

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME:

London

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	10	5	10	3	18	10	23	39	31	80	229	28	7.70	8.04	7.37
Q6 Advance notice of work	16	4	9	7	8	14	24	49	32	81	244	13	7.63	7.96	7.29
Q7 Communication while work was being carried out	19	6	9	7	12	7	20	63	35	74	252	5	7.49	7.83	7.15
Q8 Skill and professionalism of the workforce	6	10	1	4	11	9	26	53	40	93	253	4	8.10	8.38	7.82
Q9 Overall quality of work	6	2	7	5	15	10	19	60	45	81	250	7	8.06	8.33	7.79
Combined Score	57	27	36	26	64	50	112	264	183	409	1228	57	7.80	7.94	7.65

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	2	4
Domestic	96	246
Not stated	3	7
TOTAL	100	257

Q3 Duration of interruption

	%	No.
0-4hrs	24	61
5-8hrs	32	82
9-12hrs	16	40
13-16hrs	5	13
17-23hrs	5	14
24+hrs	5	12
Don't Know	3	8
Not stated	11	27
TOTAL	100	257

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	27	68
No	51	130
Don't Know	19	48
Not Stated	3	7
TOTAL	100	253

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	5	0	0	2	6	3	4	10	6	24	60	8	7.72	8.41	7.02
Q6 Advance notice of work	4	0	3	3	2	3	4	9	7	30	65	3	7.94	8.60	7.27
Q7 Communication while work was being carried out	5	0	1	0	1	3	7	13	10	26	66	2	8.09	8.70	7.48
Q8 Skill and professionalism of the workforce	2	0	0	1	2	9	10	11	32	67	67	1	8.67	9.12	8.22
Q9 Overall quality of work	2	0	1	0	1	0	4	17	13	27	65	3	8.63	9.09	8.17
Combined Score	18	0	5	5	11	11	28	59	47	139	323	17	8.21	8.47	7.95

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	5	5	4	6	5	3	8	37	30	91	194	71	8.38	8.71	8.05
Q10 Duration of interruption	18	8	3	4	7	9	14	43	27	73	206	59	7.59	7.98	7.19
Q11 Communication during interruption	19	1	9	4	14	12	13	27	34	72	205	60	7.51	7.90	7.11
Q12 Skill and professionalism of the workforce	22	1	2	1	14	12	15	36	45	110	258	7	8.04	8.37	7.71
Q13 Overall quality of work	21	2	1	2	10	12	13	48	48	101	258	7	8.04	8.36	7.72
Combined Score	85	17	19	17	50	48	63	191	184	447	1121	204	7.91	8.07	7.75

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	3	4	3	7	3	12	36	29	81	188	77	8.17	8.53	7.81
Q4 Information and safety advice provided by operator	12	3	2	3	6	8	11	43	21	82	191	74	8.08	8.45	7.72
Combined score	22	6	6	6	13	11	23	79	50	163	379	151	8.13	8.38	7.87

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	15	13
Domestic	75	65
Not stated	10	9
TOTAL	100	87

Q9 Duration of interruption

	%	No.
0-4hrs	20%	53
5-8hrs	12%	31
9-12hrs	3%	9
13-16hrs	3%	9
17-23hrs	6%	16
24+hrs	26%	70
Don't Know	3%	9
Not stated	26%	68
TOTAL	100%	265

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	48
No. customers that responded "no" to Q7	40
Proportion of eligible respondents that received advice	55%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	26%	65
No	55%	139
Don't Know	15%	39
Not Stated	4%	9
TOTAL	100%	252

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	4	0	2	2	0	1	13	8	21	52	13	8.06	8.77	7.38
Q10 Duration of interruption	4	3	0	1	4	0	2	9	9	22	54	11	7.80	8.58	7.02
Q11 Communication during interruption	5	0	3	2	3	1	1	6	10	21	52	13	7.65	8.48	6.83
Q12 Skill and professionalism of the workforce	6	0	1	1	3	0	2	9	12	30	64	1	8.16	8.84	7.47
Q13 Overall quality of work	7	1	1	0	2	1	4	8	14	27	65	0	7.94	8.65	7.22
Combined Score	23	8	5	6	14	2	10	45	53	121	287	38	7.92	8.25	7.60

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	3	2	1	3	9	8	19	49	16	7.96	8.68	7.24
Q4 Information and safety advice provided by operator	3	2	1	2	1	1	1	13	4	21	48	17	7.94	8.73	7.15
Combined score	5	3	2	5	2	2	4	22	12	40	97	33	7.95	8.48	7.42

* 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	9	2	3	5	9	2	8	18	12	8	76	1	6.41	7.05	5.76
Q3 Time taken to provide quotation	8	4	1	3	8	5	7	19	10	11	76	1	6.61	7.25	5.96
Q5 Time taken to schedule a date for works	17	3	2	7	7	7	10	10	5	4	72	5	5.13	5.81	4.44
Q6 Length of time it took for work to be completed	10	1	2	3	8	2	4	17	7	16	70	7	6.70	7.42	5.98
Q7 Skill and professionalism of the workforce	3	3	1	4	4	6	7	12	13	16	69	8	7.33	7.95	6.72
Q8 Overall quality of work	3	3	0	2	5	4	7	21	10	14	69	8	7.43	8.01	6.86
Q9 Overall quality of communication	13	1	5	2	7	5	10	11	11	10	75	2	6.13	6.84	5.43
Combined score	63	17	14	26	48	31	53	108	68	79	507	32	6.53	6.79	6.28

Q1 Characteristics of survey responses

Customer type	%	No.
Business	5.2	4
Domestic	92.2	71
Not stated	2.6	2
TOTAL	100	77

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.

