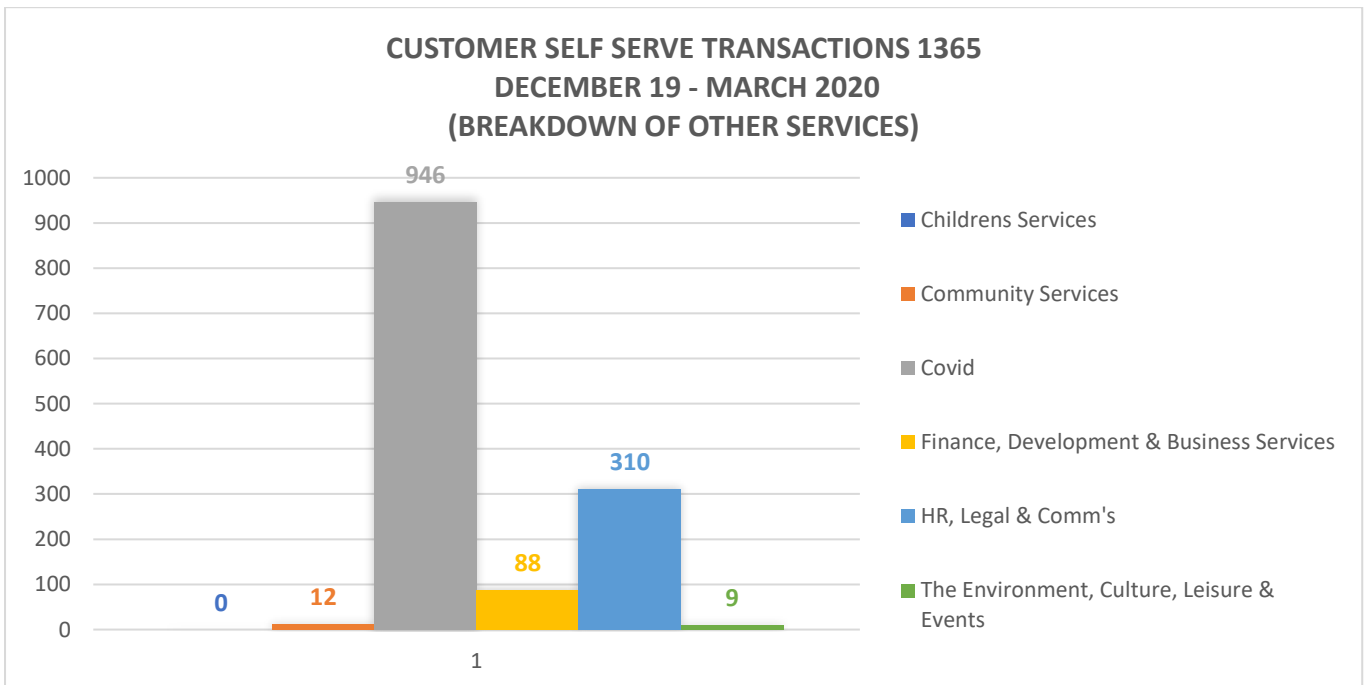
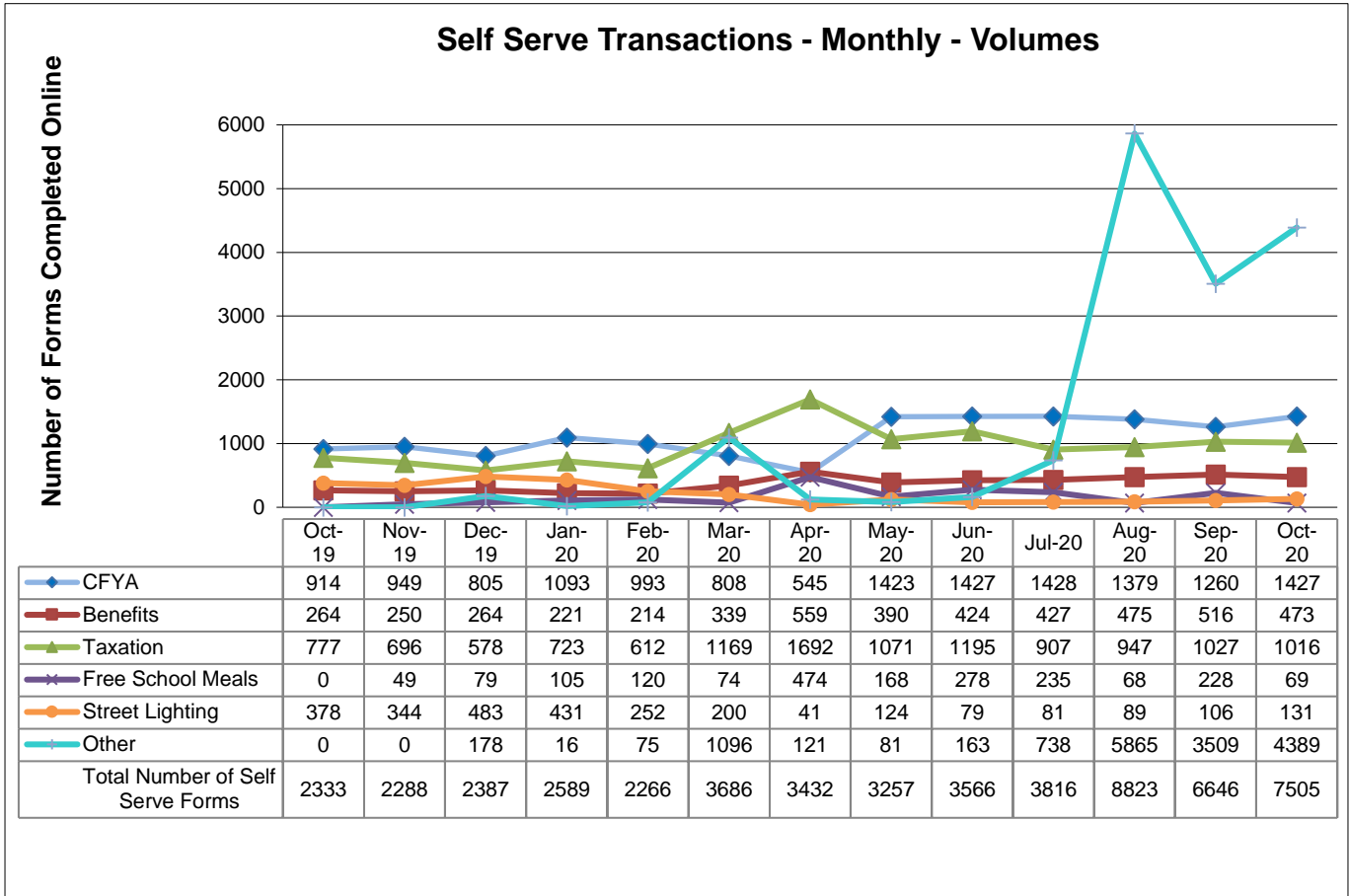
