensured Amendment 3 products and services were available

### ***PROMISE 4.***

We will deliver a timely and professional service at all times.



- 50% reduction in average time from application to registration
- 96% of customers are happy with the speed that calls were answered in
- Average number of monthly complaints reduced

### ***PROMISE 5.***

We will be respectful, courteous and helpful at all times.



- 133 customer compliments received last year

***WE ARE DELIGHTED WITH THE PROGRESS WE HAVE MADE IN 2014, HOWEVER WE UNDERSTAND THERE IS STILL ROOM FOR FURTHER IMPROVEMENT.***

***WE ARE COMMITTED TO DELIVERING EVEN BETTER CUSTOMER SERVICE TO YOU IN 2015.***