

GD2 Regulatory Report Pack
Southern 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	44	16	17	22	43	41	93	273	411	1645	2605	42	9.08	9.15	9.01	3.11	1.76	0.07
Q2 Efforts to inform	64	23	24	21	56	45	86	205	389	1697	2610	37	9.01	9.09	8.93	3.89	1.97	0.08
Q4 Speed of restoration	36	7	20	16	45	36	70	209	333	1791	2563	84	9.24	9.30	9.18	2.71	1.65	0.06
Q6 Satisfaction with site tidiness	42	13	12	12	43	28	64	149	328	1912	2603	44	9.32	9.38	9.26	2.71	1.65	0.06
Q7 Communication whilst work carried out	57	21	18	25	54	40	94	238	353	1586	2486	161	9.00	9.08	8.92	3.77	1.94	0.08
Q8 Satisfaction with excavation period	87	32	34	30	81	86	166	331	382	1239	2468	179	8.48	8.57	8.39	5.17	2.27	0.09
Q9 Professionalism of the workforce	34	12	18	13	38	36	75	195	371	1699	2491	156	9.23	9.29	9.17	2.7	1.64	0.06
Q10 Ease to deal with	39	13	19	16	62	53	75	229	370	1578	2454	193	9.08	9.15	9.01	3.17	1.78	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	21	9	10	9	41	30	67	236	339	1826	2588	2	9.33	9.39	9.27	2.06	1.44	0.06
Q2 Safety advice from national gas emergency	13	4	6	5	23	19	61	186	272	1545	2134	456	9.42	9.47	9.37	1.64	1.28	0.05
Q3 Informed about gas emergency process	14	8	10	4	30	26	74	179	316	1859	2520	70	9.43	9.48	9.38	1.72	1.31	0.05
Q4 Speed of restoration	32	5	13	9	27	25	50	107	157	1182	1607	983	9.24	9.33	9.15	3.14	1.77	0.09
Q5 Communication whilst supply interrupted	28	11	10	13	27	13	46	131	163	1262	1704	886	9.27	9.35	9.19	2.94	1.72	0.08
Q6 Satisfaction with site tidiness	9	1	3	3	13	11	39	93	197	2163	2532	58	9.71	9.75	9.67	0.89	0.94	0.04
Q7 Satisfaction with excavation period	9	5	3	5	21	12	34	57	87	563	796	1794	9.21	9.33	9.09	2.79	1.67	0.12
Q8 Professionalism of the workforce	11	5	4	13	25	14	46	128	241	1994	2481	109	9.57	9.62	9.52	1.39	1.18	0.05
Q9 Safe and reassured	16	3	10	10	27	17	57	133	224	2011	2508	82	9.54	9.59	9.49	1.6	1.27	0.05
Q10 Ease to deal with	14	6	8	5	28	23	53	169	259	1905	2470	120	9.49	9.54	9.44	1.59	1.26	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	25	24	28	21	69	87	188	380	351	1162	2335	1	8.67	8.75	8.59	3.53	1.88	0.08
Q3 Application process and clarity of forms	19	19	26	35	110	88	200	500	341	955	2293	43	8.45	8.53	8.37	3.52	1.88	0.08
Q4 Time taken to provide quotation	21	13	9	15	56	49	131	381	355	1268	2298	38	8.94	9.01	8.87	2.69	1.64	0.07
Q5 Date to complete work	63	35	38	48	133	110	184	362	269	1058	2300	36	8.24	8.33	8.15	5.33	2.31	0.09
Q6 Professionalism of the workforce	25	9	11	15	47	29	86	260	317	1407	2206	130	9.13	9.20	9.06	2.63	1.62	0.07
Q7 Satisfaction with site tidiness	15	3	3	3	16	12	58	218	293	1614	2235	101	9.45	9.50	9.40	1.46	1.21	0.05
Q8 Satisfaction with excavation period	41	15	13	21	56	44	107	271	288	1101	1957	379	8.82	8.91	8.73	3.77	1.94	0.09
Q9 Quality of communication	42	19	17	22	76	57	123	312	321	1287	2276	60	8.81	8.89	8.73	3.74	1.93	0.08
Q10 Ease to deal with	37	14	24	25	83	66	155	378	326	1184	2292	44	8.70	8.78	8.62	3.68	1.92	0.08

