

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME: West Midlands

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	15	3	8	11	14	15	22	49	34	91	262	19	7.68	7.99	7.36
Q6 Advance notice of work	22	8	4	7	19	13	17	48	29	95	262	19	7.50	7.85	7.15
Q7 Communication while work was being carried out	22	6	7	11	22	13	25	54	28	89	277	4	7.35	7.68	7.02
Q8 Skill and professionalism of the workforce	14	5	9	5	15	11	17	59	39	100	274	7	7.86	8.17	7.56
Q9 Overall quality of work	16	2	11	8	12	8	20	61	38	96	272	9	7.81	8.11	7.50
Combined Score	89	24	39	42	82	60	101	271	168	471	1347	58	7.64	7.78	7.49

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	0	0
Domestic	98	275
Not stated	2	6
TOTAL	100	281

Q3 Duration of interruption

	%	No.
0-4hrs	25	69
5-8hrs	36	100
9-12hrs	17	49
13-16hrs	2	7
17-23hrs	2	6
24+hrs	5	13
Don't Know	5	14
Not stated	8	23
TOTAL	100	281

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	38	107
No	43	122
Don't Know	16	46
Not Stated	2	6
TOTAL	100	281

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	3	1	3	5	4	5	8	22	10	40	101	6	7.98	8.45	7.51
Q6 Advance notice of work	8	4	2	2	5	2	7	22	8	41	101	6	7.66	8.23	7.10
Q7 Communication while work was being carried out	9	3	1	4	7	1	6	23	8	45	107	0	7.69	8.24	7.14
Q8 Skill and professionalism of the workforce	7	1	3	3	2	3	4	22	16	45	106	1	8.08	8.58	7.57
Q9 Overall quality of work	7	1	4	4	2	2	3	19	11	48	101	6	8.03	8.57	7.49
Combined Score	34	10	13	18	20	13	28	108	53	219	516	19	7.89	8.12	7.65

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	6	1	4	1	4	2	9	35	22	86	170	102	8.57	8.90	8.24
Q10 Duration of interruption	16	3	5	7	8	8	15	31	22	80	195	77	7.71	8.11	7.31
Q11 Communication during interruption	13	5	3	7	8	10	16	31	15	92	200	72	7.88	8.26	7.49
Q12 Skill and professionalism of the workforce	12	1	3	4	15	5	17	58	44	106	265	7	8.24	8.51	7.96
Q13 Overall quality of work	12	3	4	7	14	4	17	46	53	106	286	6	8.18	8.47	7.89
Combined Score	59	13	19	26	49	29	74	201	156	470	1096	264	8.12	8.26	7.97

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	4	2	2	1	6	7	10	33	27	79	171	101	8.52	8.83	8.21
Q4 Information and safety advice provided by operator	5	2	3	2	5	7	12	31	25	80	172	100	8.43	8.76	8.10
Combined score	9	4	5	3	11	14	22	64	52	159	343	201	8.48	8.70	8.25

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	9	9
Domestic	81	81
Not stated	10	10
TOTAL	100	100

Q9 Duration of interruption

	%	No.
0-4hrs	29%	79
5-8hrs	12%	32
9-12hrs	4%	11
13-16hrs	3%	8
17-23hrs	6%	15
24+hrs	15%	41
Don't Know	2%	6
Not stated	29%	80
TOTAL	100%	272

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	41
No. customers that responded "no" to Q7	31
Proportion of eligible respondents that received advice	57%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	31%	81
No	44%	115
Don't Know	22%	57
Not Stated	4%	10
TOTAL	100%	263

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	3	0	2	0	1	0	3	9	4	29	51	30	8.49	9.18	7.80
Q10 Duration of interruption	5	1	3	0	1	3	2	9	6	28	58	23	7.91	8.67	7.15
Q11 Communication during interruption	5	0	1	2	0	2	4	13	3	30	60	21	8.12	8.80	7.43
Q12 Skill and professionalism of the workforce	4	0	0	0	6	0	3	18	13	35	79	2	8.43	8.92	7.94
Q13 Overall quality of work	5	1	1	2	3	1	4	11	19	34	81	0	8.22	8.78	7.66
Combined Score	22	2	7	4	11	6	16	60	45	156	329	76	8.23	8.51	7.96

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	2	1	0	0	1	2	3	11	8	23	51	30	8.47	9.08	7.87
Q4 Information and safety advice provided by operator	3	0	0	0	0	2	6	9	5	26	51	30	8.51	9.13	7.89
Combined score	5	1	0	0	1	4	9	20	13	49	102	60	8.49	8.92	8.06

* 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	4	1	6	11	17	15	16	28	15	32	145	6	7.13	7.52	6.74
Q3 Time taken to provide quotation	4	2	4	9	14	11	17	35	19	27	142	9	7.27	7.65	6.89
Q5 Time taken to schedule a date for works	13	7	5	6	9	13	19	21	16	26	135	16	6.62	7.11	6.13
Q6 Length of time it took for work to be completed	13	3	3	12	6	5	12	25	18	36	133	18	7.08	7.58	6.58
Q7 Skill and professionalism of the workforce	4	3	5	2	11	8	8	32	18	41	132	19	7.73	8.14	7.31
Q8 Overall quality of work	3	1	5	3	6	11	12	35	18	38	132	19	7.83	8.21	7.46
Q9 Overall quality of communication	10	5	12	5	7	16	16	30	16	29	146	5	6.80	7.25	6.35
Combined score	51	22	40	48	70	79	100	206	120	229	965	92	7.21	7.37	7.05

Q1 Characteristics of survey responses

Customer type	%	No.
Business	2.6	4
Domestic	93.4	141
Not stated	4.0	6
TOTAL	100	151

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.

