

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 MARCH

GDN NAME:

West Midlands

PLANNED WORK 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
Q4 Duration of the interruption	10	2	4	6	8	15	13	41	28	67	194	25	7.84	8.19	7.49
Q6 Advance notice of work	14	3	6	6	6	16	10	50	23	70	204	15	7.67	8.04	7.30
Q7 Communication while work was being carried out	21	2	9	5	10	14	13	41	28	71	214	5	7.42	7.81	7.03
Q8 Skill and professionalism of the workforce	14	4	4	6	14	12	13	35	32	81	215	4	7.76	8.12	7.40
Q9 Overall quality of work	13	5	9	7	13	14	13	34	30	77	215	4	7.58	7.95	7.21
Combined Score	72	16	32	30	51	71	62	201	141	366	1042	53	7.65	7.82	7.49

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	0	0
Domestic	98	214
Not stated	2	5
TOTAL	100	219

Q3 Duration of interruption

	%	No.
0-4hrs	27	60
5-8hrs	36	78
9-12hrs	13	28
13-16hrs	1	3
17-23hrs	1	2
24+hrs	5	11
Don't Know	6	13
Not stated	11	24
TOTAL	100	219

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	36	78
No	46	101
Don't Know	16	35
Not Stated	2	5
TOTAL	100	219

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	2	0	2	3	1	5	4	11	8	30	66	12	8.23	8.79	7.66
Q6 Advance notice of work	5	0	1	1	3	6	5	15	5	32	73	5	7.99	8.58	7.40
Q7 Communication while work was being carried out	3	1	2	2	3	5	3	15	6	34	74	4	8.09	8.66	7.52
Q8 Skill and professionalism of the workforce	4	1	2	0	5	3	5	12	5	41	78	0	8.22	8.79	7.65
Q9 Overall quality of work	3	1	4	1	2	5	4	13	4	38	75	3	8.12	8.71	7.53
Combined Score	17	3	11	7	14	24	21	66	28	175	366	24	8.13	8.39	7.87

EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q3 (OCTOBER-DECEMBER)

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	7	1	2	3	5	11	26	42	71	178	76	8.16	8.54	7.78
Q10 Duration of interruption	20	3	2	5	12	8	12	27	35	66	190	64	7.55	7.97	7.13
Q11 Communication during interruption	20	6	4	3	7	7	17	33	30	65	192	62	7.48	7.90	7.06
Q12 Skill and professionalism of the workforce	16	5	0	4	5	15	9	43	44	104	245	9	8.16	8.48	7.84
Q13 Overall quality of work	14	8	3	1	7	14	17	34	55	93	246	8	8.04	8.36	7.72
Combined Score	80	29	10	15	34	49	66	163	206	399	1051	219	7.88	8.04	7.71

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	1	2	0	4	8	5	34	38	68	175	79	8.11	8.50	7.72
Q4 Information and safety advice provided by operator	12	2	1	0	7	12	7	31	33	68	173	81	8.09	8.47	7.71
Combined score	27	3	3	0	11	20	12	65	71	136	348	160	8.10	8.37	7.83

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	4	11
Domestic	91	231
Not stated	5	12
TOTAL	100	254

Q9 Duration of interruption

	%	No.
0-4hrs	24%	60
5-8hrs	12%	30
9-12hrs	8%	20
13-16hrs	2%	5
17-23hrs	4%	11
24+hrs	19%	47
Don't Know	4%	10
Not stated	28%	71
TOTAL	100%	254

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	33
No. customers that responded "no" to Q7	37
Proportion of eligible respondents that received advice	47%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	33%	81
No	46%	112
Don't Know	16%	38
Not Stated	5%	12
TOTAL	100%	243

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	1	0	0	0	2	2	8	13	29	59	22	8.53	9.16	7.89
Q10 Duration of interruption	6	0	0	1	1	7	3	7	6	28	59	22	7.93	8.66	7.21
Q11 Communication during interruption	7	1	0	0	1	4	3	9	11	25	61	20	7.87	8.61	7.13
Q12 Skill and professionalism of the workforce	3	0	0	0	1	4	1	10	15	43	77	4	8.88	9.33	8.44
Q13 Overall quality of work	4	2	1	0	0	2	3	9	15	42	78	3	8.60	9.14	8.06
Combined Score	24	4	1	1	3	19	12	43	60	167	334	71	8.36	8.63	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	4	0	0	0	1	3	0	9	13	25	55	26	8.47	9.11	7.83
Q4 Information and safety advice provided by operator	3	0	0	0	2	4	2	8	10	27	56	25	8.48	9.08	7.88
Combined score	7	0	0	0	3	7	2	17	23	52	111	51	8.48	8.91	8.04

* These scores should be omitted from individual GDNs overall scores

CONNECTIONS 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
Q2 Application process and clarity of forms	7	5	8	4	16	10	18	46	32	32	178	13	7.30	7.66	6.94
Q3 Time taken to provide quotation	6	2	2	7	18	11	15	44	35	37	177	14	7.58	7.92	7.25
Q5 Time taken to schedule a date for works	14	8	6	8	12	16	21	33	26	29	173	18	6.77	7.18	6.36
Q6 Length of time it took for work to be completed	17	0	6	3	7	8	12	28	39	60	180	11	7.72	8.13	7.31
Q7 Skill and professionalism of the workforce	6	4	2	6	9	6	9	36	39	63	180	11	8.09	8.44	7.75
Q8 Overall quality of work	4	7	4	2	6	8	11	37	47	54	180	11	8.07	8.40	7.73
Q9 Overall quality of communication	14	8	6	8	9	15	19	40	30	35	184	7	7.00	7.40	6.60
Combined score	68	34	34	38	77	74	105	264	248	310	1252	85	7.50	7.65	7.36

Q1 Characteristics of survey responses

Customer type	%	No.
Business	0.5	1
Domestic	95.3	182
Not stated	4.2	8
TOTAL	100	191

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.

