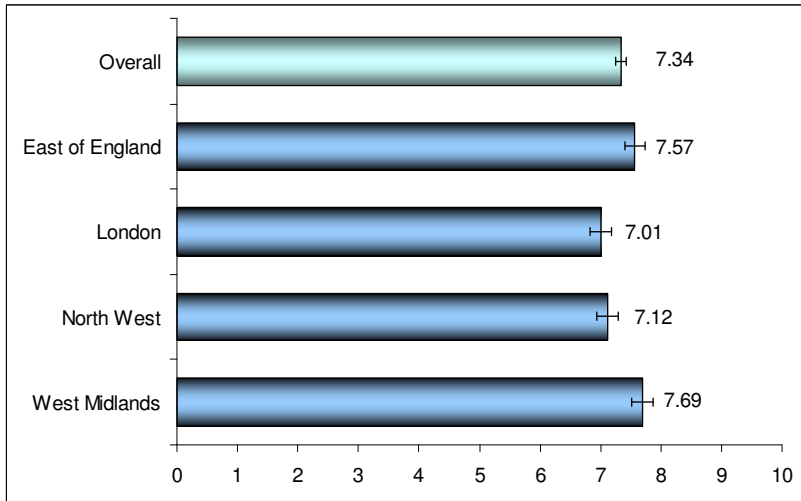


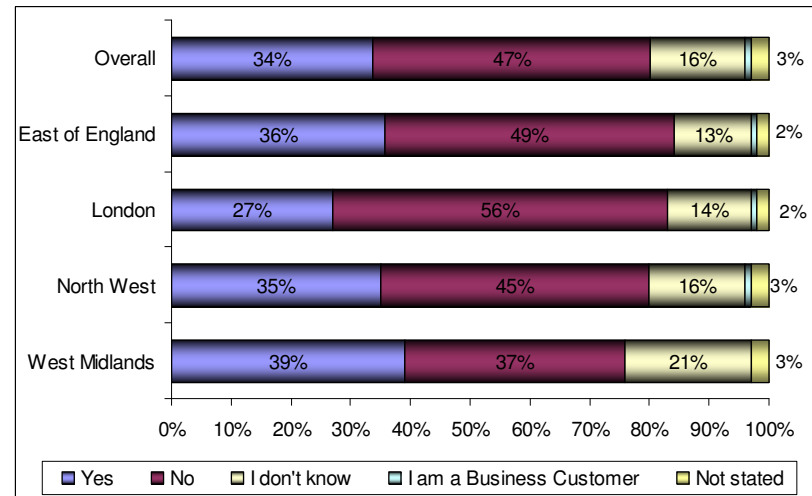
# Customer Satisfaction Survey Results Q2, 2008/9

## Planned Work

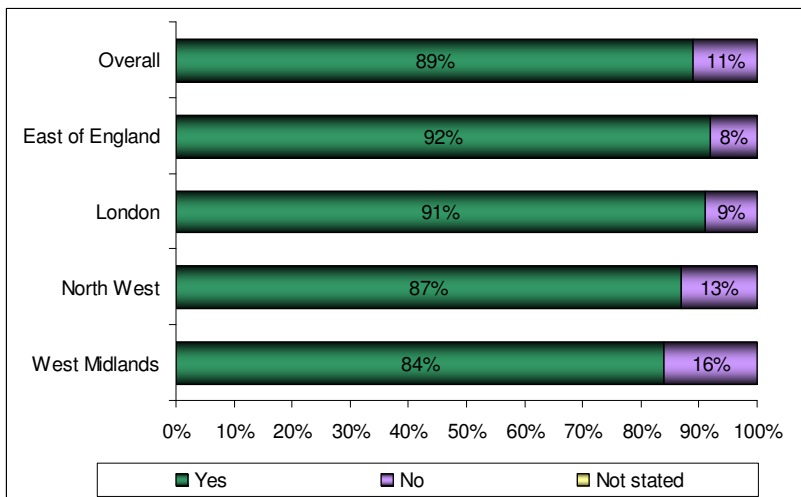
### Overall Satisfaction (Combined Mean Scores)



