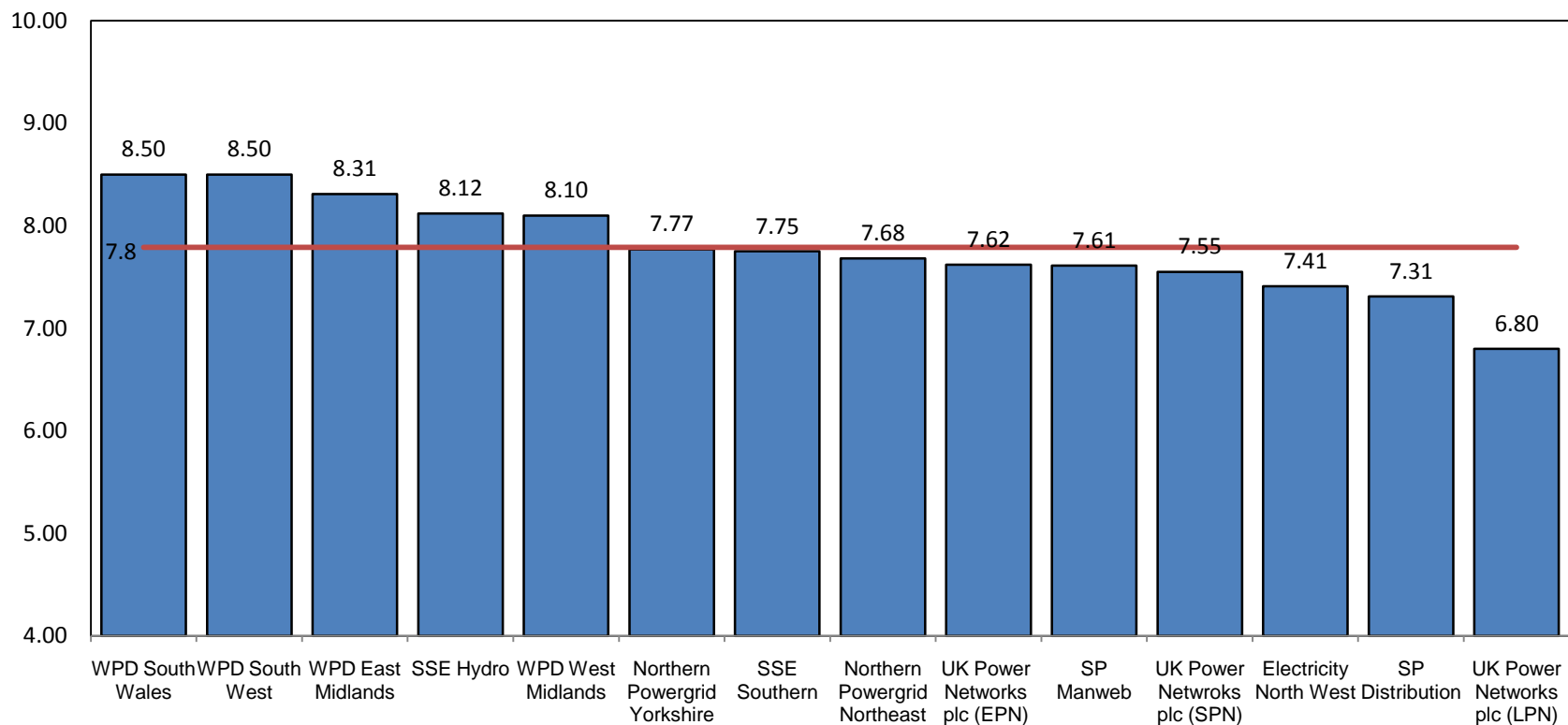


The background of the slide features a close-up, artistic photograph of interlocking gears. The gears are rendered in a soft, ethereal style with a color palette of light blues, whites, and pale yellows. The lighting creates a sense of depth and motion, with some gear teeth in sharp focus while others are blurred in the foreground and background. The overall aesthetic is clean, technical, and modern.

