

- Ofgem requires the eight GDNs in Great Britain carry out three types of quarterly customer satisfaction survey covering planned works, unplanned works and connections.
- Respondents are asked to rate their level of satisfaction with the service provided by the GDN on a ten point scale, where 1 is very dissatisfied and 10 is very satisfied.
- The scores on the following sheets give the average rating that each GDN has received for each question on the survey, as well as a combined score across all questions.

Glossary

GDN - Gas distribution network
NGG - National Grid Gas
NGN - Northern Gas Network
SGN - Scotia Gas Networks
WWU - Wales & West Utilities

Customer satisfaction survey results - Planned works
(Survey of customers whose gas supply has been interrupted following planned works)

[illegible]

Q6 Advance notice of work

[illegible]

Q7 Communication while work was being carried out

[illegible]

Customer satisfaction survey results - Connections
(Survey of customers who have requested a quotation for a connection)

[illegible][illegible][illegible]

