

Regulatory Reporting Pack Scotland Gas Networks 2019/20

8.2 Customer Satisfaction Survey - BMCS CSS Annual Results

PLANNED WORK SURVEY

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

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q3 Duration of the interruption	16	4	10	12	18	21	51	122	142	858	1254	223	9.18	9.27	9.09
Q5 Advance notice of work	39	12	17	17	24	25	36	134	141	953	1398	79	8.99	9.10	8.89
Q6 Satisfaction with site tidiness	48	14	27	25	51	39	100	213	174	776	1467	10	8.50	8.62	8.39
Q7 Communication while work was being carried out	40	13	20	26	37	22	63	149	185	912	1467	10	8.84	8.95	8.73
Q8 Satisfaction with excavation period	60	14	24	23	44	47	98	202	212	738	1462	15	8.44	8.56	8.32
Q9 Skill and professionalism of the workforce	20	7	7	6	29	26	56	150	183	894	1378	99	9.11	9.20	9.02
Q10 Overall quality of work	20	9	7	8	37	27	56	166	217	828	1375	102	9.01	9.10	8.92
Q11 Satisfaction with overall service provided	27	7	9	12	33	29	69	143	200	851	1380	97	8.98	9.08	8.88

Calculations

(x-mean)^2	Standard deviation	CI
3501.34	1.67	0.09
5960.96	2.07	0.11
7550.72	2.27	0.12
6631.39	2.13	0.11
7970.79	2.34	0.12
3973.11	1.70	0.09
4225.81	1.75	0.09
4753.43	1.86	0.10

EMERGENCY RESPONSE AND REPAIR SURVEY

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

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q5 Time it took for engineer to respond	10	5	1	8	21	12	43	90	211	1276	1677	516	9.49	9.55	9.43
Q9 Duration of interruption	27	4	8	6	21	12	23	68	102	800	1071	1122	9.23	9.34	9.12
Q10 Communication during interruption	22	2	5	5	23	12	21	78	104	812	1084	1109	9.29	9.40	9.19
Q11 Satisfaction with site tidiness	19	6	8	6	17	11	37	82	194	1640	2020	173	9.55	9.61	9.49
Q12 Satisfaction with excavation period	23	4	11	6	23	19	31	81	144	1251	1593	600	9.41	9.49	9.33
Q13 Skill and professionalism of the workforce	23	3	5	6	20	6	23	81	176	1658	2001	192	9.58	9.64	9.53
Q14 Overall quality of work	26	6	4	1	21	7	33	85	189	1706	2078	115	9.56	9.62	9.51
Q15 Overall satisfaction of service provided	27	10	7	4	19	11	36	86	176	1742	2118	75	9.53	9.59	9.47

Calculations

(x-mean)^2	Standard deviation	CI
2703.02	1.27	0.06
3710.41	1.86	0.11
3167.12	1.71	0.10
3577.95	1.33	0.06
3942.96	1.57	0.08
3472.23	1.32	0.06
3789.12	1.35	0.06
4345.32	1.43	0.06

CONNECTIONS SURVEY

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

	1	2	3	4	5	6	7	8	9	10	TOTAL	Not stated	Mean Score	Upper 95% CI	Lower 95% CI
Q2 Application process and clarity of forms	4	2	3	2	9	5	23	47	67	224	386	4	9.02	9.18	8.85
Q3 Time taken to provide quotation	4	0	0	2	4	5	10	38	63	261	387	3	9.34	9.47	9.20
Q4 Time taken to schedule a date for works completed	3	3	0	4	4	6	15	41	63	247	386	4	9.20	9.35	9.05
Q6 Skill and professionalism of the workforce	5	2	2	0	1	4	7	44	49	275	389	1	9.35	9.49	9.20
Q7 Satisfaction with site tidiness	4	1	1	2	1	3	12	20	53	291	388	2	9.46	9.60	9.33
Q8 Satisfaction with excavation period	5	0	2	1	3	6	11	29	54	275	386	4	9.35	9.50	9.21
Q9 Overall quality of work	4	0	2	5	4	6	9	30	50	225	335	55	9.22	9.39	9.05
Q10 Overall quality of communication	3	0	2	0	6	4	5	31	57	252	360	30	9.39	9.52	9.25
Q11 Overall satisfaction with service provided	7	2	1	1	2	6	5	25	55	256	360	30	9.32	9.49	9.15
Q11 Overall satisfaction with service provided	5	1	1	1	7	2	11	22	51	257	358	32	9.34	9.50	9.18

Calculations

(x-mean)^2	Standard deviation	CI
1063.91	1.66	0.17
710.33	1.36	0.14
889.64	1.52	0.15
842.15	1.47	0.15
710.42	1.35	0.13
818.38	1.46	0.15
845.65	1.59	0.17
645.33	1.34	0.14
957.90	1.63	0.17
842.10	1.54	0.16