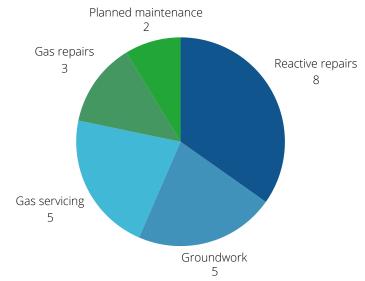
## **Service requests**

## 1st April 2024 to 31st March 2025

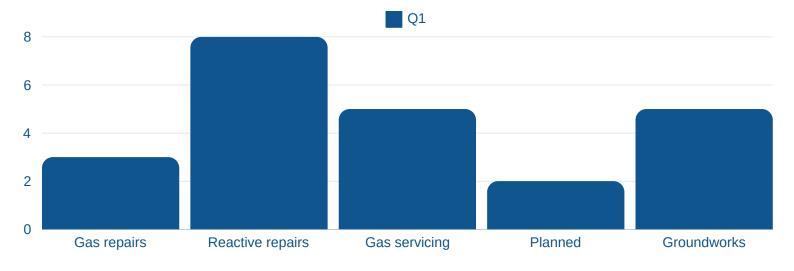
# Number of service requests per quarter compared to last year



#### Service requests per category - Q1



#### Service requests categories per quarter



### Actions taken:-

- Individual issues raised at contractor meetings and minuted
- Agreed the intervals gas servicing appointment letters are sent and first class
- To produce a customer journey for gas servicing