

## How to use this dashboard

This dashboard shows a monthly snapshot of EQC's progress across its operational spectrum as well as how we track in relation to the performance measures in our Statement of Performance Expectations (SoPE). Below is a summary of each section.

### Section 1 - Statement of Performance Expectations (SoPE) measures

This section shows progress across those SoPE measures that can be measured on a monthly basis. The results are cumulative year-to-date results which reflect the year-to-date progress bar to reach the year-end target. The SoPE is one of our public accountability documents which can be found here:

[https://www.eqc.govt.nz/sites/public\\_files/documents/publications/EQC\\_SoPE\\_2020\\_Web.pdf](https://www.eqc.govt.nz/sites/public_files/documents/publications/EQC_SoPE_2020_Web.pdf)

### Section 2 - Canterbury

This section tracks the progress of outstanding claims arising from the Canterbury sequence of earthquakes 2010-11 ('Canterbury'). It shows how many claims have been reopened (inflow), how many claims have been resolved during the month (resolved), and how many are outstanding at the time of reporting (on hand). We also profile our remaining on hand claims by age, and by reason for opening the claim. This section also provides visibility on our progress to resolve claims in dispute (claims subject to legal proceedings or other dispute resolution pathways).

#### Government on-sold support package

This section outlines our progress in the delivery of the Government on-sold support package, on behalf of the Government, to support owners of on-sold over-cap properties in Canterbury to access financial help to have their homes repaired.

### Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section covers all claims that are not related to the specific Canterbury and Kaikōura events. Here, we track our claims management progress by how many we have received during the month (inflow), how many we have resolved in the month (resolved), and how many are on hand (outstanding). The data in this section is organised by the type of damage for which a claim may be lodged (namely earthquake, landslip, flood or storm damage). In this section we also profile our remaining on hand claims by damage type.

### Section 4 - Customer Focus

This section monitors the quality of our customer focus through customers' satisfaction with their interactions with EQC. There are three key strands which align to the customer focus metrics in the SoPE 2020-21:

- 'Service Quality' of their overall claims experience and, for Canterbury customers, reflection on their most recent experience;
- 'Timeliness and quality of 'Complaints Resolution'; and
- Enduring settlements.

The data comes from the customer satisfaction survey that TNS Kantar undertakes on our behalf each month. This section also summarises the volume of customer contacts by phone, email and post.

**Note:** Due to timing of the survey, the customer satisfaction results are reported a month in arrears.

### Section 5 - Media

This section monitors the media impact of EQC's coverage in both traditional and social media. It keeps a year-to-date count of the number of media statements released by EQC, and also how many times EQC appeared in the media during the month (media articles). The section also provides a view on what's driving our media impact and the leading messages and themes shaped by these drivers in both media formats.

### Section 6 - Official Information Act (OIA) Requests

This section monitors the number of OIAs we've received, completed and have remaining on hand at the end of the month. Our OIAs are divided into two types: those in which our customers' request information and/or supportive information from us on their claim (Customer OIA), and OIA requests that relate directly to EQC and/or operational activities (Organisational OIAs). Our compliance rate for both request types is monitored and reported here.

### Section 7 - Privacy Breaches

This section provides a monthly update on EQC's compliance matters, in particular, severity and themes of privacy breaches.

### Section 8 - HR Operations

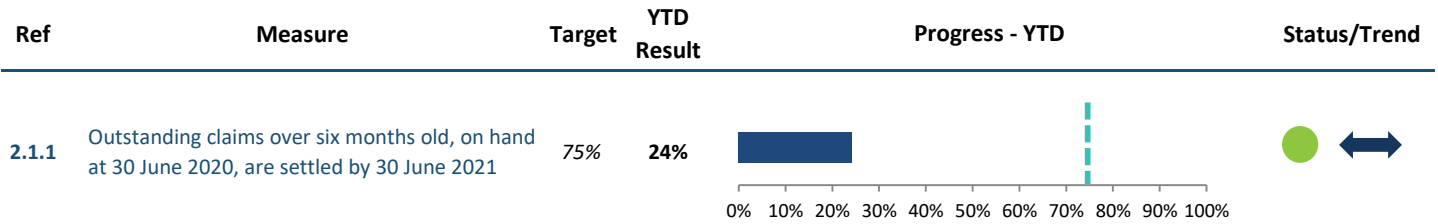
This section tracks EQC's average annual leave balance, sick leave usage and annualised turnover, compares them to the corresponding Public Service average and provides visibility on what's influencing our averages and annualised turnover rate. This section also provides a view on headcount movement overlaid by claim population movement and a broad profile of our workforce, which is updated on a quarterly basis.

\*A section on Kaikōura has been excluded as it includes private commercially sensitive insurer data.

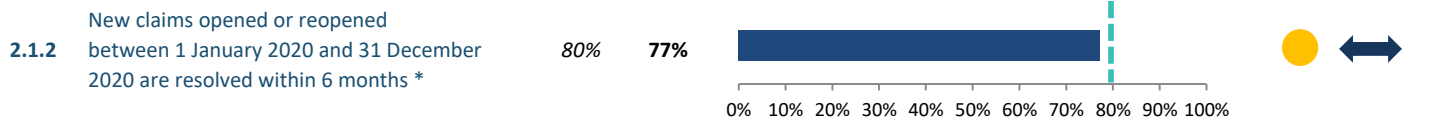
## Section 1 - Statement of Performance Expectation measures - monthly monitoring

## Output Two - Event Response | Timeliness

## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims








**Commentary:**

As at 31 August 2020, we have closed 157 of the 648 claims that were outstanding (over 6 months old) at 30 June 2020 (24%). This puts us ahead of target to close 75% of these claims by 30 June 2021.

**Commentary:**

So far this financial year, 77% of claims that were reopened in January-February 2020 have been settled within 6 months of their reopened date, slightly behind target.

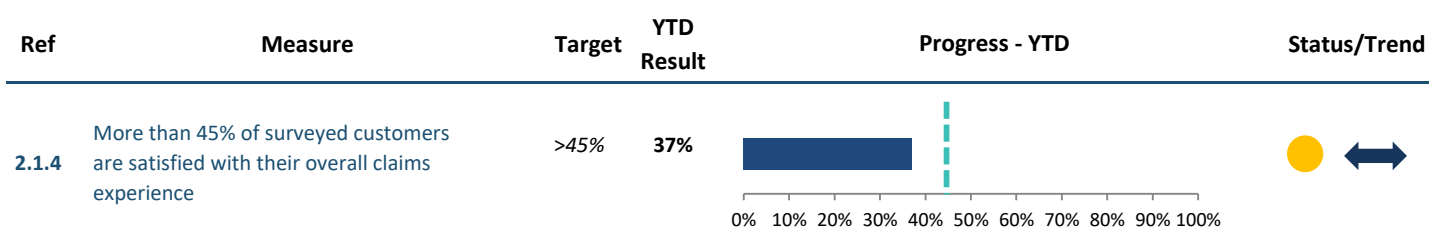
\* Including claims opened from 1 January 2020 to 31 December 2020 will give a financial year (1 July 2020 to 30 June 2021) result for "settled within six months"

Key:					
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

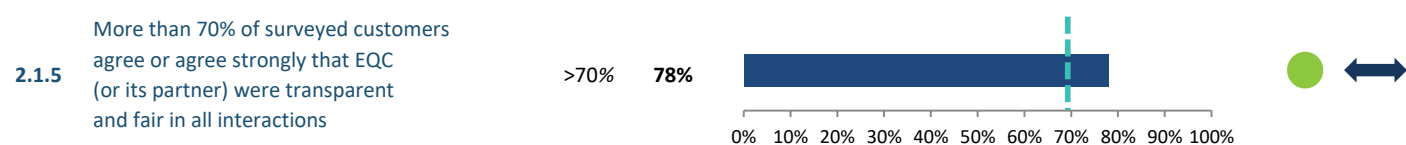
## Output Two - Event Response | Customer Focus

## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

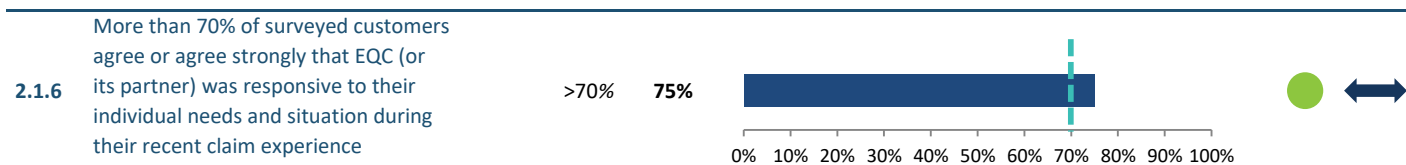
**Commentary:**

While overall satisfaction with our service has remained stable over time. When viewed by event response, overall satisfaction amongst our Canterbury customers has seen an indicative decline.

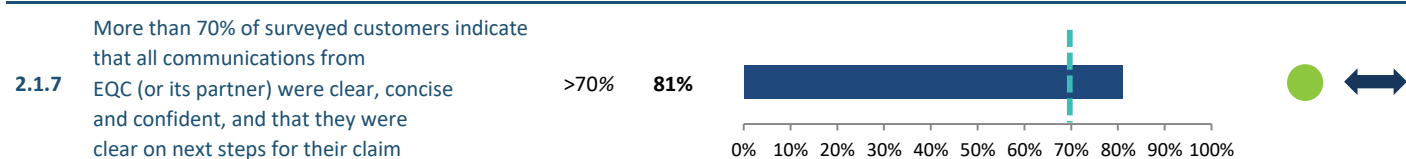
## Reflecting on their most recent experience:

**Commentary:**

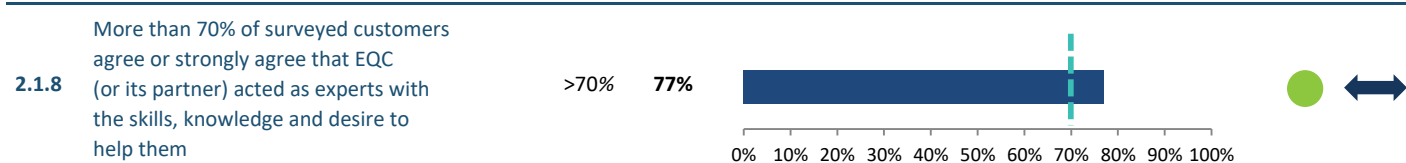
Given the one month lag in reporting on our Customer Focus measures for FY20-21, this is the first month where we can report on performance in the current financial year. When reflecting on the most recent experiences of our Canterbury customers our performance this month against SOPE measure 2.1.5 has exceeded target.

**Commentary:**








Given the one month lag in reporting on our Customer Focus measures for FY20-21, this is the first month where we can report on performance in the current financial year. When reflecting on the most recent experiences of our Canterbury customers our performance this month against SOPE measure 2.1.6 has exceeded target.

**Commentary:**

Given the one month lag in reporting on our Customer Focus measures for FY20-21, this is the first month where we can report on performance in the current financial year. When reflecting on the most recent experiences of our Canterbury customers our performance this month against SOPE measure 2.1.7 has exceeded target.

**Commentary:**

Given the one month lag in reporting on our Customer Focus measures for FY20-21, this is the first month where we can report on performance in the current financial year. When reflecting on the most recent experiences of our Canterbury customers our performance this month against SOPE measure 2.1.8 has exceeded target.

Key:					
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Customer Focus (cont.)

## Output 2.1 - Settlement of Canterbury 2010-11 Earthquake Sequence Remedial Claims

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.1.9	<b>Timeliness of complaints resolution:</b>				
	• 90% simple complaints completed in 30 working days				
	• 90% standard complaints completed in 60 working days	>90%	94%		
	• 90% complex complaints completed in 120 working days				

**Commentary:**

So far this financial year, 94% of complaints relating to Canterbury claims have been resolved within targeted timeframes.

2.1.10	<b>Quality of complaints resolution:</b>				
	75% customer satisfaction with complaints process	>75%	0%		

**Commentary:**

Given the very low number of survey responses we are unable to provide a meaningful result for Jul-20 for SOPE measure 2.1.10.

