# 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.

• 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.

NGG was also unable to collect the required number of responses to the Q4 connections survey in respect of the networks in London and the North West of England.

### 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					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q4 Duration of the in	terruptio	on													
	East of England	7.70	7.44	7.47	7.11	7.41	7.86									
NGG	London	6.94	7.04	6.63	6.83	6.86	7.36									
NGG	North West	7.64	7.13	7.22	6.78	7.13	7.13									
	West Midlands	7.43	7.56	7.14	7.08	7.32	7.82									
NGN	Northern	7.18	7.41	6.64	6.53	6.91	7.19									
SGN	Scotland	8.01	7.37	7.87	7.91	7.79	8.30									
301	Southern	8.35	7.45	7.62	7.70	7.80	8.33									
WWU	Wales & West	7.87	8.23	8.18	7.79	8.03	8.01									
	Average	7.64	7.45	7.35	7.22	7.41	7.75									

	Q6 Advance notice of	of work										
	East of England	7.74	7.67	7.50	7.39	7.56	8.04					
NGG	London	7.24	6.96	6.57	7.07	6.96	7.33					
NGG	North West	7.79	7.39	7.65	7.00	7.43	7.42					
	West Midlands	7.71	7.83	7.43	7.40	7.59	7.96					
NGN	Northern	8.20	8.16	7.47	7.40	7.79	8.06					
SGN	Scotland	8.44	7.69	8.00	8.03	8.04	8.42					
301	Southern	8.27	7.83	7.73	8.07	7.99	8.30					
WWU	Wales & West	8.07	8.47	8.13	8.15	8.22	8.13					
	Average	7.93	7.75	7.56	7.56	7.70	7.96					

	Q7 Communication v	vhile wo	rk was b	eing car	ried out							
	East of England	7.39	7.45	6.99	7.16	7.23	7.79					
NGG	London	6.81	6.56	6.13	6.75	6.57	6.79					
NGG	North West	7.52	6.87	6.75	6.45	6.78	6.93					
	West Midlands	7.07	7.49	7.04	7.08	7.26	7.60					
NGN	Northern	7.32	7.30	6.83	6.74	7.04	7.28					
SGN	Scotland	8.18	7.38	7.14	7.15	7.49	8.35					
301	Southern	7.98	7.20	7.50	7.20	7.49	7.90					
WWU	Wales & West	8.04	8.34	7.91	7.99	8.09	7.94					
	Average	7.54	7.32	7.04	7.07	7.24	7.57					

				2008-09					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q8 Skill and professi	ionalism	of the w	orkforce	<del>)</del>											
	East of England	7.84	7.72	7.41	7.66	7.65	7.94									
NGG	London	7.33	7.29	6.59	7.40	7.16	7.59									
NGG	North West	7.81	7.14	7.22	6.91	7.15	7.48									
	West Midlands	7.34	7.77	7.46	7.45	7.60	7.77									
NGN	Northern	7.50	7.69	7.26	7.64	7.53	7.53									
SGN	Scotland	7.85	7.91	7.62	7.86	7.82	8.40									
301	Southern	8.36	7.43	7.89	7.93	7.93	8.11									
WWU	Wales & West	7.95	8.39	7.70	8.20	8.07	7.96									
	Average	7.75	7.67	7.39	7.63	7.61	7.85									

	Q9 Overall quality of	work										
	East of England	7.71	7.55	7.29	7.50	7.50	7.84					
NGG	London	7.24	7.22	6.59	7.37	7.11	7.46					
NGG	North West	7.71	7.06	7.15	6.72	7.05	7.26					
	West Midlands	7.27	7.82	7.41	7.30	7.53	7.78					
NGN	Northern	7.49	7.75	7.05	7.45	7.44	7.59					
SGN	Scotland	7.97	7.77	7.58	7.84	7.80	8.35					
301	Southern	8.19	7.56	7.76	8.03	7.91	8.08					
WWU	Wales & West	7.95	8.33	7.70	7.91	7.99	7.94					
-	Average	7.69	7.63	7.31	7.51	7.54	7.79					

