

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 DECEMBER

GDN NAME: London

PLANNED WORK 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
Q4 Duration of the interruption	17	3	5	2	9	12	17	26	19	113	223	18	8.03	8.40	7.67
Q6 Advance notice of work	11	9	9	2	14	11	15	29	19	117	236	5	7.96	8.31	7.61
Q7 Communication while work was being carried out	19	11	5	9	9	7	18	26	29	104	237	4	7.65	8.04	7.27
Q8 Skill and professionalism of the workforce	10	3	8	1	13	7	15	41	28	105	231	10	8.16	8.48	7.84
Q9 Overall quality of work	12	4	5	4	12	9	17	35	30	101	229	12	8.05	8.39	7.72
Combined Score	69	30	32	18	57	46	82	157	125	540	1156	49	7.97	8.13	7.81

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	2	4
Domestic	97	233
Not stated	2	4
TOTAL	100	241

Q3 Duration of interruption

	%	No.
0-4hrs	32	76
5-8hrs	28	68
9-12hrs	10	25
13-16hrs	3	7
17-23hrs	2	4
24+hrs	5	13
Don't Know	8	19
Not stated	12	29
TOTAL	100	241

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	32	75
No	51	122
Don't Know	15	36
Not Stated	2	4
TOTAL	100	237

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	6	1	1	1	1	2	6	6	7	40	71	4	8.24	8.90	7.58
Q6 Advance notice of work	3	1	3	0	2	4	3	5	8	44	73	2	8.51	9.09	7.93
Q7 Communication while work was being carried out	6	2	2	1	2	1	4	10	7	40	75	0	8.09	8.75	7.44
Q8 Skill and professionalism of the workforce	3	2	1	0	3	1	3	12	5	42	72	3	8.51	9.08	7.94
Q9 Overall quality of work	4	0	1	1	3	2	3	12	5	41	72	3	8.47	9.04	7.91
Combined Score	22	6	8	3	11	10	19	45	32	207	363	12	8.37	8.64	8.09

EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q2 (JULY-SEPTEMBER)

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	10	3	2	1	4	5	11	34	29	116	215	23	8.59	8.90	8.28
Q10 Duration of interruption	15	7	4	7	10	12	18	17	20	62	172	66	7.28	7.73	6.84
Q11 Communication during interruption	14	10	8	3	16	10	19	21	26	85	212	26	7.52	7.92	7.13
Q12 Skill and professionalism of the workforce	14	4	4	1	14	10	10	15	42	103	217	21	8.14	8.50	7.78
Q13 Overall quality of work	17	2	1	3	10	10	17	20	39	100	219	19	8.11	8.46	7.76
Combined Score	70	26	19	15	54	47	75	107	156	466	1035	155	7.93	8.10	7.76

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	6	1	0	0	6	6	11	25	35	96	186	52	8.74	9.03	8.46
Q4 Information and safety advice provided by operator	7	1	2	0	7	6	7	26	29	102	187	51	8.68	8.99	8.37
Combined score	13	2	2	0	13	12	18	51	64	198	373	103	8.71	8.92	8.50

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	4	10
Domestic	94	223
Not stated	2	5
TOTAL	100	238

Q9 Duration of interruption

	%	No.
0-4hrs	13%	30
5-8hrs	9%	22
9-12hrs	5%	12
13-16hrs	3%	6
17-23hrs	4%	10
24+hrs	32%	77
Don't Know	5%	12
Not stated	29%	69
TOTAL	100%	238

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	27
No. customers that responded "no" to Q7	47
Proportion of eligible respondents that received advice	36%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	29%	67
No	54%	122
Don't Know	15%	34
Not Stated	2%	5
TOTAL	100%	228

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	2	1	0	1	1	1	9	9	37	63	4	8.73	9.30	8.16
Q10 Duration of interruption	5	2	0	3	4	1	5	4	6	18	48	19	7.25	8.14	6.36
Q11 Communication during interruption	2	3	3	0	6	0	3	4	10	27	58	9	7.93	8.66	7.20
Q12 Skill and professionalism of the workforce	2	1	1	0	2	1	4	4	11	33	59	8	8.68	9.26	8.10
Q13 Overall quality of work	3	1	0	0	2	2	8	4	10	30	60	7	8.42	9.02	7.81
Combined Score	14	9	5	3	15	5	21	25	46	145	288	47	8.20	8.50	7.90

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	3	0	0	0	1	1	3	7	9	26	50	17	8.64	9.27	8.01
Q4 Information and safety advice provided by operator	3	1	1	0	1	1	1	8	4	31	51	16	8.55	9.26	7.84
Combined score	6	1	1	0	2	2	4	15	13	57	101	33	8.59	9.07	8.12

* These scores should be omitted from individual GDNs overall scores

CONNECTIONS 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
Q2 Application process and clarity of forms	21	9	7	5	21	8	17	24	13	35	160	3	6.32	6.80	5.84
Q3 Time taken to provide quotation	14	6	6	6	22	15	15	24	16	35	159	4	6.66	7.10	6.22
Q5 Time taken to schedule a date for works	30	8	13	9	16	4	10	24	8	26	148	15	5.53	6.07	5.00
Q6 Length of time it took for work to be completed	32	7	4	4	4	5	8	24	15	35	138	25	6.21	6.81	5.61
Q7 Skill and professionalism of the workforce	11	6	4	6	10	3	11	22	18	49	140	23	7.37	7.86	6.88
Q8 Overall quality of work	6	2	0	5	10	7	11	30	19	45	135	28	7.85	8.26	7.45
Q9 Overall quality of communication	31	8	10	9	12	9	10	20	14	29	152	11	5.74	6.28	5.21
Combined score	145	46	44	44	95	51	82	168	103	254	1032	109	6.53	6.72	6.33

Q1 Characteristics of survey responses

Customer type	%	No.
Business	3.7	6
Domestic	93.9	153
Not stated	2.5	4
TOTAL	100	163

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. [COMPANY NAME] use [THIRD PARTY NAME] 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.



