

Data for the Month of April to June 2012

Planned	Q3 Satisfaction with Advance Notice			Q6 Satisfaction with the Start and Finish Time Given for the Shutdown			Q7 Satisfaction with the Reason Given for the Shutdown			Q9 Satisfaction with the Handling of this Power Cut		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	8.83	2,978		8.59	2,471		8.20	2,555		8.43	2,965	
WPD East Midlands	9.02	221	4	8.69	180	7	8.37	195	5	8.63	219	5
WPD West Midlands	8.84	221	7	8.78	167	6	8.50	188	4	8.55	218	6
WPD South Wales	9.37	222	1	8.98	171	3	8.80	185	2	9.14	220	1
WPD South West	9.27	220	2	9.08	183	1	8.55	181	3	8.86	215	3
UK Power Networks plc (EPN)	9.23	221	3	9.02	191	2	8.82	199	1	8.98	219	2
UK Power Networks plc (LPN)	8.09	145	14	7.88	126	13	7.72	132	12	8.03	150	11
UK Power Networks plc (SPN)	8.59	224	11	8.34	185	11	7.66	191	13	8.03	219	11
SSE Hydro	8.99	221	5	8.88	187	4	8.33	169	6	8.68	218	4
SSE Southern	8.93	218	6	8.86	188	5	8.22	181	7	8.55	218	6
Northern Powergrid Yorkshire	8.35	206	13	7.78	162	14	7.63	188	14	7.62	205	14
Northern Powergrid Northeast	8.57	208	12	8.37	177	9	8.02	198	10	8.03	214	11
Electricity North West	8.74	219	8	8.37	185	9	8.14	180	8	8.26	219	8
SP Manweb	8.63	218	10	8.62	190	8	7.83	187	11	8.22	215	9
SP Distribution	8.67	214	9	8.26	179	12	8.04	181	9	8.19	216	10

Unplanned Agent	Q11 Ease of Contacting Advisors			Q12 Politeness of the Member of Staff			Q13 Usefulness of the Information			Q14 Communication Provided During the Cut			Q16 Politeness of the Site Staff			Q17 Overall Satisfaction with the Service During the Cut		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	8.36	3372		9.29	3385		8.32	3315		8.05	2976		9.33	909		8.29	3359	
WPD East Midlands	8.42	250	7	9.41	254	3	8.53	243	5	8.09	217	5	9.41	68	5	8.38	251	6
WPD West Midlands	8.63	242	3	9.31	245	6	8.57	235	4	8.53	207	2	9.64	81	1	8.50	239	4
WPD South Wales	8.70	231	2	9.48	237	1	8.76	229	2	8.43	206	4	9.38	76	6	8.79	236	2
WPD South West	8.76	258	1	9.48	257	1	8.67	249	3	8.45	222	3	9.53	94	2	8.80	254	1
UK Power Networks plc (EPN)	8.15	232	12	9.22	234	11	8.09	228	10	7.96	216	8	9.43	61	4	8.07	232	10
UK Power Networks plc (LPN)	7.82	245	14	9.02	245	14	7.74	243	14	7.62	223	13	8.75	63	14	7.62	242	14
UK Power Networks plc (SPN)	8.20	231	11	9.19	232	12	8.37	227	6	7.94	206	9	9.17	53	11	8.11	230	9
SSE Hydro	8.48	246	4	9.38	247	4	8.78	245	1	8.55	216	1	9.36	47	8	8.76	247	3
SSE Southern	8.36	234	8	9.23	236	10	7.96	234	13	7.61	203	14	9.16	61	12	7.88	234	13
Northern Powergrid Yorkshire	8.23	253	10	9.31	251	6	8.22	251	9	8.05	220	7	9.18	55	10	8.31	250	8
Northern Powergrid Northeast	8.46	240	5	9.28	238	9	8.31	232	7	8.09	211	5	9.32	69	9	8.36	241	7
Electricity North West	8.13	238	13	9.14	236	13	8.07	235	12	7.86	204	11	9.48	50	3	8.03	235	11
SP Manweb	8.43	233	6	9.31	233	6	8.31	229	7	7.94	212	9	9.38	74	6	8.41	232	5
SP Distribution	8.28	239	9	9.33	240	5	8.09	235	10	7.63	213	12	9.16	57	12	7.94	236	12

