

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 MARCH

GDN NAME:

North West

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	18	5	5	3	12	7	24	51	23	64	212	29	7.45	7.82	7.08
Q6 Advance notice of work	18	2	8	9	16	13	21	37	30	70	224	17	7.38	7.75	7.01
Q7 Communication while work was being carried out	28	7	3	12	10	8	20	48	26	73	235	6	7.17	7.56	6.78
Q8 Skill and professionalism of the workforce	23	5	6	2	14	9	15	44	35	84	237	4	7.57	7.94	7.20
Q9 Overall quality of work	20	5	5	6	13	8	20	45	37	77	236	5	7.56	7.92	7.21
Combined Score	107	24	27	32	65	45	100	225	151	368	1144	61	7.43	7.59	7.26

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	0	1
Domestic	98	236
Not stated	2	4
TOTAL	100	241

Q3 Duration of interruption

	%	No.
0-4hrs	25	61
5-8hrs	35	84
9-12hrs	9	22
13-16hrs	2	6
17-23hrs	3	8
24+hrs	7	17
Don't Know	6	15
Not stated	12	28
TOTAL	100	241

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	36	86
No	43	104
Don't Know	19	46
Not Stated	2	4
TOTAL	100	240

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	7	1	3	0	5	1	6	17	8	26	74	12	7.55	8.21	6.90
Q6 Advance notice of work	6	1	1	2	5	4	3	18	11	29	80	6	7.78	8.37	7.18
Q7 Communication while work was being carried out	8	1	0	5	2	4	5	20	6	31	82	4	7.60	8.22	6.98
Q8 Skill and professionalism of the workforce	7	2	1	0	2	1	5	19	10	37	84	2	8.06	8.65	7.47
Q9 Overall quality of work	7	2	1	1	2	1	5	18	12	36	85	1	8.01	8.60	7.43
Combined Score	35	7	6	8	16	11	24	92	47	159	405	25	7.80	8.07	7.53

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	7	2	5	4	7	7	10	26	30	69	167	53	8.13	8.50	7.75
Q10 Duration of interruption	24	2	3	6	6	3	16	26	25	70	181	39	7.48	7.94	7.03
Q11 Communication during interruption	22	3	3	9	5	3	7	31	28	73	184	36	7.58	8.03	7.13
Q12 Skill and professionalism of the workforce	16	4	1	2	6	9	14	29	34	95	210	10	8.12	8.48	7.76
Q13 Overall quality of work	15	5	3	2	9	8	12	32	35	92	213	7	8.03	8.39	7.67
Combined Score	84	16	15	23	33	30	59	144	152	399	955	145	7.87	8.05	7.69

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	2	3	3	6	7	13	34	25	72	168	52	8.38	8.70	8.07
Q4 Information and safety advice provided by operator	2	2	1	3	3	6	10	22	38	81	168	52	8.75	9.03	8.47
Combined score	5	4	4	6	9	13	23	56	63	153	336	104	8.57	8.78	8.35

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	3	6
Domestic	95	208
Not stated	3	6
TOTAL	100	220

Q9 Duration of interruption

	%	No.
0-4hrs	20%	45
5-8hrs	15%	32
9-12hrs	6%	14
13-16hrs	3%	6
17-23hrs	9%	19
24+hrs	24%	53
Don't Know	4%	8
Not stated	20%	43
TOTAL	100%	220

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	40
No. customers that responded "no" to Q7	26
Proportion of eligible respondents that received advice	61%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	28%	60
No	55%	117
Don't Know	14%	31
Not Stated	3%	6
TOTAL	100%	214

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	1	0	1	2	2	1	7	5	21	45	15	7.80	8.69	6.91
Q10 Duration of interruption	10	0	1	1	2	1	3	7	4	20	49	11	7.06	8.05	6.07
Q11 Communication during interruption	8	1	1	3	1	0	1	8	5	22	50	10	7.32	8.27	6.37
Q12 Skill and professionalism of the workforce	7	0	1	0	1	1	3	9	7	27	56	4	7.98	8.77	7.19
Q13 Overall quality of work	7	1	2	0	1	2	3	7	6	29	58	2	7.81	8.62	7.00
Combined Score	37	3	5	5	7	6	11	38	27	119	258	42	7.59	7.99	7.20

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	1	0	1	5	9	5	21	43	17	8.67	9.23	8.12
Q4 Information and safety advice provided by operator	1	1	0	1	0	0	3	7	4	26	43	17	8.84	9.46	8.22
Combined score	2	1	0	2	0	1	8	16	9	47	86	34	8.76	9.17	8.34

* 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	11	1	6	9	16	8	16	43	16	35	161	6	7.11	7.51	6.71
Q3 Time taken to provide quotation	6	6	7	5	10	10	18	40	21	35	158	9	7.30	7.70	6.91
Q5 Time taken to schedule a date for works	18	2	5	8	10	10	18	32	16	37	156	11	6.89	7.35	6.43
Q6 Length of time it took for work to be completed	10	2	2	4	8	7	19	29	29	46	156	11	7.72	8.12	7.32
Q7 Skill and professionalism of the workforce	4	0	3	3	6	8	9	40	32	49	154	13	8.21	8.53	7.89
Q8 Overall quality of work	7	0	3	2	8	4	14	35	34	52	159	8	8.13	8.47	7.78
Q9 Overall quality of communication	16	2	2	8	4	8	19	38	23	40	160	7	7.31	7.74	6.88
Combined score	72	13	28	39	62	55	113	257	171	294	1104	65	7.52	7.68	7.37

Q1 Characteristics of survey responses

Customer type	%	No.
Business	4.2	7
Domestic	92.2	154
Not stated	3.6	6
TOTAL	100	167

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.