	Combined Score (ave	erage of	score fo	r each q	uestion)							
	East of England	7.67	7.57	7.33	7.36	7.47	7.90					
NGG	London	7.11	7.01	6.50	7.08	6.93	7.31					
NGG	North West	7.37	7.12	7.20	6.77	7.11	7.24					
	West Midlands	7.69	7.69	7.30	7.26	7.46	7.79					
NGN	Northern	7.54	7.66	7.05	7.15	7.34	7.53					
SGN	Scotland	8.09	7.62	7.64	7.76	7.79	8.36					
301	Southern	8.23	7.49	7.70	7.78	7.82	8.14					
WWU	Wales & West	7.98	8.35	7.92	8.01	8.08	8.00					
	Average	7.71	7.57	7.33	7.40	7.50	7.78					

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

				2008-09					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q6 Time it took fo	r engine	er to re	spond												
	East of England	8.42	8.39	7.70	8.46	8.32	8.37									
NGG	London	7.77	8.03	8.15	8.09	8.02	8.44									
NGG	North West	8.74	8.62	8.41	8.35	8.53	8.58									
	West Midlands	8.79	8.08	8.47	8.28	8.38	8.52									
NGN	Northern	8.90	8.80	8.63	8.70	8.75	8.79									
SGN	Scotland	8.77	8.43	8.14	8.46	8.44	8.66									
301	Southern	8.14	8.72	8.32	8.23	8.36	8.90									
WWU	Wales & West	8.55	8.69	8.51	8.44	8.53	8.59									
	Average	8.51	8.47	8.29	8.38	8.42	8.61									

	Q10 Duration of in	nterrupti	on									
	East of England	7.84	7.70	7.31	7.70	7.66	8.08					
NGG	London	6.82	6.66	6.76	6.74	6.74	7.79					
NGG	North West	7.88	7.77	7.52	7.68	7.76	7.83					
	West Midlands	8.16	7.54	7.58	7.49	7.62	8.24					
NGN	Northern	8.04	8.31	7.49	7.32	7.73	8.15					
SGN	Scotland	7.68	7.96	7.48	7.03	7.55	8.29					
301	Southern	7.12	7.97	7.69	7.22	7.52	8.08					
WWU	Wales & West	7.92	7.86	7.87	7.93	7.89	8.37					
	Average	7.68	7.72	7.46	7.39	7.56	8.10					

	Q11 Communicati	on durir	ng interr	uption								
	East of England	7.77	7.88	7.12	7.73	7.67	7.96					
NGG	London	6.60	6.80	6.97	6.79	6.80	7.91					
NGG	North West	7.97	7.69	7.42	7.53	7.67	7.86					
	West Midlands	8.14	7.43	7.52	7.41	7.58	7.96					
NGN	Northern	7.92	8.01	7.78	7.39	7.75	8.22					
SGN	Scotland	7.71	7.67	7.56	7.18	7.53	8.12					
301	Southern	6.92	7.63	7.38	7.09	7.27	8.03					
WWU	Wales & West	7.77	7.76	8.00	7.98	7.89	8.32					
	Average	7.60	7.61	7.47	7.39	7.52	8.05					

				2008-09					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q12 Skill and prof	iessiona	lism of	the work	force											
	East of England	8.27	8.42	8.04	8.25	8.27	8.27									
NGG	London	7.29	7.59	7.76	7.55	7.55	8.37									
NOO	North West	8.29	8.42	8.08	8.09	8.27	8.43									
	West Midlands	8.52	7.85	8.04	8.31	8.13	8.69									
NGN	Northern	8.43	8.58	8.62	8.28	8.48	8.60									
SGN	Scotland	8.47	8.33	8.32	8.31	8.35	8.75									
361	Southern	7.35	8.63	8.31	8.45	8.25	8.85									
WWU	Wales & West	8.09	8.29	8.37	8.58	8.34	8.47									
	Average	8.09	8.26	8.19	8.23	8.20	8.55									

	Q13 Overall qualit	y of woi	rk									
	East of England	8.37	8.34	8.01	8.12	8.22	8.34					
NGG	London	7.36	7.49	7.68	7.49	7.51	8.30					
NGG	North West	8.17	8.44	7.90	8.11	8.20	8.26					
	West Midlands	8.43	7.85	7.96	8.15	8.04	8.63					
NGN	Northern	8.42	8.71	8.40	8.23	8.43	8.48					
SGN	Scotland	8.54	8.46	8.38	8.24	8.40	8.78					
301	Southern	8.15	8.39	8.34	8.20	8.28	8.86					
WWU	Wales & West	8.15	8.29	8.21	8.50	8.30	8.58					
	Average	8.20	8.25	8.11	8.13	8.17	8.53					

