

Northern Gas Networks - Customer Survey Results Quarter One – April – June 2008

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.

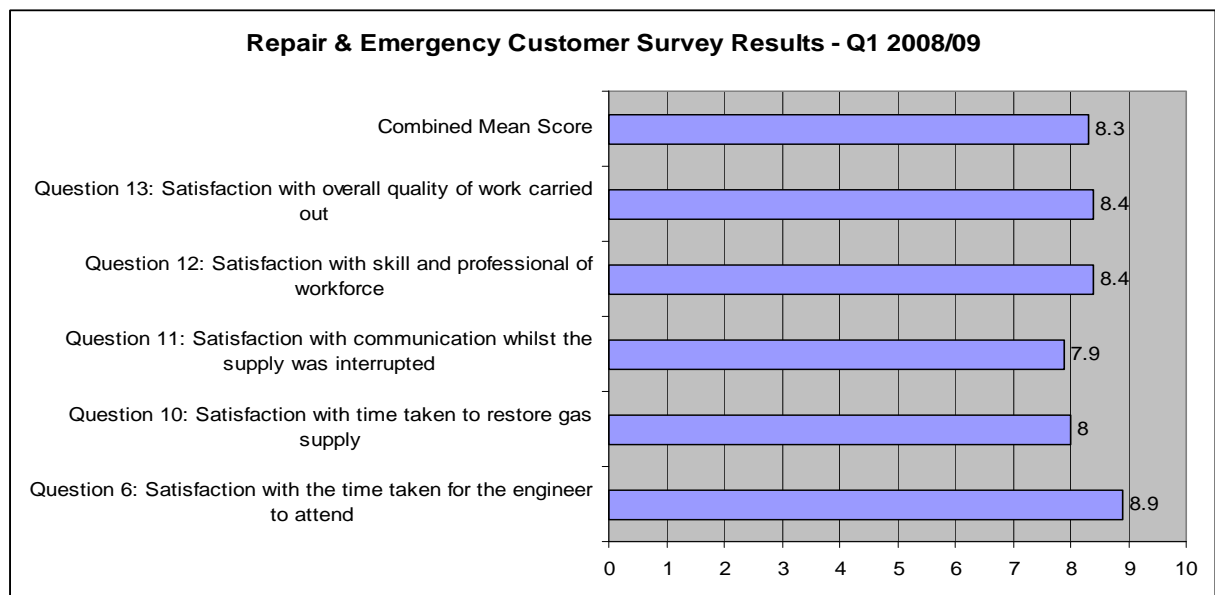
Northern Gas Networks has contracted with Accent Marketing & Research to conduct the surveys. Customers are asked to provide a score (1 being the lowest, 10 being the highest) against a range of questions. Accent were informed of all customers' premises where planned and unplanned interruptions had occurred and then conducted a random sample of 400 customers in each category of interruption.

Below are the results from the quarter four (Y4) survey, covering January to March 2008.

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 6: Satisfaction with the time taken for the engineer to attend | 8.9 | 9.3 | 8.7 |
| Question 10: Satisfaction with time taken to restore gas supply | 8.0 | 8.5 | 7.5 |
| Question 11: Satisfaction with communication whilst the supply was interrupted | 7.9 | 8.4 | 7.4 |
| Question 12: Satisfaction with skill and professional of workforce | 8.4 | 8.7 | 8.1 |
| Question 13: Satisfaction with overall quality of work carried out | 8.4 | 8.7 | 8.2 |
| Combined Mean Score | 8.3 | 8.5 | 8.1 |



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 4: Satisfaction with time taken to restore gas supply | 7.2 | 7.7 | 6.6 |
| Question 6: Satisfaction with advance notice of the works needing to be done | 8.2 | 8.6 | 7.8 |
| Question 7: Satisfaction with the communication whilst work was being conducted | 7.3 | 7.8 | 6.9 |
| Question 8: Satisfaction with skill and professionalism of workforce | 7.5 | 7.9 | 7.1 |
| Question 9: Satisfaction with overall quality of work carried out | 7.5 | 7.9 | 7.1 |
| Combined Mean Score | 7.5 | 7.7 | 7.4 |

