Jackie Robertson worked two unscheduled nightshifts at her customer contact centre, in addition to her normal dayshift. “I always think ‘What if that’s my mum or dad that’s struggling’. Especially in that weather if they can’t get their gas on. I put myself in their shoes. I wouldn’t want them left with nothing.”

Dave Shipp
@daveshipp19 @BritishGas Your engineer Steve (17249) has just repaired our boiler. What a hero! Walked some distance in -12 to get here. Fantastic. Thank you. 02 Mar 2018

Engineer Steve Jackson walked for more than a mile through the snow with his tools in a backpack to reconnect a customer who had been without heat and water for two days. He then walked back to his van and made more customer visits. Steve walked home at the end of the day after having to abandon his van in the snow.

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#winterheroes

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Self-fix videos

Find out more: Preparing for heavy snow
centrica.com/preparingforsnow

Find out more: How to thaw a condensate pipe
centrica.com/condensatepipe

Thousands of our customers were hit by ferocious winter weather conditions. Faced with unprecedented demand for help, our colleagues showed unwavering commitment to keep them safe and warm.

From 28 February to 4 March 2018 blizzards, high winds, drifting snow and sub-zero temperatures caused major disruption across the length and breadth of the UK. The ‘Beast from the East’ brought some of the most testing weather conditions experienced for many years and created unprecedented demand from our customers.

We received three times as many calls as we would on a typical winter’s day and customer breakdown demand was around 150% higher than usual, with many breakdowns caused by frozen external pipes. At the same time as this surge in customer demand, we had to close two of our call centres in Scotland, as colleagues were unable to get into work safely.

Despite the challenges faced, our people showed unfailing commitment to our customers, going above and beyond the call of duty to keep them safe and warm, and living up to Our Values of Care, Courage and Collaboration.

While we could not get to every customer as quickly as we would have liked, the office teams and field managers worked tirelessly to help customers fix their own problems if possible and direct them to self-fix videos on social media platforms. Over 6,000 fan heaters were distributed to vulnerable customers, making sure they had a temporary heat source until an engineer could get to them.

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Centrica Consumer

Through the commitment of our people and digital transformation we are in a better position to meet our customers’ needs.
Transforming customer experience at Home Warranty of America

Leah Barton – Vice President, Home Protection, at Centrica Consumer – explained HWA’s drive to provide better service to customers who make claims for home repairs and breakdowns.

Unexpected issues at home are stressful. Something has gone wrong: your family is affected, and you want to make things right as quickly as possible. With our new claims system, we’re able to get the right contractor to a customer’s home, communicate more clearly to them and get their homes back in order quickly.

If you go back 18 months, our customer experience was not where we wanted it to be. The problem was that when a customer placed a claim, it would be assigned to an independent contractor – with little visibility to the customer or to us about whether the job would be accepted, or what the claim status was as it progressed. This resulted in frequent customer calls and long times to service – not the effortless experience we desired.

We decided we had to fix it. In mid-2018 we launched a new online automated claims system. Now, our customers receive a link to track the status of their claim online. It’s easier for contractors to accept jobs and communicate with us, and we can take action if we don’t see a claim progressing smoothly.

As a result, we’ve seen a reduction in time to service and in the number of touchpoints required to resolve a claim. Customers are calling us less often and getting their issues resolved more quickly. The better service has also helped our efforts to improve renewal rates, which are up from 35% last year to over 45% now.

Everyone’s happier. We have a much clearer understanding across our customers, contractors, contact centre agents and back office colleagues about what’s happening at any given time.

“The electrician went above and beyond in evaluating not only for the issue I called him out on but also on things he noticed that I should know. SUPER JOB!”

Larry Wallace
Customer