



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 interruption																
NGG	East of England	7.70	7.44	7.47	7.11	7.41	7.86	7.86								
	London	6.94	7.04	6.63	6.83	6.86	7.36	7.69								
	North West	7.64	7.13	7.22	6.78	7.13	7.13	7.14								
	West Midlands	7.43	7.56	7.14	7.08	7.32	7.82	7.40								
NGN	Northern	7.18	7.41	6.64	6.53	6.91	7.19	7.91								
SGN	Scotland	8.01	7.37	7.87	7.91	7.79	8.30	7.53								
	Southern	8.35	7.45	7.62	7.70	7.80	8.33	7.79								
WWU	Wales & West	7.87	8.23	8.18	7.79	8.03	8.01	8.21								
Average		7.64	7.45	7.35	7.22	7.41	7.75	7.69								

Q6 Advance notice of work																
NGG	East of England	7.74	7.67	7.50	7.39	7.56	8.04	7.92								
	London	7.24	6.96	6.57	7.07	6.96	7.33	7.71								
	North West	7.79	7.39	7.65	7.00	7.43	7.42	7.40								
	West Midlands	7.71	7.83	7.43	7.40	7.59	7.96	7.53								
NGN	Northern	8.20	8.16	7.47	7.40	7.79	8.06	8.44								
SGN	Scotland	8.44	7.69	8.00	8.03	8.04	8.42	7.83								
	Southern	8.27	7.83	7.73	8.07	7.99	8.30	8.28								
WWU	Wales & West	8.07	8.47	8.13	8.15	8.22	8.13	7.97								
Average		7.93	7.75	7.56	7.56	7.70	7.96	7.89								

Q7 Communication while work was being carried out																
NGG	East of England	7.39	7.45	6.99	7.16	7.23	7.79	7.60								
	London	6.81	6.56	6.13	6.75	6.57	6.79	7.21								
	North West	7.52	6.87	6.75	6.45	6.78	6.93	7.21								
	West Midlands	7.07	7.49	7.04	7.08	7.26	7.60	7.26								
NGN	Northern	7.32	7.30	6.83	6.74	7.04	7.28	7.77								
SGN	Scotland	8.18	7.38	7.14	7.15	7.49	8.35	6.88								
	Southern	7.98	7.20	7.50	7.20	7.49	7.90	7.53								
WWU	Wales & West	8.04	8.34	7.91	7.99	8.09	7.94	7.82								
Average		7.54	7.32	7.04	7.07	7.24	7.57	7.41								

		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	7.94	7.89								
	London	7.33	7.29	6.59	7.40	7.16	7.59	7.65								
	North West	7.81	7.14	7.22	6.91	7.15	7.48	7.31								
	West Midlands	7.34	7.77	7.46	7.45	7.60	7.77	7.39								
NGN	Northern	7.50	7.69	7.26	7.64	7.53	7.53	8.25								
SGN	Scotland	7.85	7.91	7.62	7.86	7.82	8.40	7.49								
	Southern	8.36	7.43	7.89	7.93	7.93	8.11	7.85								
WWU	Wales & West	7.95	8.39	7.70	8.20	8.07	7.96	8.21								
<i>Average</i>		7.75	7.67	7.39	7.63	7.61	7.85	7.76								

Q9 Overall quality of work																
NGG	East of England	7.71	7.55	7.29	7.50	7.50	7.84	7.68								
	London	7.24	7.22	6.59	7.37	7.11	7.46	7.42								
	North West	7.71	7.06	7.15	6.72	7.05	7.26	7.31								
	West Midlands	7.27	7.82	7.41	7.30	7.53	7.78	7.47								
NGN	Northern	7.49	7.75	7.05	7.45	7.44	7.59	8.08								
SGN	Scotland	7.97	7.77	7.58	7.84	7.80	8.35	7.68								
	Southern	8.19	7.56	7.76	8.03	7.91	8.08	8.02								
WWU	Wales & West	7.95	8.33	7.70	7.91	7.99	7.94	8.14								
<i>Average</i>		7.69	7.63	7.31	7.51	7.54	7.79	7.73								

Combined Score (average of score for each question)																
NGG	East of England	7.67	7.57	7.33	7.36	7.47	7.90	7.79								
	London	7.11	7.01	6.50	7.08	6.93	7.31	7.54								
	North West	7.37	7.12	7.20	6.77	7.11	7.24	7.27								
	West Midlands	7.69	7.69	7.30	7.26	7.46	7.79	7.41								
NGN	Northern	7.54	7.66	7.05	7.15	7.34	7.53	8.09								
SGN	Scotland	8.09	7.62	7.64	7.76	7.79	8.36	7.48								
	Southern	8.23	7.49	7.70	7.78	7.82	8.14	7.89								
WWU	Wales & West	7.98	8.35	7.92	8.01	8.08	8.00	8.07								
<i>Average</i>		7.71	7.57	7.33	7.40	7.50	7.78	7.69								

