



Final Mile: The smart choice in intelligent lockers

How we helped Calor Gas go further for their customers, by bringing our lockers closer to their engineers

Calor Gas provides an invaluable source of energy. Especially to families and businesses off the mains gas grid. Final Mile lockers have made it easier, quicker and more sustainable for them to deliver their service – and customer promises.

Make a great service exceptional

Calor Gas was 85 years young in 2020. It's a company with a rich history, but it's not standing still. Calor Gas is always innovating to make its customers' lives better now, and for future generations.

The energy it supplies is a lifeline to rural homes and businesses. It's also a source of summer fun, fuelling barbecues from the Cornish coast to Loch Lomond. But servicing a wide range of customers, often in remote locations, can be challenging.

Calor Gas wasn't new to locker solutions. It had an existing supplier. Yet it wanted to explore other options to see if it could deliver even higher standards of customer service.



"We're always innovating to make our customers' lives better. This is our mission, for present and future generations."

Alastair Lovell,
Head of Customer Engineering,
Calor Gas

Putting better customer service within easy reach

We have more than 1,800 secure intelligent locker sites around the UK, all accessible 24/7. It means Calor Gas parts and equipment can be placed within a 15-minute* drive of their engineers.

This allows them to get hold of what they need more quickly and easily. So they spend less time on the road, and more time doing maintenance checks, installations and attending emergencies. Ultimately, delivering a better service to customers.

Being closer to lockers also lowers their travel costs and environmental impact. Plus, engineers are less stressed and more productive. “We estimate we’re driving 145 miles less per day,” said Alastair Lovell, Head of Customer Engineering, Calor Gas. He adds that this is, “cutting our carbon emissions by 5.6 tonnes per year.”

Our lockers are larger than those that Calor Gas used before. Being able to store more means fewer parts deliveries. Coils of gas pipe can go to the lockers, rather than to customer premises, helping save a few more pennies. And the engineers can now park next to the lockers, meaning less lifting and shifting.

Smiles all round

Lower costs. Time savings. Safer for engineers. Kinder to the planet. But most importantly, their customers are happier.

“Engineers are arriving at their first appointment on time more often. And our first time fix rate has increased,” said Alastair. This should help boost customer retention and recommendation rates. Making Final Mile a truly intelligent locker solution.

*Terms and conditions apply.
See finalmile.bt.com/terms-and-conditions.html



Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2020. Registered office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.

May 2020

