

GD2 Regulatory Report Pack
Scotland Gas Networks
2021/22

General + PSR customers

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	(x-mean) ²	Standard deviation	CI
Q1 Satisfaction with overall service provided	28	12	10	9	33	37	62	212	338	1417	2158	29	9.20	9.27	9.13	2.6	1.61	0.07
Q2 Efforts to inform	32	20	19	13	47	30	65	206	289	1441	2162	25	9.12	9.20	9.04	3.21	1.79	0.08
Q4 Speed of restoration	31	6	8	9	24	11	42	138	325	1522	2116	71	9.37	9.43	9.31	2.27	1.51	0.06
Q6 Satisfaction with site tidiness	26	9	7	11	26	21	38	117	280	1613	2148	39	9.41	9.47	9.35	2.21	1.49	0.06
Q7 Communication whilst work carried out	32	14	17	16	44	38	67	176	293	1349	2046	141	9.10	9.18	9.02	3.21	1.79	0.08
Q8 Satisfaction with excavation period	53	21	34	21	59	45	134	252	313	1106	2038	149	8.67	8.76	8.58	4.51	2.12	0.09
Q9 Professionalism of the workforce	21	7	9	12	36	19	61	158	317	1408	2048	139	9.29	9.36	9.22	2.29	1.51	0.07
Q10 Ease to deal with	24	9	7	14	43	24	54	159	282	1407	2023	164	9.26	9.33	9.19	2.53	1.59	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	(x-mean) ²	Standard deviation	CI
Q1 Overall satisfaction of service provided	5	3	7	6	27	26	46	184	263	1973	2540	1	9.54	9.58	9.50	1.23	1.11	0.04
Q2 Safety advice from national gas emergency	10	2	5	9	15	15	44	163	222	1659	2144	397	9.53	9.58	9.48	1.36	1.17	0.05
Q3 Informed about gas emergency process	10	-	6	3	24	12	38	139	233	2025	2490	51	9.62	9.66	9.58	1.12	1.06	0.04
Q4 Speed of restoration	17	4	8	9	27	21	26	93	141	1364	1710	831	9.46	9.53	9.39	2.11	1.45	0.07
Q5 Communication whilst supply interrupted	20	-	7	3	31	14	30	84	133	1418	1740	801	9.51	9.58	9.44	1.95	1.4	0.07
Q6 Satisfaction with site tidiness	3	1	3	1	10	6	13	73	137	2237	2484	57	9.82	9.85	9.79	0.52	0.72	0.03
Q7 Satisfaction with excavation period	5	2	3	4	8	4	14	56	68	683	847	1694	9.55	9.63	9.47	1.57	1.25	0.08
Q8 Professionalism of the workforce	5	1	3	1	12	6	25	102	155	2150	2460	81	9.76	9.79	9.73	0.69	0.83	0.03
Q9 Safe and reassured	7	4	-	4	13	8	32	112	157	2134	2471	70	9.72	9.76	9.68	0.86	0.93	0.04
Q10 Ease to deal with	13	4	4	7	27	12	38	132	174	2030	2441	100	9.61	9.66	9.56	1.35	1.16	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	(x-mean) ²	Standard deviation	CI
Q1 Overall satisfaction with service provided	11	5	6	9	28	21	59	152	170	782	1243	3	9.11	9.20	9.02	2.56	1.6	0.09
Q3 Application process and clarity of forms	10	4	7	15	35	34	84	204	185	642	1220	26	8.84	8.93	8.75	2.85	1.69	0.09
Q4 Time taken to provide quotation	5	1	5	8	18	16	44	128	169	841	1235	11	9.31	9.38	9.24	1.78	1.34	0.07
Q5 Date to complete work	8	8	8	9	33	24	67	125	140	809	1231	15	9.11	9.20	9.02	2.72	1.65	0.09
Q6 Professionalism of the workforce	4	4	3	7	19	14	28	74	135	886	1174	72	9.45	9.52	9.38	1.71	1.31	0.07
Q7 Satisfaction with site tidiness	3	1	-	2	4	7	22	58	120	966	1183	63	9.66	9.71	9.61	0.85	0.92	0.05
Q8 Satisfaction with excavation period	22	11	6	12	25	21	46	95	159	751	1148	98	9.05	9.16	8.94	3.55	1.89	0.11
Q9 Quality of communication	14	8	8	8	22	16	38	111	143	853	1221	25	9.22	9.31	9.13	2.72	1.65	0.09
Q10 Ease to deal with	14	6	6	7	26	20	53	120	152	825	1229	17	9.17	9.26	9.08	2.68	1.64	0.09

