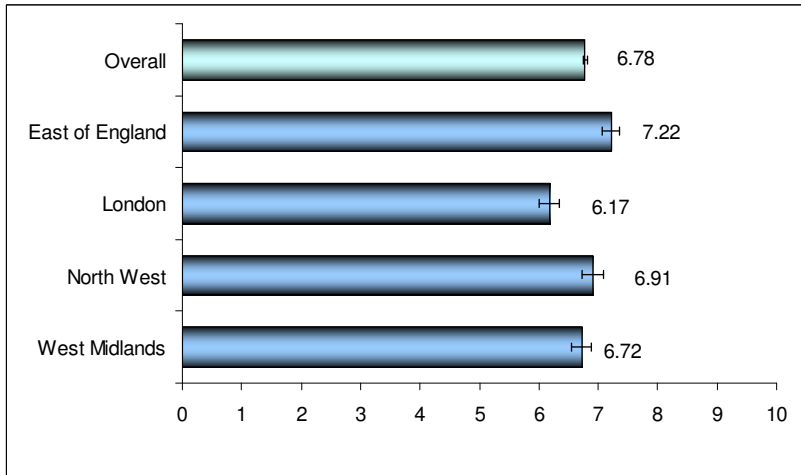


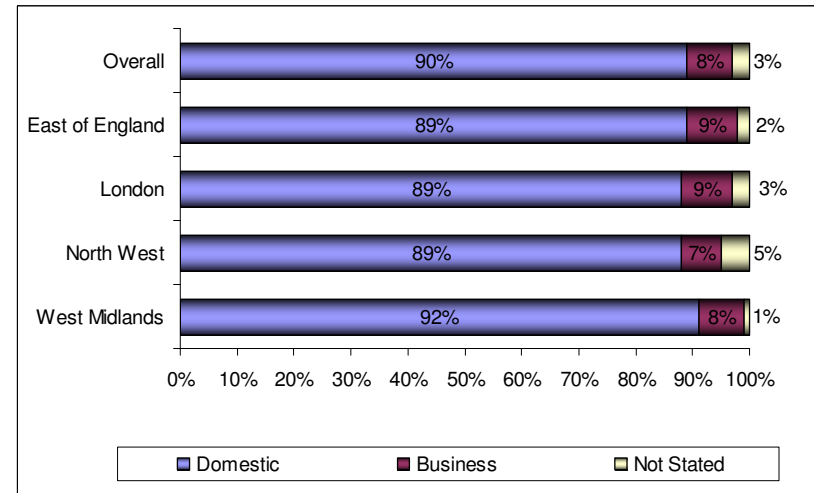
Customer Satisfaction Survey Results Q1, 2008/9

Connections

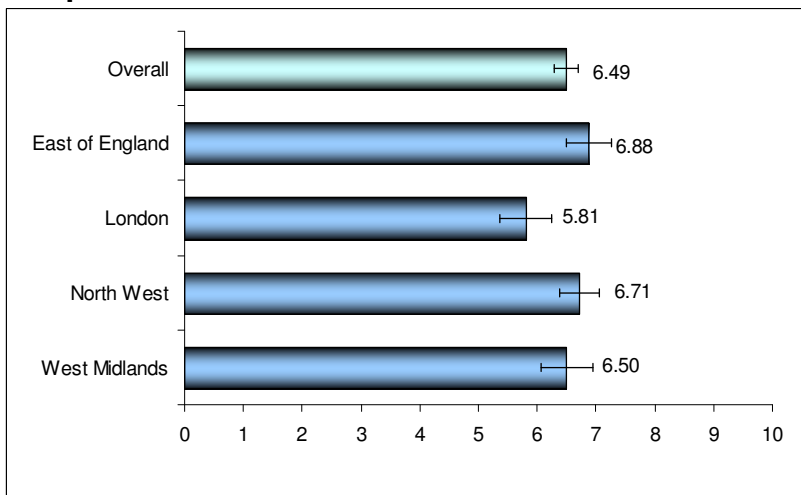
Overall Satisfaction (Combined Mean Scores)



