

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME:

West Midlands

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	16	6	5	8	17	4	24	51	30	86	247	34	7.65	7.99	7.32
Q6 Advance notice of work	10	7	15	7	13	10	14	52	35	95	258	23	7.76	8.08	7.43
Q7 Communication while work was being carried out	22	7	17	5	13	17	20	58	33	80	272	9	7.26	7.60	6.92
Q8 Skill and professionalism of the workforce	13	7	12	7	9	12	21	59	42	90	272	9	7.74	8.05	7.43
Q9 Overall quality of work	12	6	18	7	11	12	18	56	47	86	273	8	7.66	7.97	7.34
Combined Score	73	33	67	34	63	55	97	276	187	437	1322	83	7.61	7.76	7.47

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	1	2
Domestic	96	269
Not stated	4	10
TOTAL	100	281

Q3 Duration of interruption

	%	No.
0-4hrs	24	67
5-8hrs	32	91
9-12hrs	17	47
13-16hrs	3	9
17-23hrs	2	6
24+hrs	4	12
Don't Know	5	14
Not stated	12	35
TOTAL	100	281

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	41	113
No	42	118
Don't Know	14	38
Not Stated	4	10
TOTAL	100	279

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	3	3	1	1	6	1	8	24	7	42	96	17	8.16	8.63	7.68
Q6 Advance notice of work	3	1	3	1	3	4	4	26	15	43	103	10	8.33	8.76	7.90
Q7 Communication while work was being carried out	7	1	3	2	6	6	6	30	10	39	110	3	7.76	8.25	7.28
Q8 Skill and professionalism of the workforce	6	3	3	2	0	4	6	27	13	45	109	4	8.06	8.54	7.57
Q9 Overall quality of work	4	2	6	1	3	4	6	24	16	43	109	4	8.05	8.51	7.58
Combined Score	23	10	16	7	18	19	30	131	61	212	527	38	8.07	8.28	7.86

**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	10	0	1	3	5	6	8	32	32	85	182	81	8.44	8.78	8.10
Q10 Duration of interruption	10	1	3	5	14	4	16	31	23	87	194	69	8.10	8.46	7.75
Q11 Communication during interruption	14	1	3	5	9	6	11	35	22	88	194	69	8.05	8.42	7.67
Q12 Skill and professionalism of the workforce	9	2	4	4	11	7	15	40	37	123	252	11	8.44	8.72	8.16
Q13 Overall quality of work	15	2	1	5	12	10	19	42	32	114	252	11	8.17	8.48	7.86
Combined Score	58	6	12	22	51	33	69	180	146	497	1074	241	8.24	8.39	8.09

**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	8	1	2	1	5	5	7	38	34	83	184	79	8.50	8.82	8.18
Q4 Information and safety advice provided by operator	7	0	2	2	8	2	10	30	34	87	182	81	8.57	8.88	8.25
Combined score	15	1	4	3	13	7	17	68	68	170	366	160	8.53	8.76	8.31

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

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

Customer type	%	No.
Business	3	8
Domestic	94	247
Not stated	3	8
TOTAL	100	263

**Q9 Duration of interruption**

	%	No.
0-4hrs	25%	65
5-8hrs	13%	34
9-12hrs	3%	7
13-16hrs	3%	7
17-23hrs	7%	18
24+hrs	22%	57
Don't Know	2%	6
Not stated	26%	69
TOTAL	100%	263

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

No. customers that responded "yes" to Q7	20
No. customers that responded "no" to Q7	46
Proportion of eligible respondents that received advice	30%

**Priority customers**

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

	%	No.
Yes	25%	65
No	56%	144
Don't Know	15%	38
Not Stated	3%	8
TOTAL	100%	255

**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	0	2	3	0	6	5	26	45	20	8.53	9.26	7.81
Q10 Duration of interruption	4	0	0	0	5	1	4	11	6	24	55	10	8.09	8.76	7.42
Q11 Communication during interruption	5	0	0	1	3	1	4	8	6	27	55	10	8.11	8.84	7.38
Q12 Skill and professionalism of the workforce	2	0	1	1	2	1	2	9	9	37	64	1	8.78	9.30	8.26
Q13 Overall quality of work	4	0	0	2	2	1	3	10	10	31	63	2	8.40	9.01	7.79
Combined Score	18	0	1	4	14	7	13	44	36	145	282	43	8.38	8.67	8.09

**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	1	1	2	0	1	9	8	20	45	20	8.24	9.00	7.49
Q4 Information and safety advice provided by operator	3	0	0	0	2	0	2	6	5	25	43	22	8.60	9.34	7.87
Combined score	6	0	1	1	4	0	3	15	13	45	88	42	8.42	8.95	7.90

\* 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	14	6	7	7	12	12	15	31	16	24	144	6	6.56	7.02	6.09
Q3 Time taken to provide quotation	6	5	6	11	12	5	26	21	20	26	138	12	6.94	7.38	6.51
Q5 Time taken to schedule a date for works	20	8	5	8	15	12	12	22	12	18	132	18	5.89	6.41	5.37
Q6 Length of time it took for work to be completed	19	3	3	3	8	6	11	19	20	39	131	19	7.03	7.58	6.48
Q7 Skill and professionalism of the workforce	11	3	4	4	7	13	10	18	22	42	134	16	7.39	7.87	6.91
Q8 Overall quality of work	13	1	2	7	6	11	13	22	23	36	134	16	7.31	7.78	6.83
Q9 Overall quality of communication	25	3	7	5	11	9	17	22	24	21	144	6	6.26	6.78	5.75
Combined score	108	29	34	45	71	68	104	155	137	206	957	93	6.77	6.96	6.58

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	2.7	4
Domestic	95.3	143
Not stated	2.0	3
TOTAL	100	150

**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.

