



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.
- National Grid operates the national gas emergency telephone service on behalf of all of the GDNs. For this reason, the scores relating to the emergency line do not feed into the GDNs' combined scores in the 'Unplanned Works' section but are given separately.

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 | Annual | Q1 | Q2 | Q3 | Q4 | Annual | Q1 | Q2 | Q3 | Q4 | Annual |
| Q8 Skill and professionalism of the workforce | | | | | | | | | | | | | | | | |
| NGG | East of England | 7.84 | 7.72 | 7.41 | 7.66 | 7.65 | | | | | | | | | | |
| | London | 7.33 | 7.29 | 6.59 | 7.40 | 7.16 | | | | | | | | | | |
| | North West | 7.81 | 7.14 | 7.22 | 6.91 | 7.15 | | | | | | | | | | |
| | West Midlands | 7.34 | 7.77 | 7.46 | 7.45 | 7.60 | | | | | | | | | | |
| NGN | Northern | 7.50 | 7.69 | 7.26 | 7.64 | 7.53 | | | | | | | | | | |
| SGN | Scotland | 7.85 | 7.91 | 7.62 | 7.86 | 7.82 | | | | | | | | | | |
| | Southern | 8.36 | 7.43 | 7.89 | 7.93 | 7.93 | | | | | | | | | | |
| WWU | Wales & West | 7.95 | 8.39 | 7.70 | 8.20 | 8.07 | | | | | | | | | | |
| | <i>Average</i> | 7.75 | 7.67 | 7.39 | 7.63 | 7.61 | | | | | | | | | | |

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|-----------------------------------|-------------------------|------|------|------|------|------|--|--|--|--|--|--|--|--|--|--|
| Q9 Overall quality of work | | | | | | | | | | | | | | | | |
| NGG | East of England | 7.71 | 7.55 | 7.29 | 7.50 | 7.50 | | | | | | | | | | |
| | London | 7.24 | 7.22 | 6.59 | 7.37 | 7.11 | | | | | | | | | | |
| | North West | 7.71 | 7.06 | 7.15 | 6.72 | 7.05 | | | | | | | | | | |
| | West Midlands | 7.27 | 7.82 | 7.41 | 7.30 | 7.53 | | | | | | | | | | |
| NGN | Northern | 7.49 | 7.75 | 7.05 | 7.45 | 7.44 | | | | | | | | | | |
| SGN | Scotland | 7.97 | 7.77 | 7.58 | 7.84 | 7.80 | | | | | | | | | | |
| | Southern | 8.19 | 7.56 | 7.76 | 8.03 | 7.91 | | | | | | | | | | |
| WWU | Wales & West | 7.95 | 8.33 | 7.70 | 7.91 | 7.99 | | | | | | | | | | |
| | <i>Average</i> | 7.69 | 7.63 | 7.31 | 7.51 | 7.54 | | | | | | | | | | |

| | | | | | | | | | | | | | | | | |
|--|-------------------------|------|------|------|------|------|--|--|--|--|--|--|--|--|--|--|
| Combined Score (average of score for each question) | | | | | | | | | | | | | | | | |
| NGG | East of England | 7.67 | 7.57 | 7.33 | 7.36 | 7.47 | | | | | | | | | | |
| | London | 7.11 | 7.01 | 6.50 | 7.08 | 6.93 | | | | | | | | | | |
| | North West | 7.37 | 7.12 | 7.20 | 6.77 | 7.11 | | | | | | | | | | |
| | West Midlands | 7.69 | 7.69 | 7.30 | 7.26 | 7.46 | | | | | | | | | | |
| NGN | Northern | 7.54 | 7.66 | 7.05 | 7.15 | 7.34 | | | | | | | | | | |
| SGN | Scotland | 8.09 | 7.62 | 7.64 | 7.76 | 7.79 | | | | | | | | | | |
| | Southern | 8.23 | 7.49 | 7.70 | 7.78 | 7.82 | | | | | | | | | | |
| WWU | Wales & West | 7.98 | 8.35 | 7.92 | 8.01 | 8.08 | | | | | | | | | | |
| | <i>Average</i> | 7.71 | 7.57 | 7.33 | 7.40 | 7.50 | | | | | | | | | | |

 = see note on covering page

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

[illegible]

Q10 Duration of interruption

[illegible]