	Combined Score (	average	e of scor	e for ea	ch ques	tion)						
	East of England	8.13	8.15	7.63	8.05	8.03	8.20					
NGG	London	7.17	7.31	7.46	7.33	7.32	8.16					
NGG	North West	8.21	8.19	7.87	7.95	8.08	8.19					
	West Midlands	8.41	7.75	7.92	7.93	7.95	8.40					
NGN	Northern	8.34	8.48	8.18	7.98	8.23	8.45					
SGN	Scotland	8.24	8.17	7.98	7.84	8.05	8.52					
SGN	Southern	7.54	8.27	8.01	7.84	7.93	8.54					
WWU	Wales & West	8.10	8.18	8.19	8.29	8.19	8.47					
	Average	8.02	8.06	7.91	7.90	7.97	8.37					

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

				2008-09					2009-10	1				2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q2 Application p	rocess a	nd clarit	y of forr	ns											
	East of England	6.88	6.81	7.00	6.86	6.89										
NGG	London	5.81	5.75	6.17	6.28	5.97										
NGG	North West	6.71	6.61	6.86	7.07	6.79										
	West Midlands	6.50	6.70	6.75	6.70	6.66										
NGN	Northern	6.57	6.64	6.36	6.78	6.59										
SGN	Scotland	7.63	6.97	7.50	7.13	7.32										
301	Southern	6.92	6.64	6.98	6.58	6.79										
WWU	Wales & West	7.23	6.92	7.64	7.62	7.36										
	Average	6.78	6.63	6.91	6.88	6.80										

	Q3 Time taken to	provide	quotatio	n							
	East of England	6.97	6.87	7.32	7.14	7.07					
NGG	London	6.01	6.16	5.86	6.19	6.04					
NGG	North West	6.84	6.77	7.12	7.53	7.02					
	West Midlands	6.36	7.15	6.99	6.76	6.84					
NGN	Northern	6.81	6.86	6.46	6.77	6.74					
SGN	Scotland	7.63	7.06	7.54	7.33	7.41					
SGN	Southern	7.10	6.89	7.23	6.97	7.05					
WWU	Wales & West	7.16	7.23	7.64	7.60	7.41					
	Average	6.86	6.87	7.02	7.04	6.95					

	Q5 Time taken to	schedu	le a date	for wor	ks						
	East of England	6.64	6.60	7.14	6.92	6.81					
NGG	London	5.76	5.70	5.64	5.60	5.69					
NGG	North West	6.48	6.55	6.92	6.83	6.68					
	West Midlands	6.30	6.70	6.65	6.51	6.55					
NGN	Northern	6.09	5.60	5.44	5.93	5.79					
SGN	Scotland	7.29	7.19	7.49	7.49	7.37					
301	Southern	6.20	6.82	7.09	6.83	6.72					
WWU	Wales & West	6.40	6.67	7.50	7.57	7.03					
	Average	6.39	6.48	6.73	6.71	6.58					

				2008-09					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q6 Length of time	it took	for work	to be co	omplete	d										
	East of England	7.46	7.10	7.48	7.86	7.45										
NGG	London	6.37	6.23	6.09	6.62	6.31										
NOO	North West	7.11	6.98	7.34	7.54	7.21										
	West Midlands	6.85	6.92	7.07	7.13	6.98										
NGN	Northern	6.33	6.67	5.99	6.47	6.37										
SGN	Scotland	7.76	7.29	7.74	8.16	7.73										
301	Southern	7.21	7.61	7.47	7.48	7.43										
WWU	Wales & West	7.53	7.66	7.95	8.27	7.86										
_	Average	7.08	7.06	7.14	7.44	7.17										

	Q7 Skill and profe	ssionali	sm of th	e workf	orce						
	East of England	7.90	7.36	8.05	8.15	7.84					
NGG	London	6.78	6.44	6.70	6.93	6.69					
NOO	North West	7.39	7.24	7.79	7.83	7.53					
	West Midlands	7.19	7.59	7.35	7.55	7.43					
NGN	Northern	6.96	7.38	6.96	7.47	7.19					
SGN	Scotland	8.13	7.83	8.06	8.43	8.11					
301	Southern	7.96	7.91	7.54	7.80	7.80					
WWU	Wales & West	8.21	7.91	7.95	8.38	8.13					
	Average	7.56	7.46	7.55	7.82	7.59					

