# ofgem Gas Distribution: Customer satisfaction survey results

- 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)

			2008	-09			200	9-10			201	0-11	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Q4 Duration of the												
	East of England	7.70	7.44										
NGG	London	6.94	7.04										
1 1100	North West	7.64	7.13										
	West Midlands	7.43	7.56										
NGN	Northern	7.18	7.41										
SGN	Scotland	8.01	7.37										
	Southern	8.35	7.45										
WWU	Wales & West	7.87	8.23										
	Average	7.64	7.45										
	Q6 Advance notice		•					1	•	•	•	1	
	East of England	7.74	7.67										
NGG	London	7.24	6.96										
	North West	7.79	7.39										
	West Midlands	7.71	7.83										
NGN	Northern	8.20	8.16										
SGN	Scotland	8.44	7.69										
	Southern	8.27	7.83										
WWU	Wales & West	8.07	8.47										
	Average	7.93	7.75										
	07.0												
	Q7 Communicatio			eing car	ried out			Ī	ı	•	ı	Ī	
	East of England	7.39	7.45										
NGG	London	6.81	6.56										
	North West	7.52	6.87										
Nevi	West Midlands	7.07	7.49						-				<u> </u>
NGN	Northern	7.32	7.30						-				<u> </u>
SGN	Scotland	8.18	7.38										
NACA (III	Southern	7.98	7.20						1		-		
WWU	Wales & West	8.04	8.34										
	Average	7.54	7.32										

			2008	-09			200	9-10			201	0-11	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Q8 Skill and profe		n of the w	orkforce	)								
	East of England	7.84	7.72										
NGG	London	7.33	7.29										
1100	North West	7.81	7.14										
	West Midlands	7.34	7.77										
NGN	Northern	7.50	7.69										
SGN	Scotland	7.85	7.91										
	Southern	8.36	7.43										
WWU	Wales & West	7.95	8.39										
	Average	7.75	7.67										
	Q9 Overall quality												
	East of England	7.71	7.55										
NGG	London	7.24	7.22										
	North West	7.71	7.06										
	West Midlands	7.27	7.82										
NGN	Northern	7.49	7.75										
SGN	Scotland	7.97	7.77										
	Southern	8.19	7.56										
WWU	Wales & West	7.95	8.33										
	Average	7.69	7.63										
	Combined Score (			or each q	uestion)					•			
	East of England	7.67	7.57										
NGG	London	7.11	7.01										
	North West	7.69	7.12										
	West Midlands	7.37	7.69										
NGN	Northern	7.54	7.66										
SGN	Scotland	8.09	7.62										
	Southern	8.23	7.49										
WWU	Wales & West	7.98	8.35						<u> </u>				
	Average	7.71	7.57										

## satisfaction survey results - Unplanned works customers whose gas supply has been interrupted following unplanned works)

		2008	3-09			200	9-10			201	0-11	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Q6 Time it took fo	r engineer	to respo	nd									
East of England	8.42	8.39										
London	7.77	8.03										
North West	8.74	8.62										
West Midlands	8.79	8.08										
Northern	8.90	8.80										
Scotland	8.77	8.43										
Southern	8.14	8.72										
Wales & West	8.55	8.69										
Average	8.51	8.47										
Q10 Duration of in	terruption	1										
East of England	7.84	7.70										
London	6.82	6.66										
North West	7.88	7.77										
West Midlands	8.16	7.54										
Northern	8.04	8.31										
Scotland	7.68	7.96										
Southern	7.12	7.97										
Wales & West	7.92	7.86										
Average	7.68	7.72										
Q11 Communicati	on during	interrupt	tion									
East of England	7.77	7.88										
London	6.60	6.80										
North West	7.97	7.69										
West Midlands	8.14	7.43										
Northern	7.92	8.01										
Scotland	7.71	7.67										
Southern	6.92	7.63										
Wales & West	7.77	7.76										
Average	7.60	7.61										

