

# **GDN customer satisfaction survey results**

**Period: Q1 2007-08**

| <b>REPLACEMENT</b>                                  |                  |             |                 |                 |
|-----------------------------------------------------|------------------|-------------|-----------------|-----------------|
| <b>Qu 5: Duration of the interruption</b>           |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 3.90        | 4.08            | 3.72            |
|                                                     | London           | 3.66        | 3.86            | 3.46            |
|                                                     | North West       | 3.94        | 4.12            | 3.76            |
|                                                     | West Midlands    | 3.84        | 4.02            | 3.66            |
| NGN                                                 | North of England | 3.57        | 3.79            | 3.35            |
| SGN                                                 | Scotland         | 3.78        | 4.00            | 3.56            |
|                                                     | South of England | 4.11        | 4.25            | 3.97            |
| WWU                                                 | Wales & West     | 3.85        | 4.07            | 3.63            |
| <b>Qu 7: Advance notification of work</b>           |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.32        | 4.44            | 4.20            |
|                                                     | London           | 4.05        | 4.23            | 3.87            |
|                                                     | North West       | 4.11        | 4.29            | 3.93            |
|                                                     | West Midlands    | 4.22        | 4.34            | 4.10            |
| NGN                                                 | North of England | 3.97        | 4.17            | 3.77            |
| SGN                                                 | Scotland         | 4.19        | 4.33            | 4.05            |
|                                                     | South of England | 4.13        | 4.29            | 3.97            |
| WWU                                                 | Wales & West     | 4.17        | 4.29            | 4.05            |
| <b>Qu 8: Communication from the GDN</b>             |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.05        | 4.19            | 3.91            |
|                                                     | London           | 3.67        | 3.87            | 3.47            |
|                                                     | North West       | 3.95        | 4.13            | 3.77            |
|                                                     | West Midlands    | 3.79        | 3.95            | 3.63            |
| NGN                                                 | North of England | 3.52        | 3.74            | 3.30            |
| SGN                                                 | Scotland         | 3.78        | 3.96            | 3.60            |
|                                                     | South of England | 3.92        | 4.10            | 3.74            |
| WWU                                                 | Wales & West     | 3.74        | 3.92            | 3.56            |
| <b>Qu 9: Skill and professionalism of workforce</b> |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.17        | 4.33            | 4.01            |
|                                                     | London           | 4.06        | 4.24            | 3.88            |
|                                                     | North West       | 4.05        | 4.23            | 3.87            |
|                                                     | West Midlands    | 3.98        | 4.16            | 3.80            |
| NGN                                                 | North of England | 3.88        | 4.06            | 3.70            |
| SGN                                                 | Scotland         | 3.94        | 4.12            | 3.76            |
|                                                     | South of England | 4.17        | 4.33            | 4.01            |
| WWU                                                 | Wales & West     | 4.01        | 4.19            | 3.83            |
| <b>Qu 10: Overall quality of work</b>               |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.11        | 4.27            | 3.95            |
|                                                     | London           | 4.00        | 4.18            | 3.82            |
|                                                     | North West       | 4.11        | 4.29            | 3.93            |
|                                                     | West Midlands    | 3.98        | 4.14            | 3.82            |
| NGN                                                 | North of England | 3.85        | 4.05            | 3.65            |
| SGN                                                 | Scotland         | 3.84        | 4.02            | 3.66            |
|                                                     | South of England | 4.15        | 4.29            | 4.01            |
| WWU                                                 | Wales & West     | 3.91        | 4.09            | 3.73            |
| <b>Combined score</b>                               |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.11        | 4.17            | 4.05            |
|                                                     | London           | 3.89        | 3.97            | 3.81            |
|                                                     | North West       | 4.03        | 4.10            | 3.96            |
|                                                     | West Midlands    | 3.96        | 4.03            | 3.89            |
| NGN                                                 | North of England | 3.76        | 3.84            | 3.68            |
| SGN                                                 | Scotland         | 3.91        | 3.99            | 3.83            |
|                                                     | South of England | 4.09        | 4.16            | 4.02            |
| WWU                                                 | Wales & West     | 3.94        | 4.01            | 3.87            |

