



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.

PLEASE NOTE: NGG failed to meet the required number of responses from customers in the East of England area for unplanned works surveys in Q3 2008-09. Also, customers across all four of the NGG GDNs who experienced planned works in Q3 2008-9 were surveyed later than customers on other networks.

Glossary

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

		2008-09				2009-10				2010-11			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Q8 Skill and professionalism of the workforce													
NGG	East of England	7.84	7.72	7.41									
	London	7.33	7.29	6.59									
	North West	7.81	7.14	7.22									
	West Midlands	7.34	7.77	7.46									
NGN	Northern	7.50	7.69	7.26									
SGN	Scotland	7.85	7.91	7.62									
	Southern	8.36	7.43	7.89									
WWU	Wales & West	7.95	8.39	7.70									
	<i>Average</i>	7.75	7.67	7.39									

Q9 Overall quality of work													
NGG	East of England	7.71	7.55	7.29									
	London	7.24	7.22	6.59									
	North West	7.71	7.06	7.15									
	West Midlands	7.27	7.82	7.41									
NGN	Northern	7.49	7.75	7.05									
SGN	Scotland	7.97	7.77	7.58									
	Southern	8.19	7.56	7.76									
WWU	Wales & West	7.95	8.33	7.70									
	<i>Average</i>	7.69	7.63	7.31									

Combined Score (average of score for each question)													
NGG	East of England	7.67	7.57	7.33									
	London	7.11	7.01	6.50									
	North West	7.37	7.12	7.20									
	West Midlands	7.69	7.69	7.30									
NGN	Northern	7.54	7.66	7.05									
SGN	Scotland	8.09	7.62	7.64									
	Southern	8.23	7.49	7.70									
WWU	Wales & West	7.98	8.35	7.92									
	<i>Average</i>	7.71	7.57	7.33									

	= see note on covering page
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		2008-09				2009-10				2010-11			
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Q12 Skill and professionalism of the workforce													
NGG	East of England	8.27	8.42	8.04									
	London	7.29	7.59	7.76									
	North West	8.29	8.42	8.08									
	West Midlands	8.52	7.85	8.04									
NGN	Northern	8.43	8.58	8.62									
SGN	Scotland	8.47	8.33	8.32									
	Southern	7.35	8.63	8.31									
WWU	Wales & West	8.09	8.29	8.37									
	<i>Average</i>	8.09	8.26	8.19									

Q13 Overall quality of work													
NGG	East of England	8.37	8.34	8.01									
	London	7.36	7.49	7.68									
	North West	8.17	8.44	7.90									
	West Midlands	8.43	7.85	7.96									
NGN	Northern	8.42	8.71	8.40									
SGN	Scotland	8.54	8.46	8.38									
	Southern	8.15	8.39	8.34									
WWU	Wales & West	8.15	8.29	8.21									
	<i>Average</i>	8.20	8.25	8.11									

Combined Score (average of score for each question)													
NGG	East of England	8.13	8.15	7.63									
	London	7.17	7.31	7.46									
	North West	8.21	8.19	7.87									
	West Midlands	8.41	7.75	7.92									
NGN	Northern	8.34	8.48	8.18									
SGN	Scotland	8.24	8.17	7.98									
	Southern	7.54	8.27	8.01									
WWU	Wales & West	8.10	8.18	8.19									
	<i>Average</i>	8.02	8.06	7.91									

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

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