

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 JUNE

GDN NAME:

North West

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                   | 22  | 6  | 9  | 6  | 17  | 12 | 25  | 46  | 35  | 71  | 249   | 22         | 7.27       | 7.62         | 6.91         |
| Q6 Advance notice of work                         | 22  | 6  | 7  | 8  | 15  | 6  | 19  | 62  | 34  | 78  | 257   | 14         | 7.44       | 7.79         | 7.10         |
| Q7 Communication while work was being carried out | 22  | 6  | 10 | 10 | 28  | 14 | 20  | 58  | 35  | 67  | 270   | 1          | 7.10       | 7.43         | 6.77         |
| Q8 Skill and professionalism of the workforce     | 18  | 9  | 8  | 4  | 20  | 10 | 27  | 53  | 39  | 75  | 263   | 8          | 7.41       | 7.75         | 7.08         |
| Q9 Overall quality of work                        | 21  | 8  | 7  | 6  | 20  | 14 | 30  | 52  | 35  | 74  | 267   | 4          | 7.29       | 7.63         | 6.96         |
| Combined Score                                    | 105 | 35 | 41 | 34 | 100 | 56 | 121 | 271 | 178 | 365 | 1306  | 49         | 7.30       | 7.46         | 7.15         |

Characteristics of survey responses (derived from Q1)

| Customer type | %   | No. |
|---------------|-----|-----|
| Business      | 0   | 1   |
| Domestic      | 98  | 265 |
| Not stated    | 2   | 5   |
| TOTAL         | 100 | 271 |

Q3 Duration of interruption

|            | %   | No. |
|------------|-----|-----|
| 0-4hrs     | 23  | 61  |
| 5-8hrs     | 34  | 92  |
| 9-12hrs    | 16  | 44  |
| 13-16hrs   | 4   | 11  |
| 17-23hrs   | 1   | 4   |
| 24+hrs     | 8   | 21  |
| Don't Know | 5   | 13  |
| Not stated | 9   | 25  |
| TOTAL      | 100 | 271 |

Priority customers

Q1 Domestic customers eligible for the priority services register

|            | %   | No. |
|------------|-----|-----|
| Yes        | 39  | 105 |
| No         | 43  | 115 |
| Don't Know | 17  | 45  |
| Not Stated | 2   | 5   |
| TOTAL      | 100 | 270 |

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  | 2 | 0 | 6  | 2  | 10 | 20  | 13 | 38  | 97    | 8          | 8.08       | 8.56         | 7.61         |
| Q6 Advance notice of work                         | 3  | 3  | 0 | 2 | 4  | 1  | 9  | 24  | 13 | 41  | 100   | 5          | 8.25       | 8.69         | 7.81         |
| Q7 Communication while work was being carried out | 5  | 2  | 2 | 2 | 10 | 3  | 7  | 24  | 16 | 34  | 105   | 0          | 7.77       | 8.25         | 7.29         |
| Q8 Skill and professionalism of the workforce     | 2  | 3  | 2 | 2 | 4  | 7  | 11 | 15  | 18 | 39  | 103   | 2          | 8.09       | 8.53         | 7.64         |
| Q9 Overall quality of work                        | 3  | 2  | 3 | 3 | 3  | 8  | 9  | 21  | 15 | 37  | 104   | 1          | 7.95       | 8.41         | 7.50         |
| Combined Score                                    | 16 | 13 | 9 | 9 | 27 | 21 | 46 | 104 | 75 | 189 | 509   | 16         | 8.03       | 8.23         | 7.82         |

**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        | 15 | 3  | 0  | 7  | 10 | 12 | 8  | 40  | 43  | 105 | 243   | 59         | 8.16       | 8.48         | 7.85         |
| Q10 Duration of interruption                   | 24 | 8  | 14 | 8  | 18 | 13 | 9  | 44  | 27  | 77  | 242   | 60         | 7.07       | 7.45         | 6.68         |
| Q11 Communication during interruption          | 24 | 11 | 5  | 9  | 19 | 14 | 9  | 39  | 35  | 81  | 246   | 56         | 7.22       | 7.60         | 6.84         |
| Q12 Skill and professionalism of the workforce | 15 | 5  | 3  | 7  | 13 | 13 | 14 | 56  | 44  | 127 | 297   | 5          | 8.14       | 8.42         | 7.86         |
| Q13 Overall quality of work                    | 13 | 7  | 5  | 7  | 15 | 11 | 20 | 52  | 48  | 114 | 292   | 10         | 8.01       | 8.30         | 7.72         |
| Combined Score                                 | 91 | 34 | 27 | 38 | 75 | 63 | 60 | 231 | 197 | 504 | 1320  | 190        | 7.72       | 7.87         | 7.57         |

**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 | 3  | 3 | 19 | 5  | 15 | 41 | 35 | 114 | 246   | 56         | 8.32       | 8.61         | 8.03         |
| Q4 Information and safety advice provided by operator | 10 | 3 | 7  | 6 | 9  | 12 | 15 | 36 | 33 | 110 | 241   | 61         | 8.17       | 8.48         | 7.85         |
| Combined score  | 20 | 4 | 10 | 9 | 28 | 17 | 30 | 77 | 68 | 224 | 487   | 117        | 8.24       | 8.45         | 8.03         |

