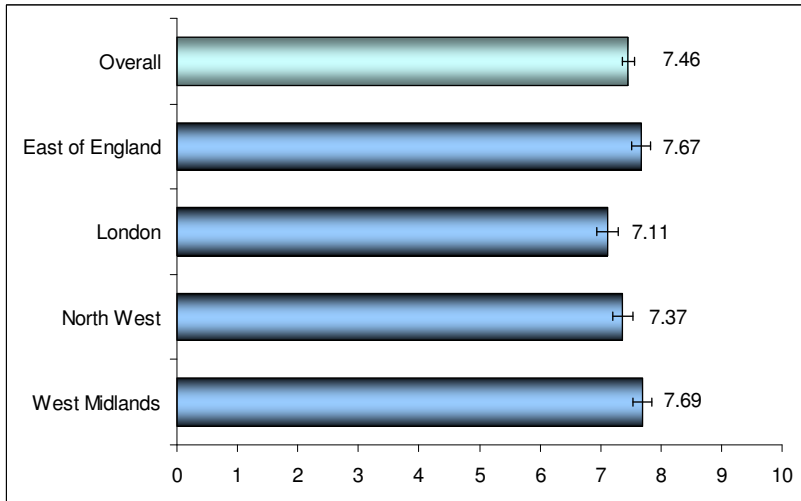


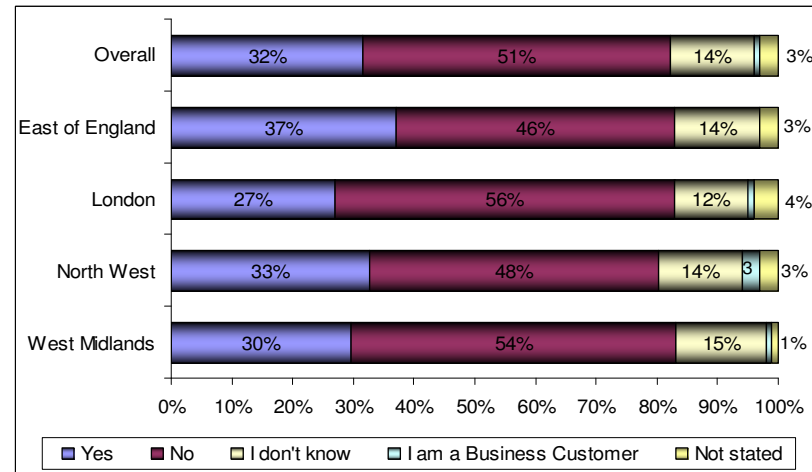
Customer Satisfaction Survey Results Q1, 2008/9

Planned Work

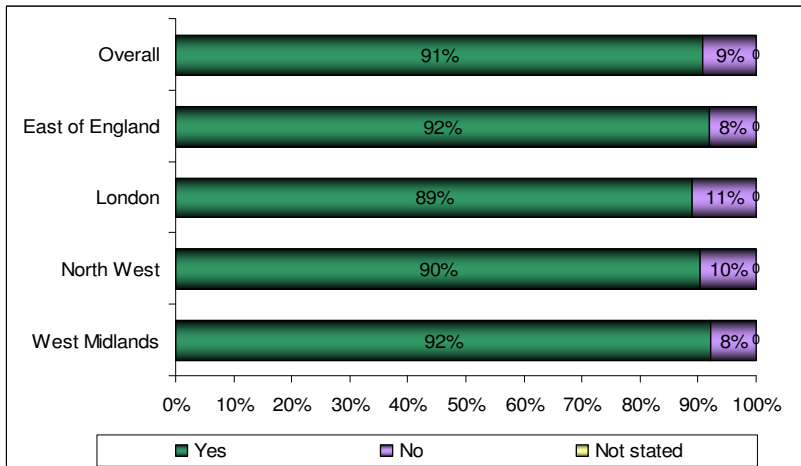
Overall Satisfaction (Combined Mean Scores)