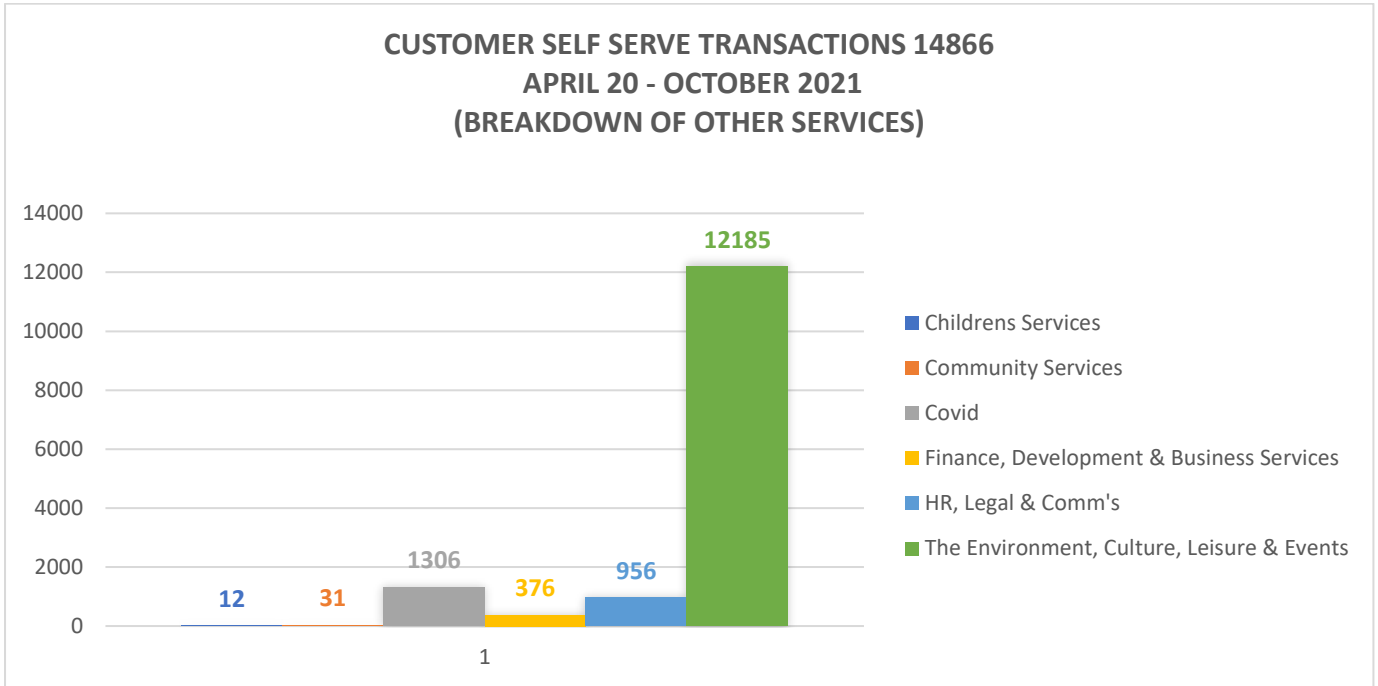


