

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 DECEMBER

GDN NAME: North West

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	18	3	9	13	12	5	14	30	20	105	229	18	7.69	8.07	7.31
Q6 Advance notice of work	14	4	6	4	14	14	10	30	23	119	238	9	8.05	8.40	7.71
Q7 Communication while work was being carried out	25	7	6	10	10	10	16	23	26	111	244	3	7.57	7.96	7.18
Q8 Skill and professionalism of the workforce	14	4	8	5	18	5	18	36	28	103	239	8	7.87	8.22	7.53
Q9 Overall quality of work	15	5	2	9	16	8	15	36	32	101	239	8	7.89	8.23	7.55
Combined Score	86	23	31	41	70	42	73	155	129	539	1189	46	7.82	7.98	7.65

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	2
Domestic	98	241
Not stated	2	4
TOTAL	100	247

Q3 Duration of interruption

	%	No.
0-4hrs	31	77
5-8hrs	30	74
9-12hrs	13	31
13-16hrs	3	7
17-23hrs	0	1
24+hrs	6	16
Don't Know	8	19
Not stated	9	22
TOTAL	100	247

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	33	81
No	50	123
Don't Know	15	37
Not Stated	2	4
TOTAL	100	245

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	2	0	4	5	2	4	12	2	41	76	5	8.07	8.68	7.45
Q6 Advance notice of work	7	1	0	2	5	5	2	10	5	43	80	1	8.01	8.64	7.38
Q7 Communication while work was being carried out	9	2	1	4	2	1	3	11	7	40	80	1	7.75	8.44	7.06
Q8 Skill and professionalism of the workforce	6	0	4	2	3	1	5	11	9	38	79	2	7.99	8.61	7.36
Q9 Overall quality of work	7	1	1	4	3	1	3	10	11	38	79	2	7.96	8.61	7.32
Combined Score	33	6	6	16	18	10	17	54	34	200	394	11	7.96	8.24	7.67

**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	4	1	3	1	6	6	9	18	27	156	231	23	9.07	9.31	8.83
Q10 Duration of interruption	9	8	3	5	6	7	9	21	20	102	190	64	8.19	8.58	7.81
Q11 Communication during interruption	15	6	4	7	7	6	9	22	29	123	228	26	8.19	8.56	7.83
Q12 Skill and professionalism of the workforce	6	4	2	4	8	5	10	25	26	141	231	23	8.74	9.03	8.46
Q13 Overall quality of work	10	6	0	0	9	11	10	26	26	136	234	20	8.57	8.88	8.26
Combined Score	44	25	12	17	36	35	47	112	128	658	1114	156	8.55	8.70	8.41

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	0	1	4	3	4	7	23	27	115	189	65	8.94	9.21	8.66
Q4 Information and safety advice provided by operator	4	3	2	2	4	2	5	18	20	132	192	62	9.04	9.32	8.75
Combined score	9	3	3	6	7	6	12	41	47	247	381	127	8.99	9.18	8.79

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

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	2	6
Domestic	96	243
Not stated	2	5
TOTAL	100	254

Q9 Duration of interruption

	%	No.
0-4hrs	23%	59
5-8hrs	14%	35
9-12hrs	3%	8
13-16hrs	3%	8
17-23hrs	7%	18
24+hrs	20%	51
Don't Know	2%	6
Not stated	27%	69
TOTAL	100%	254

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	32
No. customers that responded "no" to Q7	60
Proportion of eligible respondents that received advice	35%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	29%	72
No	48%	120
Don't Know	21%	51
Not Stated	2%	5
TOTAL	100%	248

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	1	0	1	0	1	6	4	47	63	9	9.08	9.62	8.54
Q10 Duration of interruption	3	0	1	0	2	1	3	7	8	30	55	17	8.56	9.19	7.93
Q11 Communication during interruption	3	1	0	3	3	2	3	3	9	36	63	9	8.41	9.05	7.78
Q12 Skill and professionalism of the workforce	2	1	0	3	0	0	2	5	10	41	64	8	8.91	9.45	8.37
Q13 Overall quality of work	3	2	0	0	2	1	1	8	10	39	66	6	8.70	9.28	8.12
Combined Score	14	4	2	6	8	4	10	29	41	193	311	49	8.73	8.99	8.47

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	0	1	3	4	8	31	50	22	8.88	9.50	8.26
Q4 Information and safety advice provided by operator	1	1	1	1	0	0	1	3	6	38	52	20	9.13	9.70	8.57
Combined score	4	1	1	1	0	1	4	7	14	69	102	42	9.01	9.42	8.59

\* 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	10	4	9	8	12	13	20	36	19	52	183	5	7.29	7.68	6.90
Q3 Time taken to provide quotation	6	1	10	7	11	8	17	36	21	60	177	11	7.71	8.08	7.35
Q5 Time taken to schedule a date for works	15	1	7	8	16	15	18	25	18	47	170	18	7.05	7.47	6.62
Q6 Length of time it took for work to be completed	10	0	6	5	7	10	13	27	22	70	170	18	7.93	8.32	7.54
Q7 Skill and professionalism of the workforce	9	3	3	1	9	7	10	27	26	76	171	17	8.16	8.54	7.78
Q8 Overall quality of work	7	2	5	2	8	6	6	32	26	73	167	21	8.22	8.58	7.85
Q9 Overall quality of communication	15	2	4	7	8	12	23	28	21	59	179	9	7.46	7.86	7.05
Combined score	72	13	44	38	71	71	107	211	153	437	1217	99	7.69	7.84	7.54

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	1.6	3
Domestic	95.2	179
Not stated	3.2	6
TOTAL	100	188

**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. [COMPANY NAME] use [THIRD PARTY NAME] 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.