# **Electricity Distribution Network Operator (DNO) - Customer Satisfaction Survey Results**

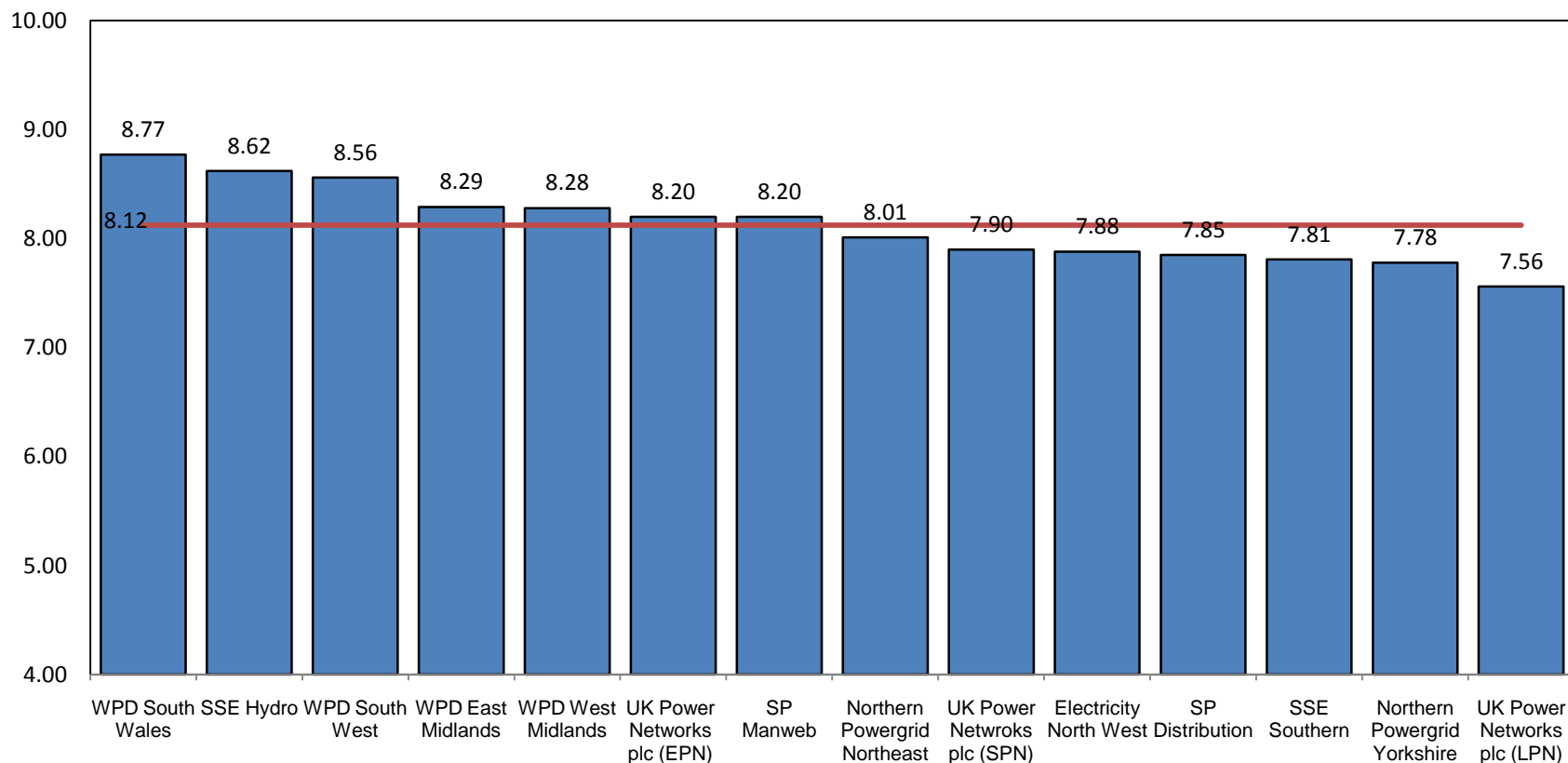
Q1 2012/13

### Broad Measure CSS - Overall Mean