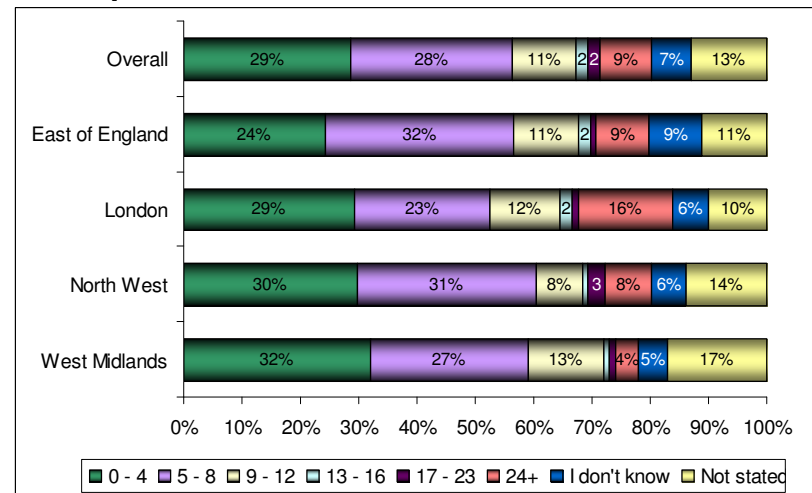
### Q1. If you are a domestic customer, are you on (or eligible for) your gas supplier's priority customer list?



### Q2. Was your gas supply interrupted as a result of the work on your incoming gas supply?



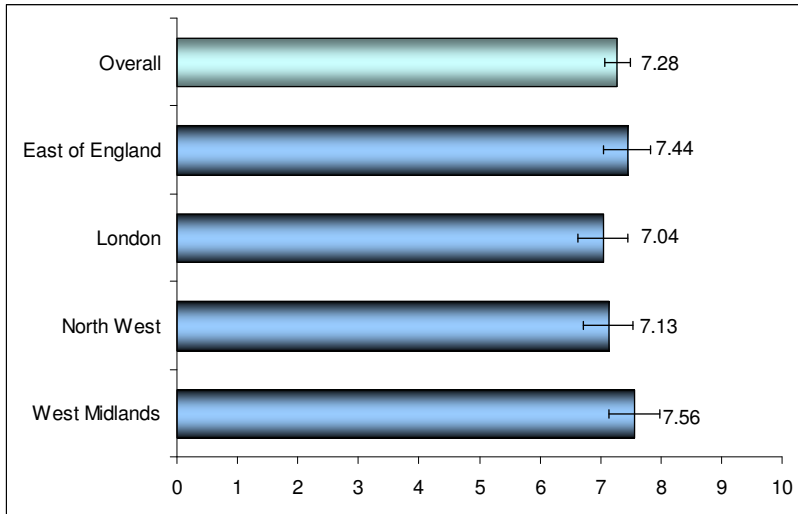
### Q3. For how many hours was your gas supply interrupted?



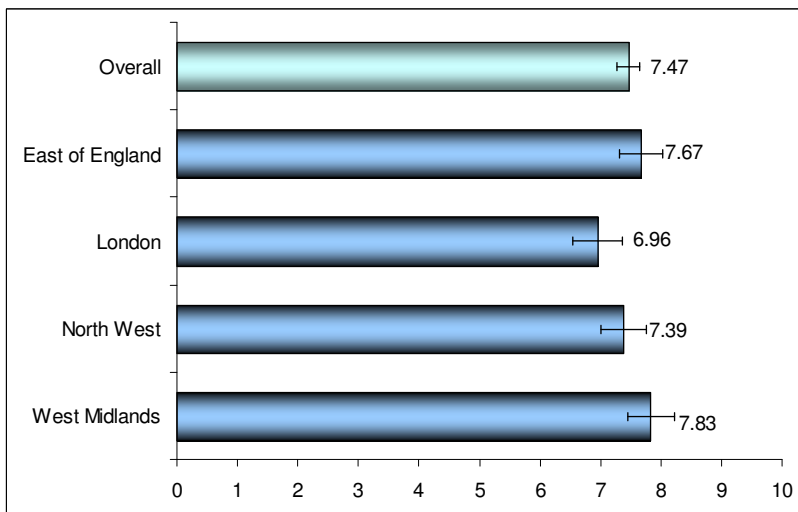
## Customer Satisfaction Survey Results Q2, 2008/9