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

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

| Customer type | %   | No. |
|---------------|-----|-----|
| Business      | 1   | 3   |
| Domestic      | 97  | 294 |
| Not stated    | 2   | 5   |
| TOTAL         | 100 | 302 |

**Q9 Duration of interruption**

|            | %    | No. |
|------------|------|-----|
| 0-4hrs     | 19%  | 56  |
| 5-8hrs     | 12%  | 35  |
| 9-12hrs    | 3%   | 8   |
| 13-16hrs   | 5%   | 15  |
| 17-23hrs   | 8%   | 25  |
| 24+hrs     | 31%  | 93  |
| Don't Know | 2%   | 7   |
| Not stated | 21%  | 63  |
| TOTAL      | 100% | 302 |

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

|   |     |
|---|-----|
| No. customers that responded "yes" to Q7                | 39  |
| No. customers that responded "no" to Q7                 | 60  |
| Proportion of eligible respondents that received advice | 39% |

**Priority customers**

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

|            | %    | No. |
|------------|------|-----|
| Yes        | 31%  | 93  |
| No         | 48%  | 143 |
| Don't Know | 19%  | 58  |
| Not Stated | 2%   | 5   |
| TOTAL      | 100% | 299 |

**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        | 4  | 0 | 0 | 3 | 4  | 3  | 2  | 16 | 10 | 38  | 80    | 13         | 8.33       | 8.85         | 7.80         |
| Q10 Duration of interruption                   | 8  | 1 | 3 | 0 | 5  | 5  | 2  | 16 | 8  | 26  | 74    | 19         | 7.41       | 8.09         | 6.72         |
| Q11 Communication during interruption          | 4  | 0 | 3 | 3 | 5  | 3  | 3  | 14 | 8  | 31  | 74    | 19         | 7.88       | 8.48         | 7.28         |
| Q12 Skill and professionalism of the workforce | 4  | 0 | 0 | 1 | 3  | 1  | 1  | 18 | 14 | 49  | 91    | 2          | 8.75       | 9.18         | 8.31         |
| Q13 Overall quality of work                    | 2  | 1 | 1 | 2 | 4  | 0  | 2  | 19 | 14 | 43  | 88    | 5          | 8.60       | 9.04         | 8.16         |
| Combined Score                                 | 22 | 2 | 7 | 9 | 21 | 12 | 10 | 83 | 54 | 187 | 407   | 58         | 8.19       | 8.43         | 7.95         |

**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                    | 1 | 0 | 2 | 0 | 8  | 1 | 5 | 14 | 8  | 42 | 81    | 12         | 8.54       | 8.99         | 8.10         |
| Q4 Information and safety advice provided by operator | 1 | 1 | 2 | 2 | 2  | 4 | 2 | 14 | 7  | 43 | 78    | 15         | 8.59       | 9.07         | 8.11         |
| Combined score  | 2 | 1 | 4 | 2 | 10 | 5 | 7 | 28 | 15 | 85 | 159   | 27         | 8.57       | 8.89         | 8.24         |

\* 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        | 13 | 8  | 9  | 12 | 25  | 12 | 22  | 39  | 24  | 51  | 215   | 6          | 6.94       | 7.31         | 6.58         |
| Q3 Time taken to provide quotation                 | 9  | 3  | 5  | 6  | 22  | 14 | 24  | 49  | 21  | 55  | 208   | 13         | 7.44       | 7.77         | 7.11         |
| Q5 Time taken to schedule a date for works         | 14 | 7  | 8  | 10 | 13  | 7  | 30  | 36  | 26  | 48  | 199   | 22         | 7.09       | 7.48         | 6.70         |
| Q6 Length of time it took for work to be completed | 9  | 6  | 7  | 5  | 12  | 4  | 21  | 37  | 28  | 68  | 197   | 24         | 7.72       | 8.09         | 7.36         |
| Q7 Skill and professionalism of the workforce      | 7  | 1  | 5  | 3  | 8   | 4  | 18  | 41  | 32  | 76  | 195   | 26         | 8.22       | 8.53         | 7.90         |
| Q8 Overall quality of work                         | 10 | 1  | 4  | 5  | 10  | 5  | 14  | 47  | 26  | 78  | 200   | 21         | 8.06       | 8.40         | 7.72         |
| Q9 Overall quality of communication                | 18 | 4  | 10 | 14 | 15  | 11 | 18  | 41  | 18  | 63  | 212   | 9          | 7.07       | 7.46         | 6.68         |
| Combined score                                     | 80 | 30 | 48 | 55 | 105 | 57 | 147 | 290 | 175 | 439 | 1426  | 121        | 7.51       | 7.64         | 7.37         |

**Q1 Characteristics of survey responses**

| Customer type | %    | No. |
|---------------|------|-----|
| Business      | 0.9  | 2   |
| Domestic      | 94.6 | 209 |
| Not stated    | 4.5  | 10  |
| TOTAL         | 100  | 221 |

**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.