GD2 Regulatory Report Pack
Southern Gas Networks
2021/22

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	5	2	2	1	5	6	7	29	25	172	254	8	9.08	9.31	8.85	3.45	1.86	0.23
Q2 Efforts to inform	5	2	4	2	6	4	7	25	30	172	257	5	9.04	9.28	8.80	3.77	1.94	0.24
Q4 Speed of restoration	3	-	1	4	5	5	9	21	26	173	247	15	9.20	9.41	8.99	2.73	1.65	0.21
Q6 Satisfaction with site tidiness	4	2	1	1	5	4	4	20	26	191	258	4	9.29	9.50	9.08	2.86	1.69	0.21
Q7 Communication whilst work carried out	7	1	5	4	4	4	6	22	33	157	243	19	8.93	9.19	8.67	4.44	2.11	0.26
Q8 Satisfaction with excavation period	12	3	3	-	9	6	21	31	26	129	240	22	8.45	8.75	8.15	5.8	2.41	0.3
Q9 Professionalism of the workforce	4	2	4	1	4	5	9	21	28	167	245	17	9.09	9.32	8.86	3.49	1.87	0.23
Q10 Ease to deal with	4	1	6	-	10	5	2	18	36	157	239	23	9.02	9.27	8.77	3.8	1.95	0.25

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	7	3	-	-	7	4	10	37	61	347	476	-	9.36	9.50	9.22	2.32	1.52	0.14
Q2 Safety advice from national gas emergency	4	-	2	-	3	4	10	31	47	292	393	83	9.44	9.57	9.31	1.78	1.33	0.13
Q3 Informed about gas emergency process	4	-	3	-	6	4	15	30	53	341	456	20	9.43	9.55	9.31	1.85	1.36	0.12
Q4 Speed of restoration	7	1	3	4	5	2	9	16	26	223	296	180	9.21	9.43	8.99	3.6	1.9	0.22
Q5 Communication whilst supply interrupted	7	1	1	2	6	2	11	27	22	240	319	157	9.26	9.45	9.07	3.09	1.76	0.19
Q6 Satisfaction with site tidiness	4	-	-	-	-	-	6	16	39	394	459	17	9.73	9.82	9.64	0.97	0.99	0.09
Q7 Satisfaction with excavation period	2	1	-	3	7	-	3	7	17	111	151	325	9.21	9.50	8.92	3.23	1.8	0.29
Q8 Professionalism of the workforce	6	2	-	3	5	2	2	24	38	365	447	29	9.52	9.65	9.39	2.08	1.44	0.13
Q9 Safe and reassured	5	1	1	2	7	2	8	24	31	369	450	26	9.52	9.65	9.39	1.98	1.41	0.13
Q10 Ease to deal with	3	-	2	2	6	4	6	22	56	350	451	25	9.52	9.64	9.40	1.6	1.26	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	4	3	3	2	7	12	14	24	30	121	220	-	8.65	8.93	8.37	4.34	2.08	0.28
Q3 Application process and clarity of forms	2	3	3	4	12	5	18	44	36	87	214	6	8.39	8.66	8.12	3.94	1.98	0.27
Q4 Time taken to provide quotation	5	1	-	2	6	8	7	30	28	129	216	4	8.91	9.16	8.66	3.57	1.89	0.25
Q5 Date to complete work	7	3	3	6	12	3	12	25	26	119	216	4	8.48	8.80	8.16	5.58	2.36	0.32
Q6 Professionalism of the workforce	3	1	-	4	4	2	4	23	29	140	210	10	9.17	9.40	8.94	2.84	1.68	0.23
Q7 Satisfaction with site tidiness	-	-	-	-	3	-	5	23	27	154	212	8	9.51	9.64	9.38	0.89	0.94	0.13
Q8 Satisfaction with excavation period	4	2	-	1	8	2	12	20	28	111	188	32	8.88	9.16	8.60	3.73	1.93	0.28
Q9 Quality of communication	4	4	3	1	9	5	8	24	28	131	217	3	8.80	9.08	8.52	4.39	2.1	0.28
Q10 Ease to deal with	4	1	2	4	10	10	6	34	26	120	217	3	8.69	8.96	8.42	4.08	2.02	0.27