

## Northern Gas Networks - Customer Survey Results Quarter Four, January – March 2011 (Planned & Unplanned) Quarter Three, October - December 2010 (Connections)

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 now three surveys: one in relation to a planned interruption to a customer's gas supply, the second in relation to an unplanned interruption of a customer's gas supply and the third related to connections work.

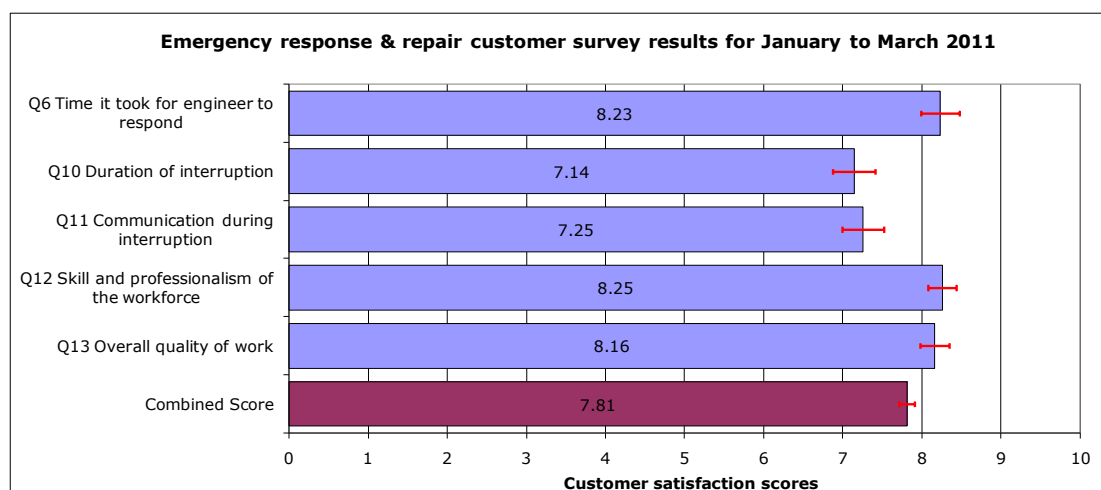
Northern Gas Networks has contracted with Accent Marketing & Research to conduct the surveys. Customers are asked to provide a score (1 being the lowest, 10 being the highest) against a range of questions.

Below are the results from quarter four (Y6) survey, covering January to March 2011 for planned / unplanned work and October to December 2010 for connections.

### Unplanned Interruption

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

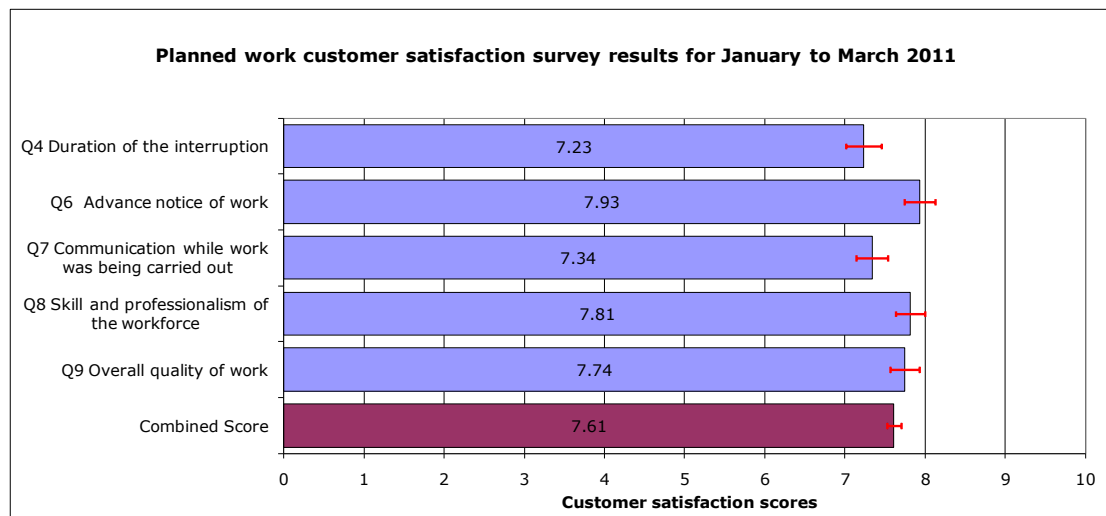
Question	Mean Score	Upper level at 95% confidence interval	Lower level at 95% confidence interval
Question 6: Satisfaction with the time taken for the engineer to attend	8.23	8.47	7.99
Question 10: Satisfaction with time taken to restore gas supply	7.14	7.41	6.87
Question 11: Satisfaction with communication whilst the supply was interrupted	7.25	7.52	6.99
Question 12: Satisfaction with skill and professionalism of workforce	8.25	8.44	8.07
Question 13: Satisfaction with overall quality of work carried out	8.16	8.34	7.98
Combined Mean Score	7.81	7.91	7.71



## 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 the time taken to restore gas supply	7.23	7.45	7.01
Question 6: Satisfaction with advance notice of work needing to be done	7.93	8.12	7.74
Question 7: Satisfaction with communication while work was being done	7.34	7.54	7.14
Question 8: Satisfaction with skill and professionalism of workforce	7.81	7.99	7.63
Question 9: Satisfaction with overall quality of work carried out	7.74	7.92	7.56
Combined Mean Score	7.61	7.70	7.52



## Connections

### 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 2: Satisfaction with the application process	7.41	7.76	7.07
Question 3: Satisfaction with the time taken to provide the quotation	7.32	7.67	6.98
Question 5: Satisfaction with time taken to schedule work to be carried out	6.65	7.09	6.22
Question 6: Satisfaction with time taken for work to be carried out	7.31	7.74	6.87
Question 7: Satisfaction with skill and professionalism of the workforce	7.75	8.15	7.36
Question 8: Satisfaction with overall quality of work carried out	7.74	8.12	7.36
Question 9: Satisfaction with overall Communication	7.43	7.80	7.06
Combined Mean Score	7.37	7.52	7.23

