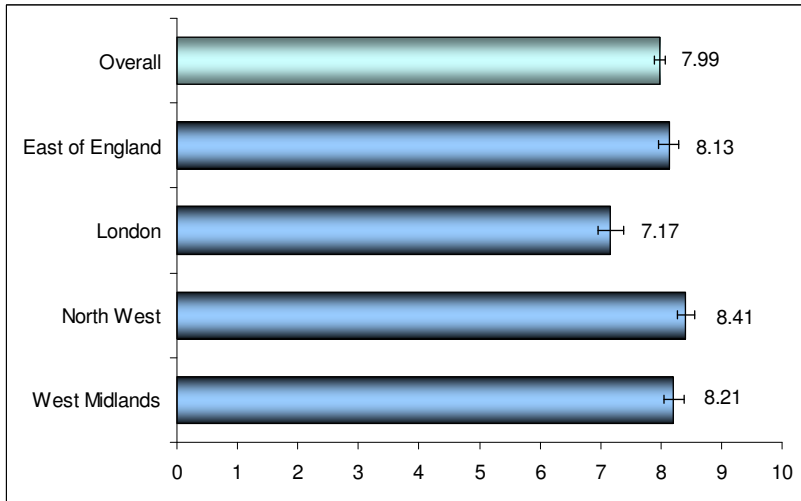


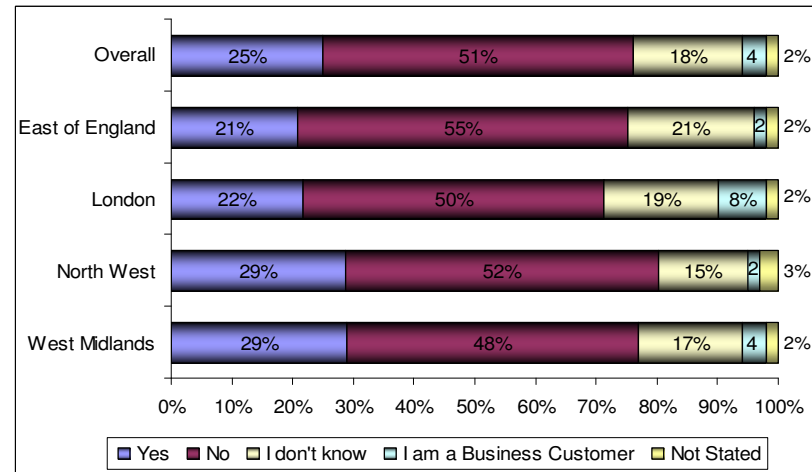
Customer Satisfaction Survey Results Q1, 2008/9

Emergency Response & Repair

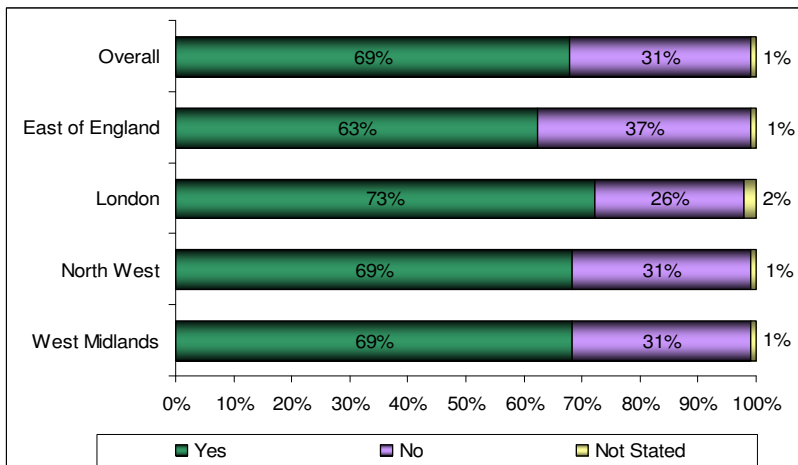
Overall Satisfaction (Combined Mean Scores)



