

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 MARCH

GDN NAME: East of England

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	15	3	3	4	14	10	14	40	21	77	201	23	7.73	8.10	7.35
Q6 Advance notice of work	13	2	6	7	8	16	18	46	18	75	209	15	7.68	8.03	7.33
Q7 Communication while work was being carried out	15	6	6	6	14	13	18	46	25	69	218	6	7.46	7.82	7.09
Q8 Skill and professionalism of the workforce	13	4	3	3	8	6	22	45	33	79	216	8	7.96	8.30	7.62
Q9 Overall quality of work	14	3	0	5	13	7	15	53	31	75	216	8	7.89	8.23	7.56
Combined Score	70	18	18	25	57	52	87	230	128	375	1060	60	7.74	7.90	7.59

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	0	0
Domestic	99	222
Not stated	1	2
TOTAL	100	224

Q3 Duration of interruption

	%	No.
0-4hrs	23	51
5-8hrs	35	79
9-12hrs	13	29
13-16hrs	4	8
17-23hrs	3	6
24+hrs	4	9
Don't Know	8	17
Not stated	11	25
TOTAL	100	224

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	44	98
No	35	79
Don't Know	20	45
Not Stated	1	2
TOTAL	100	224

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	0	2	3	2	3	4	20	9	38	87	11	8.06	8.61	7.51
Q6 Advance notice of work	5	0	0	3	4	6	5	20	10	38	91	7	8.11	8.60	7.62
Q7 Communication while work was being carried out	5	1	2	3	5	7	6	17	8	39	93	5	7.87	8.40	7.34
Q8 Skill and professionalism of the workforce	5	0	2	2	1	1	6	21	12	44	94	4	8.38	8.86	7.90
Q9 Overall quality of work	5	0	0	2	2	4	4	21	13	43	94	4	8.40	8.87	7.94
Combined Score	26	1	6	13	14	21	25	99	52	202	459	31	8.17	8.39	7.94

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	0	2	4	1	7	25	36	71	157	55	8.47	8.84	8.10
Q10 Duration of interruption	14	2	3	5	11	3	10	21	27	71	167	45	7.85	8.28	7.42
Q11 Communication during interruption	12	3	1	4	9	4	11	19	34	71	168	44	8.04	8.45	7.63
Q12 Skill and professionalism of the workforce	11	3	1	4	8	5	4	29	36	105	206	6	8.45	8.78	8.11
Q13 Overall quality of work	9	1	3	4	6	8	11	30	37	97	206	6	8.42	8.73	8.10
Combined Score	55	11	8	19	38	21	43	124	170	415	904	156	8.25	8.41	8.08

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	9	2	1	2	7	1	5	23	31	65	146	66	8.31	8.72	7.90
Q4 Information and safety advice provided by operator	7	3	2	2	9	3	9	20	28	67	150	62	8.23	8.63	7.84
Combined score	16	5	3	4	16	4	14	43	59	132	296	128	8.27	8.56	7.99

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	3	7
Domestic	92	195
Not stated	5	10
TOTAL	100	212

Q9 Duration of interruption

	%	No.
0-4hrs	29%	61
5-8hrs	15%	32
9-12hrs	6%	13
13-16hrs	3%	6
17-23hrs	5%	11
24+hrs	17%	36
Don't Know	1%	2
Not stated	24%	51
TOTAL	100%	212

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	24
No. customers that responded "no" to Q7	26
Proportion of eligible respondents that received advice	48%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	32%	65
No	43%	88
Don't Know	20%	42
Not Stated	5%	10
TOTAL	100%	205

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	0	0	2	2	0	3	6	8	26	49	16	8.59	9.23	7.96
Q10 Duration of interruption	3	0	1	2	5	1	3	6	6	28	55	10	8.15	8.84	7.45
Q11 Communication during interruption	2	1	0	0	1	4	3	9	8	29	57	8	8.56	9.13	7.99
Q12 Skill and professionalism of the workforce	4	1	0	0	2	1	2	7	6	40	63	2	8.67	9.29	8.04
Q13 Overall quality of work	3	0	1	1	2	1	3	8	8	36	63	2	8.62	9.20	8.04
Combined Score	14	2	2	5	12	7	14	36	36	159	287	38	8.52	8.79	8.24

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	2	0	1	2	2	0	3	5	7	24	46	19	8.41	9.12	7.70
Q4 Information and safety advice provided by operator	2	0	0	0	4	1	4	5	6	24	46	19	8.48	9.14	7.82
Combined score	4	0	1	2	6	1	7	10	13	48	92	38	8.45	8.93	7.96

* 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	7	5	10	12	16	20	18	24	15	37	164	6	6.82	7.22	6.41
Q3 Time taken to provide quotation	7	1	9	6	12	13	20	33	24	36	161	9	7.32	7.70	6.94
Q5 Time taken to schedule a date for works	12	1	10	7	15	8	20	29	24	30	156	14	6.94	7.37	6.52
Q6 Length of time it took for work to be completed	6	1	10	4	8	5	17	29	29	51	160	10	7.79	8.17	7.40
Q7 Skill and professionalism of the workforce	4	3	5	6	11	5	16	30	28	54	162	8	7.89	8.25	7.52
Q8 Overall quality of work	5	3	4	2	8	10	13	29	34	55	163	7	8.04	8.39	7.68
Q9 Overall quality of communication	12	4	5	8	14	12	19	32	22	37	165	5	7.07	7.48	6.65
Combined score	53	18	53	45	84	73	123	206	176	300	1131	59	7.41	7.56	7.26

Q1 Characteristics of survey responses

Customer type	%	No.
Business	0.0	0
Domestic	96.5	164
Not stated	3.5	6
TOTAL	100	170

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.