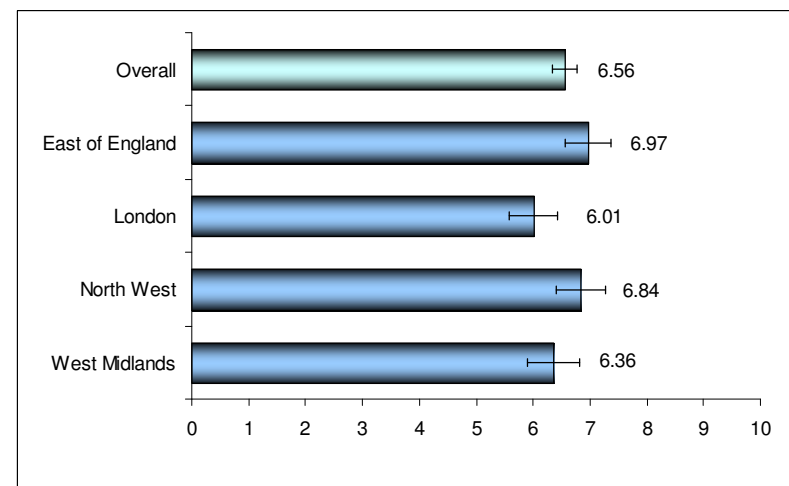
Q1. Are you a domestic or business customer?



Q2. How satisfied were you with the application process and the clarity of forms you were required to complete?



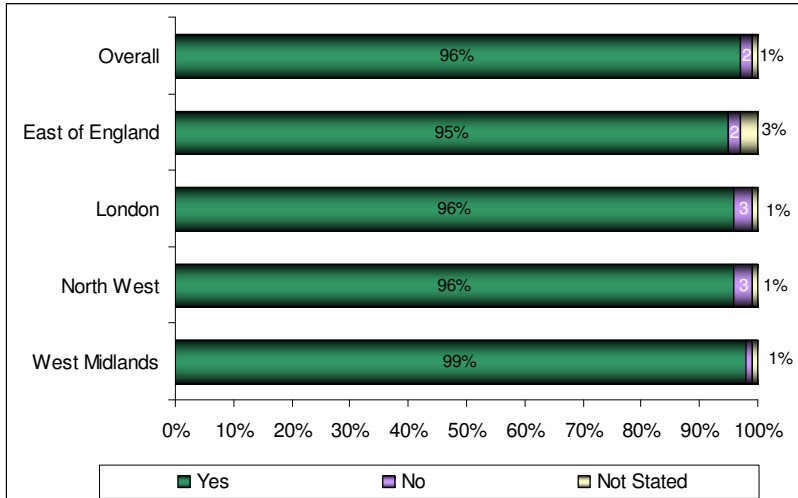
Q3. How satisfied were you with the time taken to provide the quotation?



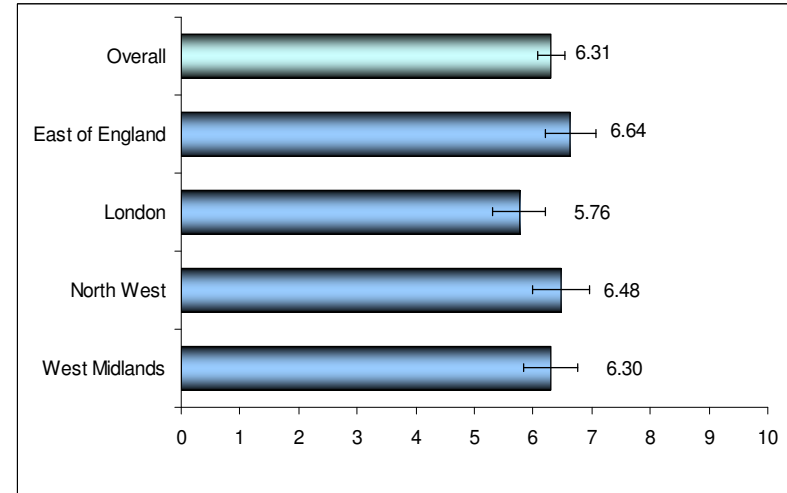
Customer Satisfaction Survey Results Q1, 2008/9

