

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME: East of England

PLANNED WORK SURVEY FOR Q4 (JANUARY-MARCH)

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	21	5	4	11	22	8	24	48	34	80	257	20	7.40	7.75	7.06
Q6 Advance notice of work	17	3	7	7	16	14	15	51	39	94	263	14	7.76	8.08	7.44
Q7 Communication while work was being carried out	24	10	4	8	22	15	20	49	32	87	271	6	7.30	7.65	6.95
Q8 Skill and professionalism of the workforce	19	4	9	4	10	18	20	58	40	91	273	4	7.70	8.02	7.38
Q9 Overall quality of work	20	3	7	10	17	14	17	64	34	84	270	7	7.53	7.85	7.21
Combined Score	101	25	31	40	87	69	96	270	179	436	1334	51	7.54	7.69	7.39

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	3
Domestic	96	267
Not stated	3	7
TOTAL	100	277

Q3 Duration of interruption

	%	No.
0-4hrs	20	55
5-8hrs	36	99
9-12hrs	16	45
13-16hrs	4	12
17-23hrs	2	5
24+hrs	7	20
Don't Know	6	16
Not stated	9	25
TOTAL	100	277

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	42	116
No	41	111
Don't Know	15	40
Not Stated	3	7
TOTAL	100	274

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	9	1	1	4	4	3	11	22	15	35	105	11	7.68	8.20	7.16
Q6 Advance notice of work	9	0	3	2	3	4	6	23	18	42	110	6	7.94	8.44	7.44
Q7 Communication while work was being carried out	9	2	0	1	12	4	7	22	13	41	111	5	7.68	8.19	7.17
Q8 Skill and professionalism of the workforce	8	0	2	2	3	8	5	24	20	43	115	1	8.02	8.48	7.55
Q9 Overall quality of work	9	1	1	5	6	6	7	21	19	38	113	3	7.68	8.18	7.18
Combined Score	44	4	7	14	28	25	36	112	85	199	554	26	7.60	8.02	7.58

**EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q4 (JANUARY-MARCH)**

**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	11	0	2	2	7	4	15	25	36	87	189	68	8.38	8.72	8.04
Q10 Duration of interruption	17	0	1	6	11	8	15	28	30	93	209	68	8.02	8.38	7.65
Q11 Communication during interruption	14	1	3	6	6	6	10	31	37	98	212	65	8.24	8.58	7.89
Q12 Skill and professionalism of the workforce	9	0	3	2	8	12	11	40	50	138	273	4	8.66	8.91	8.42
Q13 Overall quality of work	9	0	3	2	12	6	20	48	48	125	273	4	8.53	8.77	8.28
Combined Score	60	1	12	18	44	36	71	172	201	541	1156	229	8.36	8.50	8.23

**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	10	1	0	2	6	10	9	35	33	80	186	91	8.33	8.67	8.00
Q4 Information and safety advice provided by operator	11	1	1	3	8	8	8	33	35	79	187	90	8.24	8.59	7.89
Combined score	21	2	1	5	14	18	17	68	68	159	373	181	8.29	8.53	8.05

\* These scores should be omitted from individual GDNs overall scores

**Characteristics of survey responses (derived from Q1)**

Customer type	%	No.
Business	4	10
Domestic	95	262
Not stated	2	5
TOTAL	100	277

**Q9 Duration of interruption**

	%	No.
0-4hrs	27%	75
5-8hrs	12%	34
9-12hrs	4%	12
13-16hrs	4%	11
17-23hrs	6%	16
24+hrs	18%	51
Don't Know	4%	10
Not stated	25%	68
TOTAL	100%	277

**Q7 Advice to customers requiring assistance reconnect their appliances**

No. customers that responded "yes" to Q7	23
No. customers that responded "no" to Q7	41
Proportion of eligible respondents that received advice	36%

**Priority customers**

**Q1 Domestic customers eligible for the priority services register**

	%	No.
Yes	31%	82
No	53%	141
Don't Know	15%	39
Not Stated	2%	5
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	5	0	2	0	1	1	5	6	4	33	57	25	8.26	9.00	7.53
Q10 Duration of interruption	7	0	1	0	3	1	2	7	5	33	59	23	8.07	8.84	7.29
Q11 Communication during interruption	6	0	1	0	1	0	2	9	6	34	59	23	8.37	9.09	7.65
Q12 Skill and professionalism of the workforce	5	0	0	0	2	2	1	13	8	51	82	0	8.78	9.28	8.28
Q13 Overall quality of work	4	0	1	0	2	1	5	10	10	49	82	0	8.76	9.24	8.27
Combined Score	27	0	5	0	9	5	15	45	33	200	339	71	8.45	8.73	8.17

**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	7	0	0	1	1	2	1	9	8	27	56	26	8.02	8.80	7.23
Q4 Information and safety advice provided by operator	7	0	1	1	2	0	3	6	10	26	56	26	7.91	8.71	7.11
Combined score	14	0	1	2	3	2	4	15	18	53	112	52	7.96	8.52	7.41

\* These scores should be omitted from individual GDNs overall scores

**CONNECTIONS 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
Q2 Application process and clarity of forms	14	7	13	11	21	17	32	37	25	26	203	11	6.52	6.88	6.15
Q3 Time taken to provide quotation	12	2	4	11	16	11	25	56	29	37	203	11	7.25	7.59	6.91
Q5 Time taken to schedule a date for works	27	10	17	17	10	11	22	38	17	26	195	19	5.91	6.34	5.48
Q6 Length of time it took for work to be completed	22	6	7	2	8	11	24	40	34	44	198	16	7.09	7.49	6.68
Q7 Skill and professionalism of the workforce	12	4	5	1	5	13	19	48	32	56	195	19	7.73	8.08	7.37
Q8 Overall quality of work	6	3	5	6	11	10	16	46	37	55	195	19	7.84	8.16	7.52
Q9 Overall quality of communication	17	7	10	18	18	11	27	39	20	38	205	9	6.59	6.97	6.20
Combined score	110	39	61	66	89	84	165	304	194	282	1394	104	6.99	7.13	6.84

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	2.3	5
Domestic	93.9	201
Not stated	3.7	8
TOTAL	100	214

**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.