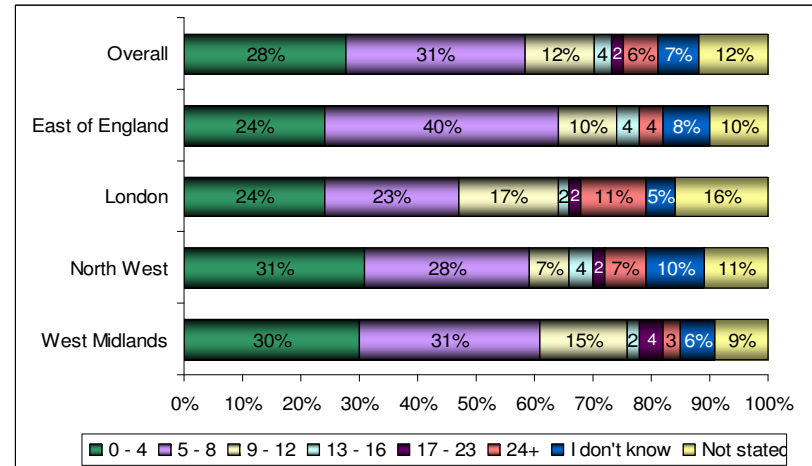
Q1. If you are a domestic customer, are you on (or eligible for) your gas supplier's priority customer list?



Q2. Was your gas supply interrupted as a result of the work on your incoming gas supply?



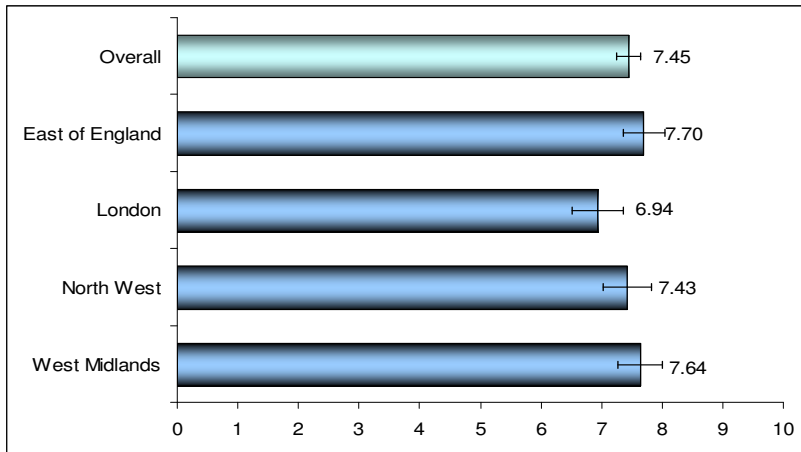
Q3. For how many hours was your gas supply interrupted?



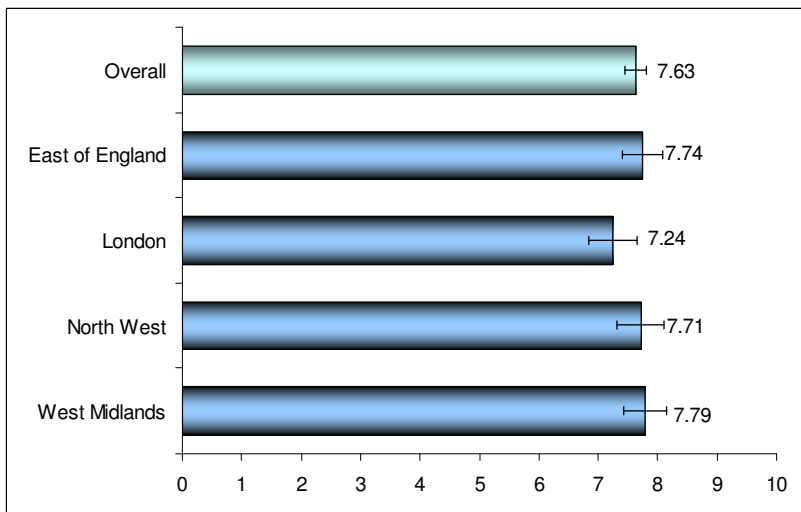
Customer Satisfaction Survey Results Q1, 2008/9

