

# Customer Service Standards

## Gas Servicing

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- We will confirm all servicing appointments in writing at least five working days in advance and provide you with details of who to contact if you need to change it.
- Our staff will wear a uniform and carry identification cards.
- We can offer morning or afternoon appointments as follows:
  - Morning - Between 8am and 1pm
  - Afternoon - Between 1pm and 5pm
- If you work or have other commitments during these hours, we can also offer Saturday morning appointments between 8am and 1pm.

Our customer service standards are a set of commitments we make to residents about the services we provide and expected levels of performance. These standards were developed in partnership with our customers.

Our Employees will request customers to complete a satisfaction form on their PDA device after the works are completed. Please complete this to enable us to see if we are meeting our standards.