QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME: North West

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	1	7	10	12	13	14	59	25	82	244	20	**7.53**	7.88	7.18
Q6 Advance notice of work	14	4	10	5	10	10	17	53	26	88	237	27	**7.76**	8.10	7.42
Q7 Communication while work was being carried out	23	9	6	5	12	20	23	46	34	78	256	8	**7.32**	7.67	6.97
Q8 Skill and professionalism of the workforce	14	6	5	7	11	3	24	52	32	102	256	8	**7.95**	8.26	7.63
Q9 Overall quality of work	15	1	7	8	12	8	23	57	27	99	257	7	**7.89**	8.20	7.58
Combined Score	87	21	35	35	57	54	101	267	144	449	1250	70	**7.69**	7.84	7.54

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	3
Domestic	97	257
Not stated	2	4
TOTAL	100	264

Q3 Duration of interruption

	%	No.
0-4hrs	30	80
5-8hrs	32	85
9-12hrs	13	33
13-16hrs	3	7
17-23hrs	2	4
24+hrs	7	18
Don't Know	4	11
Not stated	10	26
TOTAL	100	264

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	40	104
No	41	107
Don't Know	18	46
Not Stated	2	4
TOTAL	100	261

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	11	0	1	3	5	5	4	27	9	36	101	3	**7.58**	8.14	7.03
Q6 Advance notice of work	8	2	4	2	2	3	3	23	12	40	99	5	**7.81**	8.37	7.25
Q7 Communication while work was being carried out	11	3	2	3	4	5	7	19	11	35	100	4	**7.35**	7.95	6.75
Q8 Skill and professionalism of the workforce	7	0	1	2	3	0	11	21	15	40	100	4	**8.13**	8.62	7.64
Q9 Overall quality of work	8	0	1	2	3	2	11	23	10	43	103	1	**8.03**	8.53	7.53
Combined Score	45	5	9	12	17	15	36	113	57	194	503	17	**7.78**	8.02	7.54

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	14	5	6	4	11	6	14	38	47	112	257	85	**8.15**	8.46	7.83
Q10 Duration of interruption	29	5	7	9	18	5	17	37	24	102	253	89	**7.38**	7.76	6.99
Q11 Communication during interruption	33	4	12	7	11	8	13	38	31	97	254	88	**7.29**	7.69	6.90
Q12 Skill and professionalism of the workforce	17	6	4	9	13	14	21	74	42	139	339	3	**8.06**	8.33	7.80
Q13 Overall quality of work	16	8	2	9	22	11	29	68	33	137	335	7	**7.95**	8.22	7.68
Combined Score	109	28	31	38	75	44	94	255	177	587	1438	272	**7.77**	7.91	7.62

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	2	3	1	12	5	13	49	45	107	247	95	**8.40**	8.68	8.12
Q4 Information and safety advice provided by operator	13	2	6	2	12	10	12	50	41	101	249	93	**8.14**	8.44	7.83
Combined score	23	4	9	3	24	15	25	99	86	208	496	188	**8.27**	8.48	8.06

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	10	13
Domestic	84	107
Not stated	6	7
TOTAL	100	127

Q9 Duration of interruption

	%	No.
0-4hrs	19%	64
5-8hrs	12%	40
9-12hrs	3%	11
13-16hrs	2%	8
17-23hrs	6%	19
24+hrs	29%	98
Don't Know	3%	9
Not stated	27%	93
TOTAL	100%	342

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	55
No. customers that responded "no" to Q7	63
Proportion of eligible respondents that received advice	47%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	33%	107
No	49%	162
Don't Know	16%	53
Not Stated	2%	7
TOTAL	100%	329

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	2	2	0	1	3	1	12	13	42	81	26	**8.37**	8.95	7.79
Q10 Duration of interruption	10	1	0	1	4	2	6	13	6	40	83	24	**7.81**	8.46	7.15
Q11 Communication during interruption	10	0	2	0	1	3	4	15	11	38	84	23	**7.93**	8.56	7.30
Q12 Skill and professionalism of the workforce	6	2	0	3	3	2	3	21	16	50	106	1	**8.32**	8.80	7.84
Q13 Overall quality of work	4	1	1	2	4	2	5	22	11	53	105	2	**8.47**	8.90	8.03
Combined Score	35	6	5	6	13	12	19	83	57	223	459	76	**8.18**	8.42	7.93