2.1.11	EQC settlements should be enduring.				
	Less than 10% of claims settled are reopened within six months	<10%	15%		

**Commentary:**

Of 852 in-scope claims closed in January-February 2020, 15% (125 claims) were reopened within six months.

**Key:**

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Timeliness

## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
2.2.1	Claims lodged between 1 Jan 2020 and 31 December 2020 are resolved within 6 months	90%	98%		
2.2.2	Claims which have not been settled within six months of lodgement are settled within 90 working days of the assessment process being completed	95%	88%		

**Commentary:**

Of 246 in-scope claims closed in January-February 2020, all but six (98%) were resolved within 6 Months (measure 2.2.1). Seven of 8 in-scope claims not settled within six months of lodgement, have subsequently been settled within 90 working days of the assessment process being completed.

## Output Two - Event Response | Customer Focus

## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

2.2.3	More than 70% of surveyed customers are satisfied with their overall claims experience	>70%	76%		
2.2.4	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) were transparent, fair and reasonable in all interactions	>70%	71%		
2.2.5	More than 70% of surveyed customers agree or agree strongly that EQC (or its partner) was responsive to their individual needs and situation during their recent claim experience	>70%	69%		
2.2.6	More than 70% of surveyed customers indicate that all communications from EQC (or its partner) were clear, concise and confident, and that they were clear on next steps for their claim	>70%	84%		
2.2.7	More than 70% of surveyed customers agree or strongly agree that EQC (or its partner) acted as experts with the skills, knowledge and desire to help them	>70%	79%		

**Commentary:**

Given the one month lag in reporting on our Customer Focus measures for FY20-21, this is the first month where we can report on performance in the current financial year. Performance across the SOPE measures 2.2.3-7 has been solid during July with only one measure (2.2.5) not meeting/ exceeding target, however the satisfaction result of 69% for SOPE measure 2.2.5 is within close proximity to the target of 70%.

**Key:**

	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

## Section 1 - Statement of Performance Expectation measures - monthly monitoring (cont.)

## Output Two - Event Response | Customer Focus (cont.)

## Output 2.2 - Claims Relating to Natural Disaster Events (excluding Canterbury)

Ref	Measure	Target	YTD Result	Progress - YTD	Status/Trend
	<b>Timeliness of complaints resolution:</b>				
2.2.8	<ul style="list-style-type: none"> <li>90% simple complaints completed in 30 working days</li> <li>90% standard complaints completed in 60 working days</li> <li>90% complex complaints completed in 120 working days</li> </ul>	>90%	100%		
2.2.9	<b>Quality of complaints resolution:</b> 75% customer satisfaction with complaints process	>75%	0%		

**Commentary:**

So far this financial year, all in-scope complaints relating to non-Canterbury claims have been resolved within targeted timeframes. Given the very low number of survey responses we are unable to provide a meaningful result for Jul-20 for SOPE measure 2.2.9.

2.2.10	EQC settlements should be enduring. Less than 10% of claims settled are reopened within six months	<10%	6%		
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**Commentary:**

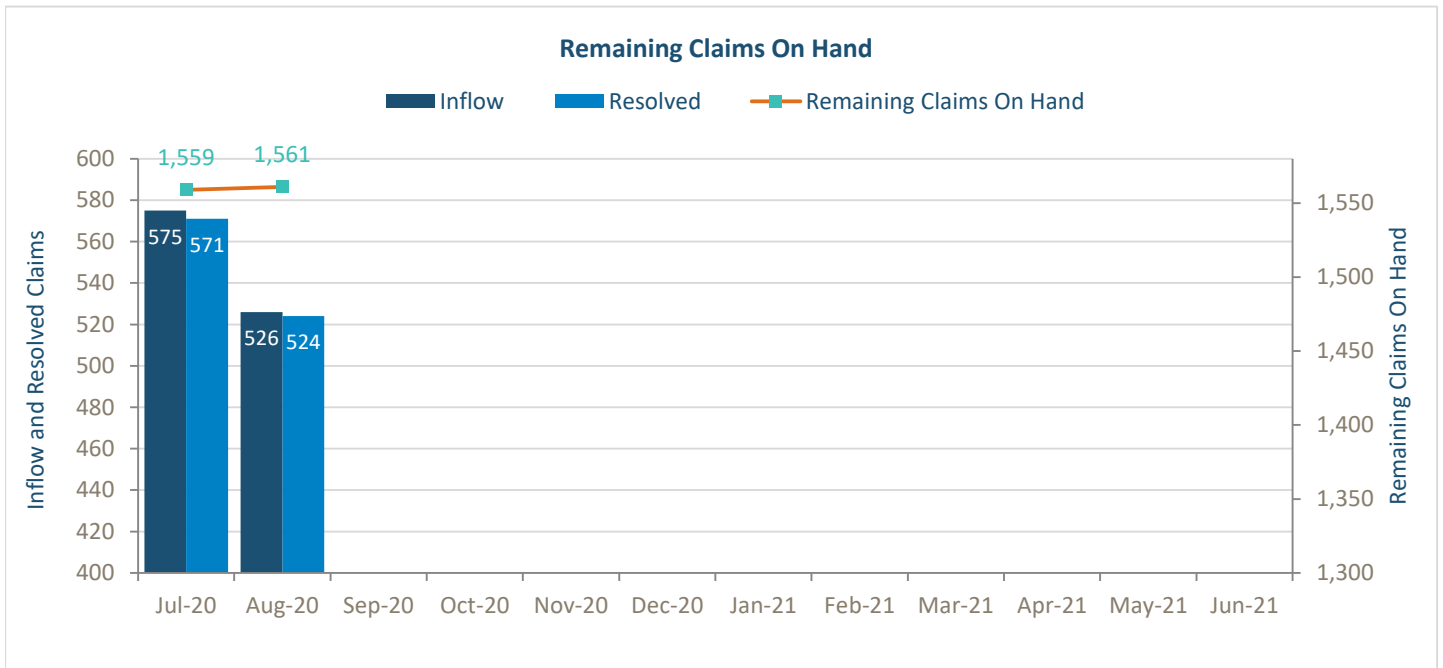
Of 347 in-scope claims settled in January-February 2020, 21 (6%) were reopened within six months. This is an improvement from last month (8%).

**Key:**

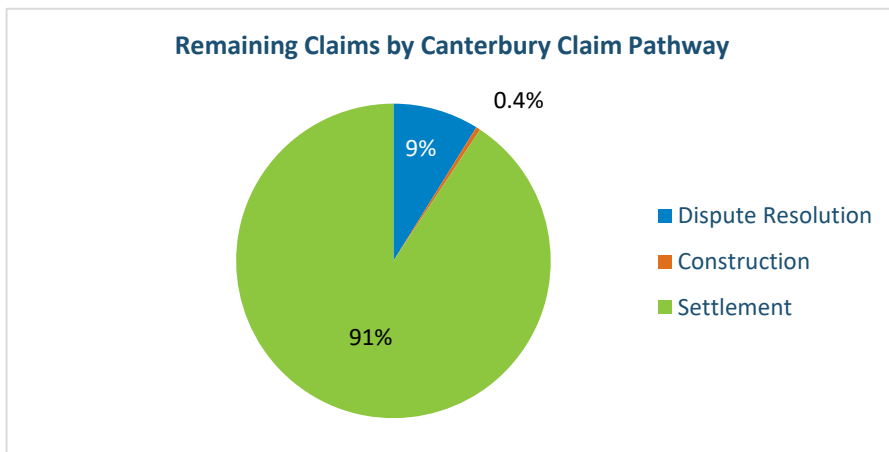
	Result not available for the month		Potential risk of not achieving target		Performance trend increase
	On track for delivery		Target highly unlikely to be achieved		No change in performance trend
					Performance trend decrease

## Section 2 - Canterbury

We resolved 524 claims in August, offset by inflow of 526 claims. This left 1,561 open Canterbury claims on hand at month end, an increase of 2 since the end of July.



The 524 claims resolved this month includes 15 claims open at 1 August, that are now subject to an application for Government support for repair of on-sold over cap properties ('on-sold claims'). In total, 720 on-sold claims are excluded.

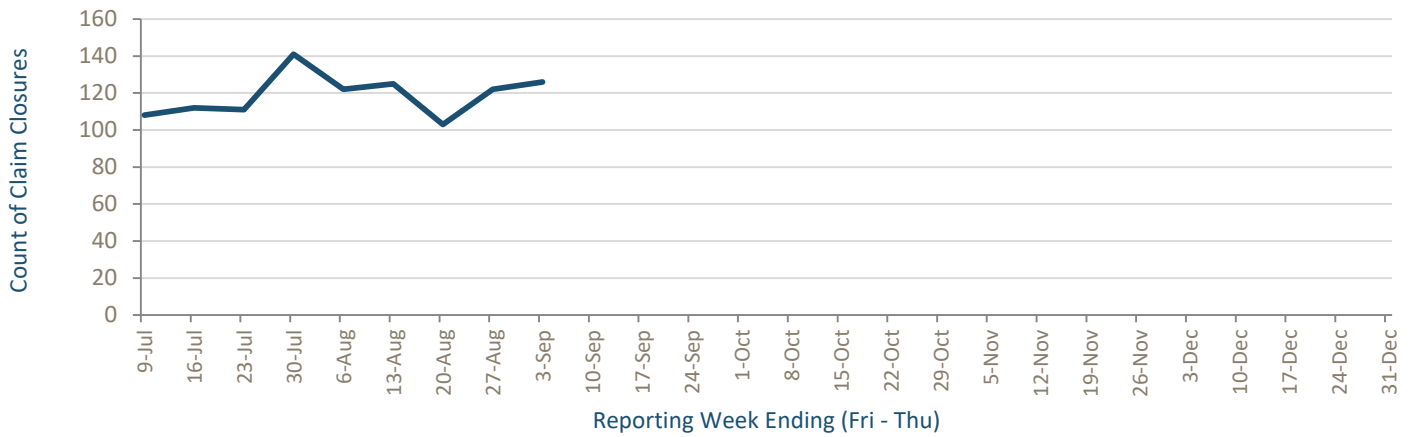


Of the 1,561 Canterbury claims remaining on hand, 91% are being managed by Settlement teams, 9% are with Dispute Resolution, and <1% are in physical repair.

*Inflow refers to CMS4 claims reopened first time in CMS8, previously closed CMS8 claims that have been reopened again, and claims transferred back in from external consideration.*

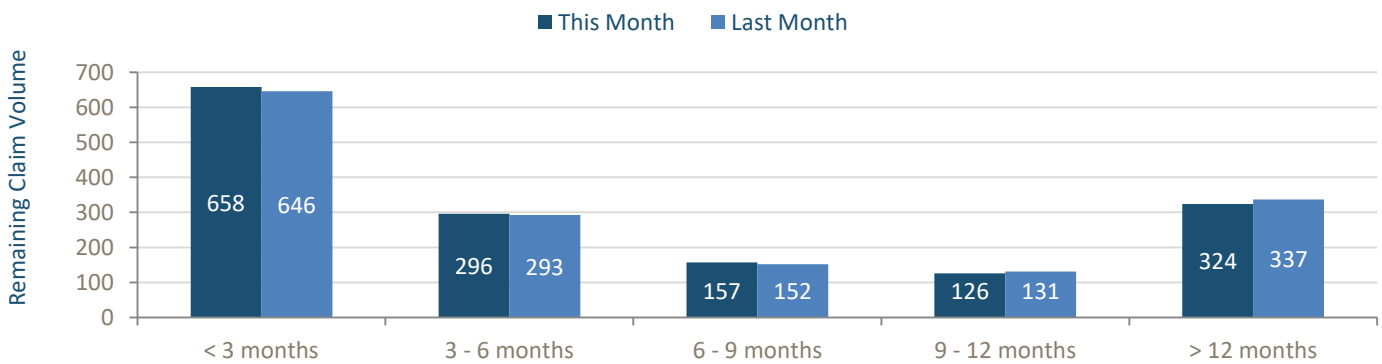
## Section 2 - Canterbury (cont.)