Connections

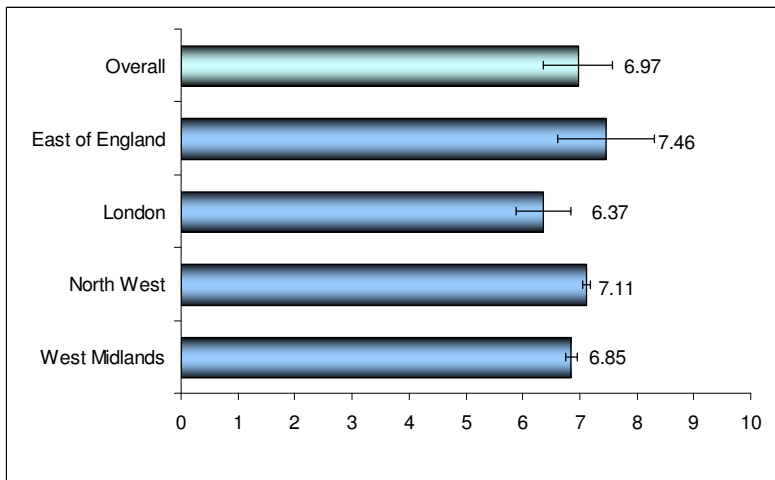
Q4. Did you accept the quotation provided by National Grid and arrange for the connection work to be undertaken?



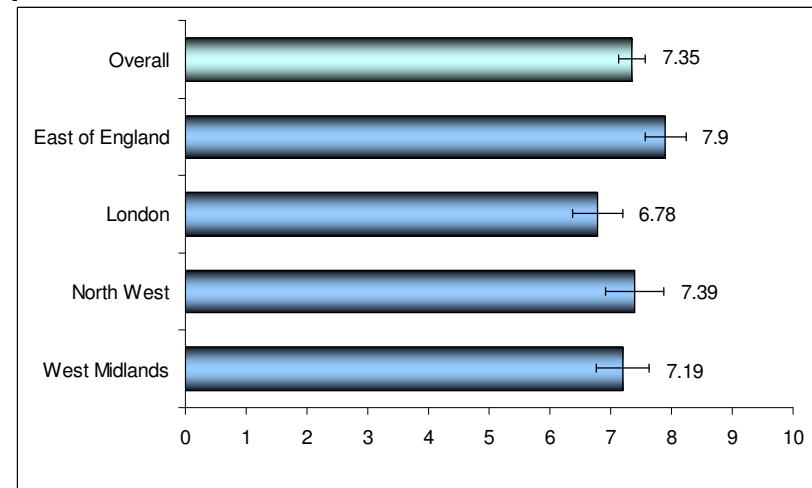
Q5. How satisfied were you with the time it took for National Grid to schedule a date for your works to be carried out once you had accepted the quotation?



Q6. If the works at your property are complete, how satisfied were you with the length of time it took for the work to be carried out?



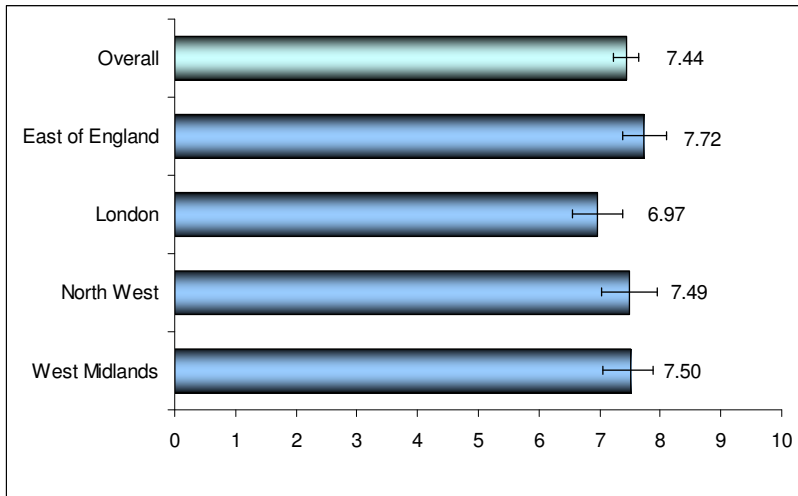
Q7. How satisfied were you with the skill and professionalism of the workforce?



Customer Satisfaction Survey Results Q1, 2008/9

Connections

Q8. How satisfied were you with the overall quality of the work completed?



Q9. How satisfied were you with the overall communication from National Grid?

