

## Standards of Performance 2012 Results (Greater Belfast)

	STANDARD OF PERFORMANCE	Target	Actual
<b>CUSTOMER CONTACT</b>			
1	<i>Telephone Answering</i>  We aim to answer all calls promptly		
2	<i>Customer Correspondence</i>  All correspondence will be recorded, and where requested, will be responded to within 10 working days	90%	100%
3	<i>Customer Complaints</i>  3a All complaints will be recorded correctly		
3b	Complaints will be responded to within 10 working days	90%	100%
<b>FIRMUS ENERGY SPECIAL SERVICES</b>			
4	<i>firmuscare scheme</i>  firmus energy will develop and promote a vulnerable customer service. Customers, who are chronically sick, disabled or of pensionable age may register for this service.		
4b	When requested, facilities will be provided to blind customers to enable them to read their bill. Deaf customers or those with partial hearing will be offered services that will enable them to contact us.	1. Talking bill service 2. Nominee scheme 3. Minicom facilities	
5	<i>firmuscare scheme</i>  firmus energy offers homeowners on the firmuscare scheme a free annual gas boiler service. Previously firmuscare customers in Belfast were offered a boiler check.	90%	100%

	However as a goodwill gesture, in line with our Ten Town's customers, we are now offering a full boiler service.		
<b>ENERGY EFFICIENCY</b>			
6	<i>Reducing your bill</i>  firmus energy provide energy efficiency advice in various ways to promote effective use of natural gas in the home.		
<b>METER READING</b>			
7	<i>Billing</i>  Online offer – Customer pays by direct debit and submits quarterly self reads online. firmus energy provides 4 paperless bills per annum and will read the meter annually.  Offline offer – firmus energy provide 4 paper bills per annum and will read the meter twice per year.	95%	100%