

Regulatory Reporting Pack Southern 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	49	12	26	18	56	45	100	279	298	1503	2386	374	8.98	9.05	8.90
Q5 Advance notice of work	50	21	31	29	100	60	95	259	288	1713	2646	114	8.93	9.00	8.85
Q6 Satisfaction with site tidiness	75	29	44	56	126	110	206	407	405	1282	2740	20	8.37	8.46	8.29
Q7 Communication while work was being carried out	65	27	40	38	83	58	154	300	346	1630	2741	19	8.77	8.85	8.69
Q8 Satisfaction with excavation period	95	34	60	58	104	113	203	418	410	1227	2722	38	8.27	8.35	8.18
Q9 Skill and professionalism of the workforce	28	12	21	26	60	46	113	289	382	1631	2608	152	9.07	9.13	9.00
Q10 Overall quality of work	31	13	24	20	64	59	123	315	417	1534	2600	160	8.98	9.05	8.92
Q11 Satisfaction with overall service provided	50	18	30	29	59	48	151	324	415	1492	2616	144	8.86	8.93	8.79

Calculations

(x-mean)^2	Standard deviation	CI
8591.64	1.90	0.08
10547.78	2.00	0.08
13646.80	2.23	0.08
12127.40	2.10	0.08
15024.49	2.35	0.09
7520.39	1.70	0.07
7880.29	1.74	0.07
9632.07	1.92	0.07

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	17	8	2	6	17	19	35	125	220	1353	1802	588	9.44	9.51	9.38
Q9 Duration of interruption	44	6	10	11	29	28	41	67	115	809	1160	1230	8.96	9.08	8.83
Q10 Communication during interruption	37	11	6	8	23	21	32	70	118	858	1184	1206	9.10	9.22	8.99
Q11 Satisfaction with site tidiness	24	8	8	5	27	17	50	146	244	1662	2191	199	9.43	9.49	9.37
Q12 Satisfaction with excavation period	34	8	6	10	44	28	41	107	188	1209	1675	715	9.21	9.29	9.12
Q13 Skill and professionalism of the workforce	33	7	7	3	28	20	40	118	223	1688	2167	223	9.44	9.50	9.37
Q14 Overall quality of work	33	11	9	8	26	19	43	135	230	1740	2254	136	9.41	9.47	9.35
Q15 Overall satisfaction of service provided	43	9	6	10	25	19	47	126	243	1782	2310	80	9.39	9.46	9.33

Calculations

(x-mean)^2	Standard deviation	CI
3408.73	1.38	0.06
5498.93	2.18	0.13
4923.84	2.04	0.12
4534.14	1.44	0.06
5398.53	1.80	0.09
4961.28	1.51	0.06
5431.04	1.55	0.06
5965.94	1.61	0.07

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	2	4	5	8	14	28	48	116	86	409	720	10	8.92	9.04	8.80
Q3 Time taken to provide quotation	2	2	3	7	11	22	31	102	96	445	721	9	9.12	9.23	9.02
Q4 Time taken to schedule a date for works completed	7	2	1	9	23	17	54	101	95	412	721	9	8.92	9.04	8.79
Q6 Skill and professionalism of the workforce	12	7	4	5	13	14	11	75	102	479	722	8	9.13	9.26	9.00
Q7 Satisfaction with site tidiness	8	2	4	3	13	12	23	53	96	504	718	12	9.28	9.39	9.16
Q8 Satisfaction with excavation period	2	1	2	6	13	12	28	71	90	493	718	12	9.30	9.40	9.20
Q9 Overall quality of work	3	7	5	2	13	11	27	68	70	401	607	123	9.13	9.26	9.00
Q10 Overall quality of communication	9	1	2	3	10	7	22	68	106	436	664	66	9.24	9.35	9.12
Q11 Overall satisfaction with service provided	10	3	2	10	14	15	29	74	87	419	663	67	9.03	9.17	8.90
Q11 Overall satisfaction with service provided	9	7	2	6	15	18	18	85	97	405	662	68	9.01	9.15	8.87

Calculations

(x-mean)^2	Standard deviation	CI
1892.49	1.62	0.12
1543.26	1.46	0.11
2051.84	1.69	0.12
2299.76	1.79	0.13
1738.29	1.56	0.11
1327.81	1.36	0.10
1638.19	1.64	0.13
1549.88	1.53	0.12
2076.20	1.77	0.13
2104.93	1.78	0.14