

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 SEPTEMBER

GDN NAME: East of England

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	16	1	10	11	15	13	24	52	41	230	413	47	8.47	8.70	8.24
Q6 Advance notice of work	20	4	7	13	14	12	26	44	50	253	443	17	8.48	8.71	8.25
Q7 Communication while work was being carried out	31	7	11	14	20	16	25	54	33	242	453	7	8.07	8.32	7.81
Q8 Skill and professionalism of the workforce	18	2	10	8	14	14	25	52	45	247	435	25	8.51	8.74	8.29
Q9 Overall quality of work	10	4	9	13	18	20	27	53	50	232	436	24	8.46	8.68	8.25
Combined Score	95	18	47	59	81	75	127	255	219	1204	2180	120	8.40	8.50	8.30

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	0	0
Domestic	99	454
Not stated	1	6
TOTAL	100	460

Q3 Duration of interruption

	%	No.
0-4hrs	35	160
5-8hrs	31	141
9-12hrs	9	42
13-16hrs	1	5
17-23hrs	2	7
24+hrs	3	13
Don't Know	8	38
Not stated	12	54
TOTAL	100	460

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	34	158
No	50	228
Don't Know	15	68
Not Stated	1	6
TOTAL	100	460

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	1	1	5	4	3	7	13	10	90	138	20	8.77	9.14	8.40
Q6 Advance notice of work	6	0	1	4	6	2	8	13	13	102	155	3	8.80	9.15	8.45
Q7 Communication while work was being carried out	10	2	5	3	9	4	6	14	7	96	156	2	8.25	8.69	7.81
Q8 Skill and professionalism of the workforce	7	0	3	4	3	5	6	14	14	93	149	9	8.64	9.02	8.25
Q9 Overall quality of work	3	1	3	7	7	5	4	15	17	87	149	9	8.58	8.94	8.21
Combined Score	30	4	13	23	29	19	31	69	61	468	747	43	8.61	8.78	8.43

**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	5	4	0	1	5	7	12	25	36	159	254	30	8.98	9.22	8.75
Q10 Duration of interruption	5	2	4	3	4	7	8	18	25	131	207	77	8.84	9.13	8.55
Q11 Communication during interruption	8	2	2	2	5	8	14	28	34	154	257	27	8.82	9.08	8.57
Q12 Skill and professionalism of the workforce	6	1	3	1	5	9	10	27	31	170	263	21	8.99	9.22	8.76
Q13 Overall quality of work	8	1	2	2	4	6	10	28	33	169	263	21	8.98	9.22	8.74
Combined Score	32	10	11	9	23	37	54	126	159	783	1244	176	8.92	9.03	8.81

**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	5	2	1	2	2	2	2	15	34	122	187	97	9.10	9.38	8.82
Q4 Information and safety advice provided by operator	4	1	1	1	1	4	5	13	33	125	188	96	9.19	9.44	8.94
Combined score	9	3	2	3	3	6	7	28	67	247	375	193	9.15	9.33	8.96

\* These scores should be omitted from individual GDNs overall scores

**Characteristics of survey responses (derived from Q1)**

Customer type	%	No.
Business	3	9
Domestic	97	275
Not stated	0	0
TOTAL	100	284

**Q9 Duration of interruption**

	%	No.
0-4hrs	37%	105
5-8hrs	9%	25
9-12hrs	4%	11
13-16hrs	3%	8
17-23hrs	2%	6
24+hrs	14%	40
Don't Know	4%	11
Not stated	27%	78
TOTAL	100%	284

**Q7 Advice to customers requiring assistance reconnect their appliances**

No. customers that responded "yes" to Q7	24
No. customers that responded "no" to Q7	50
Proportion of eligible respondents that received advice	32%

**Priority customers**

**Q1 Domestic customers eligible for the priority services register**

	%	No.
Yes	31%	84
No	54%	148
Don't Know	16%	43
Not Stated	0%	0
TOTAL	100%	275

**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	1	1	0	1	4	2	2	6	13	44	74	10	8.89	9.34	8.45
Q10 Duration of interruption	0	0	3	0	1	2	3	4	8	38	59	25	9.00	9.47	8.53
Q11 Communication during interruption	1	1	1	0	0	2	4	12	8	45	74	10	8.97	9.39	8.56
Q12 Skill and professionalism of the workforce	2	0	0	0	0	4	2	11	7	50	76	8	9.09	9.49	8.70
Q13 Overall quality of work	3	0	0	0	0	4	4	7	11	47	76	8	8.95	9.40	8.50
Combined Score	7	2	4	1	5	14	15	40	47	224	359	61	8.98	9.17	8.79

**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	2	1	1	0	2	1	2	7	6	35	57	27	8.72	9.32	8.12
Q4 Information and safety advice provided by operator	3	0	0	0	1	1	2	5	8	35	55	29	8.91	9.49	8.32
Combined score	5	1	1	0	3	2	4	12	14	70	112	56	8.81	9.23	8.40

\* 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	12	7	12	7	12	10	23	32	16	52	183	6	7.05	7.47	6.64
Q3 Time taken to provide quotation	8	5	7	2	15	8	16	30	29	61	181	8	7.70	8.08	7.32
Q5 Time taken to schedule a date for works	29	4	9	14	13	9	24	14	21	43	180	9	6.32	6.80	5.85
Q6 Length of time it took for work to be completed	22	2	4	4	4	9	11	39	20	64	179	10	7.47	7.91	7.03
Q7 Skill and professionalism of the workforce	7	2	5	8	3	4	15	32	24	79	179	10	8.18	8.54	7.82
Q8 Overall quality of work	8	1	4	1	10	5	14	30	29	75	177	12	8.22	8.57	7.87
Q9 Overall quality of communication	25	4	6	3	20	12	17	29	20	51	187	2	6.82	7.27	6.38
Combined score	111	25	47	39	77	57	120	206	159	425	1266	57	7.39	7.55	7.24

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	1.1	2
Domestic	95.8	181
Not stated	3.2	6
TOTAL	100	189

**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.

