

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME: London

PLANNED WORK SURVEY FOR Q4 (JANUARY-MARCH)

Number of customers expressing given level of satisfaction, by survey question

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q4 Duration of the interruption	19	2	9	10	12	10	29	50	30	83	254	28	7.53	7.87	7.20
Q6 Advance notice of work	19	2	8	8	16	10	22	52	36	97	270	12	7.71	8.04	7.39
Q7 Communication while work was being carried out	22	7	7	7	19	16	22	58	37	84	279	3	7.41	7.73	7.08
Q8 Skill and professionalism of the workforce	20	8	6	4	11	12	29	44	39	102	275	7	7.72	8.05	7.39
Q9 Overall quality of work	23	5	10	6	13	13	30	49	41	83	273	9	7.44	7.77	7.11
Combined Score	103	24	40	35	71	61	132	253	183	449	1351	59	7.56	7.71	7.42

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	2
Domestic	97	273
Not stated	2	7
TOTAL	100	282

Q3 Duration of interruption

	%	No.
0-4hrs	18	52
5-8hrs	34	95
9-12hrs	18	51
13-16hrs	5	14
17-23hrs	2	6
24+hrs	6	17
Don't Know	5	15
Not stated	11	32
TOTAL	100	282

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	33	91
No	48	135
Don't Know	17	47
Not Stated	3	7
TOTAL	100	280

Number of priority domestic customers expressing given level of satisfaction, by survey question

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q4 Duration of the interruption	5	0	4	5	2	3	7	17	8	30	81	10	7.68	8.27	7.09
Q6 Advance notice of work	4	1	1	2	5	3	7	17	9	37	86	5	8.09	8.61	7.58
Q7 Communication while work was being carried out	3	3	1	2	7	2	7	20	10	35	90	1	7.96	8.46	7.45
Q8 Skill and professionalism of the workforce	5	3	1	2	3	3	6	12	11	42	88	3	8.09	8.65	7.53
Q9 Overall quality of work	7	2	3	0	2	5	4	11	13	40	87	4	7.97	8.57	7.36
Combined Score	24	9	10	11	19	16	31	77	51	184	432	23	7.96	8.20	7.71

**EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q4 (JANUARY-MARCH)**

**Number of customers expressing given level of satisfaction, by survey question (excluding telephone service)**

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q6 Time it took for engineer to respond	16	1	4	6	9	5	21	45	38	77	222	57	7.87	8.21	7.53
Q10 Duration of interruption	29	7	3	9	17	9	19	29	24	66	212	67	6.92	7.35	6.50
Q11 Communication during interruption	29	7	9	7	12	12	21	32	20	64	213	66	6.82	7.25	6.39
Q12 Skill and professionalism of the workforce	17	8	5	2	12	11	29	46	43	96	269	10	7.81	8.12	7.49
Q13 Overall quality of work	17	12	9	6	17	13	16	46	42	91	269	10	7.52	7.86	7.18
Combined Score	108	35	30	30	67	50	106	198	167	394	1185	210	7.39	7.56	7.22

**Number of customers expressing given level of satisfaction, national gas emergency telephone service\***

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q3 Time to get through to operator	15	4	5	6	5	10	13	42	42	78	220	59	7.87	8.22	7.52
Q4 Information and safety advice provided by operator	11	5	5	7	8	7	17	47	30	79	216	63	7.88	8.22	7.53
Combined score	26	9	10	13	13	17	30	89	72	157	436	122	7.87	8.12	7.63

\* These scores should be omitted from individual GDNs overall scores

**Characteristics of survey responses (derived from Q1)**

Customer type	%	No.
Business	4	11
Domestic	92	258
Not stated	4	10
TOTAL	100	279

**Q9 Duration of interruption**

	%	No.
0-4hrs	17%	48
5-8hrs	9%	24
9-12hrs	4%	11
13-16hrs	3%	8
17-23hrs	6%	16
24+hrs	33%	92
Don't Know	4%	10
Not stated	25%	70
TOTAL	100%	279

**Q7 Advice to customers requiring assistance reconnect their appliances**

No. customers that responded "yes" to Q7	25
No. customers that responded "no" to Q7	60
Proportion of eligible respondents that received advice	29%

**Priority customers**

**Q1 Domestic customers eligible for the priority services register**

	%	No.
Yes	26%	75
No	48%	128
Don't Know	21%	55
Not Stated	4%	10
TOTAL	100%	268

**Number of priority domestic customers expressing given level of satisfaction, by survey question (excluding telephone service)**

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q6 Time it took for engineer to respond	6	0	2	2	0	2	1	13	6	27	59	16	7.92	8.66	7.17
Q10 Duration of interruption	7	2	0	4	3	1	2	12	8	18	57	18	7.19	8.01	6.38
Q11 Communication during interruption	6	2	2	3	5	2	2	12	6	18	58	17	7.05	7.85	6.26
Q12 Skill and professionalism of the workforce	4	3	0	1	2	3	7	13	8	32	73	2	8.04	8.64	7.44
Q13 Overall quality of work	3	3	3	2	3	5	1	13	10	30	73	2	7.84	8.46	7.21
Combined Score	26	10	7	12	13	13	13	63	38	125	320	55	7.61	7.92	7.29

**Number of priority domestic customers expressing given level of satisfaction, national gas emergency telephone service\***

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q3 Time to get through to operator	4	1	1	1	3	1	4	14	9	23	61	14	7.95	8.61	7.30
Q4 Information and safety advice provided by operator	3	3	2	2	1	1	4	12	8	23	59	16	7.80	8.51	7.08
Combined score	7	4	3	3	4	2	8	26	17	46	120	30	7.87	8.36	7.39

\* These scores should be omitted from individual GDNs overall scores

**CONNECTIONS SURVEY FOR Q3 (OCTOBER-DECEMBER)**

Number of customers expressing given level of satisfaction, by survey question

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q2 Application process and clarity of forms	17	10	15	11	9	11	16	27	13	14	143	7	5.75	6.23	5.27
Q3 Time taken to provide quotation	14	5	3	6	15	4	24	38	11	19	139	11	6.60	7.05	6.14
Q5 Time taken to schedule a date for works	26	10	7	6	7	13	16	22	13	11	131	19	5.49	6.02	4.95
Q6 Length of time it took for work to be completed	22	3	5	5	5	9	9	26	18	27	129	21	6.55	7.11	5.99
Q7 Skill and professionalism of the workforce	10	4	6	5	7	4	9	32	17	32	126	24	7.20	7.70	6.70
Q8 Overall quality of work	9	4	1	4	6	10	13	36	19	28	130	20	7.35	7.80	6.91
Q9 Overall quality of communication	35	7	5	7	11	9	14	26	15	19	148	2	5.62	6.15	5.09
Combined score	133	43	42	44	60	60	101	207	106	150	946	104	6.37	6.56	6.17

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	3.3	5
Domestic	88.7	133
Not stated	8.0	12
TOTAL	100	150

**CHARTS FOR PUBLICATION**

## QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS

Ofgem, the industry regulator, requires all gas distribution networks to undertake quarterly postal customer satisfaction surveys in relation to planned works, emergency response and repair and connections services. The survey must be undertaken by a third party. National Grid use Maven Research for this purpose. Customers are asked to rate their satisfaction on a scale of 1-10, where a score of 1 indicates that the customer is very dissatisfied with the level of service received and a score of 10 indicates that the customer is very satisfied.

The red lines indicate the confidence interval associated with the survey results. There is a 95 per cent probability that the actual level of customer satisfaction lies somewhere in the margin indicated by the confidence interval.