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	4	1	1	1	2	3	3	15	11	38	79	28	**8.37**	8.90	7.83
Q4 Information and safety advice provided by operator	7	0	1	0	2	3	1	17	11	38	80	27	**8.25**	8.83	7.67
Combined score	11	1	2	1	4	6	4	32	22	76	159	55	**8.31**	8.70	7.91

* 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

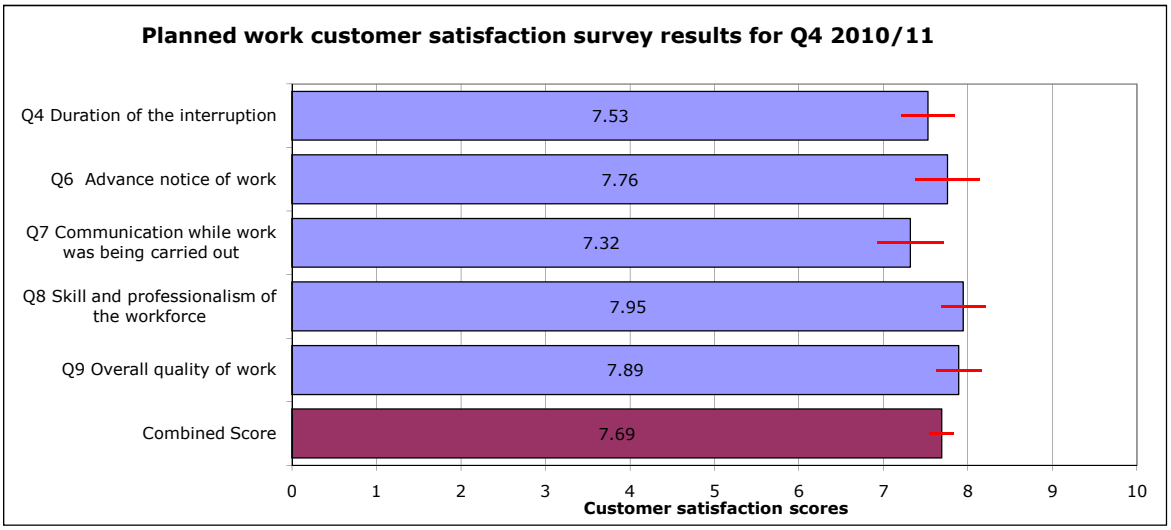
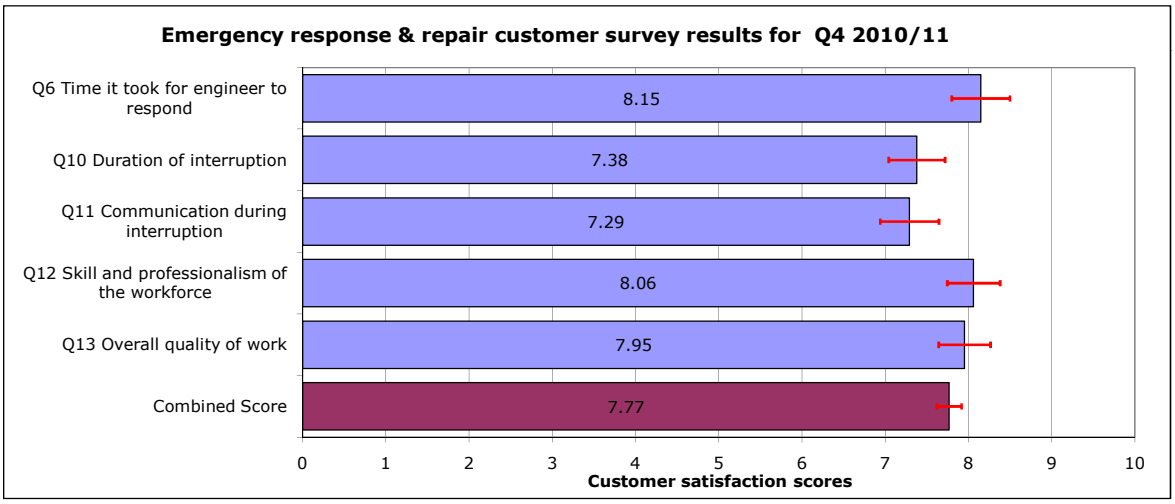
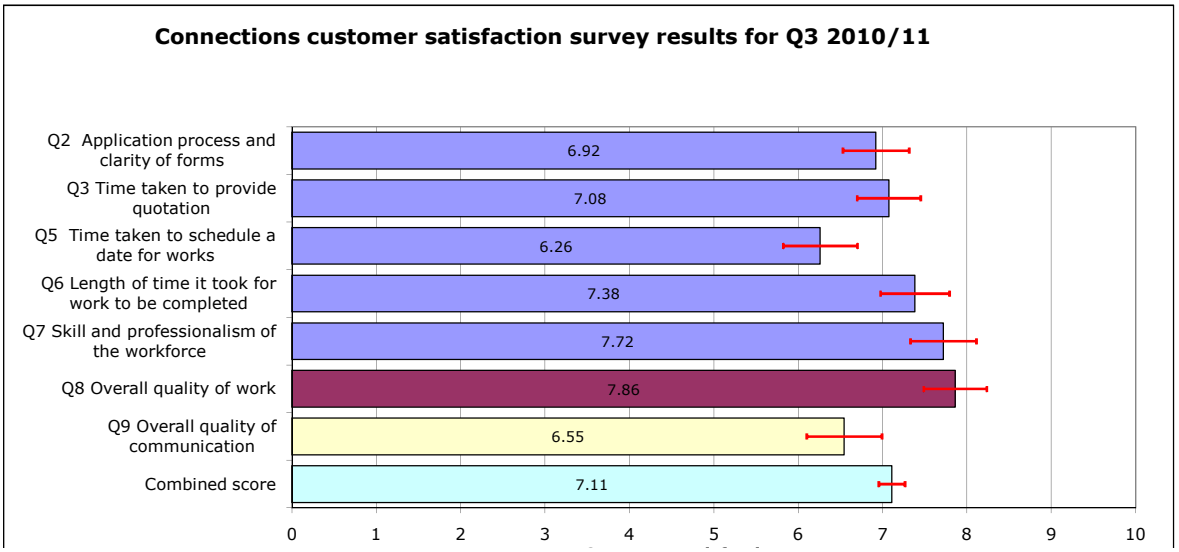
	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q2 Application process and clarity of forms	27	3	8	7	9	16	28	47	19	54	218	14	**6.92**	7.31	6.53
Q3 Time taken to provide quotation	19	3	8	8	13	14	30	41	22	52	210	22	**7.08**	7.45	6.70
Q5 Time taken to schedule a date for works	35	6	10	12	10	15	26	31	15	46	206	26	**6.26**	6.70	5.82
Q6 Length of time it took for work to be completed	23	5	6	4	8	9	17	38	28	70	208	24	**7.38**	7.79	6.98
Q7 Skill and professionalism of the workforce	20	3	4	4	9	8	12	40	25	83	208	24	**7.72**	8.11	7.33
Q8 Overall quality of work	16	3	2	5	8	9	15	36	29	80	203	29	**7.86**	8.24	7.49
Q9 Overall quality of communication	46	7	3	6	8	13	20	38	22	62	225	7	**6.55**	6.99	6.10
Combined score	186	30	41	46	65	84	148	271	160	447	1478	146	**7.11**	7.27	6.95

Q1 Characteristics of survey responses

Customer type	%	No.
Business	3.9	9
Domestic	93.1	216
Not stated	3.0	7
TOTAL	100	232

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.