April-June 2012

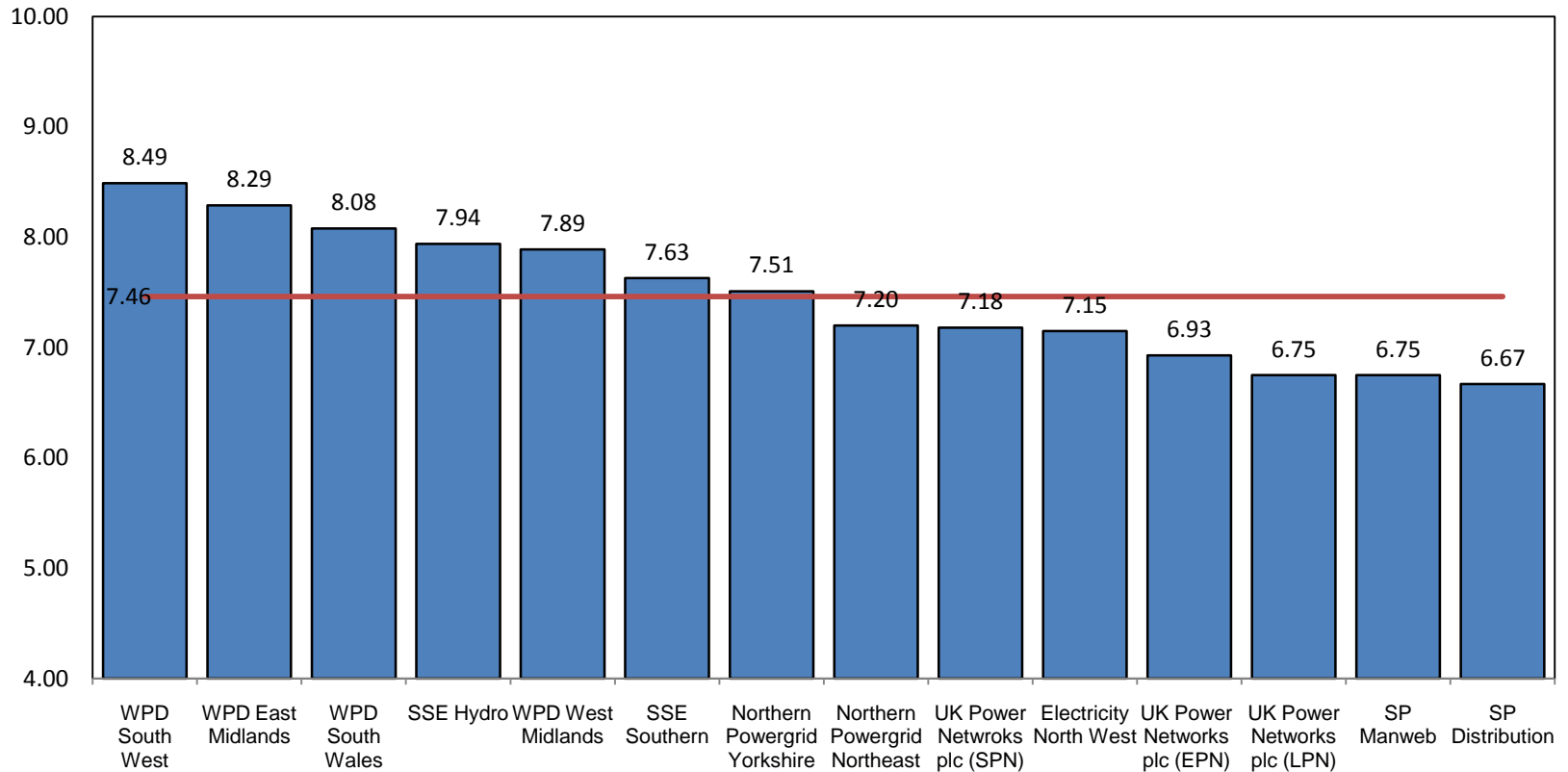


Overall performance weighted 40 per cent interruptions score, 40 per cent connections score and 20 per cent general enquiries score.

