

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 SEPTEMBER

GDN NAME: East of England

PLANNED WORK SURVEY FOR Q1 (APRIL-JUNE)

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	20	0	8	5	11	9	19	38	34	98	242	34	7.83	8.18	7.49
Q6 Advance notice of work	12	10	7	4	13	7	17	45	32	117	264	12	8.00	8.32	7.68
Q7 Communication while work was being carried out	18	6	10	6	10	15	20	42	37	104	268	8	7.74	8.07	7.40
Q8 Skill and professionalism of the workforce	12	6	2	3	13	14	19	40	51	109	269	7	8.15	8.44	7.86
Q9 Overall quality of work	13	5	0	8	9	5	27	43	51	109	270	6	8.19	8.48	7.91
Combined Score	75	27	27	26	56	50	102	208	205	537	1313	67	7.98	8.12	7.84

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	3
Domestic	96	264
Not stated	3	9
TOTAL	100	276

Q3 Duration of interruption

	%	No.
0-4hrs	31	85
5-8hrs	31	86
9-12hrs	10	27
13-16hrs	4	10
17-23hrs	1	2
24+hrs	3	7
Don't Know	7	20
Not stated	14	39
TOTAL	100	276

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	37	100
No	44	120
Don't Know	16	44
Not Stated	3	9
TOTAL	100	273

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	10	0	1	2	2	3	6	16	5	40	85	15	7.81	8.44	7.18
Q6 Advance notice of work	3	3	1	1	4	2	2	21	9	50	96	4	8.45	8.92	7.97
Q7 Communication while work was being carried out	7	2	2	1	1	6	5	13	12	48	97	3	8.13	8.68	7.59
Q8 Skill and professionalism of the workforce	5	5	0	0	3	3	6	8	16	50	98	2	8.33	8.85	7.80
Q9 Overall quality of work	5	3	0	2	1	2	4	16	14	51	98	2	8.45	8.94	7.95
Combined Score	30	13	4	6	11	16	23	74	58	239	474	26	8.23	8.47	8.00

**EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q1 (APRIL-JUNE)**

**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	8	2	7	3	8	3	13	37	37	88	206	71	8.27	8.59	7.94
Q10 Duration of interruption	13	2	7	3	5	7	15	33	23	99	207	70	8.13	8.49	7.77
Q11 Communication during interruption	13	2	10	4	6	6	12	32	32	92	209	68	8.02	8.39	7.66
Q12 Skill and professionalism of the workforce	10	1	5	5	6	8	16	46	43	130	270	7	8.49	8.75	8.22
Q13 Overall quality of work	9	2	2	8	6	7	17	46	39	136	272	5	8.53	8.79	8.27
Combined Score	53	9	31	23	31	31	73	194	174	545	1164	221	8.29	8.43	8.15

**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	8	4	4	1	6	8	13	35	35	84	198	79	8.26	8.59	7.93
Q4 Information and safety advice provided by operator	7	2	4	2	8	6	11	33	33	88	194	83	8.38	8.70	8.05
Combined score	15	6	8	3	14	14	24	68	68	172	392	162	8.32	8.55	8.09

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

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

Customer type	%	No.
Business	3	9
Domestic	94	260
Not stated	3	8
TOTAL	100	277

**Q9 Duration of interruption**

	%	No.
0-4hrs	31%	86
5-8hrs	13%	36
9-12hrs	6%	17
13-16hrs	2%	5
17-23hrs	5%	15
24+hrs	12%	34
Don't Know	4%	11
Not stated	26%	73
TOTAL	100%	277

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

No. customers that responded "yes" to Q7	36
No. customers that responded "no" to Q7	35
Proportion of eligible respondents that received advice	51%

**Priority customers**

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

	%	No.
Yes	21%	57
No	54%	144
Don't Know	22%	59
Not Stated	3%	8
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	2	1	1	1	2	0	5	5	7	22	46	11	8.24	8.97	7.51
Q10 Duration of interruption	3	0	0	2	2	1	1	5	2	26	42	15	8.38	9.20	7.56
Q11 Communication during interruption	2	0	2	1	1	2	1	6	6	21	42	15	8.29	9.06	7.51
Q12 Skill and professionalism of the workforce	2	0	1	1	1	1	2	8	11	30	57	0	8.72	9.27	8.16
Q13 Overall quality of work	1	0	0	1	1	2	5	7	8	32	57	0	8.86	9.33	8.39
Combined Score	10	1	4	6	7	6	14	31	34	131	244	41	8.50	8.79	8.21

**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	0	1	1	1	2	3	9	5	20	44	13	8.27	8.97	7.57
Q4 Information and safety advice provided by operator	2	0	1	1	1	1	1	10	5	21	43	14	8.42	9.12	7.71
Combined score	4	0	2	2	2	3	4	19	10	41	87	27	8.35	8.84	7.85

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

**CONNECTIONS SURVEY FOR Q4 (JAN-MAR OF THE PREVIOUS REPORTING YEAR)**

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	6	17	9	19	23	20	50	24	36	221	11	6.63	6.99	6.27
Q3 Time taken to provide quotation	14	3	8	6	17	18	20	55	29	48	218	14	7.26	7.60	6.92
Q5 Time taken to schedule a date for works	26	7	18	16	16	18	26	32	24	29	212	20	6.08	6.48	5.69
Q6 Length of time it took for work to be completed	28	6	8	3	12	10	17	45	25	56	210	22	6.95	7.37	6.53
Q7 Skill and professionalism of the workforce	18	2	9	4	8	7	18	44	31	70	211	21	7.60	7.98	7.22
Q8 Overall quality of work	14	3	8	4	7	14	23	35	36	66	210	22	7.64	8.00	7.28
Q9 Overall quality of communication	23	12	8	9	20	20	16	39	34	42	223	9	6.62	7.01	6.23
Combined score	140	39	76	51	99	110	140	300	203	347	1505	119	6.97	7.11	6.82

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	2.2	5
Domestic	94.4	219
Not stated	3.4	8
TOTAL	100	232

**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.

