



## 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.

**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	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Q8 Skill and professionalism of the workforce</b>													
<b>NGG</b>	<b>East of England</b>	7.84	7.72	7.41									
	<b>London</b>	7.33	7.29	6.59									
	<b>North West</b>	7.81	7.14	7.22									
	<b>West Midlands</b>	7.34	7.77	7.46									
<b>NGN</b>	<b>Northern</b>	7.50	7.69	7.26									
<b>SGN</b>	<b>Scotland</b>	7.85	7.91	7.62									
	<b>Southern</b>	8.36	7.43	7.89									
<b>WWU</b>	<b>Wales &amp; West</b>	7.95	8.39	7.70									
	<i>Average</i>	7.75	7.67	7.39									

<b>Q9 Overall quality of work</b>													
<b>NGG</b>	<b>East of England</b>	7.71	7.55	7.29									
	<b>London</b>	7.24	7.22	6.59									
	<b>North West</b>	7.71	7.06	7.15									
	<b>West Midlands</b>	7.27	7.82	7.41									
<b>NGN</b>	<b>Northern</b>	7.49	7.75	7.05									
<b>SGN</b>	<b>Scotland</b>	7.97	7.77	7.58									
	<b>Southern</b>	8.19	7.56	7.76									
<b>WWU</b>	<b>Wales &amp; West</b>	7.95	8.33	7.70									
	<i>Average</i>	7.69	7.63	7.31									

<b>Combined Score (average of score for each question)</b>													
<b>NGG</b>	<b>East of England</b>	7.67	7.57	7.33									
	<b>London</b>	7.11	7.01	6.50									
	<b>North West</b>	7.37	7.12	7.20									
	<b>West Midlands</b>	7.69	7.69	7.30									
<b>NGN</b>	<b>Northern</b>	7.54	7.66	7.05									
<b>SGN</b>	<b>Scotland</b>	8.09	7.62	7.64									
	<b>Southern</b>	8.23	7.49	7.70									
<b>WWU</b>	<b>Wales &amp; West</b>	7.98	8.35	7.92									
	<i>Average</i>	7.71	7.57	7.33									

 = see note on covering page



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

<b>Q13 Overall quality of work</b>													
<b>NGG</b>	<b>East of England</b>	8.37	8.34	8.01									
	<b>London</b>	7.36	7.49	7.68									
	<b>North West</b>	8.17	8.44	7.90									
	<b>West Midlands</b>	8.43	7.85	7.96									
<b>NGN</b>	<b>Northern</b>	8.42	8.71	8.40									
<b>SGN</b>	<b>Scotland</b>	8.54	8.46	8.38									
	<b>Southern</b>	8.15	8.39	8.34									
<b>WWU</b>	<b>Wales &amp; West</b>	8.15	8.29	8.21									
	<i>Average</i>	8.20	8.25	8.11									

<b>Combined Score (average of score for each question)</b>													
<b>NGG</b>	<b>East of England</b>	8.13	8.15	7.63									
	<b>London</b>	7.17	7.31	7.46									
	<b>North West</b>	8.21	8.19	7.87									
	<b>West Midlands</b>	8.41	7.75	7.92									
<b>NGN</b>	<b>Northern</b>	8.34	8.48	8.18									
<b>SGN</b>	<b>Scotland</b>	8.24	8.17	7.98									
	<b>Southern</b>	7.54	8.27	8.01									
<b>WWU</b>	<b>Wales &amp; West</b>	8.10	8.18	8.19									
	<i>Average</i>	8.02	8.06	7.91									

  = see note on covering page





