

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 SEPTEMBER

GDN NAME: West Midlands

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	18	6	8	6	16	15	21	32	32	134	288	23	7.91	8.23	7.59
Q6 Advance notice of work	16	5	6	9	19	11	13	35	33	147	294	17	8.09	8.40	7.79
Q7 Communication while work was being carried out	27	9	10	10	18	14	18	38	30	136	310	1	7.58	7.91	7.24
Q8 Skill and professionalism of the workforce	17	7	2	10	16	15	19	34	42	136	298	13	8.02	8.32	7.72
Q9 Overall quality of work	22	9	5	10	11	9	22	38	38	134	298	13	7.87	8.19	7.54
Combined Score	100	36	31	45	80	64	93	177	175	687	1488	67	7.89	8.04	7.75

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	4
Domestic	97	302
Not stated	2	5
TOTAL	100	311

Q3 Duration of interruption

	%	No.
0-4hrs	28	87
5-8hrs	35	110
9-12hrs	11	34
13-16hrs	4	12
17-23hrs	1	3
24+hrs	7	21
Don't Know	5	15
Not stated	9	29
TOTAL	100	311

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	37	113
No	43	133
Don't Know	18	56
Not Stated	2	5
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	4	2	3	2	5	6	3	10	9	62	106	7	8.38	8.86	7.89
Q6 Advance notice of work	4	1	0	3	4	3	5	7	8	75	110	3	8.81	9.24	8.38
Q7 Communication while work was being carried out	7	2	0	1	4	3	7	10	14	65	113	0	8.48	8.95	8.01
Q8 Skill and professionalism of the workforce	3	2	0	3	4	3	9	6	13	68	111	2	8.69	9.11	8.28
Q9 Overall quality of work	3	4	0	3	1	4	10	7	13	66	111	2	8.60	9.04	8.17
Combined Score	21	11	3	12	18	19	34	40	57	336	551	14	8.59	8.79	8.39

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	2	4	0	0	12	5	7	25	26	123	204	40	8.89	9.15	8.63
Q10 Duration of interruption	10	5	4	4	8	4	9	22	16	87	169	75	8.08	8.50	7.66
Q11 Communication during interruption	11	1	5	3	11	7	13	27	29	115	222	22	8.36	8.68	8.03
Q12 Skill and professionalism of the workforce	9	2	4	2	8	5	11	27	30	124	222	22	8.59	8.89	8.28
Q13 Overall quality of work	12	3	1	0	12	2	12	26	32	121	221	23	8.52	8.84	8.20
Combined Score	44	15	14	9	51	23	52	127	133	570	1038	182	8.49	8.63	8.34

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	3	0	0	1	2	3	5	19	24	81	138	106	9.04	9.33	8.76
Q4 Information and safety advice provided by operator	1	0	1	1	5	4	5	19	25	76	137	107	8.97	9.24	8.70
Combined score	4	0	1	2	7	7	10	38	49	157	275	213	9.01	9.20	8.81

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	3	7
Domestic	95	233
Not stated	2	4
TOTAL	100	244

Q9 Duration of interruption

	%	No.
0-4hrs	31%	76
5-8hrs	9%	23
9-12hrs	2%	6
13-16hrs	4%	9
17-23hrs	6%	15
24+hrs	13%	31
Don't Know	2%	5
Not stated	32%	79
TOTAL	100%	244

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	27
No. customers that responded "no" to Q7	38
Proportion of eligible respondents that received advice	42%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	29%	68
No	51%	122
Don't Know	18%	43
Not Stated	2%	4
TOTAL	100%	237

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	2	0	9	8	40	61	7	9.28	9.59	8.96
Q10 Duration of interruption	1	0	0	0	1	0	2	4	8	31	47	21	9.23	9.70	8.77
Q11 Communication during interruption	0	0	1	0	3	3	2	6	11	38	64	4	9.02	9.41	8.62
Q12 Skill and professionalism of the workforce	1	0	1	0	2	1	3	6	8	42	64	4	9.08	9.52	8.64
Q13 Overall quality of work	2	0	0	0	0	0	3	8	8	43	64	4	9.20	9.63	8.78
Combined Score	4	0	2	0	8	6	10	33	43	194	300	40	9.16	9.34	8.98

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	0	1	1	0	4	6	27	40	28	9.20	9.74	8.66
Q4 Information and safety advice provided by operator	0	0	0	0	1	2	2	1	7	26	39	29	9.28	9.70	8.87
Combined score	1	0	0	0	2	3	2	5	13	53	79	57	9.24	9.58	8.90

* 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	22	8	6	10	21	10	18	33	25	48	201	4	6.75	7.16	6.33
Q3 Time taken to provide quotation	16	4	10	4	14	8	24	33	30	56	199	6	7.29	7.68	6.89
Q5 Time taken to schedule a date for works	24	7	11	7	14	8	15	33	22	44	185	20	6.62	7.07	6.16
Q6 Length of time it took for work to be completed	19	2	7	5	6	8	10	28	33	60	178	27	7.49	7.93	7.05
Q7 Skill and professionalism of the workforce	9	2	3	5	16	4	6	26	36	70	177	28	8.02	8.40	7.65
Q8 Overall quality of work	5	2	5	0	11	10	11	27	37	65	173	32	8.18	8.52	7.84
Q9 Overall quality of communication	26	10	11	10	14	11	11	27	34	45	199	6	6.55	7.00	6.11
Combined score	121	35	53	41	96	59	95	207	217	388	1312	123	7.27	7.43	7.11

Q1 Characteristics of survey responses

Customer type	%	No.
Business	1.5	3
Domestic	97.1	199
Not stated	1.5	3
TOTAL	100	205

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.