Data for the Month of April to June 2012

Unplanned Message	Q19 Usefulness of the Information in the Message			Q20 Accuracy of the Information in the Message			Q21 Overall Satisfaction with the Service During the Cut		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.70	2877		7.51	2747		7.63	2864	
WPD East Midlands	7.89	197	4	7.56	187	7	7.77	193	5
WPD West Midlands	7.79	204	7	7.35	196	9	7.76	206	6
WPD South Wales	8.14	204	2	7.86	199	3	8.34	203	2
WPD South West	7.88	193	5	7.67	183	5	7.93	194	4
UK Power Networks plc (EPN)	7.80	208	6	7.61	197	6	7.52	204	9
UK Power Networks plc (LPN)	7.23	202	12	7.19	185	11	7.13	203	13
UK Power Networks plc (SPN)	7.63	216	9	7.88	196	2	7.53	212	8
SSE Hydro	8.50	199	1	8.24	192	1	8.38	198	1
SSE Southern	7.38	211	11	7.10	205	13	6.98	211	14
Northern Powergrid Yorkshire	7.16	196	13	7.13	189	12	7.25	194	12
Northern Powergrid Northeast	7.77	213	8	7.48	209	8	7.61	214	7
Electricity North West	7.07	212	14	7.04	204	14	7.33	211	11
SP Manweb	7.98	213	3	7.80	205	4	7.95	210	3
SP Distribution	7.60	209	10	7.28	200	10	7.40	211	10

Connections Quotations - All	Q23 Ease of Initial Contact with Distributor			Q24 Time it Took to get a Quotation			Q25 They Understood your Requirements			Q26 How Clearly the Process was Explained			Q27 How Clearly the Charge was Explained			Q28 The Amount of Communication During the Process			Q29 Overall Satisfaction with the Process		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.58	1630		7.45	1594		7.87	1580		7.63	1507		7.43	1504		7.59	1564		7.40	1585	
WPD East Midlands	8.13	118	3	8.32	116	3	8.54	118	2	8.08	111	3	8.04	111	2	8.31	114	2	8.28	116	2
WPD West Midlands	7.91	120	4	7.87	115	4	8.17	116	4	7.76	109	5	7.50	111	6	7.77	115	7	7.73	118	6
WPD South Wales	8.60	115	2	8.45	114	2	8.38	112	3	8.17	102	2	7.84	105	3	8.26	108	3	8.05	110	3
WPD South West	8.61	117	1	8.70	115	1	8.91	115	1	8.54	110	1	8.34	109	1	8.60	113	1	8.32	111	1
UK Power Networks plc (EPN)	6.94	120	12	6.82	117	11	7.32	114	13	7.41	110	10	7.12	113	10	6.96	113	12	6.85	117	12
UK Power Networks plc (LPN)	7.25	110	10	6.70	107	13	7.49	109	11	7.62	103	7	7.03	102	13	7.44	110	9	6.86	104	11
UK Power Networks plc (SPN)	7.19	116	11	6.80	116	12	7.59	115	10	7.41	112	10	7.28	112	7	7.16	113	10	6.94	115	10
SSE Hydro	7.80	117	5	7.53	116	6	8.05	112	5	7.66	113	6	7.58	110	5	7.97	115	4	7.78	113	4
SSE Southern	7.73	119	8	7.85	119	5	7.97	116	6	7.91	109	4	7.78	112	4	7.95	112	5	7.77	116	5
Northern Powergrid Yorkshire	7.79	118	6	7.37	115	8	7.92	110	7	7.53	105	8	7.16	104	9	7.61	111	8	7.39	117	7
Northern Powergrid Northeast	7.29	118	9	7.06	108	9	7.33	111	12	7.12	109	13	7.22	107	8	7.05	110	11	7.02	112	9
Electricity North West	7.75	109	7	7.48	109	7	7.78	110	8	7.47	101	9	7.10	103	11	7.80	107	6	7.38	110	8
SP Manweb	6.71	117	13	6.97	115	10	7.67	114	9	7.22	107	12	7.04	102	12	6.83	115	13	6.58	115	13
SP Distribution	6.37	116	14	6.29	112	14	6.99	108	14	6.92	106	14	6.82	103	14	6.47	108	14	6.57	111	14