Planned Work

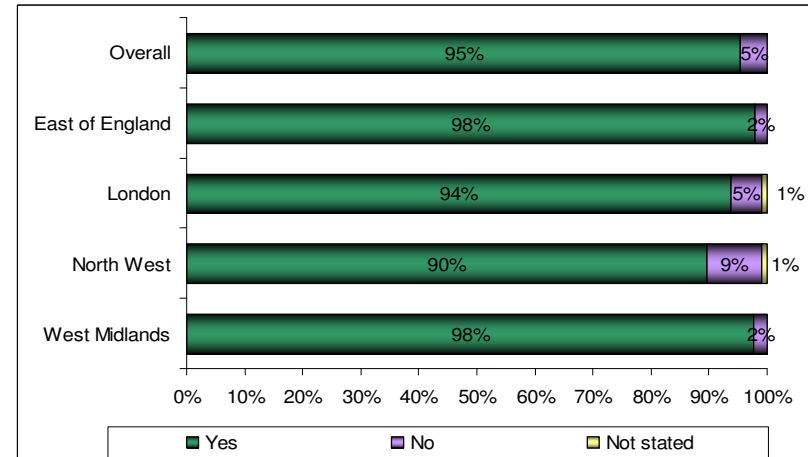
Q4. How satisfied were you that your supply was restored as soon as possible?



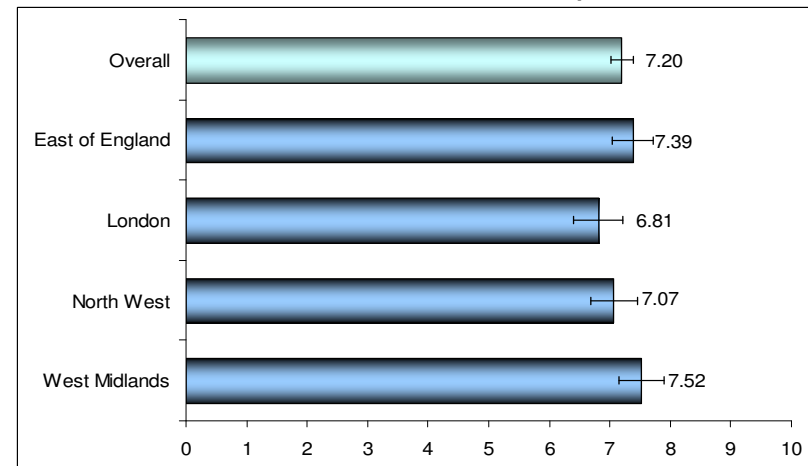
Q6. How satisfied were you with the advanced notice?



Q5. Did you receive any advanced notice about the work on your incoming gas supply (for example, telephone calls, face to face contact, letters etc.)?



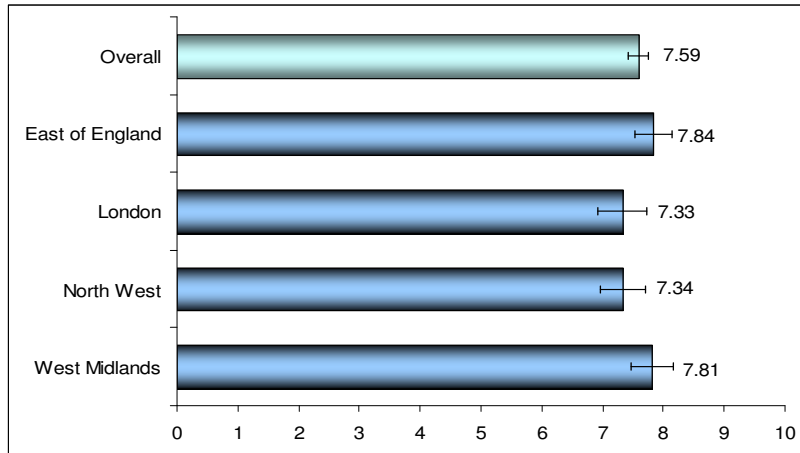
Q7. How satisfied were you with the communication from National Grid (or their contractors) while the work was being carried out (for example, telephone calls, face to face contact, letters etc.)?



Customer Satisfaction Survey Results Q1, 2008/9

Planned Work

Q8. How satisfied were you with the skill and professionalism of the workforce that carried out the work at your property?



Q9. How satisfied were you with the overall quality of the work carried out?

