

Northern Gas Networks - Customer Survey Results Regulatory Year to Date

All Gas Transporters (GTs) in Great Britain are required by the Office of Gas and Electricity markets (Ofgem, the industry regulator) to undertake quarterly postal surveys to gauge customer satisfaction. These surveys are designed to assess the satisfaction of customers in relation to work carried out by GTs on customers' service pipes. There are two surveys: one in relation to a planned interruption to a customer's gas supply and the second in relation to an unplanned interruption of a customer's gas supply.

Northern Gas Networks has contracted with Accent Marketing & Research to conduct the surveys. Customers are asked to provide a score (1 being the lowest, 5 being the highest) against a range of questions. Accent were informed of all customers' premises where planned and unplanned interruptions had occurred and then conducted a random sample of 400 customers in each category of interruption.

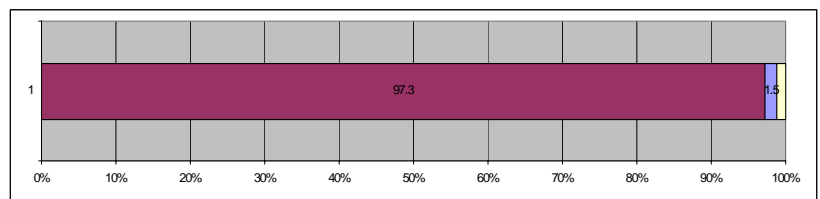
The results for the Regulatory Year to Date are shown below.

Unplanned Interruption

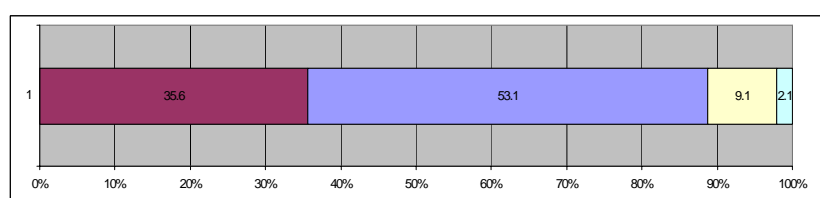
Summary of Means and Confidence Intervals by Question and by Combined Score

Question	Mean Score	Upper level at 95% confidence interval	Lower level at 95% confidence interval
Question 5 Satisfaction with duration of interruption to gas supply	3.71	3.83	3.59
Question 6 Satisfaction with communication while work was carried out	3.91	4.01	3.81
Question 7 Satisfaction with skill and professionalism of workforce	4.26	4.34	4.18
Question 8 Satisfaction with overall quality of work carried out	4.20	4.20	4.12
Combined Score	4.02	4.02	3.98

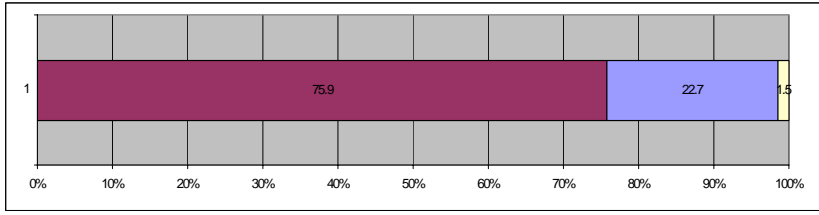
Q1. Are you a domestic (home) or business customer?	
Domestic	97.3%
Business	1.5%
Not stated	1.2%



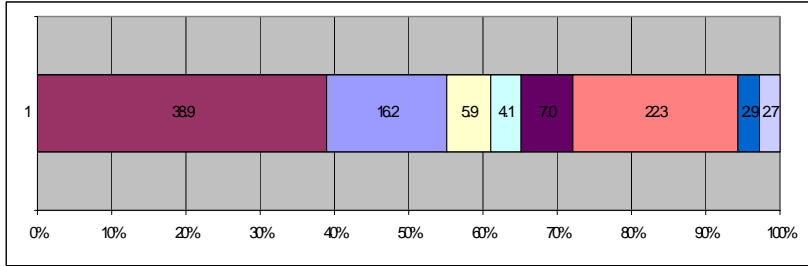
Q2. If you are a domestic customer, are you on (or eligible for) the priority customer list?	
Yes	35.6%
No	53.1%
Don't know	9.1%
Not stated	2.1%



