

QUARTERLY CUSTOMER SATISFACTION SURVEY RESULTS - REPORT DUE 31 DECEMBER

GDN NAME: North West

PLANNED WORK 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
Q4 Duration of the interruption	15	5	7	2	13	12	15	29	34	73	205	37	7.63	8.01	7.25
Q6 Advance notice of work	16	3	3	5	9	10	14	41	27	84	212	30	7.85	8.22	7.49
Q7 Communication while work was being carried out	18	4	8	7	15	11	23	32	31	82	231	11	7.51	7.88	7.15
Q8 Skill and professionalism of the workforce	17	3	2	9	15	4	20	46	29	87	232	10	7.77	8.12	7.43
Q9 Overall quality of work	15	4	4	6	11	7	19	52	28	84	230	12	7.81	8.15	7.47
Combined Score	81	19	24	29	63	44	91	200	149	410	1110	100	7.72	7.88	7.56

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	0	0
Domestic	95	230
Not stated	5	12
TOTAL	100	242

Q3 Duration of interruption

	%	No.
0-4hrs	31	75
5-8hrs	27	66
9-12hrs	7	17
13-16hrs	1	3
17-23hrs	2	6
24+hrs	5	13
Don't Know	9	22
Not stated	17	40
TOTAL	100	242

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	38	91
No	45	109
Don't Know	12	30
Not Stated	5	12
TOTAL	100	242

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	9	1	2	1	2	2	2	13	11	34	77	14	7.79	8.48	7.11
Q6 Advance notice of work	8	0	1	0	2	2	5	14	12	40	84	7	8.19	8.77	7.61
Q7 Communication while work was being carried out	8	0	2	2	5	1	5	11	12	43	89	2	8.02	8.61	7.43
Q8 Skill and professionalism of the workforce	6	1	0	3	2	1	5	14	12	43	87	4	8.29	8.83	7.74
Q9 Overall quality of work	7	0	0	3	2	1	4	18	8	43	86	5	8.24	8.80	7.69
Combined Score	38	2	5	9	13	7	21	70	55	203	423	32	8.11	8.37	7.84

EMERGENCY RESPONSE AND REPAIR SURVEY FOR Q2 (JULY-SEPTEMBER)

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	7	0	1	4	3	8	5	35	35	110	208	74	8.75	9.02	8.47
Q10 Duration of interruption	16	1	0	4	10	11	11	37	27	89	206	76	8.04	8.40	7.68
Q11 Communication during interruption	15	2	4	3	8	12	15	33	32	89	213	69	7.99	8.35	7.64
Q12 Skill and professionalism of the workforce	15	3	4	1	7	7	16	44	41	135	273	9	8.41	8.70	8.13
Q13 Overall quality of work	10	4	2	2	7	11	15	39	56	124	270	12	8.50	8.76	8.23
Combined Score	63	10	11	14	35	49	62	188	191	547	1170	240	8.34	8.47	8.20

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	11	1	0	3	6	6	10	38	33	101	209	73	8.48	8.79	8.17
Q4 Information and safety advice provided by operator	7	1	2	1	5	7	14	37	33	106	213	69	8.62	8.90	8.35
Combined score	18	2	2	4	11	13	24	75	66	207	422	142	8.55	8.76	8.34

* These scores should be omitted from individual GDNs overall scores

Characteristics of survey responses (derived from Q1)

Customer type	%	No.
Business	2	6
Domestic	94	266
Not stated	4	10
TOTAL	100	282

Q9 Duration of interruption

	%	No.
0-4hrs	28%	79
5-8hrs	11%	30
9-12hrs	4%	12
13-16hrs	2%	7
17-23hrs	6%	17
24+hrs	18%	50
Don't Know	4%	11
Not stated	27%	76
TOTAL	100%	282

Q7 Advice to customers requiring assistance reconnect their appliances

No. customers that responded "yes" to Q7	47
No. customers that responded "no" to Q7	39
Proportion of eligible respondents that received advice	55%

Priority customers

Q1 Domestic customers eligible for the priority services register

	%	No.
Yes	26%	73
No	48%	133
Don't Know	22%	60
Not Stated	4%	10
TOTAL	100%	276

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	0	3	0	13	4	32	55	18	8.75	9.33	8.17
Q10 Duration of interruption	3	0	0	1	5	3	3	9	6	30	60	13	8.28	8.89	7.67
Q11 Communication during interruption	3	0	0	0	3	4	4	7	8	29	58	15	8.41	9.01	7.82
Q12 Skill and professionalism of the workforce	2	0	1	0	0	1	4	13	10	41	72	1	8.93	9.36	8.50
Q13 Overall quality of work	1	1	0	0	2	1	5	10	15	35	70	3	8.84	9.26	8.43
Combined Score	12	1	1	1	10	12	16	52	43	167	315	50	8.64	8.88	8.41

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	5	1	0	0	1	2	0	9	9	28	55	18	8.31	9.04	7.58
Q4 Information and safety advice provided by operator	3	0	0	0	0	1	1	11	11	29	56	17	8.80	9.35	8.25
Combined score	8	1	0	0	1	3	1	20	20	57	111	35	8.56	9.01	8.10

* These scores should be omitted from individual GDNs overall scores

CONNECTIONS 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
Q2 Application process and clarity of forms	10	4	9	8	9	15	24	43	24	42	188	12	7.23	7.60	6.87
Q3 Time taken to provide quotation	5	3	5	6	10	14	24	47	26	42	182	18	7.59	7.92	7.27
Q5 Time taken to schedule a date for works	10	3	5	7	9	14	25	36	27	38	174	26	7.32	7.70	6.95
Q6 Length of time it took for work to be completed	11	4	4	4	7	8	18	35	33	55	179	21	7.73	8.11	7.35
Q7 Skill and professionalism of the workforce	8	4	2	4	7	5	12	47	28	60	177	23	7.99	8.35	7.64
Q8 Overall quality of work	10	1	1	7	4	4	19	40	31	61	178	22	8.03	8.38	7.68
Q9 Overall quality of communication	20	3	7	2	7	11	21	32	30	54	187	13	7.32	7.74	6.90
Combined score	74	22	33	38	53	71	143	280	199	352	1265	135	7.60	7.74	7.46

Q1 Characteristics of survey responses

Customer type	%	No.
Business	1.0	2
Domestic	92.0	184
Not stated	7.0	14
TOTAL	100	200

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.

