

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 DECEMBER

GDN NAME:

East of England

PLANNED WORK 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
Q4 Duration of the interruption	22	1	1	4	12	10	13	51	32	80	226	38	7.74	8.10	7.38
Q6 Advance notice of work	14	7	3	4	13	6	12	55	29	97	240	24	7.95	8.29	7.62
Q7 Communication while work was being carried out	24	1	4	5	20	13	17	49	33	92	258	6	7.61	7.95	7.27
Q8 Skill and professionalism of the workforce	17	4	4	5	9	9	16	51	36	109	258	6	7.99	8.31	7.67
Q9 Overall quality of work	16	3	4	6	12	13	17	53	41	93	258	6	7.90	8.21	7.59
Combined Score	93	16	16	24	66	51	77	259	173	465	1240	80	7.84	7.99	7.69

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	2	4
Domestic	95	251
Not stated	3	9
TOTAL	100	264

Q3 Duration of interruption

	%	No.
0-4hrs	27	72
5-8hrs	29	77
9-12hrs	13	34
13-16hrs	2	5
17-23hrs	2	4
24+hrs	5	12
Don't Know	8	21
Not stated	15	39
TOTAL	100	264

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	38	99
No	42	108
Don't Know	17	44
Not Stated	3	9
TOTAL	100	260

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	10	0	1	0	1	5	2	16	15	33	83	16	7.89	8.52	7.27
Q6 Advance notice of work	4	3	1	1	5	0	4	18	13	40	89	10	8.21	8.74	7.69
Q7 Communication while work was being carried out	6	0	3	1	4	3	6	19	15	40	97	2	8.10	8.61	7.60
Q8 Skill and professionalism of the workforce	6	0	3	2	1	3	3	18	15	47	98	1	8.33	8.83	7.83
Q9 Overall quality of work	4	3	2	2	2	4	3	16	19	43	98	1	8.24	8.74	7.75
Combined Score	30	6	10	6	13	15	18	87	77	203	465	30	8.16	8.39	7.92

EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q2 (JULY-SEPTEMBER)

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	8	1	2	3	2	7	9	28	31	102	193	98	8.63	8.94	8.32
Q10 Duration of interruption	14	1	7	4	9	9	15	33	26	112	230	61	8.15	8.49	7.81
Q11 Communication during interruption	11	7	5	4	9	15	11	35	30	98	225	66	7.99	8.34	7.65
Q12 Skill and professionalism of the workforce	15	9	3	5	8	8	14	45	45	126	278	13	8.18	8.48	7.87
Q13 Overall quality of work	17	2	4	2	7	5	16	56	37	134	280	11	8.35	8.64	8.07
Combined Score	65	20	21	18	35	44	65	197	169	572	1206	249	8.26	8.40	8.12

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	4	3	6	5	9	26	31	95	190	101	8.40	8.75	8.05
Q4 Information and safety advice provided by operator	6	3	4	2	7	4	9	29	24	97	185	106	8.50	8.83	8.16
Combined score	16	4	8	5	13	9	18	55	55	192	375	207	8.45	8.69	8.21

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	4	11
Domestic	91	264
Not stated	5	16
TOTAL	100	291

Q9 Duration of interruption

	%	No.
0-4hrs	30%	87
5-8hrs	12%	35
9-12hrs	5%	14
13-16hrs	3%	9
17-23hrs	5%	14
24+hrs	17%	50
Don't Know	5%	15
Not stated	23%	67
TOTAL	100%	291

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	38
No. customers that responded "no" to Q7	31
Proportion of eligible respondents that received advice	55%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	29%	82
No	51%	144
Don't Know	14%	38
Not Stated	6%	16
TOTAL	100%	280

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	1	1	2	0	9	7	32	55	27	8.71	9.32	8.10
Q10 Duration of interruption	4	0	0	1	5	4	2	15	4	37	72	10	8.29	8.85	7.73
Q11 Communication during interruption	2	2	0	2	5	4	1	12	11	31	70	12	8.21	8.72	7.65
Q12 Skill and professionalism of the workforce	4	2	1	0	3	2	3	14	8	40	77	5	8.35	8.92	7.78
Q13 Overall quality of work	5	0	0	0	2	0	4	21	7	39	78	4	8.51	9.02	8.00
Combined Score	18	4	1	4	16	12	10	71	37	179	352	58	8.42	8.67	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	4	0	0	1	3	2	1	8	8	28	55	27	8.33	9.01	7.64
Q4 Information and safety advice provided by operator	2	0	0	0	4	2	2	8	5	29	52	30	8.60	9.19	8.00
Combined score	6	0	0	1	7	4	3	16	13	57	107	57	8.46	8.92	8.01

* These scores should be omitted from individual GDNs overall scores

CONNECTIONS 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
Q2 Application process and clarity of forms	7	6	10	14	19	16	21	31	28	40	192	9	6.99	7.36	6.63
Q3 Time taken to provide quotation	5	2	7	7	19	9	23	35	37	44	188	13	7.56	7.89	7.23
Q5 Time taken to schedule a date for works	13	8	10	15	17	17	10	32	27	39	188	13	6.73	7.14	6.32
Q6 Length of time it took for work to be completed	12	6	4	7	13	7	15	34	39	52	189	12	7.51	7.89	7.12
Q7 Skill and professionalism of the workforce	6	2	5	5	6	11	15	37	41	63	191	10	8.07	8.39	7.75
Q8 Overall quality of work	5	3	4	5	6	11	21	37	36	64	192	9	8.05	8.37	7.74
Q9 Overall quality of communication	13	4	6	6	15	9	20	42	30	49	194	7	7.36	7.74	6.99
Combined score	61	31	46	59	95	80	125	248	238	351	1334	73	7.47	7.60	7.33

Q1 Characteristics of survey responses

Customer type	%	No.
Business	2.5	5
Domestic	92.0	185
Not stated	5.5	11
TOTAL	100	201

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.

