

2017/2018



## Background

Ofgem, the industry regulator, requires all gas distribution networks to undertake quarterly postal customer satisfaction surveys in relation to planned works, emergency response and repair and connections services.

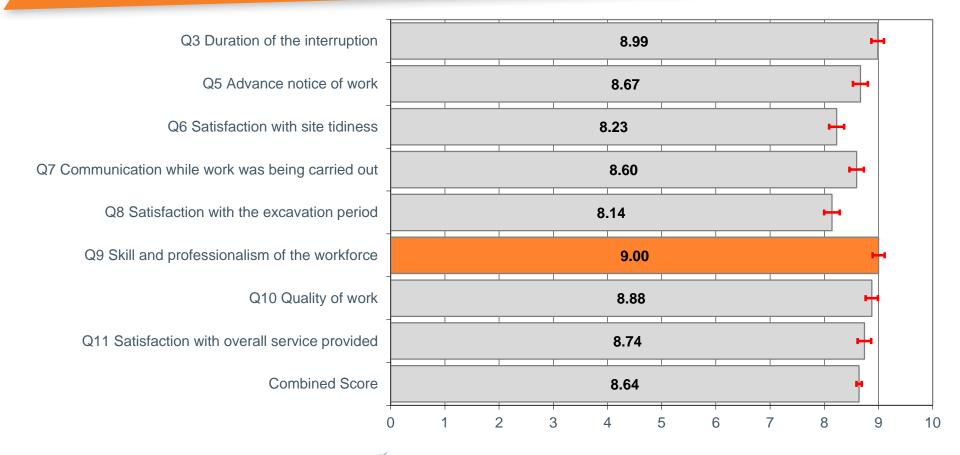
The survey must be undertaken by a third party. Wales & West Utilities use **TTi Global** for this purpose.

Customers are asked to rate their satisfaction on a scale of 1-10, where a score of 1 indicates that the customer is very dissatisfied with the level of service received and a score of 10 indicates that the customer is very satisfied.

The red lines indicate the confidence interval associated with the survey results. There is a 95 per cent probability that the actual level of customer satisfaction lies somewhere in the margin indicated by the confidence interval.



## Survey results - Planned





## Survey results - Emergency

Q5 Time it took for engineer to respond

Q9 Duration of interruption

Q10 Communication during interruption

Q11 Satisfaction with site tidiness

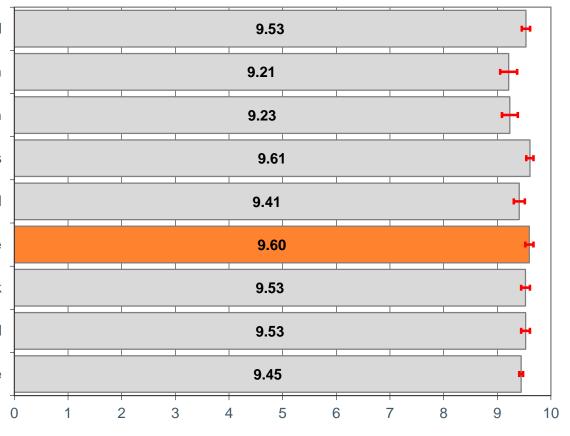
Q12 Satisfaction with excavation period

Q13 Skill and professionalism of the workforce

Q14 Overall quality of work

Q15 Overall satisfaction of service provided

**Combined Score** 





## Survey results - Connections

Q5 Time it took for engineer to respond

Q9 Duration of interruption

Q10 Communication during interruption

Q11 Satisfaction with site tidiness

Q12 Satisfaction with excavation period

Q13 Skill and professionalism of the workforce

Q14 Overall quality of work

Q15 Overall satisfaction of service provided

**Combined Score** 