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PSR customers only

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	(x-mean) ²	Standard deviation	CI
Q1 Satisfaction with overall service provided	2	2	-	-	3	4	4	25	64	240	344	4	9.44	9.57	9.31	1.52	1.23	0.13
Q2 Efforts to inform	3	1	1	1	2	6	3	26	50	249	342	6	9.44	9.58	9.30	1.78	1.34	0.14
Q4 Speed of restoration	3	-	-	-	2	-	5	14	55	255	334	14	9.60	9.72	9.48	1.18	1.09	0.12
Q6 Satisfaction with site tidiness	2	1	-	-	2	3	8	11	44	274	345	3	9.60	9.72	9.48	1.24	1.11	0.12
Q7 Communication whilst work carried out	2	2	2	1	5	4	7	23	48	236	330	18	9.36	9.52	9.20	2.07	1.44	0.16
Q8 Satisfaction with excavation period	5	2	3	1	8	7	14	31	54	203	328	20	9.04	9.23	8.85	3.14	1.77	0.19
Q9 Professionalism of the workforce	3	-	1	-	4	1	5	19	53	244	330	18	9.50	9.63	9.37	1.52	1.23	0.13
Q10 Ease to deal with	3	-	1	2	1	4	5	19	41	253	329	19	9.51	9.65	9.37	1.63	1.28	0.14

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	(x-mean) ²	Standard deviation	CI
Q1 Overall satisfaction of service provided	1	-	1	1	7	4	9	31	73	386	513	-	9.54	9.63	9.45	1.12	1.06	0.09
Q2 Safety advice from national gas emergency	2	1	2	2	5	-	11	29	58	316	426	87	9.47	9.59	9.35	1.58	1.26	0.12
Q3 Informed about gas emergency process	6	-	2	-	6	1	5	25	58	396	499	14	9.55	9.66	9.44	1.71	1.31	0.11
Q4 Speed of restoration	3	1	1	1	8	4	6	15	37	281	357	156	9.47	9.62	9.32	1.98	1.41	0.15
Q5 Communication whilst supply interrupted	10	-	1	2	5	6	6	12	30	292	364	149	9.37	9.55	9.19	3.13	1.77	0.18
Q6 Satisfaction with site tidiness	2	-	-	-	2	1	-	12	32	446	495	18	9.82	9.89	9.75	0.59	0.77	0.07
Q7 Satisfaction with excavation period	-	-	-	-	3	1	3	12	18	150	187	326	9.63	9.76	9.50	0.84	0.92	0.13
Q8 Professionalism of the workforce	2	-	-	-	2	1	4	16	39	422	486	27	9.76	9.83	9.69	0.7	0.84	0.07
Q9 Safe and reassured	2	-	-	1	3	2	4	13	38	428	491	22	9.75	9.83	9.67	0.82	0.9	0.08
Q10 Ease to deal with	6	1	1	2	8	1	4	25	37	402	487	26	9.54	9.66	9.42	1.97	1.4	0.12

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	(x-mean) ²	Standard deviation	CI
Q1 Overall satisfaction with service provided	1	-	1	1	2	1	3	7	12	54	82	-	9.13	9.50	8.76	2.9	1.7	0.37
Q3 Application process and clarity of forms	4	-	-	1	3	1	4	8	19	39	79	3	8.63	9.12	8.14	4.94	2.22	0.49
Q4 Time taken to provide quotation	-	-	1	2	-	1	1	3	13	61	82	-	9.45	9.74	9.16	1.78	1.34	0.29
Q5 Date to complete work	-	-	-	1	1	1	3	5	9	61	81	1	9.47	9.72	9.22	1.36	1.17	0.25
Q6 Professionalism of the workforce	1	1	-	-	2	1	2	1	12	61	81	1	9.37	9.72	9.02	2.63	1.62	0.35
Q7 Satisfaction with site tidiness	1	-	-	-	-	2	1	3	5	69	81	1	9.62	9.89	9.35	1.57	1.25	0.27
Q8 Satisfaction with excavation period	2	1	-	1	3	-	2	6	13	51	79	3	9.01	9.45	8.57	3.99	2	0.44
Q9 Quality of communication	3	-	1	-	1	-	2	4	6	64	81	1	9.27	9.70	8.84	3.88	1.97	0.43
Q10 Ease to deal with	1	1	1	1	-	2	1	3	13	59	82	-	9.27	9.65	8.89	3.07	1.75	0.38