= see note on covering page

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 for engineer to respond																
NGG	East of England	8.42	8.39	7.70	8.46	8.32	8.37	8.36								
	London	7.77	8.03	8.15	8.09	8.02	8.44	8.30								
	North West	8.74	8.62	8.41	8.35	8.53	8.58	8.47								
	West Midlands	8.79	8.08	8.47	8.28	8.38	8.52	8.77								
NGN	Northern	8.90	8.80	8.63	8.70	8.75	8.79	8.99								
SGN	Scotland	8.77	8.43	8.14	8.46	8.44	8.66	8.48								
	Southern	8.14	8.72	8.32	8.23	8.36	8.90	8.73								
WWU	Wales & West	8.55	8.69	8.51	8.44	8.53	8.59	9.06								
	Average	8.51	8.47	8.29	8.38	8.42	8.61	8.61								

Q10 Duration of interruption																
NGG	East of England	7.84	7.70	7.31	7.70	7.66	8.08	8.06								
	London	6.82	6.66	6.76	6.74	6.74	7.79	7.40								
	North West	7.88	7.77	7.52	7.68	7.76	7.83	8.01								
	West Midlands	8.16	7.54	7.58	7.49	7.62	8.24	7.60								
NGN	Northern	8.04	8.31	7.49	7.32	7.73	8.15	7.52								
SGN	Scotland	7.68	7.96	7.48	7.03	7.55	8.29	7.22								
	Southern	7.12	7.97	7.69	7.22	7.52	8.08	8.11								
WWU	Wales & West	7.92	7.86	7.87	7.93	7.89	8.37	8.52								
	Average	7.68	7.72	7.46	7.39	7.56	8.10	7.80								

Q11 Communication during interruption																
NGG	East of England	7.77	7.88	7.12	7.73	7.67	7.96	8.08								
	London	6.60	6.80	6.97	6.79	6.80	7.91	7.39								
	North West	7.97	7.69	7.42	7.53	7.67	7.86	7.84								
	West Midlands	8.14	7.43	7.52	7.41	7.58	7.96	7.87								
NGN	Northern	7.92	8.01	7.78	7.39	7.75	8.22	7.57								
SGN	Scotland	7.71	7.67	7.56	7.18	7.53	8.12	7.54								
	Southern	6.92	7.63	7.38	7.09	7.27	8.03	8.44								
WWU	Wales & West	7.77	7.76	8.00	7.98	7.89	8.32	8.78								
	Average	7.60	7.61	7.47	7.39	7.52	8.05	7.94								

		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	8.27	8.13								
	London	7.29	7.59	7.76	7.55	7.55	8.37	7.85								
	North West	8.29	8.42	8.08	8.09	8.27	8.43	8.25								
	West Midlands	8.52	7.85	8.04	8.31	8.13	8.69	8.48								
NGN	Northern	8.43	8.58	8.62	8.28	8.48	8.60	8.25								
SGN	Scotland	8.47	8.33	8.32	8.31	8.35	8.75	8.22								
	Southern	7.35	8.63	8.31	8.45	8.25	8.85	8.68								
WWU	Wales & West	8.09	8.29	8.37	8.58	8.34	8.47	8.88								
	<i>Average</i>	8.09	8.26	8.19	8.23	8.20	8.55	8.34								

Q13 Overall quality of work																
NGG	East of England	8.37	8.34	8.01	8.12	8.22	8.34	8.16								
	London	7.36	7.49	7.68	7.49	7.51	8.30	7.91								
	North West	8.17	8.44	7.90	8.11	8.20	8.26	8.23								
	West Midlands	8.43	7.85	7.96	8.15	8.04	8.63	8.33								
NGN	Northern	8.42	8.71	8.40	8.23	8.43	8.48	8.31								
SGN	Scotland	8.54	8.46	8.38	8.24	8.40	8.78	8.29								
	Southern	8.15	8.39	8.34	8.20	8.28	8.86	8.67								
WWU	Wales & West	8.15	8.29	8.21	8.50	8.30	8.58	8.72								
	<i>Average</i>	8.20	8.25	8.11	8.13	8.17	8.53	8.33								

Combined Score (average of score for each question)																
NGG	East of England	8.13	8.15	7.63	8.05	8.03	8.20	8.16								
	London	7.17	7.31	7.46	7.33	7.32	8.16	7.77								
	North West	8.21	8.19	7.87	7.95	8.08	8.19	8.16								
	West Midlands	8.41	7.75	7.92	7.93	7.95	8.40	8.21								
NGN	Northern	8.34	8.48	8.18	7.98	8.23	8.45	8.13								
SGN	Scotland	8.24	8.17	7.98	7.84	8.05	8.52	7.95								
	Southern	7.54	8.27	8.01	7.84	7.93	8.54	8.53								
WWU	Wales & West	8.10	8.18	8.19	8.29	8.19	8.47	8.79								
	<i>Average</i>	8.02	8.06	7.91	7.90	7.97	8.37	8.21								

