The Institute of Customer Service

Business Benchmarking Results

Northern Gas Networks

Benchmarked against UKCSI Utilities results - July 2019

Your Business Benchmarking CSI

UKCSI	Northern Gas Networks	88.0
	Utilities	72.1
	UK all sector average (UKCSI)	77.1

Your customer priorities scores

Experience	Northern Gas Networks	88.4
	Utilities	73.7
	UK all sector average (UKCSI)	78.3
Complaints	Utilities	56.7
	UK all sector average (UKCSI)	59.2
Emotional Connection	Northern Gas Networks	88.0
	Utilities	69.7
	UK all sector average (UKCSI)	76.1
Ethics	Northern Gas Networks	87.3
	Utilities	69.3
	UK all sector average (UKCSI)	75.0
Customer Ethos	Northern Gas Networks	86.6
	Utilities	71.2
	UK all sector average (UKCSI)	76.6

Net Promoter Score ®

Northern Gas Networks (Business Benchmark) **54.4**

Utilities **-9.4**

UK all sector average (UKCSI) **20.5**

Detractors · Passives · Promoters

Satisfaction trends

Your customers are most satisfied with

- Price/cost
- Product/service quality
- Billing/Invoicing

Your customers are least satisfied with

- XX designs the experience around its customers
- XX keeps their promises
- Reputation of the organisation

Satisfaction by channel

Channels are benchmarked against available UKCSI data

Retention

Northern Gas Networks (Business Benchmark)	8.9
Utilities (UKCSI)	7.3

Repurchase

Northern Gas Networks (Business Benchmark)	8.9
Utilities (UKCSI)	6.3

Recommendation

Northern Gas Networks (Business Benchmark)	8.7
Utilities (UKCSI)	6.7

Customer Effort

Northern Gas Networks (Business Benchmark)	2.3
Utilities (UKCSI)	4.9

For customer effort, a lower score means less effort was required by the customer. So for this measure a lower score is a more positive one.

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