Scrutiny Review of Digital Optimisation Progress Update November 2020 Customer Self-Serve Progress

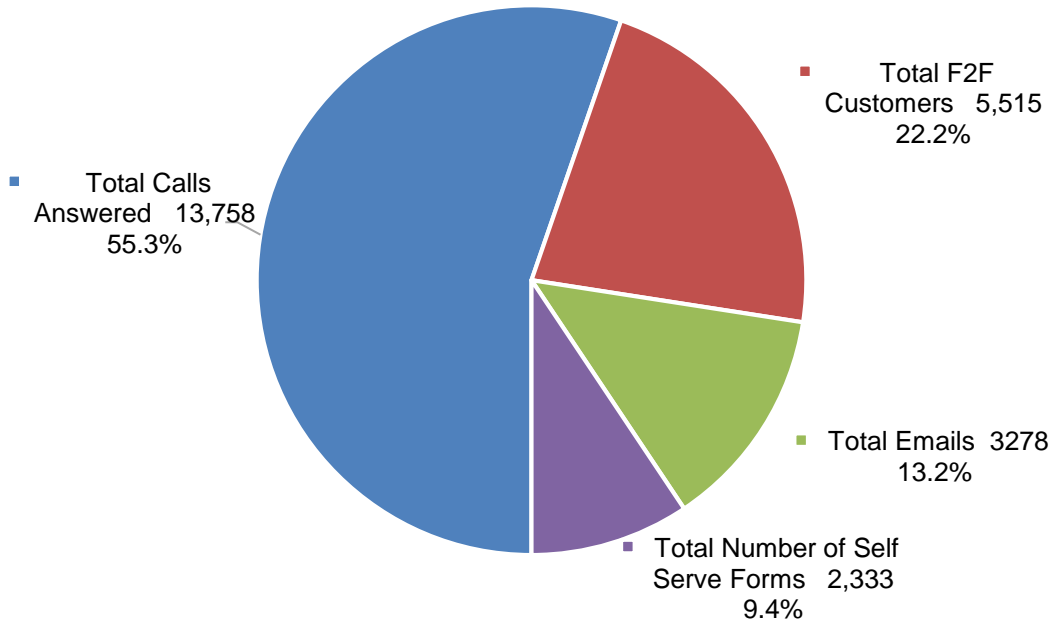


Scrutiny Review of Digital Optimisation Progress Update November 2020 Customer Self-Serve Progress