	Q8 Overall quality	of work	۲. C								
	East of England	7.72	7.28	8.04	8.15	7.76					
NGG	London	6.97	6.80	7.20	7.14	7.01					
NGG	North West	7.49	7.16	7.77	7.97	7.55					
	West Midlands	7.50	7.66	7.29	7.64	7.53					
NGN	Northern	7.15	7.46	7.19	7.76	7.38					
SGN	Scotland	8.24	7.81	8.12	8.36	8.14					
301	Southern	7.91	7.95	7.52	7.67	7.76					
WWU	Wales & West	8.03	7.75	8.05	8.31	8.05					
	Average	7.63	7.48	7.65	7.87	7.65					

				2008-09					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q9 Overall quality	of com	municati	ion												
	East of England	6.99	6.48	7.17	6.97	6.88										
NGG	London	5.53	5.63	5.64	6.00	5.67										
NGG	North West	6.38	6.54	6.54	7.25	6.64										
	West Midlands	6.38	6.46	6.27	6.53	6.41										
NGN	Northern	6.18	6.23	6.11	6.46	6.25										
SGN	Scotland	7.34	6.68	7.31	7.20	7.15										
SGN	Southern	6.66	6.36	6.75	6.69	6.62										
WWU	Wales & West	7.37	6.76	7.64	7.81	7.41										
	Average	6.60	6.39	6.68	6.86	6.63										

	Combined score (	average	of score	e for eac	h quest	ion)					
	East of England	7.22	6.93	7.46	7.44	7.24					
NGG	London	6.17	6.10	6.19	6.39	6.20					
NGG	North West	6.91	6.84	7.19	7.43	7.06					
	West Midlands	6.72	7.02	6.91	6.97	6.92					
NGN	Northern	6.59	6.69	6.36	6.81	6.62					
SGN	Scotland	7.72	7.26	7.68	7.73	7.60					
SGN	Southern	7.14	7.17	7.23	7.15	7.17					
WWU	Wales & West	7.42	7.27	7.77	7.94	7.61					
	Average	6.99	6.91	7.10	7.23	7.05					

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

				2008-09					2009-10					2010-11		
		Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual	Q1	Q2	Q3	Q4	Annual
	Q3 Time to get the	rough to	operato	or												
	East of England	8.39	8.31	7.50	8.45	8.25	8.50									
NGG	London	7.79	7.98	8.15	8.14	8.02	8.45									
NGG	North West	8.72	8.50	8.30	8.46	8.48	8.63									
	West Midlands	8.52	8.09	8.18	8.33	8.28	8.45									
NGN	Northern	8.50	8.72	8.61	8.69	8.62	8.66									
SGN	Scotland	8.69	8.34	8.23	7.94	8.28	8.68									
301	Southern	8.24	8.42	8.32	8.30	8.32	8.93									
WWU	Wales & West	8.41	8.63	8.17	8.21	8.32	8.66									
	Average	8.41	8.37	8.18	8.32	8.32	8.62									

	Q4 Information an	d safety	/ advice	provide	d by op	erator						
	East of England	8.34	8.36	7.22	8.43	8.20	8.42					
NGG	London	7.84	7.87	8.03	7.98	7.93	8.32					
NGG	North West	8.84	8.64	8.36	8.39	8.54	8.59					
	West Midlands	8.65	8.11	8.37	8.16	8.32	8.35					
NGN	Northern	8.71	8.51	8.69	8.60	8.63	8.77					
SGN	Scotland	8.64	8.52	8.47	8.22	8.46	8.69					
SGN	Southern	8.19	8.60	8.40	8.28	8.37	8.89					
WWU	Wales & West	8.47	8.57	8.13	8.33	8.34	8.65					
	Average	8.46	8.40	8.21	8.30	8.35	8.59					

	Combined score											
	East of England	8.36	8.34	7.36	8.44	8.22	8.46					
NGG	London	7.82	7.93	8.09	8.06	7.98	8.38					
NGG	North West	8.78	8.57	8.33	8.43	8.51	8.61					
	West Midlands	8.59	8.10	8.27	8.25	8.30	8.40					
NGN	Northern	8.60	8.62	8.65	8.64	8.63	8.71					
SGN	Scotland	8.66	8.43	8.35	8.08	8.37	8.69					
SGN	Southern	8.22	8.51	8.36	8.29	8.35	8.91					
WWU	Wales & West	8.44	8.60	8.15	8.27	8.33	8.66					
	Average	8.43	8.39	8.19	8.31	8.34	8.60					