Claim Closures by Week



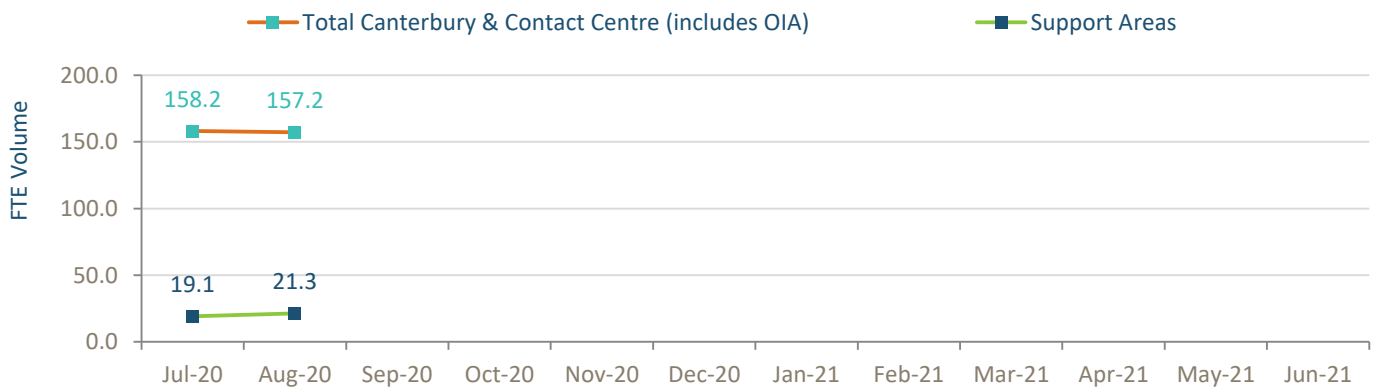
On average, we closed 121 claims per week during August, consistent with the 122 weekly average in July. There were a total of 524 Canterbury claim resolutions in August.

Age of Remaining Open Claims



Resolution of aged claims remains a key priority for our settlement teams. Claims open for 12 months or more reduced by 4% over the month (337 down to 324), as at 31 August. Claims aged 9 - 12 months also reduced by 4% since July EOM (131 down to 126). There was a 2% growth in claims aged < 3 months (646 up to 658).

Canterbury Event Headcount FTE

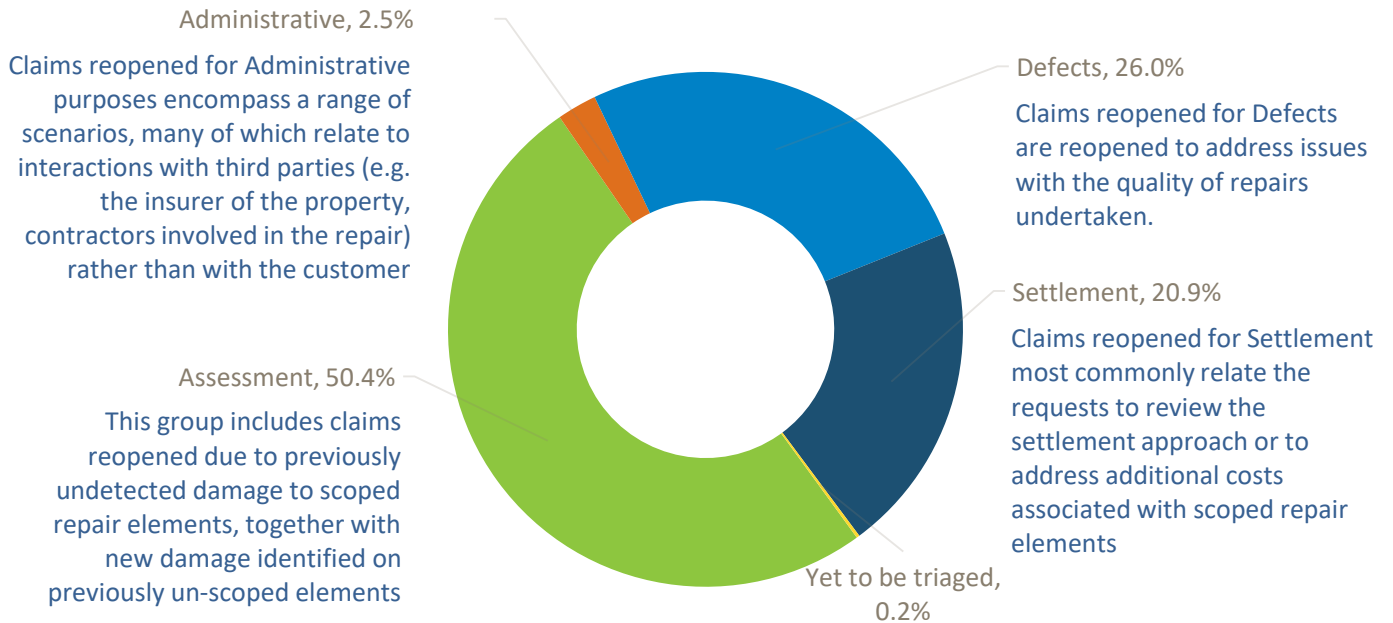


The Canterbury Event Headcount increased slightly this month to 178.5. We expect the Canterbury Event Headcount to remain stable for the remainder of the calendar year.

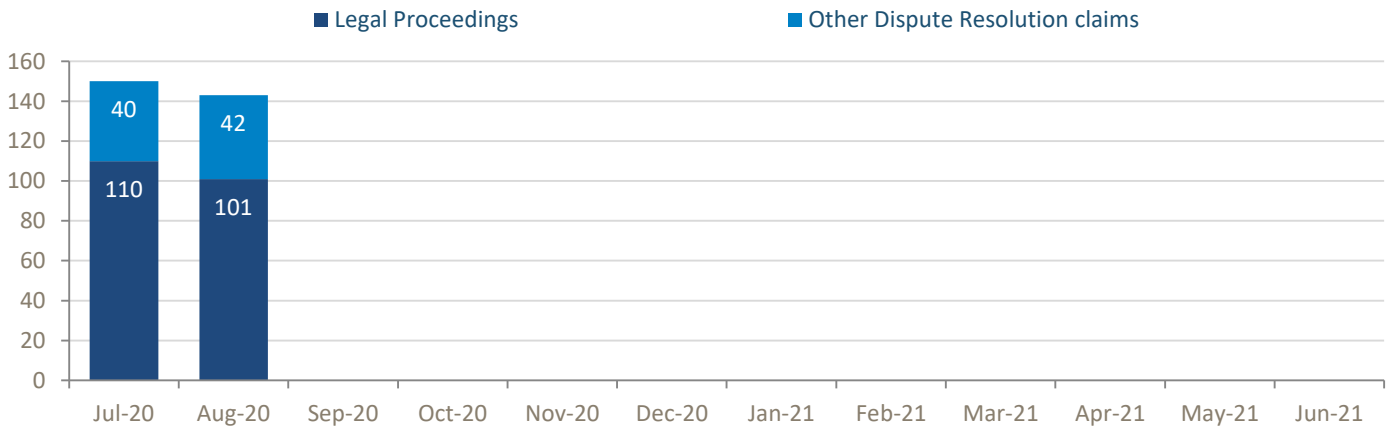


Section 2 - Canterbury (cont.)

Open Canterbury Claims by Triaged Tier 2 Profile

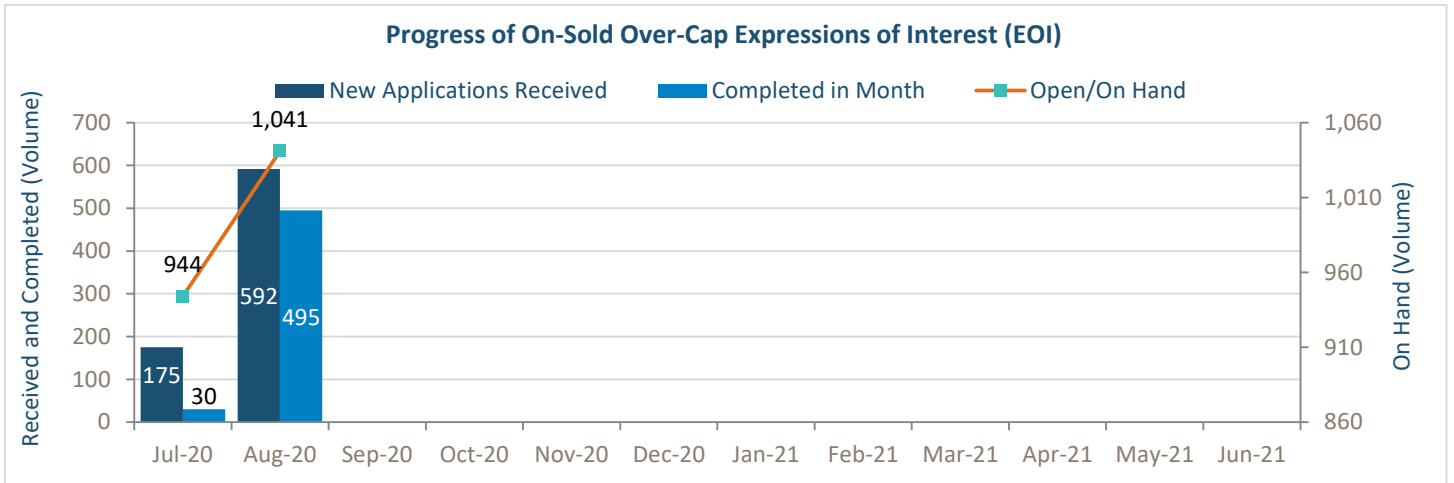


Claims in Dispute



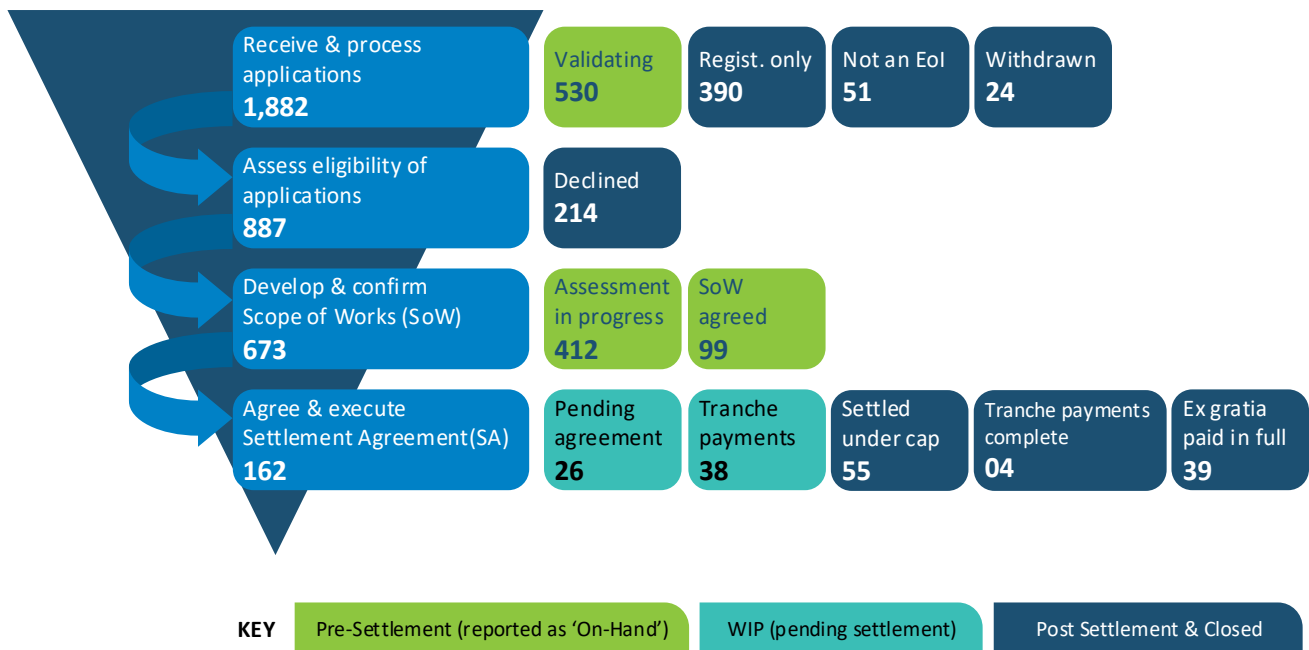
We have continued to make steady progress resolving disputed claims. As at 31 August, 101 Canterbury claims remain subject to legal proceedings, down from 110 at the end of July. Our disputes team are currently managing 42 other Canterbury claims, up from 40 in July. In total, 143 open Canterbury claims remain in dispute as at 31 August.

