

Northern Gas Networks - Customer Survey Results Full Regulatory Year, April 2019 - Mar 2020

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 TTI Global 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 one to quarter four, April 2019 to March 2020 survey.

PLANNED WORK SURVEY

Number of customers expressing given level of satisfaction, by survey question

| | Mean Score |
|---|------------|
| Q3 Duration of the interruption | 8.95 |
| Q5 Advance notice of work | 9.07 |
| Q6 Satisfaction with site tidiness | 8.37 |
| Q7 Communication while work was being carried out | 8.84 |
| Q8 Satisfaction with the excavation period | 8.40 |
| Q9 Skill and professionalism of the workforce | 9.09 |
| Q10 Quality of work | 8.97 |
| Q11 Satisfaction with overall service provided | 8.92 |

EMERGENCY RESPONSE AND REPAIR SURVEY

Number of customers expressing given level of satisfaction, by survey question (excluding telephone service)

| | Mean Score |
|--|------------|
| Q5 Time it took for engineer to respond | 9.49 |
| Q9 Duration of interruption | 9.14 |
| Q10 Communication during interruption | 9.15 |
| Q11 Satisfaction with site tidiness | 9.52 |
| Q12 Satisfaction with excavation period | 9.30 |
| Q13 Skill and professionalism of the workforce | 9.54 |
| Q14 Overall quality of work | 9.51 |
| Q15 Overall satisfaction of service provided | 9.48 |

CONNECTIONS SURVEY

Number of customers expressing given level of satisfaction, by survey question

| | Mean Score |
|--|-------------------|
| Q2 Application process and clarity of forms | 8.90 |
| Q3 Time taken to provide quotation | 9.02 |
| Q4 Time taken to schedule a date for works | 8.59 |
| Q5 Length of time it took for work to be completed | 8.99 |
| Q6 Skill and professionalism of the workforce | 9.27 |
| Q7 Satisfaction with site tidiness | 9.18 |
| Q8 Satisfaction with excavation period | 8.99 |
| Q9 Overall quality of work | 9.27 |
| Q10 Overall quality of communication | 8.98 |
| Q11 Overall satisfaction with service provided | 9.05 |