

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 30 SEPTEMBER

GDN NAME: London

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	29	6	9	4	9	12	17	50	29	90	255	25	7.38	7.75	7.00
Q6 Advance notice of work	24	0	7	7	13	11	19	49	30	98	258	22	7.67	8.01	7.33
Q7 Communication while work was being carried out	32	2	14	5	17	8	22	51	30	92	273	7	7.26	7.63	6.90
Q8 Skill and professionalism of the workforce	17	3	2	4	15	12	23	59	34	101	270	10	7.93	8.23	7.63
Q9 Overall quality of work	21	2	4	4	11	17	18	58	39	99	273	7	7.84	8.15	7.53
Combined Score	123	13	36	24	65	60	99	267	162	480	1329	71	7.62	7.77	7.46

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	3	9
Domestic	94	264
Not stated	3	7
TOTAL	100	280

Q3 Duration of interruption

	%	No.
0-4hrs	22	61
5-8hrs	28	77
9-12hrs	14	38
13-16hrs	5	13
17-23hrs	2	6
24+hrs	14	40
Don't Know	6	18
Not stated	10	27
TOTAL	100	280

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	35	95
No	53	143
Don't Know	10	26
Not Stated	3	7
TOTAL	100	271

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	10	1	2	0	3	5	4	22	7	35	89	6	7.64	8.25	7.03
Q6 Advance notice of work	6	0	2	0	4	4	4	21	8	41	90	5	8.16	8.68	7.63
Q7 Communication while work was being carried out	9	1	4	1	6	0	4	18	10	40	93	2	7.73	8.34	7.13
Q8 Skill and professionalism of the workforce	5	1	1	0	6	2	5	17	10	44	91	4	8.27	8.78	7.77
Q9 Overall quality of work	6	0	0	2	4	3	2	16	10	48	91	4	8.40	8.91	7.88
Combined Score	36	3	9	3	23	14	19	94	45	208	454	21	8.04	8.29	7.79

**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	16	2	1	4	6	3	12	32	40	77	193	61	8.07	8.44	7.69
Q10 Duration of interruption	21	6	6	6	8	7	15	18	32	68	187	67	7.35	7.80	6.90
Q11 Communication during interruption	18	6	8	6	7	7	10	24	24	77	187	67	7.50	7.95	7.06
Q12 Skill and professionalism of the workforce	20	6	0	4	9	7	14	34	43	100	237	17	7.98	8.34	7.63
Q13 Overall quality of work	19	8	3	4	5	8	17	29	47	98	238	16	7.93	8.29	7.57
Combined Score	94	28	18	24	35	32	68	137	186	420	1042	228	7.77	7.94	7.59

**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	15	2	1	2	8	8	8	26	37	87	194	60	8.17	8.54	7.80
Q4 Information and safety advice provided by operator	12	0	3	4	9	10	9	23	43	82	195	59	8.18	8.54	7.83
Combined score	27	2	4	6	17	18	17	49	80	169	389	119	8.18	8.43	7.92

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

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

Customer type	%	No.
Business	6%	14
Domestic	92%	234
Not stated	2%	6
TOTAL	100%	254

**Q9 Duration of interruption**

	%	No.
0-4hrs	23%	59
5-8hrs	6%	15
9-12hrs	5%	12
13-16hrs	3%	7
17-23hrs	6%	16
24+hrs	27%	68
Don't Know	3%	8
Not stated	27%	69
TOTAL	100%	254

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

No. customers that responded "yes" to Q7	36
No. customers that responded "no" to Q7	39
Proportion of eligible respondents that received advice	48%

**Priority customers**

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

	%	No.
Yes	26%	62
No	56%	135
Don't Know	15%	37
Not Stated	3%	6
TOTAL	100%	240

**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	5	0	0	1	3	0	2	7	9	22	49	13	8.06	8.86	7.27
Q10 Duration of interruption	1	1	2	1	1	3	2	5	9	20	45	17	8.24	8.96	7.53
Q11 Communication during interruption	2	1	2	1	0	4	3	4	6	23	46	16	8.15	8.92	7.39
Q12 Skill and professionalism of the workforce	3	1	0	0	1	3	2	11	7	28	56	6	8.45	9.07	7.82
Q13 Overall quality of work	2	2	1	0	0	0	4	8	11	26	54	8	8.52	9.15	7.88
Combined Score	13	5	5	3	5	10	13	35	42	119	250	60	8.28	8.60	7.97

**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	4	0	1	0	2	2	2	5	9	23	48	14	8.21	8.98	7.44
Q4 Information and safety advice provided by operator	4	0	0	0	2	1	4	5	10	23	49	13	8.33	9.05	7.60
Combined score	8	0	1	0	4	3	6	10	19	46	97	27	8.27	8.79	7.74

\* 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	24	7	13	15	18	16	18	13	8	15	147	9	5.27	5.74	4.81
Q3 Time taken to provide quotation	18	6	8	12	18	12	20	21	11	20	146	10	5.97	6.43	5.50
Q5 Time taken to schedule a date for works	23	11	12	7	12	12	11	13	8	12	121	35	5.07	5.62	4.53
Q6 Length of time it took for work to be completed	18	7	10	3	9	2	13	17	12	23	114	42	6.11	6.71	5.50
Q7 Skill and professionalism of the workforce	13	5	6	5	9	5	19	17	12	23	114	42	6.52	7.07	5.97
Q8 Overall quality of work	12	4	6	2	10	5	22	18	11	24	114	42	6.69	7.23	6.16
Q9 Overall quality of communication	29	8	9	11	19	5	21	17	9	17	145	11	5.34	5.85	4.84
Combined score	137	48	64	55	95	57	124	116	71	134	901	191	5.85	6.05	5.65

**Q1 Characteristics of survey responses**

Customer type	%	No.
Business	6.4	10
Domestic	88.5	138
Not stated	5.1	8
TOTAL	100	156

**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.