## Section 2 - Canterbury (cont.)



We received 592 applications for government support to repair On-Sold Over-Cap properties in August (vs. 175 in Jul-20). This was offset by the completion of assessment on 495 applications (vs. 30 in Jul-20) leaving 1041 open applications on hand at month's end. The increased volume of resolved applications this month included closure of 390 'Registration Only' EOIs

The following chart plots the flow of On-Sold EOI's through the value chain. To date we have completed 841 EOI's of which 98 have been paid in full, 64 are undergoing settlement, and the remainder have been closed without payment (inclusive of 390 Registration Only EOI's).



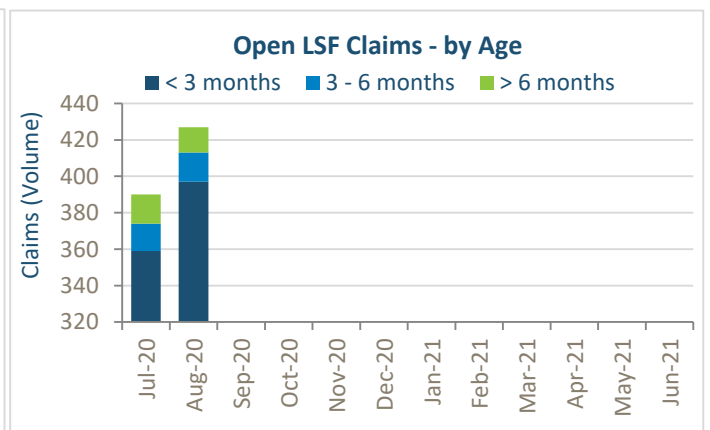
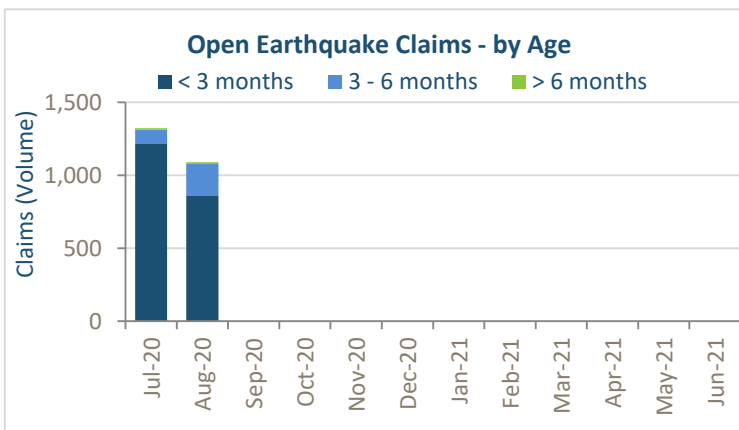
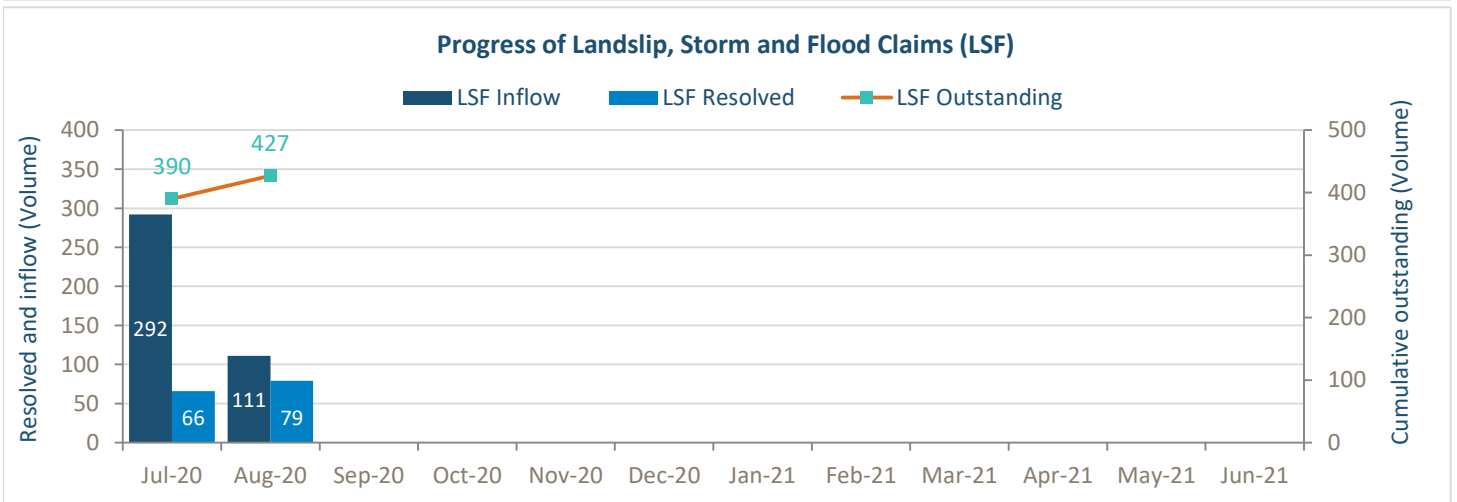
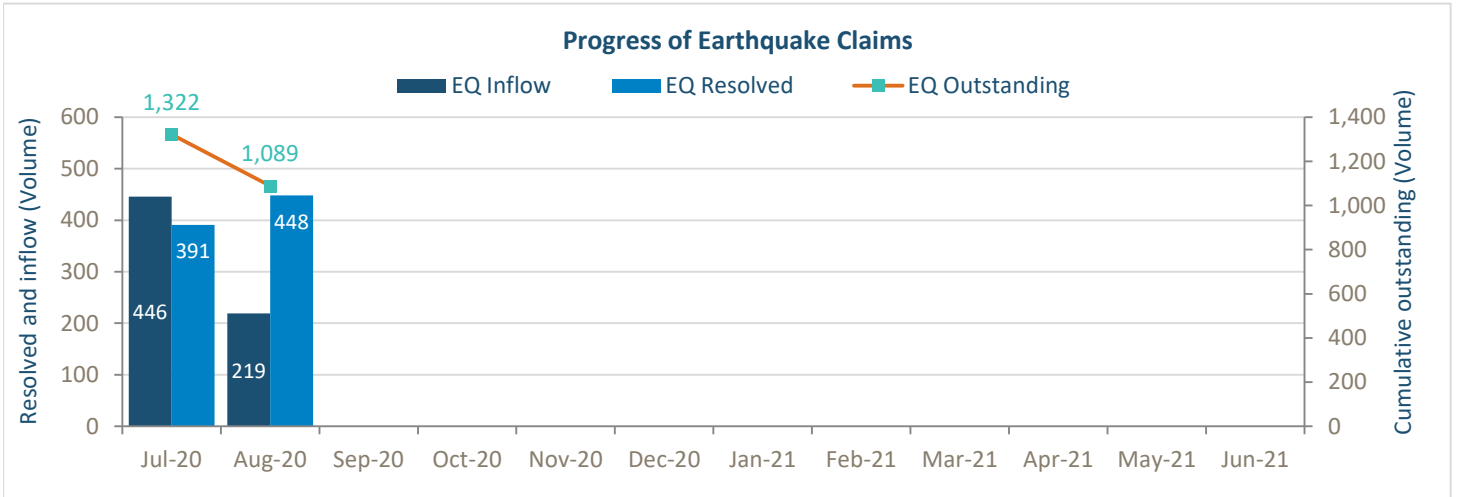
## Section 3 - Other Natural Disaster Events (Excluding Canterbury/Kaikōura)

This section provides details of claims that did not result from the Canterbury or Kaikōura earthquake events.

We recorded inflow of 330 new and reopened claims in August. Of these lodgements, 66% (219) were earthquake claims, while the balance related to landslip, storm and flood damage ('LSF').

Most of the claim inflow in August related to damage incurred in prior months. We received 54 additional claims this month resulting from the M5.8 earthquake on 25 May near Levin. We also received 45 earthquake claims from customers in the Christchurch area for damage caused by a M3.9 earthquake on 7 July.

Heavy rain and flooding in the upper North Island 17-18 July resulted in 79 additional LSF claims in August.



**Note:** Inflow refers to claims lodged as well as reopened.

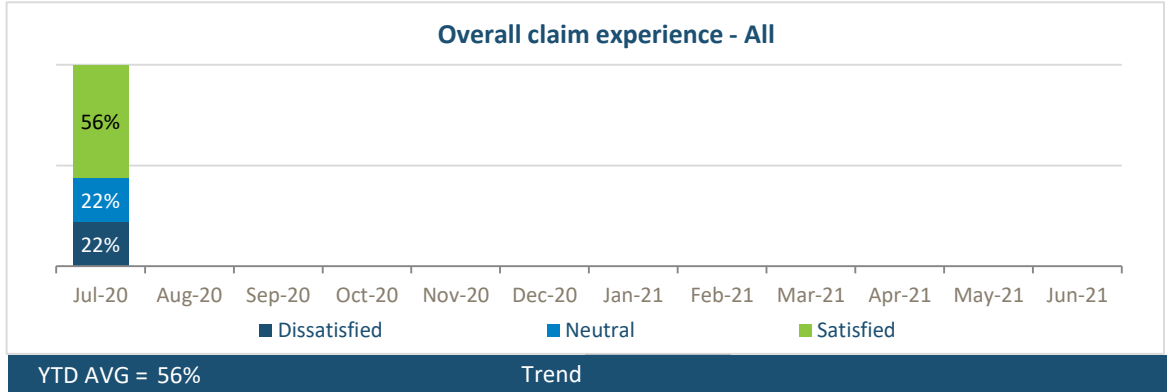
## Section 4 - Customer Focus

July 2020 is the first month of a new financial year, and there have been a few changes to the questions asked in the monitor to align with our new SoPE measures. Overall satisfaction has remained stable over time.

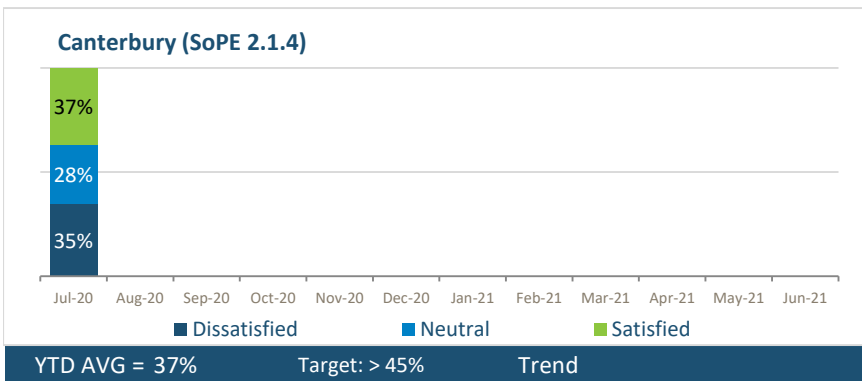
For our customer focus measures that are based on customer's recent claim experience, specifically relating to the last six months, our results for July have been solid with both our Canterbury and Natural Disaster Event (excludes Canterbury and Kaikōura events) teams mostly exceeding their respective targets.

### Overall claim experience

'How satisfied were you with the overall quality of the service you received making the claim?'