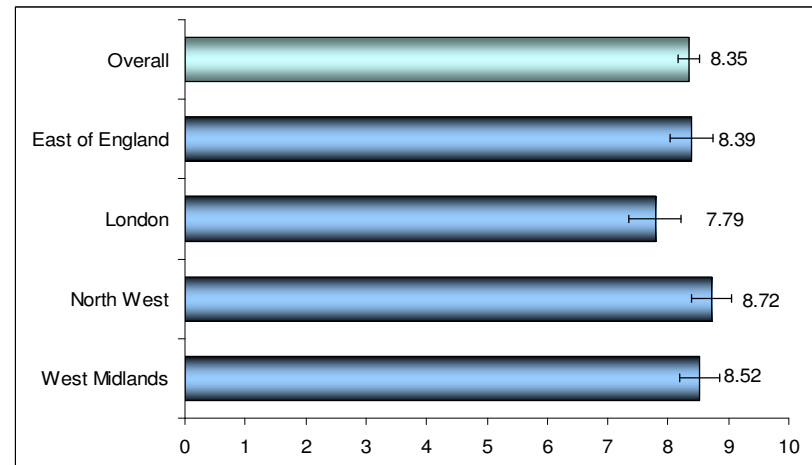
Q1. If you are a domestic customer, are you on (or eligible for) your gas supplier's priority customer list?



Q2. Did you ring the national gas emergency telephone service (0800 111 999) to report a gas leak or an interruption to your gas supply?



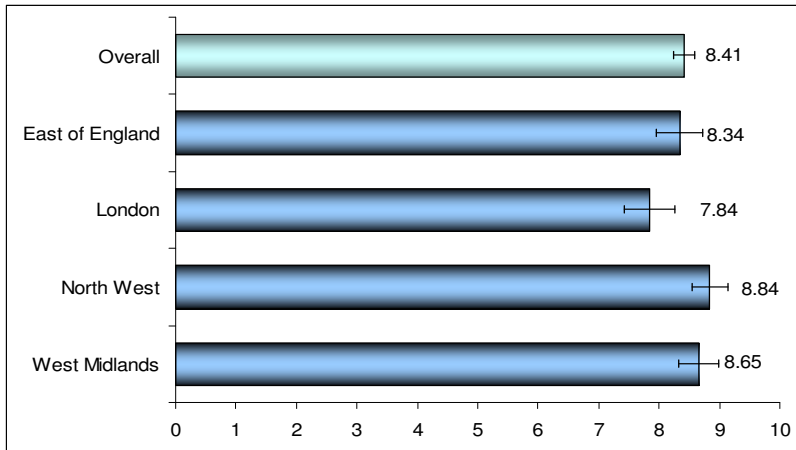
Q3. How satisfied were you with the length of time it took to get through to an operator?



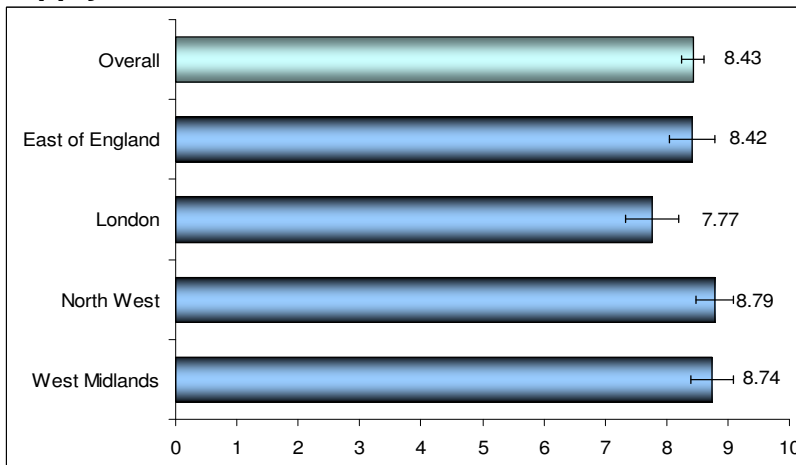
Customer Satisfaction Survey Results Q1, 2008/9

Emergency Response & Repair

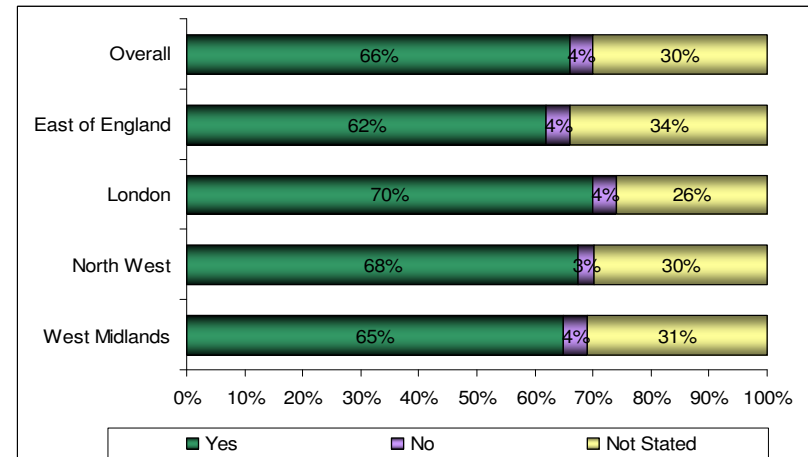
Q4. How satisfied were you with the information and safety advice provided by the operator?