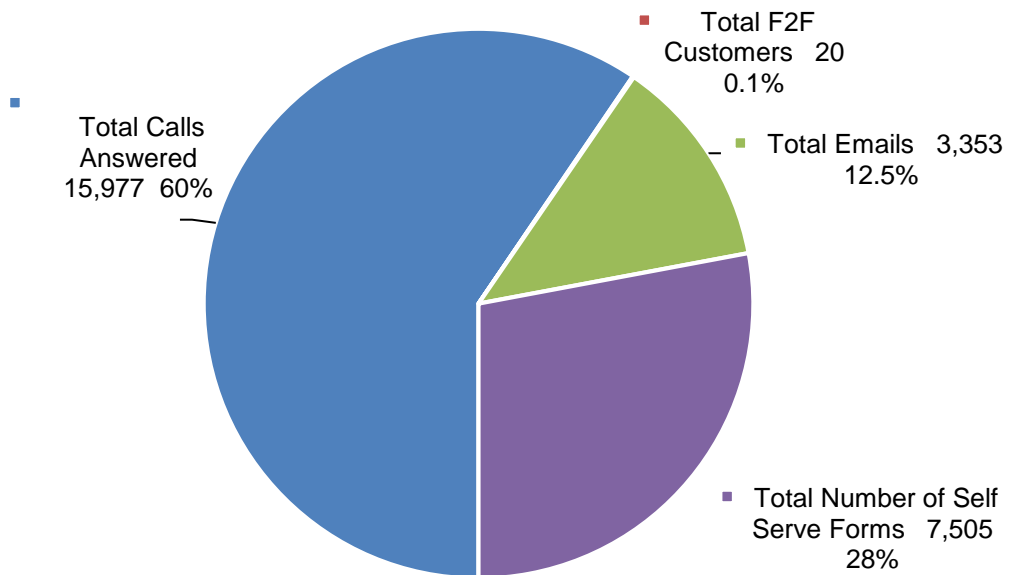


Scrutiny Review of Digital Optimisation Progress Update November 2020 Customer Self-Serve Progress

Total Contact by Channel - 24,884 - October 2019

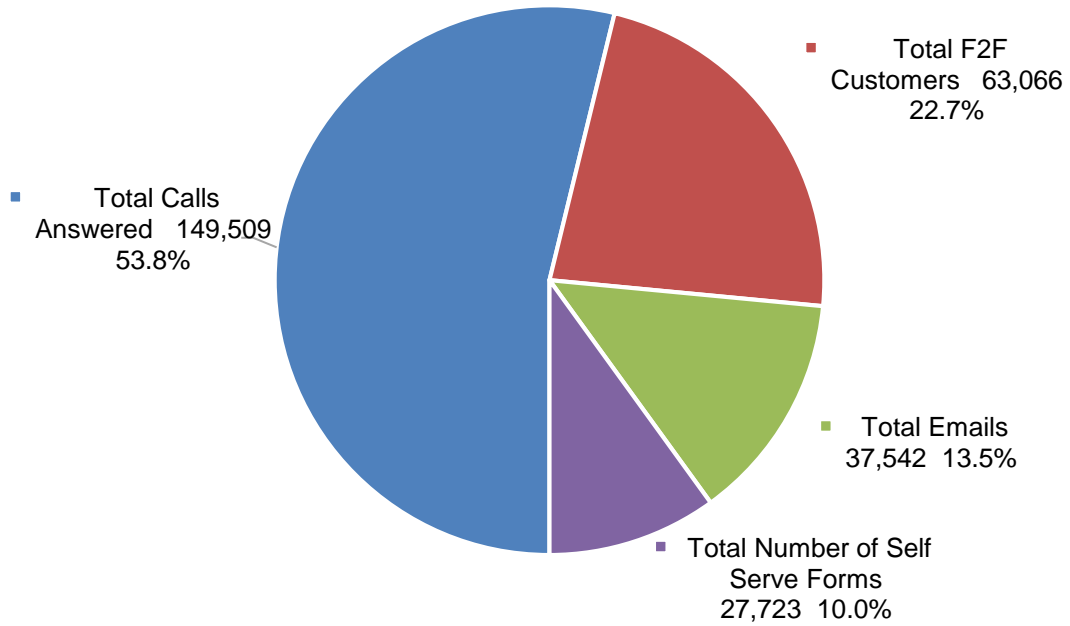


Total Contact by Channel - 26,835 - October 2020



Scrutiny Review of Digital Optimisation Progress Update November 2020 Customer Self-Serve Progress

Total Contact by Channel - 277,840 - 1 April 2019 - 31 March 2020



Total Contact by Channel - 154,351 - 1 April 2020 - 31 October 2020