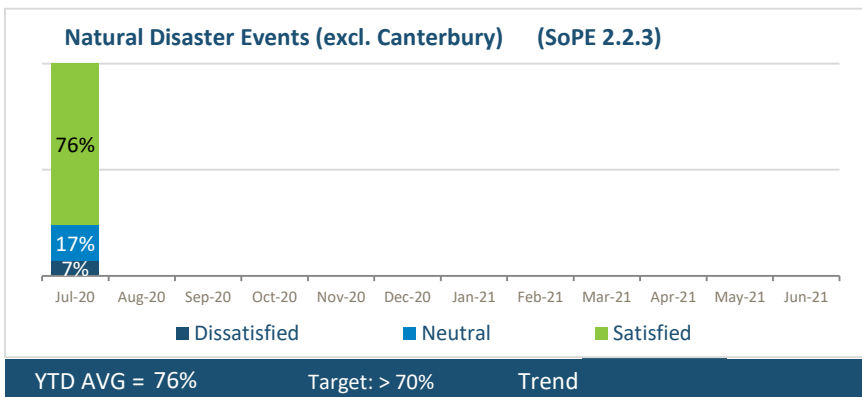


### Overall claim experience by event response



#### Our Canterbury customers

While overall satisfaction with our service has remained stable over time. When viewed by event response, overall satisfaction amongst our Canterbury customers has seen an indicative decline.

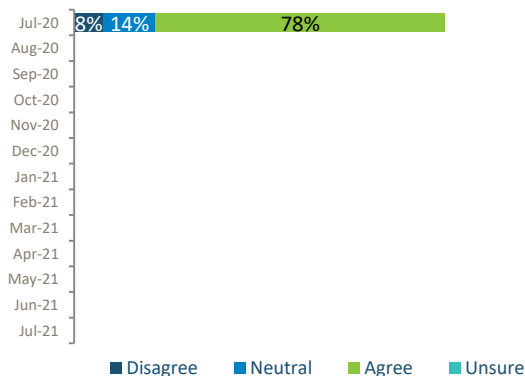


#### Our Natural Disaster Events customers

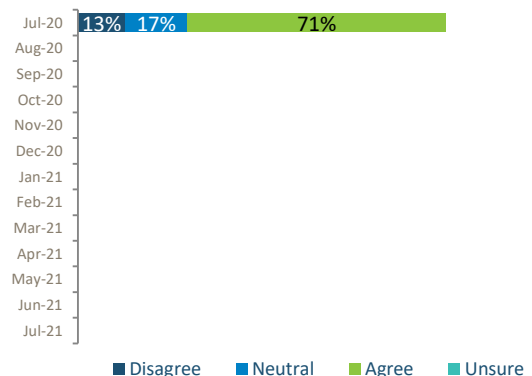
The stability of overall satisfaction with our service continues to be supported by steady overall satisfaction amongst our Natural Disaster Event customers.

### Transparent, fair and reasonable interactions

#### Canterbury - Recent Experiences (SoPE 2.1.5)



#### Natural Disaster Events (excl. Canterbury) (SoPE 2.2.4)



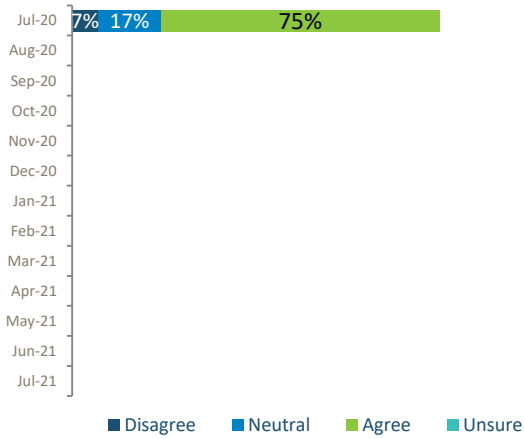
YTD AVG = 78%      Target: > 70%      Trend

YTD AVG = 71%      Target: > 70%      Trend

## Section 4 - Customer Focus (cont.)

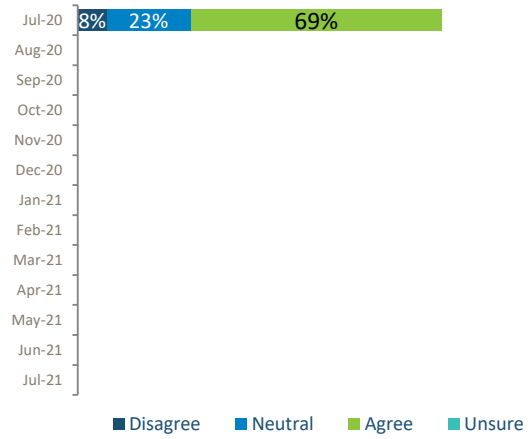
### Responsive to individual needs and situation

**Canterbury - Recent Experiences (SoPE 2.1.6)**



YTD AVG = 75%      Target: > 70%      Trend

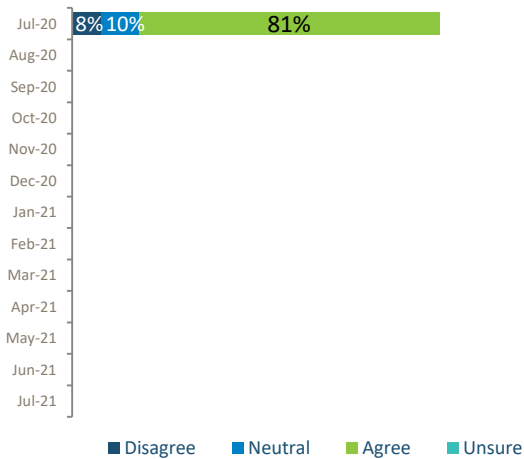
**Natural Disaster Events (excl. Canterbury) (SoPE 2.2.5)**



YTD AVG = 69%      Target: > 70%      Trend

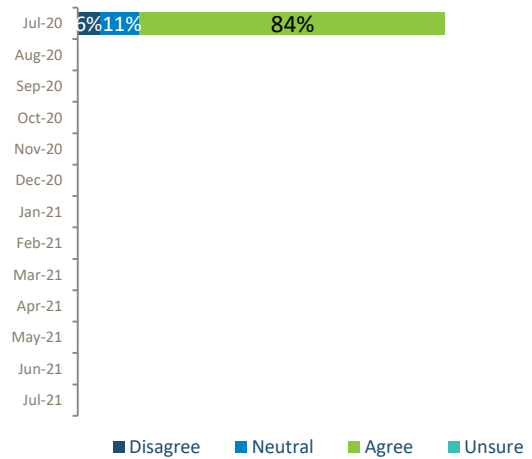
### Quality of communication and customer clarity on next steps

**Canterbury - Recent Experiences (SoPE 2.1.7)**



YTD AVG = 81%      Target: > 70%      Trend

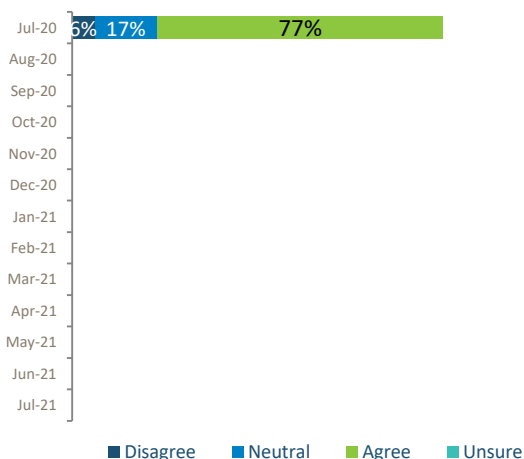
**Natural Disaster Events (excl. Canterbury) (SoPE 2.2.6)**



YTD AVG = 84%      Target: > 70%      Trend

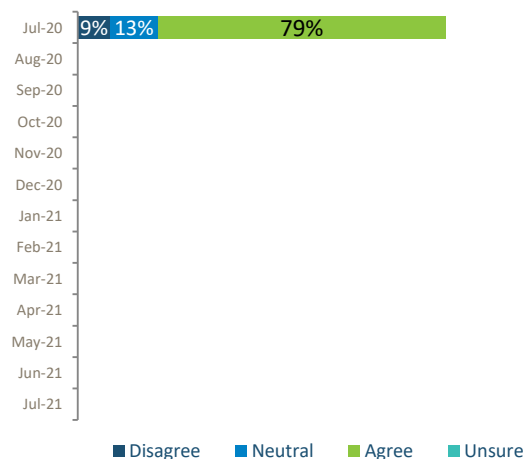
### Demonstrating expertise and a desire to help

**Canterbury - Recent Experiences (SoPE 2.1.8)**



YTD AVG = 77%      Target: > 70%      Trend

**Natural Disaster Events (excl. Canterbury) (SoPE 2.2.7)**

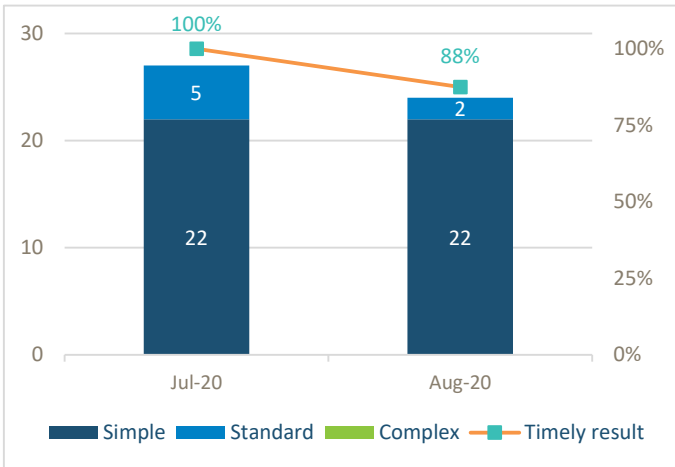


YTD AVG = 79%      Target: > 70%      Trend

## Section 4 - Customer Focus (cont.)

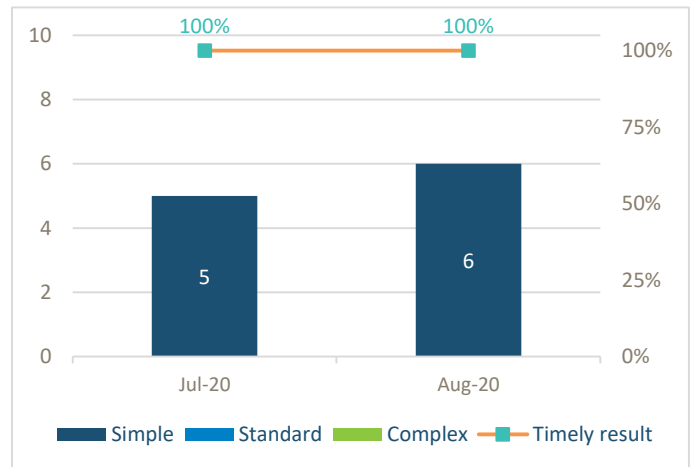
### Timeliness of complaint resolution

Canterbury (SOPE 2.1.9)



YTD AVG = 94% Target: > 90% Trend

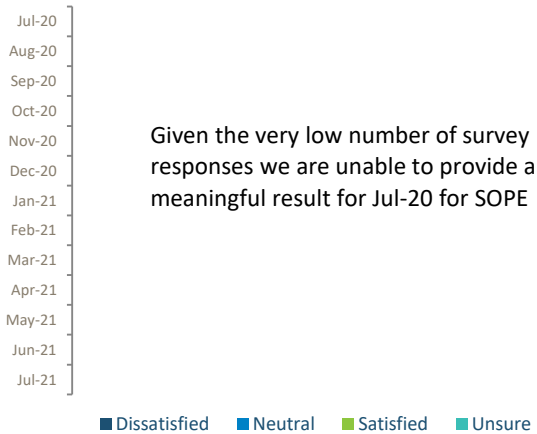
Natural Disaster Events (Excl. Canterbury) (SOPE 2.2.8)



