

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 SEPTEMBER

GDN NAME: North West

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	25	3	7	4	25	13	14	34	30	122	277	38	7.69	8.04	7.35
Q6 Advance notice of work	21	8	4	10	21	16	15	29	30	142	296	19	7.83	8.15	7.50
Q7 Communication while work was being carried out	25	10	10	15	31	6	18	39	27	128	309	6	7.40	7.74	7.06
Q8 Skill and professionalism of the workforce	17	2	9	7	26	22	22	37	29	122	293	22	7.74	8.05	7.44
Q9 Overall quality of work	15	8	7	8	23	18	18	45	35	115	292	23	7.73	8.04	7.42
Combined Score	103	31	37	44	126	75	87	184	151	629	1467	108	7.68	7.83	7.53

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	3	8
Domestic	96	303
Not stated	1	4
TOTAL	100	315

Q3 Duration of interruption

	%	No.
0-4hrs	31	99
5-8hrs	27	85
9-12hrs	9	29
13-16hrs	1	4
17-23hrs	2	5
24+hrs	9	28
Don't Know	8	26
Not stated	12	39
TOTAL	100	315

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	33	100
No	49	150
Don't Know	17	53
Not Stated	1	4
TOTAL	100	307

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	5	0	3	0	7	5	4	10	6	48	88	12	8.19	8.74	7.64
Q6 Advance notice of work	6	2	0	2	8	7	4	10	5	54	98	2	8.09	8.63	7.55
Q7 Communication while work was being carried out	6	2	4	5	7	0	4	10	6	55	99	1	7.97	8.55	7.39
Q8 Skill and professionalism of the workforce	7	1	2	2	8	6	1	12	5	51	95	5	7.97	8.54	7.39
Q9 Overall quality of work	4	3	0	2	8	6	1	14	8	47	93	7	8.12	8.65	7.59
Combined Score	28	8	9	11	38	24	14	56	30	255	473	27	8.07	8.32	7.82

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	1	0	3	2	7	3	9	26	42	160	253	24	9.17	9.36	8.98
Q10 Duration of interruption	8	1	3	3	6	5	6	19	33	115	199	78	8.70	9.02	8.39
Q11 Communication during interruption	6	4	2	2	9	3	18	28	36	135	243	34	8.70	8.97	8.44
Q12 Skill and professionalism of the workforce	6	1	1	2	7	2	14	27	41	148	249	28	8.95	9.19	8.72
Q13 Overall quality of work	6	0	3	0	4	2	13	31	36	153	248	29	9.03	9.26	8.81
Combined Score	27	6	12	9	33	15	60	131	188	711	1192	193	8.91	9.02	8.80

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	2	0	1	2	8	4	10	19	27	134	207	70	9.09	9.32	8.87
Q4 Information and safety advice provided by operator	4	1	1	1	4	4	14	19	23	134	205	72	9.04	9.29	8.79
Combined score	6	1	2	3	12	8	24	38	50	268	412	142	9.07	9.24	8.90

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	4	10
Domestic	96	265
Not stated	1	2
TOTAL	100	277

Q9 Duration of interruption

	%	No.
0-4hrs	27%	75
5-8hrs	12%	34
9-12hrs	2%	5
13-16hrs	3%	8
17-23hrs	6%	16
24+hrs	17%	48
Don't Know	3%	9
Not stated	30%	82
TOTAL	100%	277

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	30
No. customers that responded "no" to Q7	47
Proportion of eligible respondents that received advice	39%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	36%	96
No	46%	122
Don't Know	18%	47
Not Stated	1%	2
TOTAL	100%	267

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	0	0	1	0	2	1	2	6	9	62	83	13	9.42	9.70	9.14
Q10 Duration of interruption	3	0	0	0	3	1	3	5	9	47	71	25	8.96	9.45	8.47
Q11 Communication during interruption	1	1	0	0	3	0	12	5	7	55	84	12	8.99	9.37	8.60
Q12 Skill and professionalism of the workforce	2	1	1	2	2	0	8	6	7	59	88	8	8.89	9.33	8.44
Q13 Overall quality of work	3	0	0	0	2	1	6	7	5	62	86	10	9.09	9.51	8.68
Combined Score	9	2	2	2	12	3	31	29	37	285	412	68	9.07	9.25	8.89

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	1	0	0	1	2	2	3	5	1	51	66	30	9.20	9.62	8.77
Q4 Information and safety advice provided by operator	1	1	0	1	1	2	1	7	1	50	65	31	9.17	9.63	8.71
Combined score	2	1	0	2	3	4	4	12	2	101	131	61	9.18	9.50	8.87

* 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	15	4	8	8	14	9	20	23	23	55	179	9	7.17	7.60	6.75
Q3 Time taken to provide quotation	11	3	4	6	14	9	20	23	28	60	178	10	7.60	7.99	7.21
Q5 Time taken to schedule a date for works	21	9	10	4	11	12	13	20	16	52	168	20	6.71	7.20	6.22
Q6 Length of time it took for work to be completed	12	4	6	4	2	7	8	23	22	79	167	21	7.99	8.42	7.56
Q7 Skill and professionalism of the workforce	9	1	3	5	1	10	9	23	25	80	166	22	8.30	8.67	7.92
Q8 Overall quality of work	6	3	6	3	6	6	10	23	24	78	165	23	8.23	8.61	7.85
Q9 Overall quality of communication	19	7	8	5	10	8	15	22	27	62	183	5	7.21	7.66	6.76
Combined score	93	31	45	35	58	61	95	157	165	466	1206	110	7.60	7.76	7.44

Q1 Characteristics of survey responses

Customer type	%	No.
Business	1.1	2
Domestic	97.3	183
Not stated	1.6	3
TOTAL	100	188

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 Lorien Connect 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.

