

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 SEPTEMBER

GDN NAME: London

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	11	3	6	7	12	16	19	36	22	115	247	41	8.05	8.36	7.73
Q6 Advance notice of work	12	2	7	5	17	16	18	31	26	138	272	16	8.18	8.48	7.88
Q7 Communication while work was being carried out	16	3	14	11	15	11	19	39	30	127	285	3	7.84	8.16	7.52
Q8 Skill and professionalism of the workforce	9	3	6	5	9	16	15	41	31	135	270	18	8.36	8.63	8.08
Q9 Overall quality of work	7	2	7	5	13	16	21	36	37	126	270	18	8.30	8.57	8.03
Combined Score	55	13	40	33	66	75	92	183	146	641	1344	96	8.15	8.28	8.01

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	4
Domestic	98	282
Not stated	1	2
TOTAL	100	288

Q3 Duration of interruption

	%	No.
0-4hrs	29	83
5-8hrs	26	75
9-12hrs	13	36
13-16hrs	3	9
17-23hrs	1	3
24+hrs	6	18
Don't Know	7	21
Not stated	15	43
TOTAL	100	288

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	32	90
No	57	163
Don't Know	10	29
Not Stated	1	2
TOTAL	100	284

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	1	1	2	2	3	6	5	7	5	49	81	9	8.57	9.05	8.08
Q6 Advance notice of work	1	1	2	2	1	3	6	9	7	55	87	3	8.82	9.25	8.38
Q7 Communication while work was being carried out	2	1	2	3	3	1	10	11	5	52	90	0	8.51	8.98	8.04
Q8 Skill and professionalism of the workforce	1	1	1	2	1	7	2	10	7	52	84	6	8.79	9.22	8.35
Q9 Overall quality of work	2	0	2	1	4	4	6	8	9	49	85	5	8.62	9.08	8.16
Combined Score	7	4	9	10	12	21	29	45	33	257	427	23	8.66	8.86	8.46

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	4	5	3	1	6	2	18	39	39	137	254	18	8.77	9.01	8.53
Q10 Duration of interruption	12	3	4	5	11	9	8	23	23	87	185	87	7.98	8.37	7.58
Q11 Communication during interruption	20	4	4	7	8	9	16	26	27	112	233	39	7.92	8.29	7.55
Q12 Skill and professionalism of the workforce	8	4	6	7	6	4	11	23	41	131	241	31	8.53	8.83	8.23
Q13 Overall quality of work	8	2	3	5	8	6	14	25	38	132	241	31	8.62	8.90	8.34
Combined Score	52	18	20	25	39	30	67	136	168	599	1154	206	8.36	8.51	8.22

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	4	1	1	0	1	5	12	27	37	115	203	69	9.00	9.24	8.76
Q4 Information and safety advice provided by operator	5	3	3	2	0	3	12	30	29	114	201	71	8.81	9.09	8.53
Combined score	9	4	4	2	1	8	24	57	66	229	404	140	8.91	9.09	8.72

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	5	14
Domestic	93	253
Not stated	2	5
TOTAL	100	272

Q9 Duration of interruption

	%	No.
0-4hrs	18%	50
5-8hrs	13%	36
9-12hrs	3%	9
13-16hrs	3%	7
17-23hrs	4%	11
24+hrs	24%	64
Don't Know	3%	8
Not stated	32%	87
TOTAL	100%	272

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	34
No. customers that responded "no" to Q7	56
Proportion of eligible respondents that received advice	38%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	31%	79
No	50%	128
Don't Know	18%	46
Not Stated	2%	5
TOTAL	100%	258

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	0	0	2	0	4	14	11	43	74	5	9.18	9.45	8.91
Q10 Duration of interruption	3	0	1	2	0	2	3	6	7	22	46	33	8.22	8.97	7.46
Q11 Communication during interruption	2	2	1	0	2	3	5	8	5	34	62	17	8.40	9.01	7.80
Q12 Skill and professionalism of the workforce	1	0	1	1	2	1	2	8	10	42	68	11	9.00	9.43	8.57
Q13 Overall quality of work	1	0	2	0	0	2	3	9	9	41	67	12	9.00	9.43	8.57
Combined Score	7	2	5	3	6	8	17	45	42	182	317	78	8.76	8.98	8.54

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	0	0	0	0	0	1	3	12	6	34	56	23	9.23	9.51	8.95
Q4 Information and safety advice provided by operator	0	0	1	0	0	1	4	8	7	35	56	23	9.18	9.54	8.82
Combined score	0	0	1	0	0	2	7	20	13	69	112	46	9.21	9.43	8.98

* 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	27	8	10	7	18	9	19	21	9	28	156	3	5.81	6.31	5.32
Q3 Time taken to provide quotation	17	6	8	6	16	10	17	28	16	32	156	3	6.56	7.03	6.10
Q5 Time taken to schedule a date for works	33	8	15	9	7	12	15	15	3	23	140	19	5.14	5.68	4.59
Q6 Length of time it took for work to be completed	24	7	7	5	6	6	10	19	13	35	132	27	6.32	6.91	5.73
Q7 Skill and professionalism of the workforce	14	6	3	3	6	3	12	24	24	36	131	28	7.23	7.75	6.71
Q8 Overall quality of work	11	2	5	3	4	4	19	24	23	36	131	28	7.47	7.94	6.99
Q9 Overall quality of communication	43	8	4	6	11	14	14	19	10	27	156	3	5.41	5.95	4.87
Combined score	169	45	52	39	68	58	106	150	98	217	1002	111	6.28	6.48	6.07

Q1 Characteristics of survey responses

Customer type	%	No.
Business	2.5	4
Domestic	96.9	154
Not stated	0.6	1
TOTAL	100	159

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.