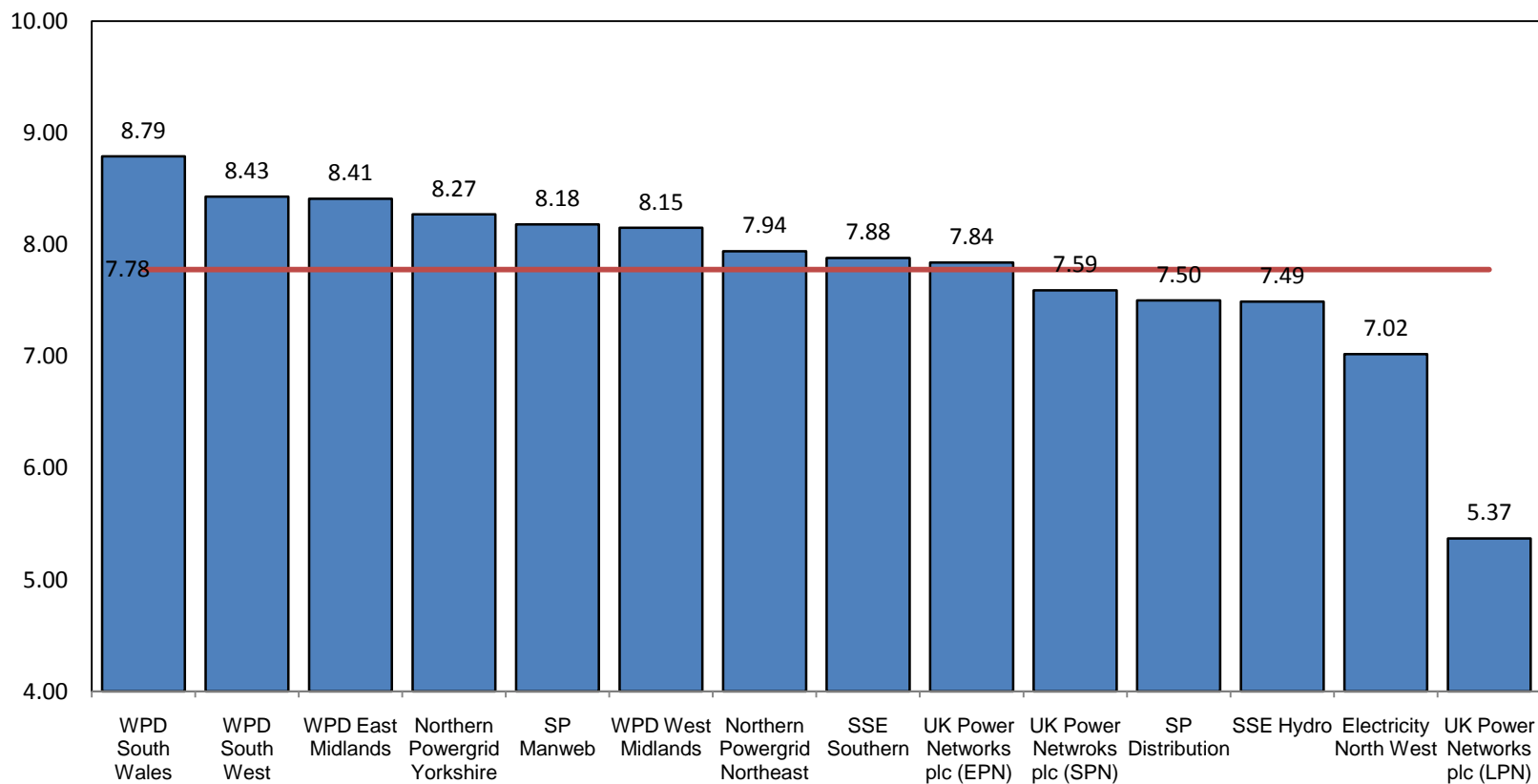
### Broad Measure CSS - Interruptions April-June 2012



### Broad Measure CSS - Connections April-June 2012



### Broad Measure CSS - General Enquiries April-June 2012



The background of the slide is a composite image. On the left, there are rows of solar panels under a bright sun. On the right, a hand is shown holding a white document. In the bottom left corner, a blue gas burner is visible. The overall theme is energy and customer service.

*ofgem*

Promoting choice and value  
for all gas and electricity customers