

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 MARCH

GDN NAME:

London

PLANNED WORK 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
Q4 Duration of the interruption	11	5	9	14	14	9	15	35	30	69	211	22	7.45	7.83	7.08
Q6 Advance notice of work	13	7	10	8	14	11	26	40	23	69	221	12	7.35	7.71	6.99
Q7 Communication while work was being carried out	21	8	6	9	12	16	18	36	31	71	228	5	7.24	7.62	6.85
Q8 Skill and professionalism of the workforce	15	7	2	2	10	6	25	48	36	81	232	1	7.85	8.19	7.52
Q9 Overall quality of work	15	7	5	5	16	10	20	43	39	70	230	3	7.56	7.91	7.21
Combined Score	75	34	32	38	66	52	104	202	159	360	1122	43	7.49	7.65	7.33

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	3	6
Domestic	96	223
Not stated	2	4
TOTAL	100	233

Q3 Duration of interruption

	%	No.
0-4hrs	24	56
5-8hrs	33	76
9-12hrs	11	25
13-16hrs	4	9
17-23hrs	2	5
24+hrs	12	27
Don't Know	4	9
Not stated	11	26
TOTAL	100	233

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	36	81
No	53	120
Don't Know	10	22
Not Stated	2	4
TOTAL	100	227

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	4	0	4	5	6	2	4	9	10	32	76	5	7.74	8.36	7.11
Q6 Advance notice of work	2	1	2	5	3	6	9	9	8	33	78	3	7.92	8.47	7.38
Q7 Communication while work was being carried out	3	3	1	2	5	6	9	9	11	31	80	1	7.81	8.38	7.25
Q8 Skill and professionalism of the workforce	3	3	0	1	3	4	12	7	16	32	81	0	8.10	8.63	7.57
Q9 Overall quality of work	7	2	1	1	6	3	7	9	18	27	81	0	7.64	8.26	7.02
Combined Score	19	9	8	14	23	21	41	43	63	155	396	9	7.84	8.10	7.59

**EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q3 (OCTOBER-DECEMBER)**

**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	9	2	2	2	7	6	5	18	28	83	162	46	8.39	8.75	8.00
Q10 Duration of interruption	20	5	3	7	5	8	9	21	18	65	161	47	7.35	7.84	6.85
Q11 Communication during interruption	19	4	4	4	7	5	10	20	18	66	157	51	7.46	7.96	6.97
Q12 Skill and professionalism of the workforce	10	6	5	4	3	4	13	28	29	90	192	16	8.17	8.54	7.79
Q13 Overall quality of work	15	5	3	5	5	5	12	27	29	91	197	11	8.02	8.41	7.63
Combined Score	73	22	17	22	27	28	49	114	122	395	869	171	7.88	8.07	7.69

**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	7	4	3	2	5	3	9	25	28	70	156	52	8.27	8.66	7.88
Q4 Information and safety advice provided by operator	8	6	3	3	3	3	6	26	23	77	158	50	8.23	8.65	7.82
Combined score	15	10	6	5	8	6	15	51	51	147	314	102	8.25	8.54	7.97

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

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

Customer type	%	No.
Business	5	11
Domestic	91	190
Not stated	3	7
TOTAL	100	208

**Q9 Duration of interruption**

	%	No.
0-4hrs	16%	34
5-8hrs	9%	19
9-12hrs	4%	8
13-16hrs	3%	7
17-23hrs	7%	15
24+hrs	33%	68
Don't Know	2%	4
Not stated	25%	53
TOTAL	100%	208

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

No. customers that responded "yes" to Q7	36
No. customers that responded "no" to Q7	26
Proportion of eligible respondents that received advice	58%

**Priority customers**

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

	%	No.
Yes	26%	52
No	52%	103
Don't Know	18%	35
Not Stated	4%	7
TOTAL	100%	197

**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	4	0	0	1	2	5	0	2	10	22	46	6	8.13	8.93	7.33
Q10 Duration of interruption	8	1	1	1	1	1	2	2	6	21	44	8	7.32	8.38	6.26
Q11 Communication during interruption	6	1	1	1	1	1	3	5	6	18	43	9	7.47	8.45	6.48
Q12 Skill and professionalism of the workforce	3	0	2	1	1	1	1	7	7	27	50	2	8.40	9.12	7.68
Q13 Overall quality of work	3	0	1	1	2	1	3	6	8	25	50	2	8.34	9.04	7.64
Combined Score	24	2	5	5	7	9	9	22	37	113	233	27	7.93	8.31	7.55

**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	2	1	1	0	2	4	7	21	43	9	7.91	8.83	6.99
Q4 Information and safety advice provided by operator	2	3	0	1	0	1	1	7	9	19	43	9	8.19	9.00	7.37
Combined score	6	4	2	2	1	1	3	11	16	40	86	18	8.05	8.66	7.43

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

**CONNECTIONS SURVEY FOR Q2 (JULY-SEPTEMBER)**

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	21	1	9	6	18	13	25	21	18	10	142	8	5.96	6.42	5.51
Q3 Time taken to provide quotation	13	6	4	10	20	14	13	34	16	11	141	9	6.23	6.66	5.79
Q5 Time taken to schedule a date for works	30	7	10	14	16	8	16	18	12	12	143	7	5.19	5.69	4.69
Q6 Length of time it took for work to be completed	26	6	9	6	7	8	8	20	29	18	137	13	6.05	6.61	5.50
Q7 Skill and professionalism of the workforce	9	6	2	5	13	7	14	27	25	25	133	17	7.09	7.55	6.63
Q8 Overall quality of work	8	4	4	5	11	8	14	30	24	25	133	17	7.18	7.62	6.74
Q9 Overall quality of communication	34	6	6	7	15	7	9	28	14	17	143	7	5.54	6.08	5.00
Combined score	141	36	44	53	100	65	99	178	138	118	972	78	6.18	6.37	5.99

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	4.7	7
Domestic	89.3	134
Not stated	6.0	9
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.

