

# GDN customer satisfaction survey results

Period: Q2 2005-06

| REPLACEMENT                                  |                  |      |          |          |
|----------------------------------------------|------------------|------|----------|----------|
| Qu 5: Duration of the interruption           |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 3.75 | 3.93     | 3.57     |
|                                              | London           | 3.65 | 3.85     | 3.45     |
|                                              | North West       | 3.62 | 3.80     | 3.44     |
|                                              | West Midlands    | 3.99 | 4.13     | 3.85     |
| NGN                                          | North of England | 3.61 | 3.79     | 3.43     |
| SGN                                          | Scotland         | 3.87 | 4.07     | 3.67     |
|                                              | South of England | 3.77 | 3.95     | 3.59     |
| WWU                                          | Wales & West     | 4.01 | 4.17     | 3.85     |
| Qu 7: Advance notification of work           |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 4.13 | 4.27     | 3.99     |
|                                              | London           | 3.89 | 4.07     | 3.71     |
|                                              | North West       | 4.03 | 4.17     | 3.89     |
|                                              | West Midlands    | 4.27 | 4.39     | 4.15     |
| NGN                                          | North of England | 4.00 | 4.16     | 3.84     |
| SGN                                          | Scotland         | 4.17 | 4.31     | 4.03     |
|                                              | South of England | 4.09 | 4.23     | 3.95     |
| WWU                                          | Wales & West     | 4.17 | 4.31     | 4.03     |
| Qu 8: Communication from the GDN             |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 3.73 | 3.89     | 3.57     |
|                                              | London           | 3.56 | 3.74     | 3.38     |
|                                              | North West       | 3.52 | 3.70     | 3.34     |
|                                              | West Midlands    | 3.92 | 4.06     | 3.78     |
| NGN                                          | North of England | 3.65 | 3.83     | 3.47     |
| SGN                                          | Scotland         | 3.83 | 4.01     | 3.65     |
|                                              | South of England | 3.71 | 3.89     | 3.53     |
| WWU                                          | Wales & West     | 3.99 | 4.15     | 3.83     |
| Qu 9: Skill and professionalism of workforce |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 4.19 | 4.33     | 4.05     |
|                                              | London           | 3.95 | 4.11     | 3.79     |
|                                              | North West       | 3.85 | 4.01     | 3.69     |
|                                              | West Midlands    | 4.15 | 4.29     | 4.01     |
| NGN                                          | North of England | 3.95 | 4.11     | 3.79     |
| SGN                                          | Scotland         | 3.97 | 4.13     | 3.81     |
|                                              | South of England | 3.96 | 4.12     | 3.80     |
| WWU                                          | Wales & West     | 4.16 | 4.30     | 4.02     |
| Qu 10: Overall quality of work               |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 4.09 | 4.23     | 3.95     |
|                                              | London           | 3.96 | 4.12     | 3.80     |
|                                              | North West       | 3.78 | 3.94     | 3.62     |
|                                              | West Midlands    | 4.22 | 4.34     | 4.10     |
| NGN                                          | North of England | 3.86 | 4.02     | 3.70     |
| SGN                                          | Scotland         | 3.96 | 4.12     | 3.80     |
|                                              | South of England | 3.91 | 4.07     | 3.75     |
| WWU                                          | Wales & West     | 4.18 | 4.32     | 4.04     |
| Combined score                               |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 3.98 | 4.04     | 3.92     |
|                                              | London           | 3.80 | 3.87     | 3.73     |
|                                              | North West       | 3.76 | 3.83     | 3.69     |
|                                              | West Midlands    | 4.11 | 4.16     | 4.06     |
| NGN                                          | North of England | 3.81 | 3.88     | 3.74     |
| SGN                                          | Scotland         | 3.96 | 4.03     | 3.89     |
|                                              | South of England | 3.89 | 3.95     | 3.92     |
| WWU                                          | Wales & West     | 4.10 | 4.17     | 4.04     |

| REPAIR                                       |                  |      |          |          |
|----------------------------------------------|------------------|------|----------|----------|
| Qu 5: Duration of the interruption           |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 3.64 | 3.88     | 3.40     |
|                                              | London           | 3.25 | 3.50     | 3.00     |
|                                              | North West       | 3.87 | 4.09     | 3.65     |
|                                              | West Midlands    | 3.86 | 4.08     | 3.64     |
| NGN                                          | North of England | 3.81 | 4.03     | 3.59     |
| SGN                                          | Scotland         | 3.90 | 4.10     | 3.70     |
|                                              | South of England | 3.87 | 4.07     | 3.67     |
| WWU                                          | Wales & West     | 3.84 | 4.08     | 3.60     |
| Qu 6: Communication from the GDN             |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 3.92 | 4.10     | 3.74     |
|                                              | London           | 3.55 | 3.77     | 3.33     |
|                                              | North West       | 3.93 | 4.11     | 3.75     |
|                                              | West Midlands    | 4.10 | 4.26     | 3.94     |
| NGN                                          | North of England | 4.03 | 4.21     | 3.85     |
| SGN                                          | Scotland         | 3.99 | 4.17     | 3.81     |
|                                              | South of England | 4.14 | 4.28     | 4.00     |
| WWU                                          | Wales & West     | 4.11 | 4.27     | 3.95     |
| Qu 7: Skill and professionalism of workforce |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 4.22 | 4.36     | 4.08     |
|                                              | London           | 3.91 | 4.11     | 3.71     |
|                                              | North West       | 4.26 | 4.42     | 4.10     |
|                                              | West Midlands    | 4.31 | 4.45     | 4.17     |
| NGN                                          | North of England | 4.24 | 4.42     | 4.06     |
| SGN                                          | Scotland         | 4.36 | 4.50     | 4.22     |
|                                              | South of England | 4.27 | 4.41     | 4.13     |
| WWU                                          | Wales & West     | 4.26 | 4.40     | 4.12     |
| Qu 8: Overall quality of work                |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 4.15 | 4.31     | 3.99     |
|                                              | London           | 3.83 | 4.03     | 3.63     |
|                                              | North West       | 4.18 | 4.34     | 4.02     |
|                                              | West Midlands    | 4.29 | 4.43     | 4.15     |
| NGN                                          | North of England | 4.21 | 4.37     | 4.05     |
| SGN                                          | Scotland         | 4.23 | 4.39     | 4.07     |
|                                              | South of England | 4.32 | 4.44     | 4.20     |
| WWU                                          | Wales & West     | 4.24 | 4.40     | 4.08     |
| Combined score                               |                  |      |          |          |
| GDN                                          | Network          | Mean | Upper CI | Lower CI |
| NGG                                          | East of England  | 3.98 | 4.06     | 3.90     |
|                                              | London           | 3.64 | 3.73     | 3.54     |
|                                              | North West       | 4.06 | 4.14     | 3.98     |
|                                              | West Midlands    | 4.14 | 4.22     | 4.07     |
| NGN                                          | North of England | 4.07 | 4.16     | 3.99     |
| SGN                                          | Scotland         | 4.12 | 4.19     | 4.05     |
|                                              | South of England | 4.15 | 4.22     | 4.09     |
| WWU                                          | Wales & West     | 4.11 | 4.19     | 4.03     |