

Regulatory Reporting Pack Southern 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 | 39 | 12 | 16 | 20 | 37 | 33 | 73 | 169 | 235 | 1320 | 1954 | 359 | 9.08 | 9.17 | 9.00 |
| Q5 Advance notice of work | 44 | 4 | 16 | 9 | 37 | 43 | 72 | 180 | 244 | 1573 | 2222 | 91 | 9.20 | 9.28 | 9.13 |
| Q6 Satisfaction with site tidiness | 60 | 22 | 31 | 26 | 64 | 68 | 150 | 306 | 366 | 1208 | 2301 | 12 | 8.65 | 8.73 | 8.56 |
| Q7 Communication while work was being carried out | 61 | 11 | 17 | 31 | 36 | 50 | 90 | 197 | 300 | 1502 | 2295 | 18 | 9.00 | 9.08 | 8.92 |
| Q8 Satisfaction with excavation period | 59 | 27 | 36 | 41 | 69 | 78 | 165 | 338 | 334 | 1142 | 2289 | 24 | 8.51 | 8.60 | 8.42 |
| Q9 Skill and professionalism of the workforce | 35 | 8 | 11 | 11 | 34 | 29 | 70 | 213 | 325 | 1432 | 2168 | 145 | 9.18 | 9.25 | 9.11 |
| Q10 Overall quality of work | 31 | 11 | 11 | 21 | 46 | 33 | 84 | 218 | 360 | 1356 | 2171 | 142 | 9.09 | 9.16 | 9.02 |
| Q11 Satisfaction with overall service provided | 42 | 13 | 16 | 15 | 49 | 47 | 85 | 214 | 331 | 1362 | 2174 | 139 | 9.02 | 9.10 | 8.94 |

Calculations

| (x-mean)^2 | Standard deviation | CI |
|------------|--------------------|------|
| 6815.90 | 1.87 | 0.08 |
| 6741.46 | 1.74 | 0.07 |
| 10150.27 | 2.10 | 0.09 |
| 8914.96 | 1.97 | 0.08 |
| 10819.94 | 2.17 | 0.09 |
| 5959.57 | 1.66 | 0.07 |
| 6370.20 | 1.71 | 0.07 |
| 7398.15 | 1.85 | 0.08 |

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 | 20 | 2 | 5 | 0 | 15 | 13 | 33 | 130 | 235 | 1512 | 1965 | 554 | 9.52 | 9.57 | 9.46 |
| Q9 Duration of interruption | 46 | 4 | 6 | 6 | 18 | 20 | 37 | 72 | 119 | 879 | 1207 | 1312 | 9.12 | 9.23 | 9.00 |
| Q10 Communication during interruption | 31 | 5 | 4 | 6 | 24 | 18 | 29 | 89 | 120 | 925 | 1251 | 1268 | 9.23 | 9.33 | 9.13 |
| Q11 Satisfaction with site tidiness | 16 | 2 | 3 | 5 | 29 | 19 | 36 | 125 | 243 | 1856 | 2334 | 185 | 9.56 | 9.61 | 9.51 |
| Q12 Satisfaction with excavation period | 22 | 5 | 7 | 12 | 31 | 29 | 39 | 113 | 180 | 1366 | 1804 | 715 | 9.36 | 9.43 | 9.29 |
| Q13 Skill and professionalism of the workforce | 25 | 3 | 3 | 2 | 16 | 21 | 25 | 128 | 215 | 1866 | 2304 | 215 | 9.57 | 9.62 | 9.52 |
| Q14 Overall quality of work | 26 | 3 | 2 | 2 | 20 | 17 | 35 | 117 | 238 | 1915 | 2375 | 144 | 9.57 | 9.62 | 9.52 |
| Q15 Overall satisfaction of service provided | 31 | 4 | 4 | 7 | 17 | 19 | 32 | 112 | 246 | 1972 | 2444 | 75 | 9.55 | 9.60 | 9.49 |

Calculations

| (x-mean)^2 | Standard deviation | CI |
|------------|--------------------|------|
| 3166.78 | 1.27 | 0.06 |
| 5056.99 | 2.05 | 0.12 |
| 4131.31 | 1.82 | 0.10 |
| 3389.81 | 1.21 | 0.05 |
| 4362.08 | 1.56 | 0.07 |
| 3696.89 | 1.27 | 0.05 |
| 3815.17 | 1.27 | 0.05 |
| 4423.68 | 1.35 | 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 | 13 | 3 | 4 | 13 | 45 | 40 | 84 | 190 | 162 | 487 | 1041 | 7 | 8.63 | 8.74 | 8.52 |
| Q3 Time taken to provide quotation | 11 | 2 | 7 | 12 | 29 | 17 | 70 | 168 | 191 | 532 | 1039 | 9 | 8.86 | 8.96 | 8.76 |
| Q4 Time taken to schedule a date for works | 43 | 27 | 34 | 36 | 62 | 49 | 80 | 134 | 129 | 441 | 1035 | 13 | 7.87 | 8.04 | 7.71 |
| Q5 Length of time it took for work to be completed | 31 | 10 | 15 | 11 | 20 | 24 | 47 | 115 | 148 | 620 | 1041 | 7 | 8.80 | 8.93 | 8.67 |
| Q6 Skill and professionalism of the workforce | 15 | 6 | 6 | 8 | 11 | 22 | 35 | 96 | 165 | 677 | 1041 | 7 | 9.16 | 9.26 | 9.05 |
| Q7 Satisfaction with site tidiness | 10 | 2 | 7 | 9 | 19 | 24 | 42 | 107 | 174 | 646 | 1040 | 8 | 9.12 | 9.22 | 9.02 |
| Q8 Satisfaction with excavation period | 15 | 9 | 6 | 11 | 23 | 18 | 49 | 104 | 156 | 485 | 876 | 172 | 8.84 | 8.97 | 8.72 |
| Q9 Overall quality of work | 10 | 4 | 3 | 8 | 14 | 14 | 40 | 101 | 161 | 619 | 974 | 74 | 9.18 | 9.28 | 9.08 |
| Q10 Overall quality of communication | 26 | 6 | 12 | 20 | 27 | 28 | 65 | 93 | 157 | 538 | 972 | 76 | 8.69 | 8.83 | 8.56 |
| Q11 Overall satisfaction with service provided | 16 | 9 | 15 | 10 | 26 | 22 | 63 | 114 | 188 | 509 | 972 | 76 | 8.76 | 8.88 | 8.64 |

Calculations

| (x-mean)^2 | Standard deviation | CI |
|------------|--------------------|------|
| 3398.61 | 1.81 | 0.11 |
| 2930.20 | 1.68 | 0.10 |
| 7215.67 | 2.64 | 0.16 |
| 4708.02 | 2.13 | 0.13 |
| 2931.48 | 1.68 | 0.10 |
| 2640.73 | 1.59 | 0.10 |
| 3185.57 | 1.91 | 0.13 |
| 2342.92 | 1.55 | 0.10 |
| 4373.02 | 2.12 | 0.13 |
| 3688.63 | 1.95 | 0.12 |