Q11 Communication during interruption

[illegible]

| | | 2008-09 | | | | | 2009-10 | | | | | 2010-11 | | | | |
|---|-------------------------|---------|------|------|------|--------|---------|----|----|----|--------|---------|----|----|----|--------|
| | | Q1 | Q2 | Q3 | Q4 | Annual | Q1 | Q2 | Q3 | Q4 | Annual | Q1 | Q2 | Q3 | Q4 | Annual |
| Q12 Skill and professionalism of the workforce | | | | | | | | | | | | | | | | |
| NGG | East of England | 8.27 | 8.42 | 8.04 | 8.25 | 8.27 | | | | | | | | | | |
| | London | 7.29 | 7.59 | 7.76 | 7.55 | 7.55 | | | | | | | | | | |
| | North West | 8.29 | 8.42 | 8.08 | 8.09 | 8.27 | | | | | | | | | | |
| | West Midlands | 8.52 | 7.85 | 8.04 | 8.31 | 8.13 | | | | | | | | | | |
| NGN | Northern | 8.43 | 8.58 | 8.62 | 8.28 | 8.48 | | | | | | | | | | |
| SGN | Scotland | 8.47 | 8.33 | 8.32 | 8.31 | 8.35 | | | | | | | | | | |
| | Southern | 7.35 | 8.63 | 8.31 | 8.45 | 8.25 | | | | | | | | | | |
| WWU | Wales & West | 8.09 | 8.29 | 8.37 | 8.58 | 8.34 | | | | | | | | | | |
| | <i>Average</i> | 8.09 | 8.26 | 8.19 | 8.23 | 8.20 | | | | | | | | | | |

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|------------------------------------|-------------------------|------|------|------|------|------|--|--|--|--|--|--|--|--|--|--|
| Q13 Overall quality of work | | | | | | | | | | | | | | | | |
| NGG | East of England | 8.37 | 8.34 | 8.01 | 8.12 | 8.22 | | | | | | | | | | |
| | London | 7.36 | 7.49 | 7.68 | 7.49 | 7.51 | | | | | | | | | | |
| | North West | 8.17 | 8.44 | 7.90 | 8.11 | 8.20 | | | | | | | | | | |
| | West Midlands | 8.43 | 7.85 | 7.96 | 8.15 | 8.04 | | | | | | | | | | |
| NGN | Northern | 8.42 | 8.71 | 8.40 | 8.23 | 8.43 | | | | | | | | | | |
| SGN | Scotland | 8.54 | 8.46 | 8.38 | 8.24 | 8.40 | | | | | | | | | | |
| | Southern | 8.15 | 8.39 | 8.34 | 8.20 | 8.28 | | | | | | | | | | |
| WWU | Wales & West | 8.15 | 8.29 | 8.21 | 8.50 | 8.30 | | | | | | | | | | |
| | <i>Average</i> | 8.20 | 8.25 | 8.11 | 8.13 | 8.17 | | | | | | | | | | |

| | | | | | | | | | | | | | | | | |
|--|-------------------------|------|------|------|------|------|--|--|--|--|--|--|--|--|--|--|
| Combined Score (average of score for each question) | | | | | | | | | | | | | | | | |
| NGG | East of England | 8.13 | 8.15 | 7.63 | 8.05 | 8.03 | | | | | | | | | | |
| | London | 7.17 | 7.31 | 7.46 | 7.33 | 7.32 | | | | | | | | | | |
| | North West | 8.21 | 8.19 | 7.87 | 7.95 | 8.08 | | | | | | | | | | |
| | West Midlands | 8.41 | 7.75 | 7.92 | 7.93 | 7.95 | | | | | | | | | | |
| NGN | Northern | 8.34 | 8.48 | 8.18 | 7.98 | 8.23 | | | | | | | | | | |
| SGN | Scotland | 8.24 | 8.17 | 7.98 | 7.84 | 8.05 | | | | | | | | | | |
| | Southern | 7.54 | 8.27 | 8.01 | 7.84 | 7.93 | | | | | | | | | | |
| WWU | Wales & West | 8.10 | 8.18 | 8.19 | 8.29 | 8.19 | | | | | | | | | | |
| | <i>Average</i> | 8.02 | 8.06 | 7.91 | 7.90 | 7.97 | | | | | | | | | | |

 = see note on covering page

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

[illegible][illegible][illegible]

Customer satisfaction survey results - Emergency telephone line
(Survey of customers who have used the national gas emergency telephone service)

[illegible]

Q4 Information and safety advice provided by operator

[illegible]

Combined score

[illegible]