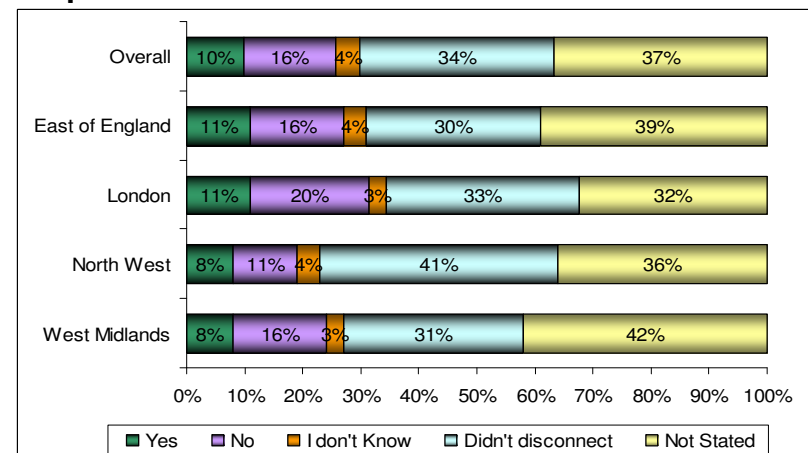
Q6. How satisfied were you with the time it took for the engineer to attend your property in response to your reported gas leak or interruption to your gas supply?



Q5. Did a gas safety engineer attend your premises to investigate a gas leak or interruption to your gas supply?



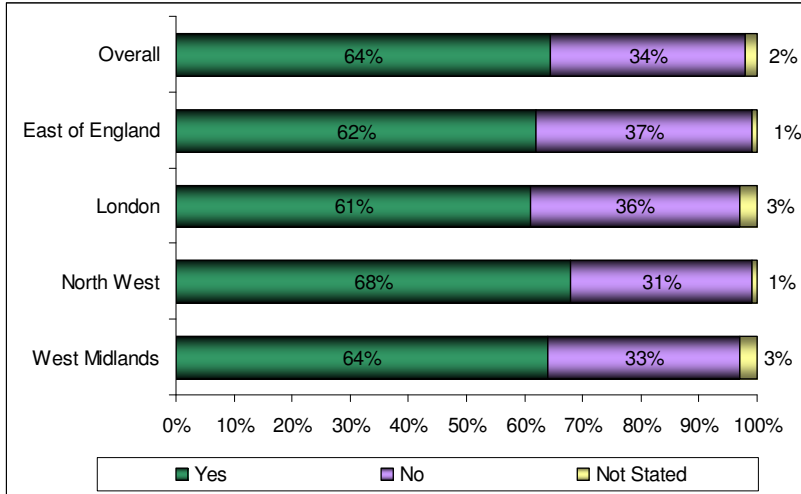
Q7. If the engineer disconnected any appliances at your property, did he or she provide a list of Corgi registered engineers to contact to reconnect your appliances or provide the appliance helpline telephone number?



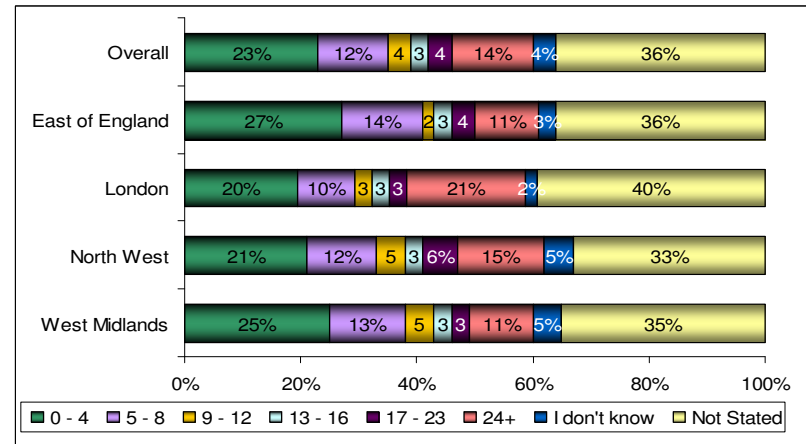
Customer Satisfaction Survey Results Q1, 2008/9

