Percentage of Utilities Customer Complaints Resolved Within 50 Days

Benchmarks, Definition & Measurement Details





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Percentage of Customer Complaints Resolved Within 50 Days



What is Percentage of Utilities Customer Complaints Resolved Within 50 Days?

The number of utilities customer complaints resolved in 50 business days or less divided by the total number of customer complaints resolved over the same period of time, as a percentage.

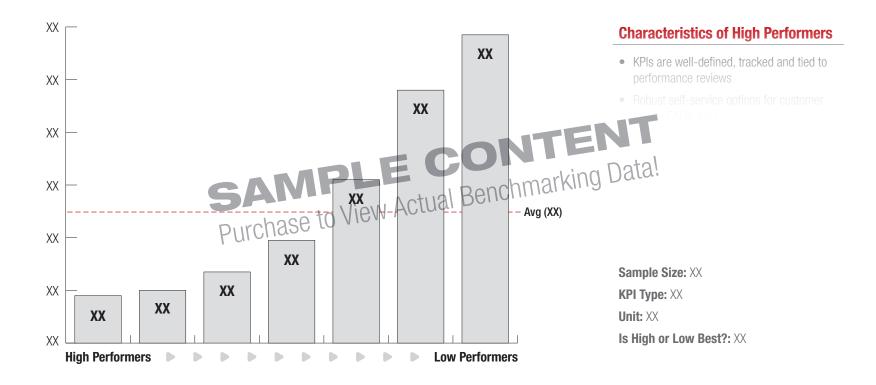
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Percentage of Customer Complaints Resolved Within 50 Days

Benchmarks & Characteristics of High Performers

Percentage of Utilities Customer Complaints Resolved Within 50 Days

(Number of Utilities Customer Complaints Resolved in 50 Days or Less / Total Number of Customer Complaints Resolved) * 100



How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

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2

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