YTD AVG = 100% Target: > 90% Trend

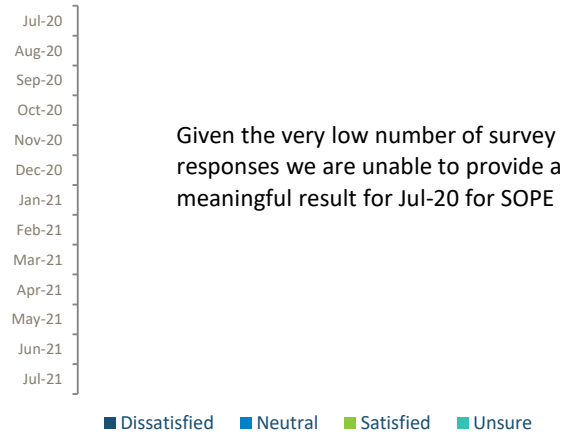
### Quality of complaint resolution

Canterbury (SoPE 2.1.10)



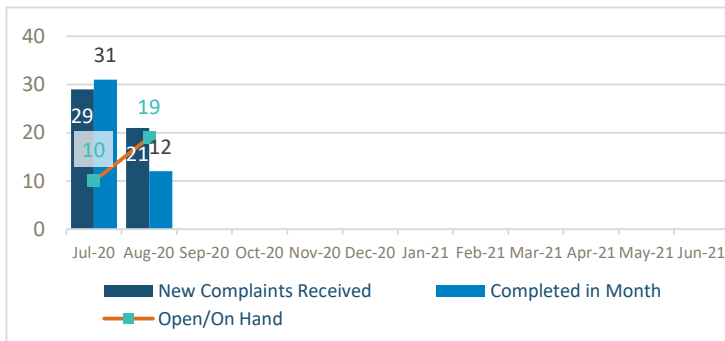
YTD AVG = Target: > 75% Trend

Natural Disaster Events (excl. Canterbury) (SoPE 2.2.9)

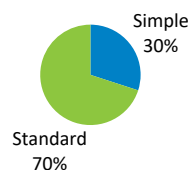


YTD AVG = Target: > 75% Trend

### Progression of customer complaints



Complexity of Open Complaints



We resolved 12 complaints in August (11 simple, 1 standard complexity), offset by inflow of 21 complaints. This left 19 open complaints on hand at month end up from 10 open at 31 July.

Eleven of the 19 complaints open at month end were simple complexity and the remainder were standard complaints.

### Total call, email and post volume

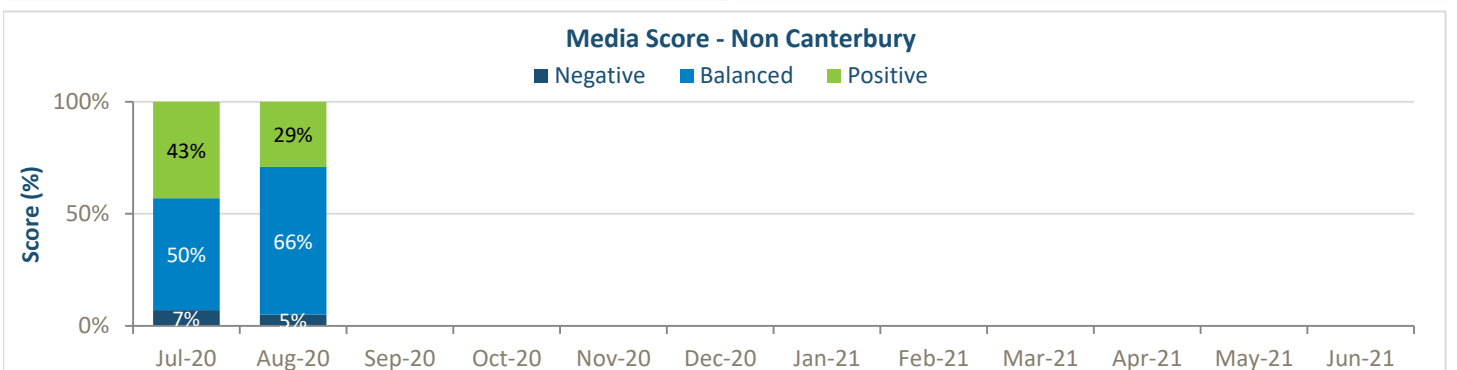
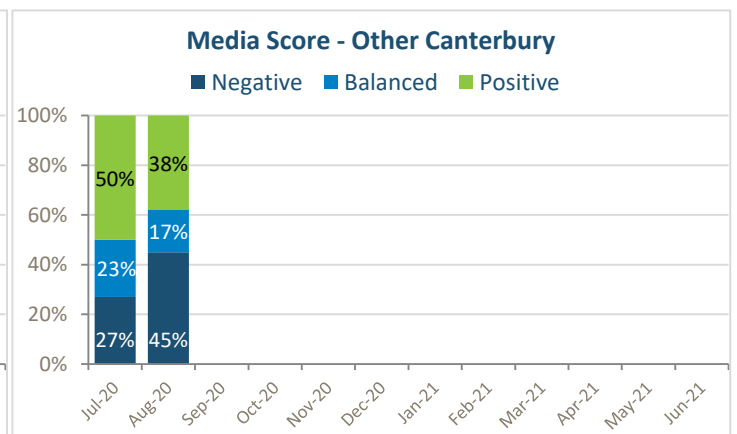
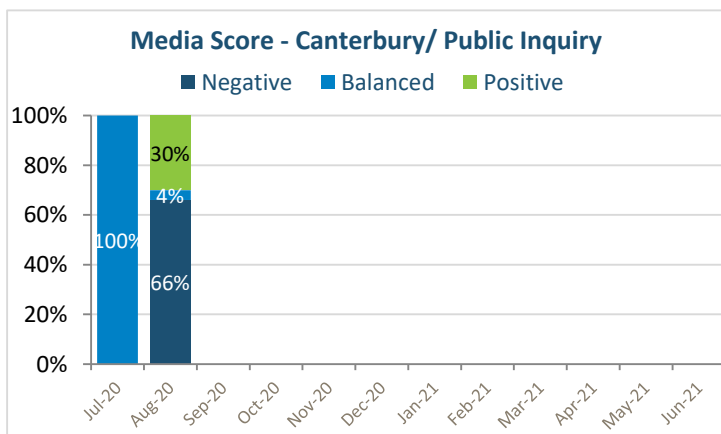
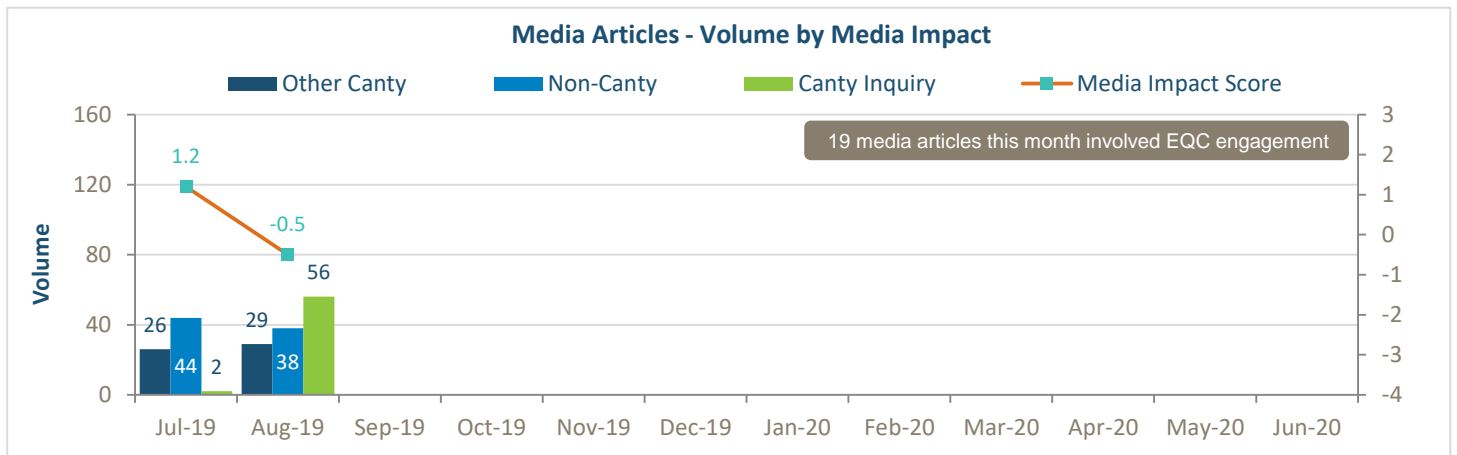
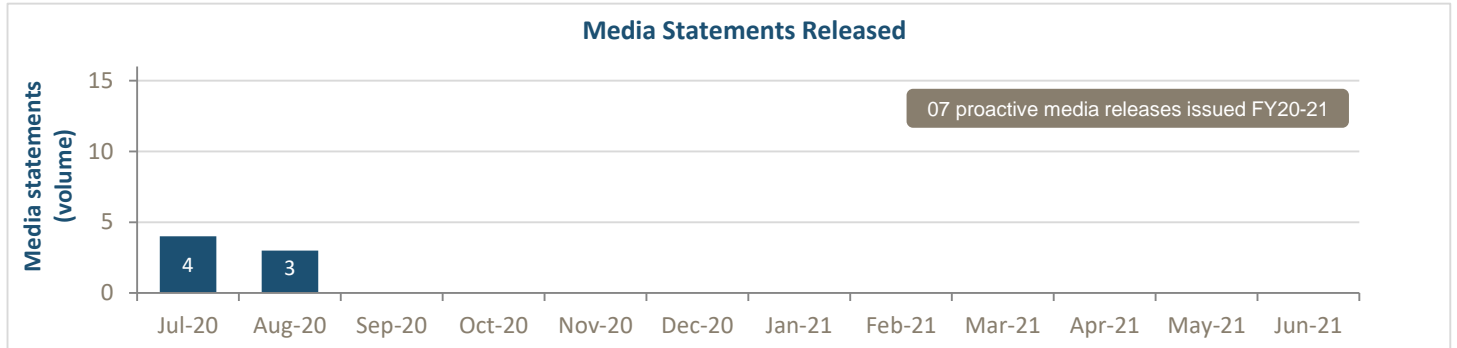
	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Trend
Outbound - Inbound Ratio	16:84	21:79	16:84	18:82	22:78	18:82	
Grade of Service	98%	98%	100%	98%	98%	99%	
Abandonment Rate	1%	2%	1%	2%	1%	1%	
Roll Over No Answer	30	14	12	80	33	45	
Total Calls	2,772	1,017	2,703	4,147	4,940	5,099	
Total Email and Post	2,613	1,549	2,377	2,960	2,280	2,542	

## Section 5 - Media

EQC's Media Impact Score (MIS) within traditional media reporting dropped to -0.5 this month (vs. 1.2 in Jul-20). During the same period our coverage rose significantly to 123 reports (vs. 72 in Jul-20).

Coverage was moderately negative overall this month. This decline was partly due to significant media attention on 31 August, when the government released its response to the Public Inquiry into EQC and announced that it plans to 'modernise' the EQC Act. When viewed in isolation, the government response to the Public Inquiry resulted in an MIS of -1.5.

Re-repairs also returned as the focal point of discussion as attention was brought to the sheer volume of cases that continue to come in, and Chief Executive, Sid Miller, declaring that EQC does not have the capability to manage a future home repair programme.