Emergency Response & Repair

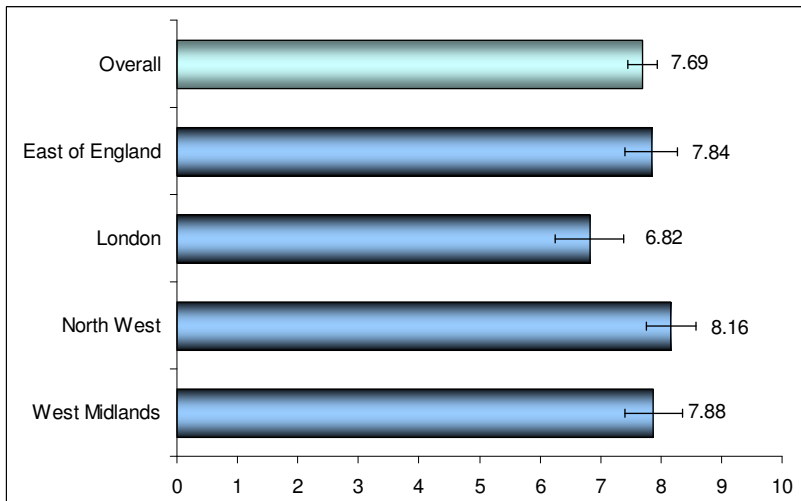
Q8. Was your gas supply interrupted?



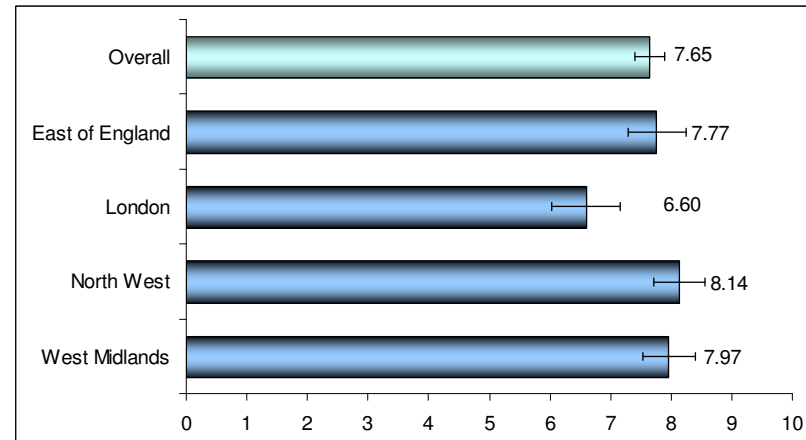
Q9. For how many hours was your gas supply interrupted?



Q10. How satisfied were you that your gas supply was restored as soon as possible?



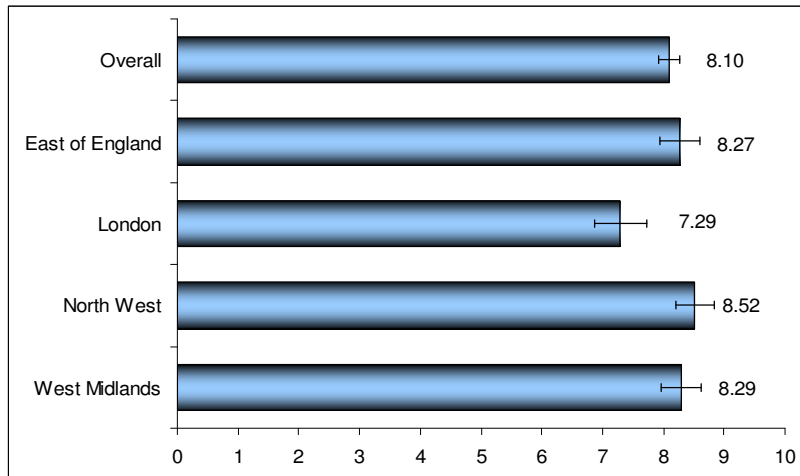
Q11. How satisfied were you with the way National Grid (or their contractors) communicated with you while your supply was interrupted?



Customer Satisfaction Survey Results Q1, 2008/9

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Q12. How satisfied were you with the skill and professionalism of the workforce that carried out the work at your property?



Q13. How satisfied were you with the overall quality of the work carried out?