Data for the Month of April to June 2012

Connections Quotations - Minor	Q23 Ease of Initial Contact with Distributor			Q24 Time it Took to get a Quotation			Q25 They Understood your Requirements			Q26 How Clearly the Process was Explained			Q27 How Clearly the Charge was Explained			Q28 The Amount of Communication During the Process			Q29 Overall Satisfaction with the Process		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.57	1078		7.66	1053		7.80	1037		7.56	1005		7.30	994		7.66	1021		7.38	1042	
WPD East Midlands	8.26	78	3	8.33	76	3	8.47	78	2	8.10	71	3	7.81	73	3	8.34	74	3	8.17	76	2
WPD West Midlands	7.90	79	4	8.11	74	5	8.21	78	4	7.82	72	5	7.73	73	4	7.78	76	7	7.78	77	5
WPD South Wales	8.68	76	2	8.72	76	2	8.40	75	3	8.19	70	2	7.86	72	2	8.43	70	2	8.06	72	3
WPD South West	8.72	76	1	8.95	76	1	8.91	76	1	8.69	74	1	8.37	71	1	8.88	75	1	8.51	73	1
UK Power Networks plc (EPN)	6.84	79	13	6.99	77	11	7.40	73	11	7.51	72	6	7.23	74	7	6.96	72	11	6.88	76	10
UK Power Networks plc (LPN)	7.30	73	9	6.67	72	14	7.40	72	11	7.49	69	8	6.70	67	13	7.54	72	9	6.70	69	12
UK Power Networks plc (SPN)	7.17	75	11	6.92	74	12	7.42	73	10	7.23	73	10	7.03	73	9	6.89	71	13	6.78	73	11
SSE Hydro	7.65	77	7	8.07	76	6	8.01	72	5	7.50	74	7	7.49	73	6	8.01	75	4	7.81	74	4
SSE Southern	7.74	78	6	8.12	78	4	7.93	75	6	7.93	70	4	7.54	71	5	7.99	74	5	7.76	75	6
Northern Powergrid Yorkshire	7.86	78	5	7.53	76	8	7.89	71	7	7.29	73	9	6.94	69	10	7.80	71	6	7.34	77	7
Northern Powergrid Northeast	7.23	77	10	7.07	70	10	7.06	71	13	7.00	72	13	7.07	68	8	7.31	70	10	7.05	73	9
Electricity North West	7.65	75	7	7.66	74	7	7.44	75	9	7.10	71	12	6.93	70	11	7.69	74	8	7.15	74	8
SP Manweb	6.95	78	12	7.22	78	9	7.68	75	8	7.14	72	11	6.71	70	12	6.93	76	12	6.66	77	13
SP Distribution	6.09	79	14	6.76	76	13	6.88	73	14	6.86	72	14	6.63	70	14	6.65	71	14	6.66	76	13

Connections Quotations - Major	Q23 Ease of Initial Contact with Distributor			Q24 Time it Took to get a Quotation			Q25 They Understood your Requirements			Q26 How Clearly the Process was Explained			Q27 How Clearly the Charge was Explained			Q28 The Amount of Communication During the Process			Q29 Overall Satisfaction with the Process		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.59	552		7.05	541		8.01	543		7.77	502		7.68	510		7.44	543		7.43	543	
WPD East Midlands	7.88	40	6	8.30	40	1	8.68	40	2	8.05	40	5	8.47	38	1	8.25	40	1	8.50	40	1
WPD West Midlands	7.93	41	5	7.44	41	4	8.11	38	6	7.65	37	10	7.08	38	13	7.77	39	7	7.63	41	7
WPD South Wales	8.44	39	1	7.89	38	3	8.35	37	4	8.13	32	3	7.79	33	4	7.95	38	4	8.05	38	2
WPD South West	8.39	41	2	8.21	39	2	8.92	39	1	8.22	36	2	8.29	38	2	8.05	38	3	7.97	38	3
UK Power Networks plc (EPN)	7.15	41	11	6.50	40	12	7.20	41	14	7.21	38	13	6.92	39	14	6.98	41	11	6.80	41	12
UK Power Networks plc (LPN)	7.14	37	12	6.77	35	9	7.65	37	11	7.88	34	7	7.66	35	8	7.24	38	10	7.17	35	10
UK Power Networks plc (SPN)	7.22	41	10	6.60	42	10	7.88	42	9	7.74	39	9	7.74	39	7	7.62	42	8	7.21	42	9
SSE Hydro	8.10	40	3	6.53	40	11	8.13	40	5	7.97	39	6	7.76	37	5	7.88	40	5	7.72	39	6
SSE Southern	7.71	41	7	7.34	41	5	8.05	41	7	7.87	39	8	8.20	41	3	7.87	38	6	7.78	41	5
Northern Powergrid Yorkshire	7.65	40	8	7.08	39	7	7.97	39	8	8.09	32	4	7.60	35	9	7.28	40	9	7.50	40	8
Northern Powergrid Northeast	7.39	41	9	7.03	38	8	7.83	40	10	7.35	37	12	7.49	39	10	6.58	40	13	6.95	39	11
Electricity North West	7.97	34	4	7.09	35	6	8.51	35	3	8.33	30	1	7.45	33	11	8.06	33	2	7.86	36	4
SP Manweb	6.23	39	14	6.46	37	13	7.64	39	12	7.40	35	11	7.75	32	6	6.64	39	12	6.42	38	13
SP Distribution	6.97	37	13	5.28	36	14	7.23	35	13	7.06	34	14	7.21	33	12	6.14	37	14	6.37	35	14