Q3. Was your gas supply interrupted prior to or during the repair work/as a result of the maintenance (replacement) work, on your incoming gas supply?	
Yes	75.9%
No	22.7%
Not stated	1.5%



Q4. Length of time gas supply interrupted	
0-4 hrs	38.9%
5-8 hrs	16.2%
9-12 hrs	5.9%
13-16 hrs	4.1%
17-23 hrs	7.0%
24+ hrs	22.3%
Don't know	2.9%
Not stated	2.7%

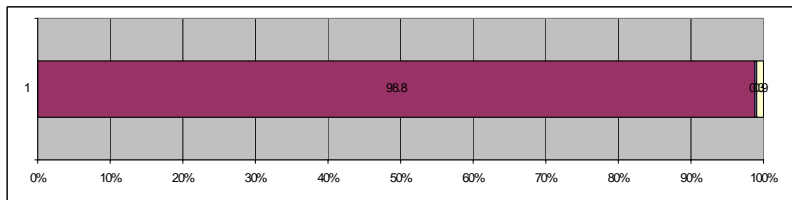


Planned interruption

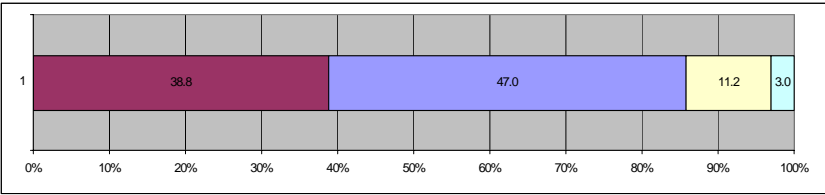
Summary of Means and Confidence Intervals by Question and by Combined Score

Question	Mean Score	Upper level at 95% confidence interval	Lower level at 95% confidence interval
Question 5 Satisfaction with duration of interruption to gas supply	3.75	3.85	3.65
Question 7 Satisfaction with notification about the work	4.14	4.20	4.08
Question 8 Satisfaction with communication while work was carried out	3.81	3.89	3.73
Question 9 Satisfaction with skill and professionalism of workforce	3.97	4.05	3.89
Question 10 Satisfaction with overall quality of work carried out	3.91	3.99	3.83
Combined Score	3.92	3.95	3.88

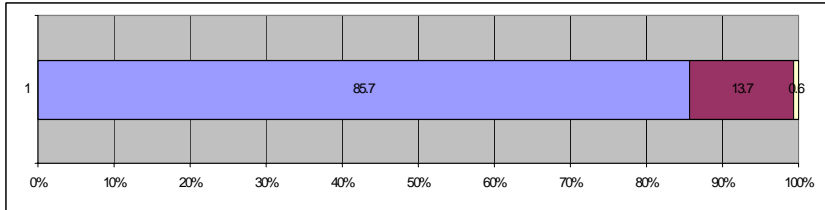
Q1. Are you a domestic (home) or business customer?	
Domestic	98.8%
Business	0.3%
Not stated	0.9%



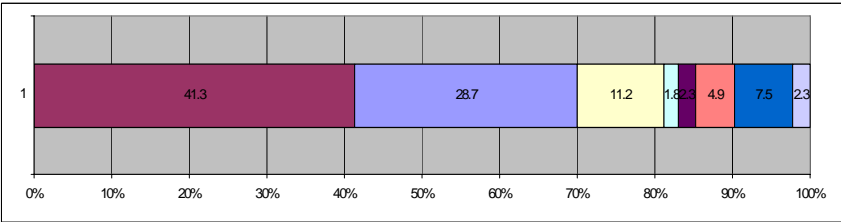
Q2. If you are a domestic customer, are you on (or eligible for) the priority customer list?	
Yes	38.8%
No	47.0%
Don't know	11.2%
Not stated	3.0%



Q3. Was your gas supply interrupted prior to or during the repair work/as a result of the maintenance (replacement) work, on your incoming gas supply?	
Yes	85.7%
No	13.7%
Not stated	0.6%



Q4. Length of time gas supply interrupted	
0-4 hrs	41.3%
5-8 hrs	28.7%
9-12 hrs	11.2%
13-16 hrs	1.8%
17-23 hrs	2.3%
24+ hrs	4.9%
Don't know	7.5%
Not stated	2.3%



Q6(replacement). Did you receive notification before the work was carried out about the maintenance (replacement) work on your incoming gas supply?	
Yes	93.2%
No	5.7%
Not stated	1.1%

