

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	7	8	7	9	7	9	20	53	33	76	229	23	7.82	8.14	7.50
Q6 Advance notice of work	8	5	7	7	9	13	22	53	28	89	241	11	7.93	8.23	7.62
Q7 Communication while work was being carried out	9	7	5	6	11	20	22	44	29	91	244	8	7.84	8.16	7.53
Q8 Skill and professionalism of the workforce	13	1	1	4	14	18	19	46	32	96	244	8	8.04	8.34	7.74
Q9 Overall quality of work	12	1	2	6	17	14	20	51	34	89	246	6	7.96	8.25	7.66
Combined Score	49	22	22	32	58	74	103	247	156	441	1204	56	7.92	8.05	7.78

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	2	4
Domestic	97	245
Not stated	1	3
TOTAL	100	252

Q3 Duration of interruption

	%	No.
0-4hrs	26	66
5-8hrs	37	92
9-12hrs	16	40
13-16hrs	2	6
17-23hrs	1	2
24+hrs	5	13
Don't Know	2	6
Not stated	11	27
TOTAL	100	252

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	40	100
No	42	105
Don't Know	16	40
Not Stated	1	3
TOTAL	100	248

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	3	4	2	3	3	4	5	20	16	30	90	10	7.86	8.38	7.33
Q6 Advance notice of work	5	3	2	3	3	4	7	19	14	36	96	4	7.86	8.39	7.34
Q7 Communication while work was being carried out	5	3	2	2	2	6	5	14	18	37	94	6	7.98	8.51	7.45
Q8 Skill and professionalism of the workforce	7	0	0	1	6	6	4	16	15	40	95	5	8.08	8.60	7.57
Q9 Overall quality of work	5	0	2	4	8	3	6	15	15	39	97	3	7.96	8.46	7.45
Combined Score	25	10	8	13	22	23	27	84	78	182	472	28	7.95	8.18	7.72

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	9	1	0	2	2	4	8	15	35	84	160	89	8.65	9.01	8.29
Q10 Duration of interruption	17	1	0	0	5	4	12	21	34	87	181	68	8.27	8.66	7.87
Q11 Communication during interruption	12	1	2	2	4	5	6	25	40	88	185	64	8.43	8.79	8.08
Q12 Skill and professionalism of the workforce	10	1	3	1	8	4	11	37	53	115	243	6	8.60	8.87	8.32
Q13 Overall quality of work	9	1	4	4	6	3	10	28	63	114	242	7	8.63	8.90	8.35
Combined Score	57	5	9	9	25	20	47	126	225	488	1011	234	8.51	8.66	8.37

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	6	1	0	1	8	4	7	18	31	76	152	97	8.61	8.95	8.26
Q4 Information and safety advice provided by operator	6	1	1	1	4	9	9	14	29	81	155	94	8.61	8.96	8.27
Combined score	12	2	1	2	12	13	16	32	60	157	307	191	8.61	8.85	8.36

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	16	15
Domestic	81	78
Not stated	3	3
TOTAL	100	96

Q9 Duration of interruption

	%	No.
0-4hrs	32%	79
5-8hrs	14%	34
9-12hrs	1%	2
13-16hrs	3%	8
17-23hrs	6%	15
24+hrs	14%	36
Don't Know	2%	5
Not stated	28%	70
TOTAL	100%	249

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	40
No. customers that responded "no" to Q7	27
Proportion of eligible respondents that received advice	60%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	33%	78
No	47%	111
Don't Know	18%	42
Not Stated	1%	3
TOTAL	100%	234

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	3	0	0	2	0	1	2	5	10	25	48	30	8.56	9.25	7.87
Q10 Duration of interruption	10	0	0	0	2	0	2	7	7	35	63	15	7.98	8.79	7.18
Q11 Communication during interruption	8	1	0	0	1	3	1	5	10	35	64	14	8.13	8.88	7.37
Q12 Skill and professionalism of the workforce	6	0	2	0	2	1	4	4	14	43	76	2	8.47	9.08	7.87
Q13 Overall quality of work	5	1	1	0	2	0	3	7	14	41	74	4	8.55	9.14	7.97
Combined Score	32	2	3	2	7	5	12	28	55	179	325	65	8.34	8.65	8.03

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	3	0	0	0	2	1	2	3	11	23	45	33	8.58	9.29	7.87
Q4 Information and safety advice provided by operator	3	0	0	1	1	0	3	3	11	24	46	32	8.61	9.31	7.91
Combined score	6	0	0	1	3	1	5	6	22	47	91	65	8.59	9.09	8.10

* 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	22	3	12	9	31	29	45	71	45	71	338	17	7.18	7.45	6.91
Q3 Time taken to provide quotation	15	3	11	8	23	24	39	72	58	82	335	20	7.57	7.83	7.31
Q5 Time taken to schedule a date for works	33	12	16	16	23	28	38	60	35	56	317	38	6.54	6.86	6.22
Q6 Length of time it took for work to be completed	26	8	12	9	11	10	40	54	59	102	331	24	7.53	7.83	7.23
Q7 Skill and professionalism of the workforce	9	2	10	7	10	8	32	69	61	120	328	27	8.21	8.45	7.98
Q8 Overall quality of work	11	1	4	6	12	13	26	70	76	113	332	23	8.26	8.49	8.04
Q9 Overall quality of communication	25	9	14	13	32	17	37	71	37	89	344	11	7.12	7.41	6.83
Combined score	141	38	79	68	142	129	257	467	371	633	2325	160	7.49	7.59	7.38

Q1 Characteristics of survey responses

Customer type	%	No.
Business	3.4	12
Domestic	92.1	327
Not stated	4.5	16
TOTAL	100	355

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.

