

# Percentage of Utilities Customer Complaints Resolved Within 50 Days

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Percentage of Customer Complaints Resolved Within 50 Days

Definition & Measurement Details



## 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.

### Why should this KPI be measured?

Percentage of Utilities Customer Complaints Resolved Within 50 Days measures the quality of service provided by the Utilities company and the efficiency of complaint resolution practices. A relatively low value for

### How is this KPI calculated?

Two values are used to calculate this KPI: (1) the number of utilities customer complaints resolved in 50 business days or less within a sample period and (2) the total number of customer complaints

**ABRIDGED CONTENT**  
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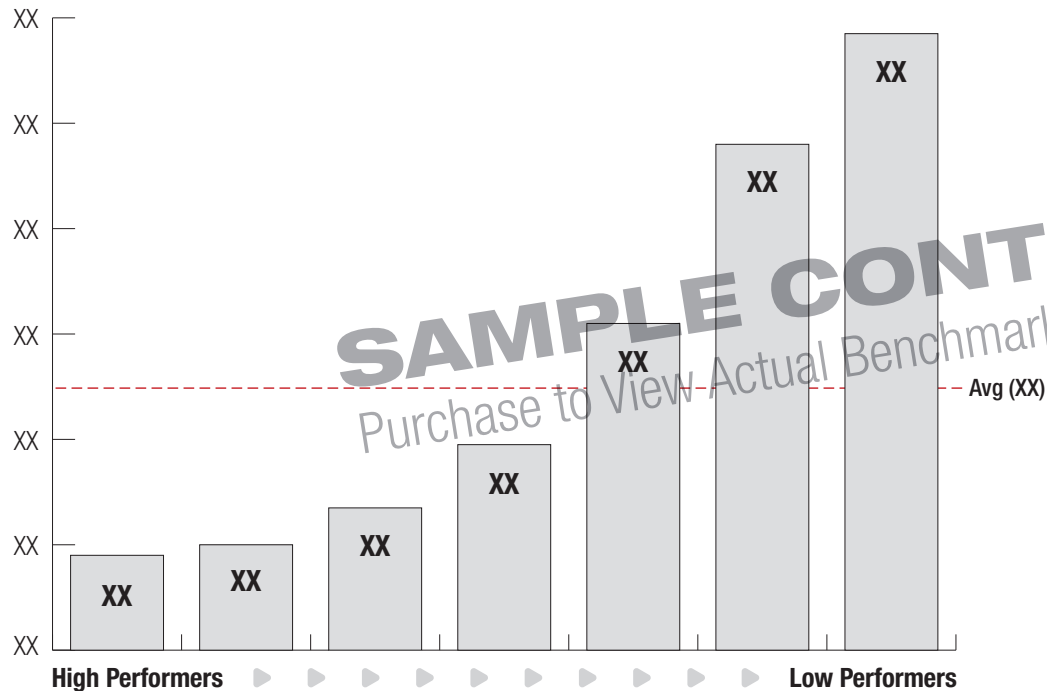
# Percentage of Customer Complaints Resolved Within 50 Days

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



### Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

**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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