Data for the Month of April to June 2012

Connections Completed - All	Q31 Promptness of Contact Regarding a Date for the Work			Q32 Satisfaction with Arrangements Before Work Started			Q33 Overall Professionalism of the Workforce			Q34 Time it Took for the Work to be Completed			Q36 Overall Satisfaction with the Service Provided		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.59	428		7.82	430		8.27	403		7.76	417		7.71	435	
WPD East Midlands	8.16	32	6	8.03	32	6	8.56	32	6	8.58	31	4	8.31	32	4
WPD West Midlands	8.42	31	3	8.65	31	3	8.89	28	3	8.69	29	2	8.48	31	3
WPD South Wales	8.44	32	2	8.76	33	2	9.03	29	2	8.21	33	5	8.18	34	5
WPD South West	8.79	28	1	9.13	31	1	9.14	29	1	8.82	28	1	9.06	31	1
UK Power Networks plc (EPN)	7.06	32	11	7.41	32	10	8.10	31	9	7.44	32	11	7.19	32	10
UK Power Networks plc (LPN)	6.44	34	13	7.21	33	13	7.33	33	13	6.12	33	13	6.41	34	13
UK Power Networks plc (SPN)	7.19	32	9	7.94	32	7	8.67	30	4	8.17	30	6	8.03	32	6
SSE Hydro	8.32	31	4	8.27	30	5	8.67	30	4	8.59	32	3	8.50	32	2
SSE Southern	7.15	33	10	7.26	34	12	8.24	29	8	7.55	33	9	7.15	34	11
Northern Powergrid Yorkshire	8.10	29	7	8.50	30	4	7.81	27	12	7.86	28	8	7.97	30	7
Northern Powergrid Northeast	8.24	29	5	7.45	29	8	8.07	27	10	7.30	27	12	7.90	29	8
Electricity North West	5.70	27	14	5.74	27	14	6.70	23	14	5.72	25	14	6.19	27	14
SP Manweb	7.44	27	8	7.42	26	9	8.42	26	7	7.96	27	7	7.44	27	9
SP Distribution	6.87	31	12	7.37	30	11	7.93	29	11	7.45	29	10	7.07	30	12

Connections Completed - Minor	Q31 Promptness of Contact Regarding a date for the Work			Q32 Satisfaction with Arrangements Before Work Started			Q33 Overall Professionalism of the Workforce			Q34 Time it Took for the Work to be Completed			Q36 Overall Satisfaction with the Service Provided		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.62	345		7.85	346		8.27	323		7.81	335		7.74	349	
WPD East Midlands	8.28	25	5	8.40	25	5	8.40	25	6	8.44	25	5	8.48	25	3
WPD West Midlands	8.38	24	3	8.50	24	4	8.86	21	3	8.86	22	2	8.58	24	2
WPD South Wales	8.38	24	3	8.80	25	3	9.23	22	1	8.54	24	4	8.04	25	6
WPD South West	8.78	23	1	9.32	25	1	9.21	24	2	9.09	22	1	9.28	25	1
UK Power Networks plc (EPN)	7.12	26	9	7.46	26	10	7.88	25	12	7.27	26	11	7.12	26	11
UK Power Networks plc (LPN)	6.88	26	13	7.60	25	8	7.44	25	13	6.46	26	13	6.69	26	13
UK Power Networks plc (SPN)	7.00	26	10	7.81	26	7	8.52	25	5	7.96	24	7	7.96	26	7
SSE Hydro	8.39	23	2	8.17	23	6	8.68	22	4	8.67	24	3	8.42	24	4
SSE Southern	7.00	26	10	7.07	27	13	8.36	22	8	7.73	26	9	7.11	27	12
Northern Powergrid Yorkshire	8.28	25	5	8.84	25	2	8.14	22	9	7.83	23	8	8.20	25	5
Northern Powergrid Northeast	8.27	26	7	7.38	26	11	8.00	24	10	7.17	24	12	7.81	26	8
Electricity North West	5.50	22	14	5.50	22	14	6.50	18	14	5.71	21	14	5.91	22	14
SP Manweb	7.48	23	8	7.36	22	12	8.39	23	7	8.00	23	6	7.35	23	9
SP Distribution	6.96	26	12	7.52	25	9	7.96	25	11	7.64	25	10	7.28	25	10