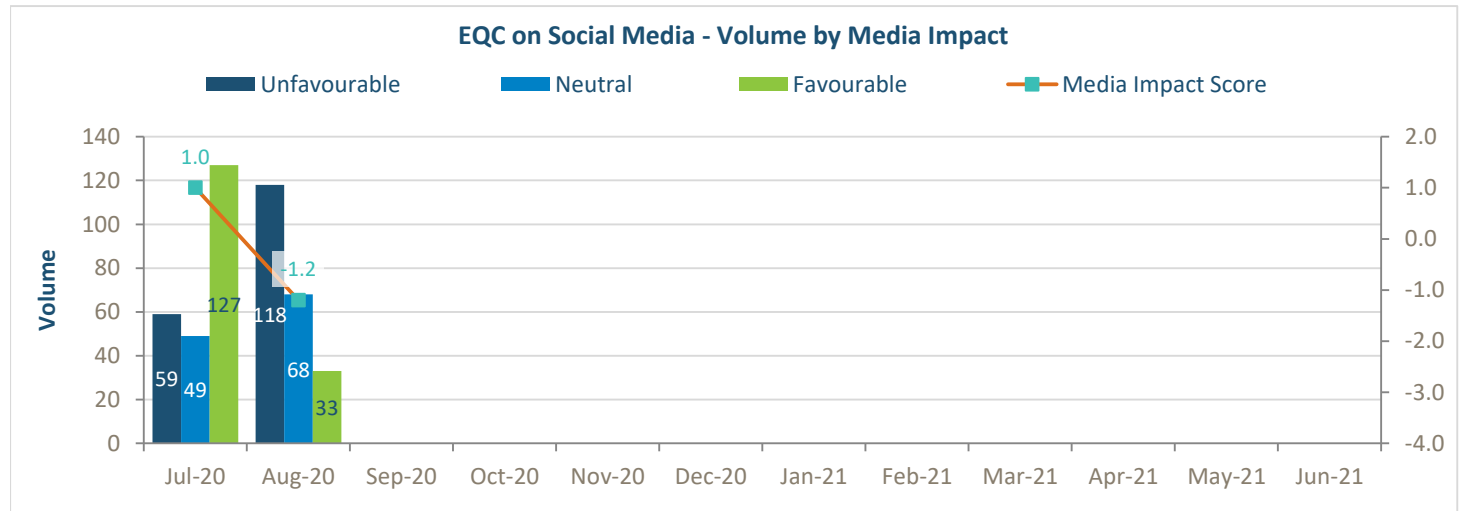


## Section 5 - Media (cont.)

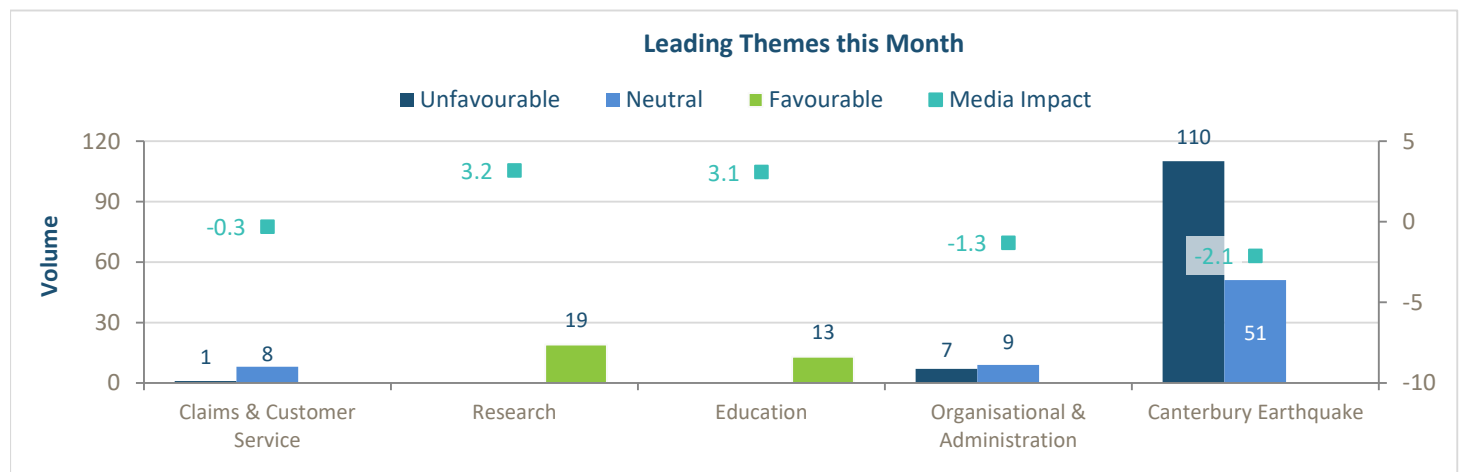
Social media conversations dipped slightly to 219 (vs. 235 in July-20), while our Media Impact Score (MIS) dropped to -1.2 (vs. 1.0 in Jul-20).

Similar to traditional media reporting, the government's response to the Public Inquiry dominated conversations late in the month. Social posts were predominantly negative, as sources' reactions to the announcement were largely driven and accompanied by strong criticism of EQC's apparent *operational inefficiency* and *substandard repairs*.

Elsewhere, research and education continued to drive positive social conversations, although this was markedly more modest compared to the previous two months.



Reaction to the government's response to the Public Inquiry has largely shaped our two leading messages this month of *demonstrates operational inefficiency* (63 posts) and *repairs are not carried out to a satisfactory standard* (45 posts).



### Understanding the Media Impact Score

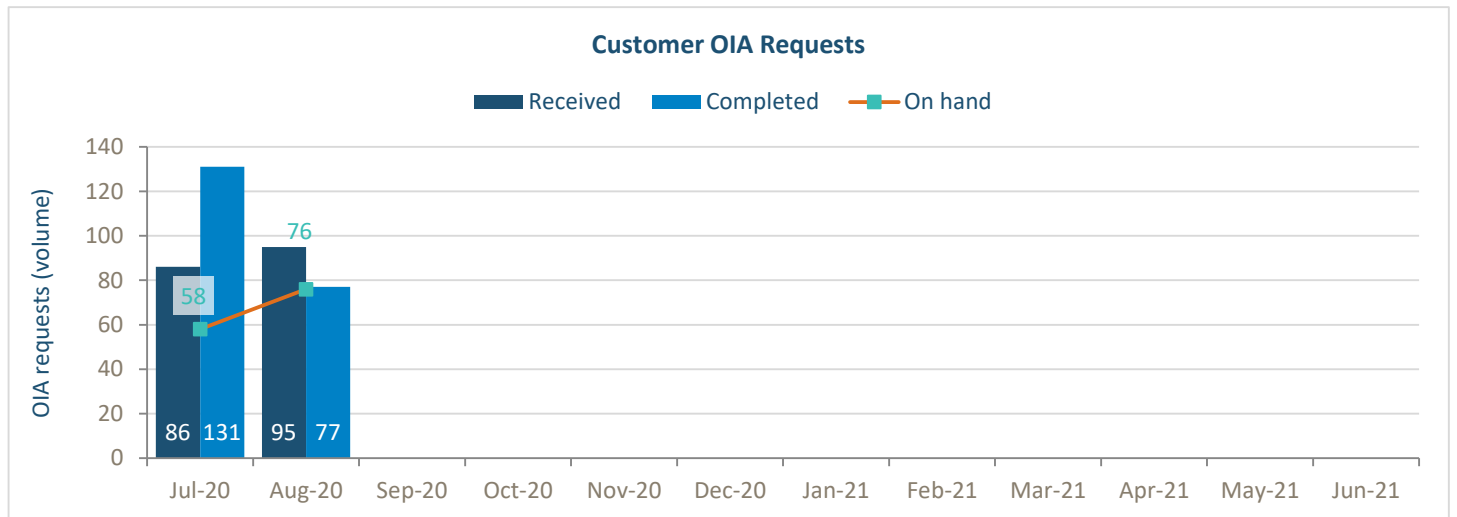
The change in metric from 'Average Favourability' to 'Media Impact Score' (MIS) is based on ensuring that the methodology we employ more accurately reflects the way audiences consume media and engage with digital news and social media.

The new methodology combines **content analysis** (what the coverage says, the tone, topics, and messaging) with **salience** (its importance/ influence, by taking into account the audience size and potential reach of each piece of coverage, our positioning and prominence within that coverage, and the level of engagement for social media) to assess **impact**.

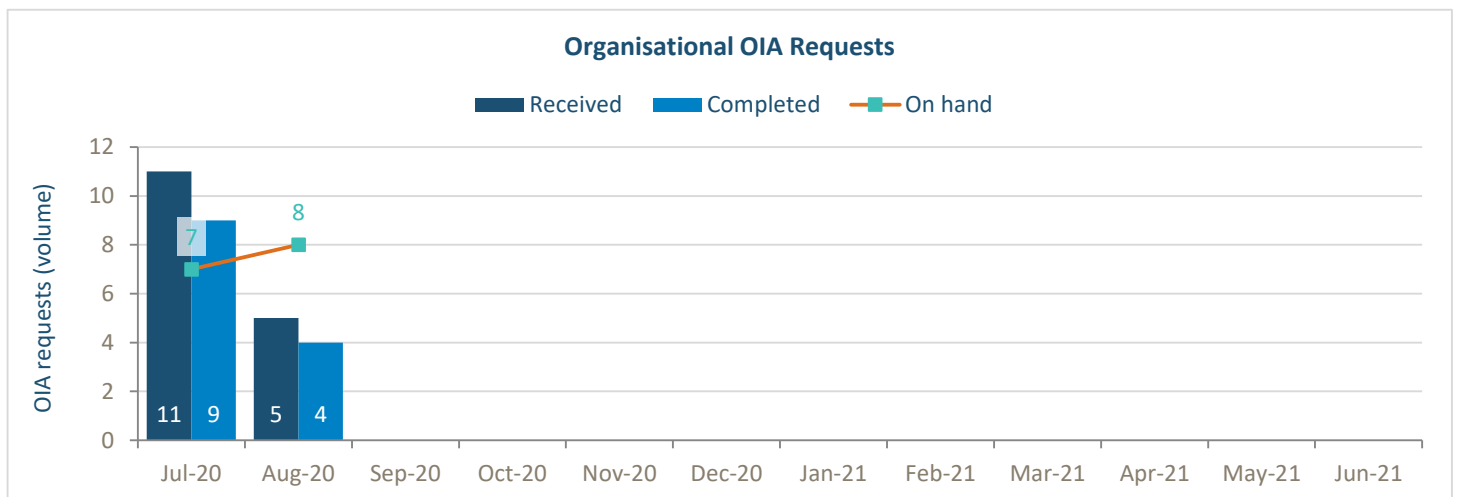
Our score sits on a **scale of -10 to 10**, with 0 being the neutral or balanced point.



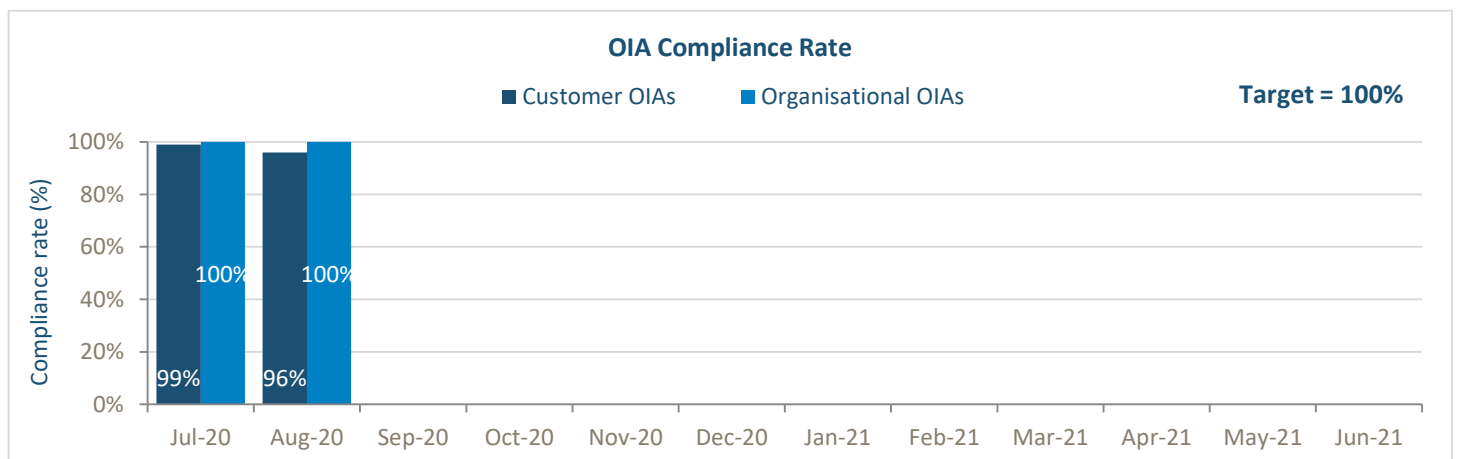
## Section 6 - Official Information Act (OIA) Requests



This month, our Customer OIA Team received 95 new OIA requests (vs. 86 in Jul-20). Coupled with the requests on hand from last month and 77 requests resolved this month, the team have 76 requests on hand at month's end.