### Planned Work

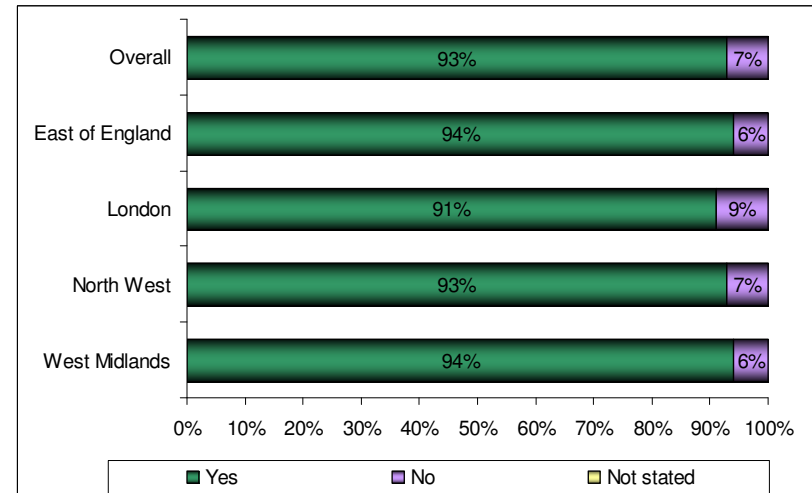
**Q4. How satisfied were you that your supply was restored as soon as possible?**



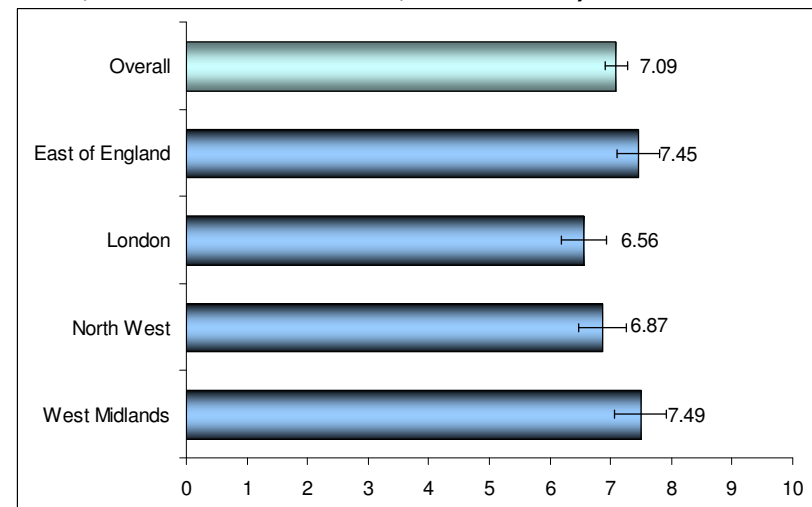
**Q6. How satisfied were you with the advanced notice?**



**Q5. Did you receive any advanced notice about the work on your incoming gas supply (for example, telephone calls, face to face contact, letters etc.)?**



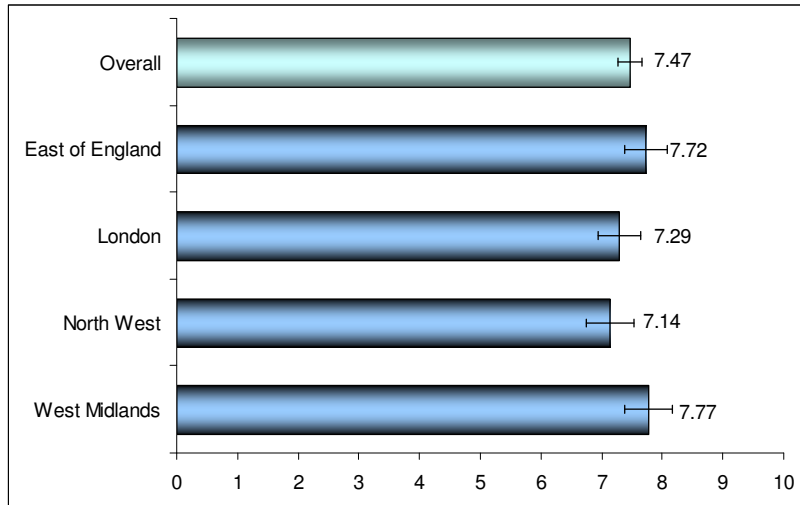
**Q7. How satisfied were you with the communication from National Grid (or their contractors) while the work was being carried out (for example, telephone calls, face to face contact, letters etc.)?**



## Customer Satisfaction Survey Results Q2, 2008/9

### Planned Work

**Q8. How satisfied were you with the skill and professionalism of the workforce that carried out the work at your property?**



**Q9. How satisfied were you with the overall quality of the work carried out?**