= see note on covering page

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

[illegible]

	Q3 Time taken to provide quotation															
NGG	East of England	6.97	6.87	7.32	7.14	7.07	7.36									
	London	6.01	6.16	5.86	6.19	6.04	6.43									
	North West	6.84	6.77	7.12	7.53	7.02	7.40									
	West Midlands	6.36	7.15	6.99	6.76	6.84	7.50									
NGN	Northern	6.81	6.86	6.46	6.77	6.74	6.90									
SGN	Scotland	7.63	7.06	7.54	7.33	7.41	7.32									
	Southern	7.10	6.89	7.23	6.97	7.05	6.71									
WWU	Wales & West	7.16	7.23	7.64	7.60	7.41	7.60									
	Average	6.86	6.87	7.02	7.04	6.95	6.95									

[illegible]

		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 communication																
NGG	East of England	6.99	6.48	7.17	6.97	6.88	6.94									
	London	5.53	5.63	5.64	6.00	5.67	5.94									
	North West	6.38	6.54	6.54	7.25	6.64	7.34									
	West Midlands	6.38	6.46	6.27	6.53	6.41	7.26									
NGN	Northern	6.18	6.23	6.11	6.46	6.25	6.34									
SGN	Scotland	7.34	6.68	7.31	7.20	7.15	7.32									
	Southern	6.66	6.36	6.75	6.69	6.62	6.10									
WWU	Wales & West	7.37	6.76	7.64	7.81	7.41	7.48									
<i>Average</i>		6.60	6.39	6.68	6.86	6.63	6.63									

Combined score (average of score for each question)																
NGG	East of England	7.22	6.93	7.46	7.44	7.24	7.33									
	London	6.17	6.10	6.19	6.39	6.20	6.48									
	North West	6.91	6.84	7.19	7.43	7.06	7.54									
	West Midlands	6.72	7.02	6.91	6.97	6.92	7.49									
NGN	Northern	6.59	6.69	6.36	6.81	6.62	6.89									
SGN	Scotland	7.72	7.26	7.68	7.73	7.60	7.84									
	Southern	7.14	7.17	7.23	7.15	7.17	6.87									
WWU	Wales & West	7.42	7.27	7.77	7.94	7.61	7.78									
<i>Average</i>		6.99	6.91	7.10	7.23	7.05	7.28									

	= see note on covering page
--	-----------------------------

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 through to operator																
NGG	East of England	8.39	8.31	7.50	8.45	8.25	8.50	8.45								
	London	7.79	7.98	8.15	8.14	8.02	8.45	8.28								
	North West	8.72	8.50	8.30	8.46	8.48	8.63	9.00								
	West Midlands	8.52	8.09	8.18	8.33	8.28	8.45	8.57								
NGN	Northern	8.50	8.72	8.61	8.69	8.62	8.66	8.90								
SGN	Scotland	8.69	8.34	8.23	7.94	8.28	8.68	7.70								
	Southern	8.24	8.42	8.32	8.30	8.32	8.93	8.31								
WWU	Wales & West	8.41	8.63	8.17	8.21	8.32	8.66	9.06								
	Average	8.41	8.37	8.18	8.32	8.32	8.62	8.53								

Q4 Information and safety advice provided by operator																
NGG	East of England	8.34	8.36	7.22	8.43	8.20	8.42	8.52								
	London	7.84	7.87	8.03	7.98	7.93	8.32	8.23								
	North West	8.84	8.64	8.36	8.39	8.54	8.59	9.09								
	West Midlands	8.65	8.11	8.37	8.16	8.32	8.35	8.34								
NGN	Northern	8.71	8.51	8.69	8.60	8.63	8.77	9.16								
SGN	Scotland	8.64	8.52	8.47	8.22	8.46	8.69	8.31								
	Southern	8.19	8.60	8.40	8.28	8.37	8.89	8.95								
WWU	Wales & West	8.47	8.57	8.13	8.33	8.34	8.65	9.39								
	Average	8.46	8.40	8.21	8.30	8.35	8.59	8.75								

Combined score																
NGG	East of England	8.36	8.34	7.36	8.44	8.22	8.46	8.49								
	London	7.82	7.93	8.09	8.06	7.98	8.38	8.25								
	North West	8.78	8.57	8.33	8.43	8.51	8.61	9.05								
	West Midlands	8.59	8.10	8.27	8.25	8.30	8.40	8.45								
NGN	Northern	8.60	8.62	8.65	8.64	8.63	8.71	9.03								
SGN	Scotland	8.66	8.43	8.35	8.08	8.37	8.69	8.00								
	Southern	8.22	8.51	8.36	8.29	8.35	8.91	8.63								
WWU	Wales & West	8.44	8.60	8.15	8.27	8.33	8.66	9.22								
	Average	8.43	8.39	8.19	8.31	8.34	8.60	8.64								