Data for the Month of April to June 2012

Connections Completed - Major	Q31 Promptness of Contact Regarding a date for the Work			Q32 Satisfaction with Arrangements Before Work Started			Q33 Overall Professionalism of the Workforce			Q34 Time it Took for the Work to be Completed			Q36 Overall Satisfaction with the Service Provided		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.48	83		7.67	84		8.29	80		7.57	82		7.63	86	
WPD East Midlands	7.71	7	7	6.71	7	12	9.14	7	2	9.17	6	1	7.71	7	8
WPD West Midlands	8.57	7	3	9.14	7	1	9.00	7	3	8.14	7	6	8.14	7	6
WPD South Wales	8.63	8	2	8.63	8	2	8.43	7	9	7.33	9	10	8.56	9	3
WPD South West	8.80	5	1	8.33	6	5	8.80	5	5	7.83	6	8	8.17	6	5
UK Power Networks plc (EPN)	6.83	6	11	7.17	6	9	9.00	6	3	8.17	6	5	7.50	6	9
UK Power Networks plc (LPN)	5.00	8	14	6.00	8	14	7.00	8	13	4.86	7	14	5.50	8	14
UK Power Networks plc (SPN)	8.00	6	5	8.50	6	4	9.40	5	1	9.00	6	2	8.33	6	4
SSE Hydro	8.13	8	4	8.57	7	3	8.63	8	8	8.38	8	3	8.75	8	1
SSE Southern	7.71	7	7	8.00	7	6	7.86	7	10	6.86	7	11	7.29	7	11
Northern Powergrid Yorkshire	7.00	4	10	6.80	5	10	6.40	5	14	8.00	5	7	6.80	5	12
Northern Powergrid Northeast	8.00	3	5	8.00	3	6	8.67	3	6	8.33	3	4	8.67	3	2
Electricity North West	6.60	5	12	6.80	5	10	7.40	5	12	5.75	4	13	7.40	5	10
SP Manweb	7.25	4	9	7.75	4	8	8.67	3	6	7.75	4	9	8.00	4	7
SP Distribution	6.40	5	13	6.60	5	13	7.75	4	11	6.25	4	12	6.00	5	13

General Enquiries	Q38 Ease of Contact with Distributor			Q40 Politeness of the Member of Staff			Q41 Satisfaction with the Response to Your Enquiry			Q42 Overall Satisfaction with the Service Provided		
	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank	Mean score	Base	Rank
Overall Mean	7.68	1478		9.01	1474		7.74	1462		7.89	1486	
WPD East Midlands	8.19	114	2	9.29	115	2	8.33	111	2	8.41	111	3
WPD West Midlands	7.91	109	6	9.12	109	4	8.03	111	5	8.15	110	6
WPD South Wales	8.74	110	1	9.39	111	1	8.66	108	1	8.79	113	1
WPD South West	8.07	111	3	9.23	111	3	8.28	112	3	8.43	116	2
UK Power Networks plc (EPN)	7.49	111	8	8.93	112	10	7.45	113	10	7.84	113	9
UK Power Networks plc (LPN)	5.98	43	14	8.00	42	14	5.38	42	14	5.37	43	14
UK Power Networks plc (SPN)	7.47	114	9	8.81	112	13	7.44	112	12	7.59	114	10
SSE Hydro	7.24	106	12	8.83	107	12	7.46	102	9	7.49	108	12
SSE Southern	7.53	118	7	9.01	116	7	7.94	119	7	7.88	119	8
Northern Powergrid Yorkshire	8.05	108	4	9.01	102	7	8.08	106	4	8.27	109	4
Northern Powergrid Northeast	7.99	110	5	9.04	106	6	7.76	108	8	7.94	108	7
Electricity North West	7.38	112	10	9.06	115	5	6.55	107	13	7.02	113	13
SP Manweb	7.33	110	11	8.95	111	9	8.01	110	6	8.18	108	5
SP Distribution	7.00	102	13	8.89	105	11	7.45	101	10	7.50	101	11