

Regulatory Reporting Pack

Scotland Gas Networks

2020/21

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	15	5	11	6	23	17	31	104	127	700	1039	151	9.13	9.24	9.03
Q5 Advance notice of work	17	6	4	8	25	22	41	109	127	778	1137	53	9.16	9.26	9.06
Q6 Satisfaction with site tidiness	31	22	28	21	32	34	74	167	164	603	1176	14	8.48	8.61	8.34
Q7 Communication while work was being carried out	32	15	14	12	18	33	53	116	142	750	1185	5	8.88	8.99	8.76
Q8 Satisfaction with excavation period	40	24	20	17	33	39	72	160	160	611	1176	14	8.46	8.59	8.33
Q9 Skill and professionalism of the workforce	16	4	10	9	25	20	35	106	167	724	1116	74	9.11	9.22	9.01
Q10 Overall quality of work	13	8	14	15	24	20	34	125	168	696	1117	73	9.03	9.13	8.92
Q11 Satisfaction with overall service provided	15	13	11	15	29	21	36	118	161	698	1117	73	8.98	9.09	8.87

Calculations

(x-mean)^2	Standard deviation	CI
3181.14	1.75	0.11
3346.82	1.72	0.10
6155.28	2.29	0.13
5231.52	2.10	0.12
6476.12	2.35	0.13
3340.55	1.73	0.10
3623.30	1.80	0.11
3980.53	1.89	0.11

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	3	3	2	9	16	34	90	210	1489	1873	475	9.57	9.62	9.51
Q9 Duration of interruption	28	4	6	7	14	16	22	66	105	895	1163	1185	9.31	9.41	9.21
Q10 Communication during interruption	21	5	9	5	21	11	27	56	103	923	1181	1167	9.35	9.45	9.25
Q11 Satisfaction with site tidiness	9	1	7	4	13	15	27	80	206	1805	2167	181	9.66	9.71	9.62
Q12 Satisfaction with excavation period	15	3	7	8	16	17	25	73	154	1393	1711	637	9.54	9.61	9.48
Q13 Skill and professionalism of the workforce	15	3	3	5	11	11	25	65	187	1838	2163	185	9.68	9.72	9.63
Q14 Overall quality of work	23	0	0	5	12	11	28	81	180	1893	2233	115	9.66	9.70	9.61
Q15 Overall satisfaction of service provided	25	2	7	6	14	11	30	76	199	1905	2275	73	9.61	9.66	9.56

Calculations

(x-mean)^2	Standard deviation	CI
2793.84	1.22	0.06
3685.80	1.78	0.10
3414.87	1.70	0.10
2365.38	1.05	0.04
3026.33	1.33	0.06
2629.82	1.10	0.05
3011.55	1.16	0.05
3669.83	1.27	0.05

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	1	2	10	12	41	87	82	355	596	7	9.08	9.20	8.96
Q3 Time taken to provide quotation	4	3	2	3	4	5	24	70	80	403	598	5	9.29	9.40	9.18
Q4 Time taken to schedule a date for works	8	2	3	9	10	11	31	70	78	375	597	6	9.05	9.19	8.91
Q5 Length of time it took for work to be completed	6	0	5	3	6	9	21	47	78	425	600	3	9.32	9.44	9.20
Q6 Skill and professionalism of the workforce	4	1	2	1	4	6	18	41	75	449	601	2	9.47	9.57	9.37
Q7 Satisfaction with site tidiness	6	4	3	2	7	12	18	46	82	421	601	2	9.28	9.41	9.16
Q8 Satisfaction with excavation period	10	3	3	0	13	15	21	67	75	335	542	61	9.02	9.17	8.87
Q9 Overall quality of work	4	0	2	1	4	11	18	49	70	414	573	30	9.40	9.51	9.30
Q10 Overall quality of communication	5	1	2	0	13	9	15	56	74	399	574	29	9.30	9.42	9.19
Q11 Overall satisfaction with service provided	6	0	5	3	7	11	14	53	75	397	571	32	9.28	9.41	9.16

Calculations

(x-mean)^2	Standard deviation	CI
1310.13	1.48	0.12
1177.37	1.40	0.11
1769.59	1.72	0.14
1310.56	1.48	0.12
949.68	1.26	0.10
1448.35	1.55	0.12
1723.82	1.79	0.15
957.87	1.29	0.11
1191.65	1.44	0.12
1310.04	1.52	0.12