| <b>REPAIR</b>                                       |                  |             |                 |                 |
|-----------------------------------------------------|------------------|-------------|-----------------|-----------------|
| <b>Qu 5: Duration of the interruption</b>           |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 3.92        | 4.17            | 3.67            |
|                                                     | London           | 3.47        | 3.72            | 3.22            |
|                                                     | North West       | 4.05        | 4.29            | 3.81            |
|                                                     | West Midlands    | 3.78        | 4.00            | 3.56            |
| NGN                                                 | North of England | 3.75        | 4.00            | 3.50            |
| SGN                                                 | Scotland         | 3.57        | 3.88            | 3.26            |
|                                                     | South of England | 3.62        | 3.93            | 3.31            |
| WWU                                                 | Wales & West     | 3.85        | 4.03            | 3.67            |
| <b>Qu 6: Communication from the GDN</b>             |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.01        | 4.21            | 3.81            |
|                                                     | London           | 3.61        | 3.83            | 3.39            |
|                                                     | North West       | 4.06        | 4.26            | 3.86            |
|                                                     | West Midlands    | 4.07        | 4.25            | 3.89            |
| NGN                                                 | North of England | 3.86        | 4.08            | 3.64            |
| SGN                                                 | Scotland         | 3.90        | 4.10            | 3.70            |
|                                                     | South of England | 3.74        | 3.99            | 3.49            |
| WWU                                                 | Wales & West     | 3.88        | 4.06            | 3.70            |
| <b>Qu 7: Skill and professionalism of workforce</b> |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.35        | 4.51            | 4.19            |
|                                                     | London           | 3.98        | 4.18            | 3.78            |
|                                                     | North West       | 4.44        | 4.60            | 4.28            |
|                                                     | West Midlands    | 4.31        | 4.49            | 4.13            |
| NGN                                                 | North of England | 4.16        | 4.34            | 3.98            |
| SGN                                                 | Scotland         | 4.05        | 4.23            | 3.87            |
|                                                     | South of England | 4.00        | 4.24            | 3.76            |
| WWU                                                 | Wales & West     | 4.02        | 4.18            | 3.86            |
| <b>Qu 8: Overall quality of work</b>                |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.29        | 4.45            | 4.13            |
|                                                     | London           | 3.85        | 4.05            | 3.65            |
|                                                     | North West       | 4.37        | 4.55            | 4.19            |
|                                                     | West Midlands    | 4.24        | 4.42            | 4.06            |
| NGN                                                 | North of England | 4.24        | 4.42            | 4.06            |
| SGN                                                 | Scotland         | 4.12        | 4.28            | 3.96            |
|                                                     | South of England | 3.92        | 4.16            | 3.68            |
| WWU                                                 | Wales & West     | 3.96        | 4.12            | 3.80            |
| <b>Combined score</b>                               |                  |             |                 |                 |
| <b>GDN</b>                                          | <b>Network</b>   | <b>Mean</b> | <b>Upper CI</b> | <b>Lower CI</b> |
| NGG                                                 | East of England  | 4.14        | 4.23            | 4.05            |
|                                                     | London           | 3.73        | 3.82            | 3.64            |
|                                                     | North West       | 4.23        | 4.31            | 4.15            |
|                                                     | West Midlands    | 4.10        | 4.18            | 4.02            |
| NGN                                                 | North of England | 4.00        | 4.09            | 3.91            |
| SGN                                                 | Scotland         | 3.91        | 4.01            | 3.81            |
|                                                     | South of England | 3.82        | 3.93            | 3.71            |
| WWU                                                 | Wales & West     | 3.93        | 4.00            | 3.86            |