		2008	-09			200	9-10			201	0-11	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Q12 Skill and prof			workfor	ce								
East of England	8.27	8.42										
London	7.29	7.59										
North West	8.29	8.42										
West Midlands	8.52	7.85										
Northern	8.43	8.58										
Scotland	8.47	8.33										
Southern	7.35	8.63										
Wales & West	8.09	8.29										
Average	8.09	8.26										
040 0 !! !!	(											
Q13 Overall qualit		0.04										
East of England	8.37	8.34										
London	7.36	7.49										
North West	8.17	8.44										
West Midlands	8.43	7.85										
Northern	8.42	8.71										
Scotland	8.54	8.46										
Southern	8.15	8.39										
Wales & West	8.15	8.29										
Average	8.20	8.25										
Combined Score (	average	f score fo	or each	nuestion)								
East of England	8.13	8.15	or caon c	146361011)								
London	7.17	7.31										
North West	8.21	8.19					<del> </del>			<del> </del>		
West Midlands	8.41	7.75					<del> </del>			<del> </del>		
Northern	8.34	8.48										
Scotland	8.24	8.17										
Southern	7.54	8.27										
Wales & West	8.10	8.18										
Average	8.02	8.06										

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

			200	8-09			200	9-10			201	0-11	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Q2 Application pr	ocess and	d clarity	of forms									
	East of England	6.88											
NGG	London	5.81											
1,00	North West	6.71											
	West Midlands	6.50											
NGN	Northern	6.57											
SGN	Scotland	7.63											
	Southern	6.92											
WWU	Wales & West	7.23											
	Average	6.78											
	Q3 Time taken to		otation										
	East of England	6.97											
NGG	London	6.01											
	North West	6.84											
	West Midlands	6.36											
NGN	Northern	6.81											
SGN	Scotland	7.63											
	Southern	7.10											
WWU	Wales & West	7.16											
	Average	6.86											
	OF There tall and ta		- 1-1- (										
	Q5 Time taken to		a date to	or works							ı		
	East of England	6.64											
NGG	London	5.76											
	North West	6.48											
NON	West Midlands	6.30											
NGN	Northern	6.09											
SGN	Scotland	7.29											
18/18/11	Southern	6.20											
WWU	Wales & West	6.40											
	Average	6.39											i

			200	8-09			200	9-10			201	0-11	
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Q6 Length of time		r work to	be com	pleted								
NGG	East of England	7.46											
	London	6.37											
""	North West	7.11											
	West Midlands	6.85											
NGN	Northern	6.33											
SGN	Scotland	7.76											
	Southern	7.21											
WWU	Wales & West	7.53											
	Average	7.08											
	Q7 Skill and profe		n of the	workforc	е		1	1			1		
	East of England	7.90											
NGG	London	6.78											
	North West	7.39											
	West Midlands	7.19											
NGN	Northern	6.96											
SGN	Scotland	8.13											
140401	Southern	7.96											
WWU	Wales & West	8.21											
	Average	7.56											1
	Q8 Overall quality	of worls											
		7.72		l I	ı		l	l			l		
	East of England												
NGG	London North West	6.97											
		7.49											
NGN	West Midlands	7.50 7.15											
NGN	Northern Scotland	8.24											<del>                                     </del>
SGN	Southern	7.91											<del>                                     </del>
WWU	Wales & West	8.03											<del>                                     </del>
VVVVU		7.63											<del>                                     </del>
	Average	7.03											1

	Ī		200	8-09			200	9-10			2010-11				
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4		
	Q9 Overall quality	of comm	unicatio	n											
	East of England	6.99													
NGG	London	5.53													
	North West	6.38													
	West Midlands	6.38													
NGN	Northern	6.18													
SGN	Scotland	7.34													
	Southern	6.66													
WWU	Wales & West	7.37													
	Average	6.60													
	Combined score (		f score f	or each o	question)		1	1	1	•	1	1			
	East of England	7.22													
NGG	London	6.17													
	North West	6.91													
	West Midlands	6.72													
NGN	Northern	6.59													
SGN	Scotland	7.72													
	Southern	7.14													
WWU	Wales & West	7.42													
	Average	6.99													