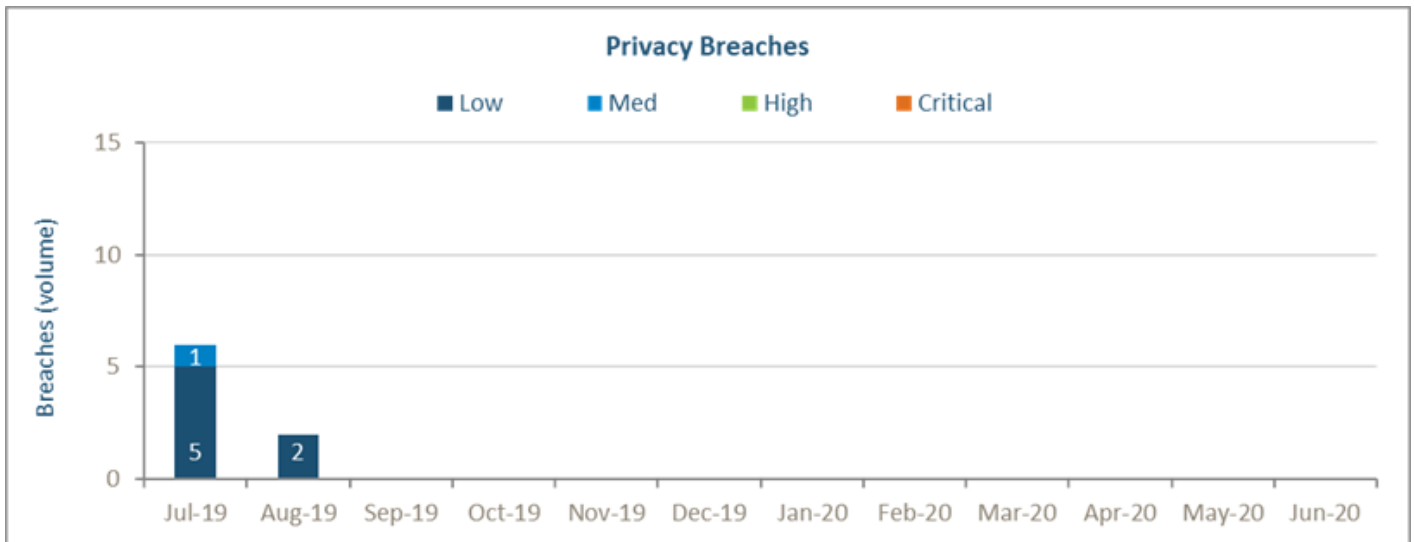
This month, our Government Relations Team received five new high level OIA request (vs. 11 in Jul-20). Coupled with the cases on hand from last month and four requests resolved this month, the team have eight open requests on hand at month's end.



This month our Customer OIA Team achieved a compliance result of 96% this month with three instances of Customer OIA non-compliance this month. During the same period our Government Relations Team continues to maintain a 100% compliance level for organisational/ high level OIA requests.

## Section 7 - Privacy Breaches

Two privacy breaches (vs. 7 in Jul-20), both classified as low severity, were recorded by the Risk and Compliance Team this month. Both reported breaches were assessed against EQC's guidelines, have been contained, and no serious harm appears to have arisen as a result.



### Privacy Breaches

The two reported breaches this month relate to 'Wrong Email or Letter Content' (1) and 'Wrong Document Sent' (1). Both reported breaches have been contained, and no harm appears to have arisen as a result.

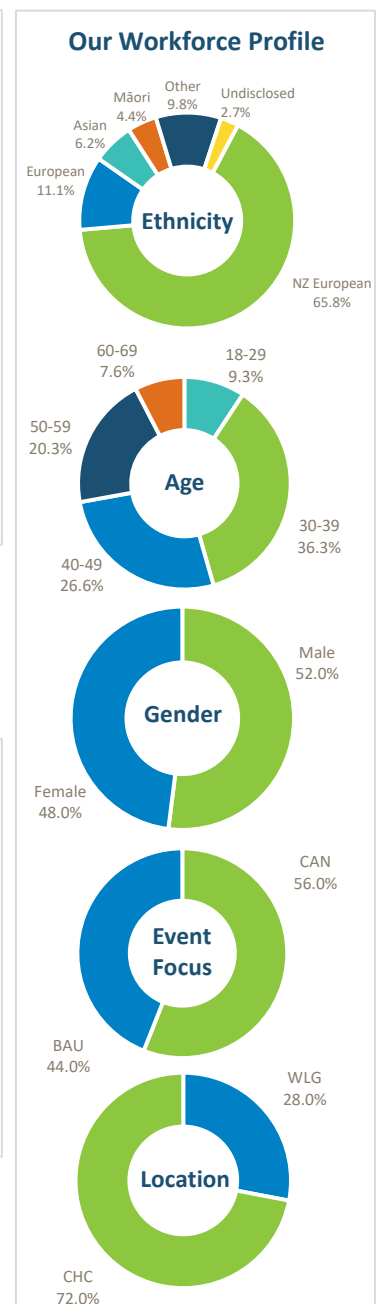
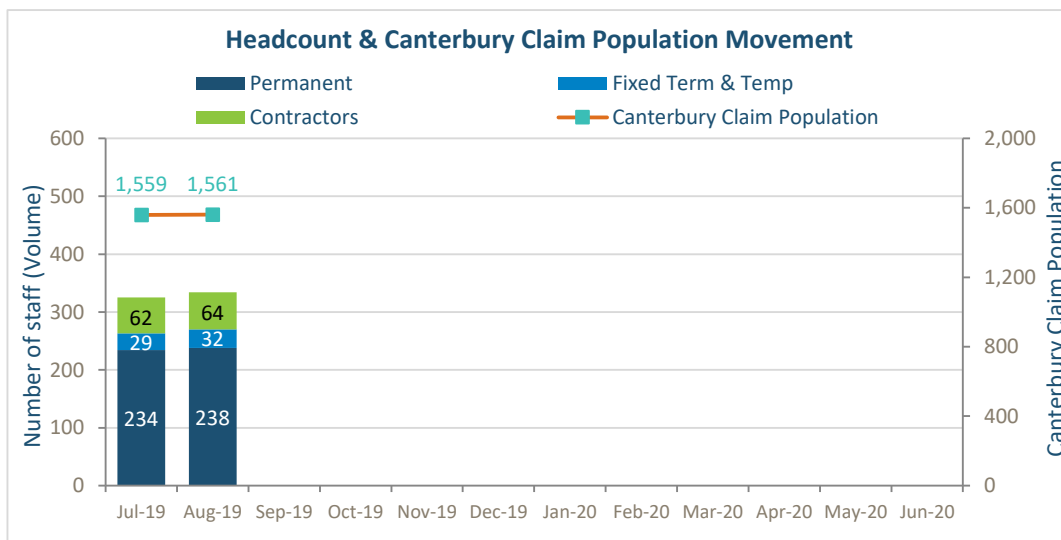
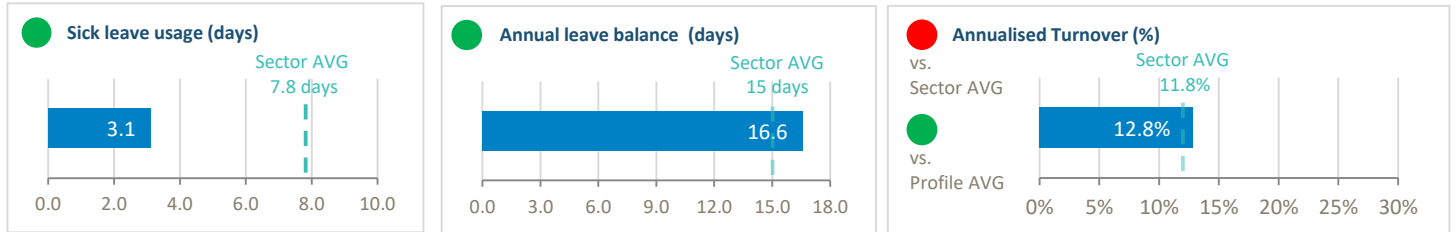
### Severity Scale

Critical	High	Medium	Low
<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Systems integrity compromised</li> <li>• Disclosure of large amount of personal information</li> <li>• Harm caused to individual/s</li> <li>• Significant media or reputational damage likely</li> <li>• Not contained and/or unresolved</li> </ul>	<ul style="list-style-type: none"> <li>• Sensitive information disclosure</li> <li>• Multiple person repeat or continued failure</li> <li>• Harm caused or likely to be caused to individuals</li> <li>• Not contained</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure</li> <li>• Single or few (less than 10) individuals affected</li> <li>• Harm unlikely</li> <li>• Not contained, or contained and possible complaint</li> </ul>	<ul style="list-style-type: none"> <li>• Non-sensitive information disclosure;</li> <li>• Single person affected</li> <li>• No harm arising</li> <li>• Contained and resolved</li> </ul>

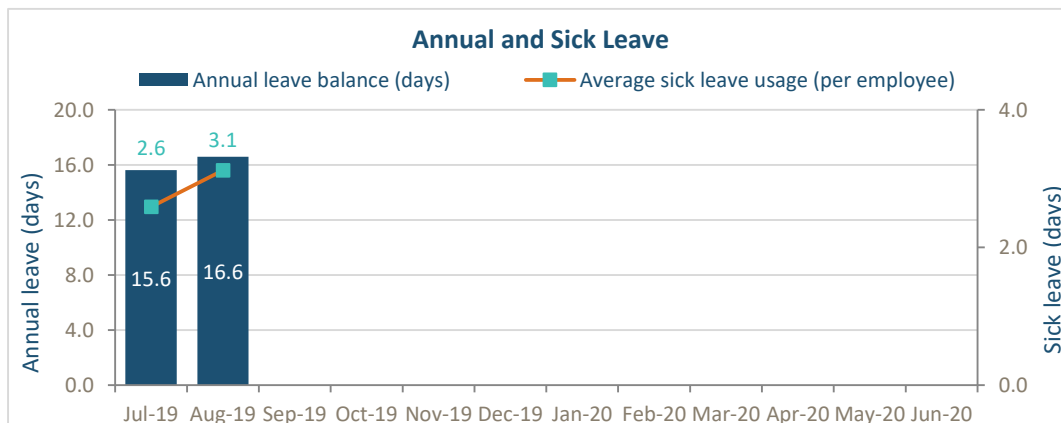
## Section 8 - HR Operations

Our workforce headcount increased slightly during the period as expected, with planned recruitment undertaken. This slight upward shift centres around contractors and consultants brought on board for short term projects. Our average annual leave balance increased to 16.6 days this month (vs. 15.6 days for Jul-20) and remains higher than the corresponding Public Sector Average ('average') of 15 days. Average sick leave usage increased slightly by 0.5 days to 3.1 days (vs. 2.6 days for Jul-20) and continues to compare favourably to its corresponding average of 7.8 days. Our annualised turnover ('voluntary turnover') dropped again this month to a 20 month low of 12.8% (vs. 13.9% for Jul-20), this compares to a corresponding average of 11.8%.

### HR Ops at a glance - EQC's performance against Public Service Sector Averages



As reported above, our workforce headcount continues to increase slightly as we continue with planned recruitment to onboard for critical roles and temporary projects.  
**Note:** The reported headcount differs from Financial reporting, where consultants/ outsourced service providers may be engaged to fill vacant budgeted positions.



Covid-19 continues to influence our people data and trends in the following ways. Continued cancellation and reduction in significant leave taken has seen our average annual leave balance rise to 16.6 days, which is higher than the Public Sector Average ('average') of 15 days. On the other hand our average sick leave usage increased slightly again this month to 3.1 days (vs. 2.6 days for Jul-20), but still compares favourably to its corresponding average of 7.8 days.