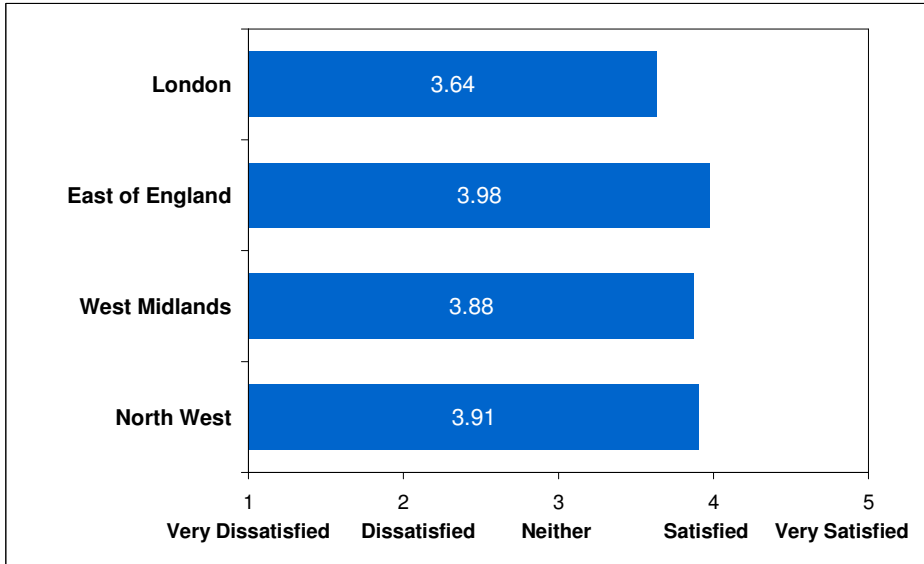
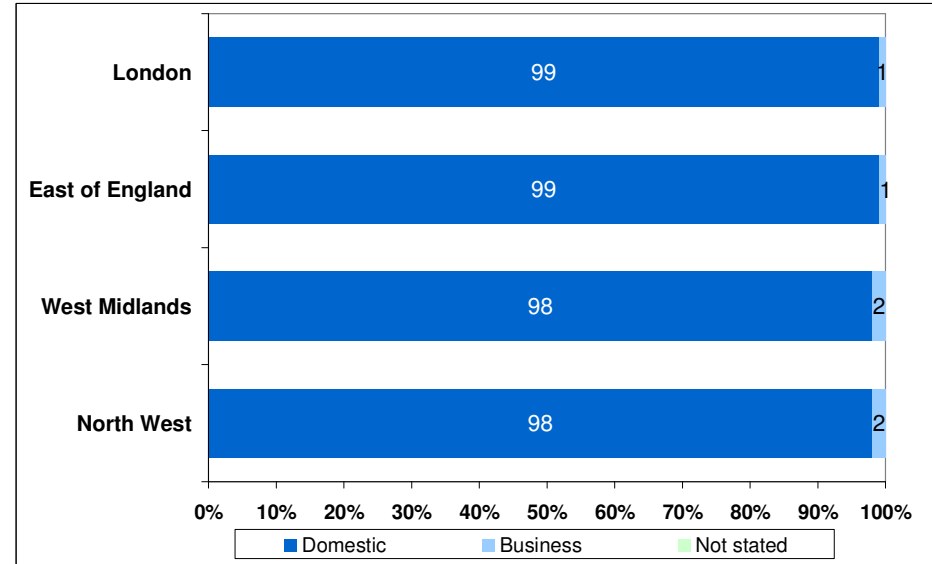


Replacement (planned)

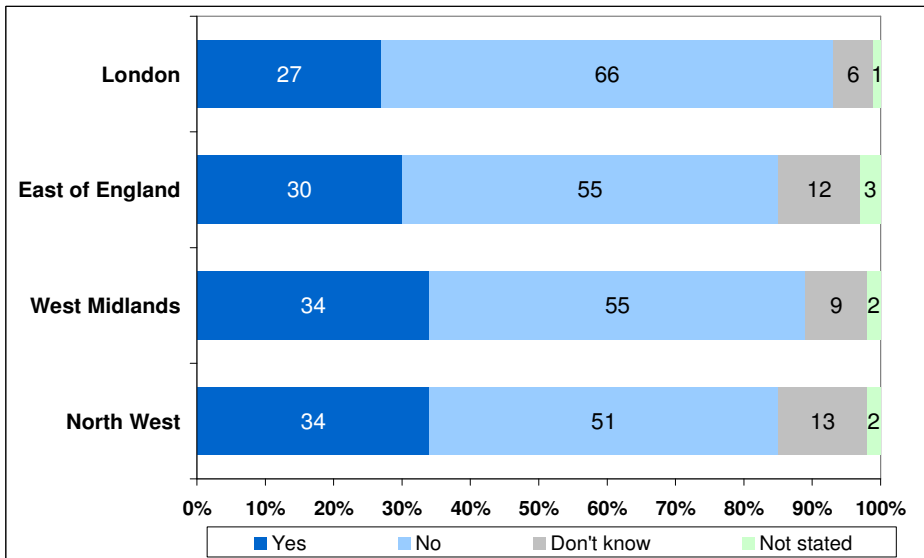
Overall Satisfaction (Combined Mean Scores)



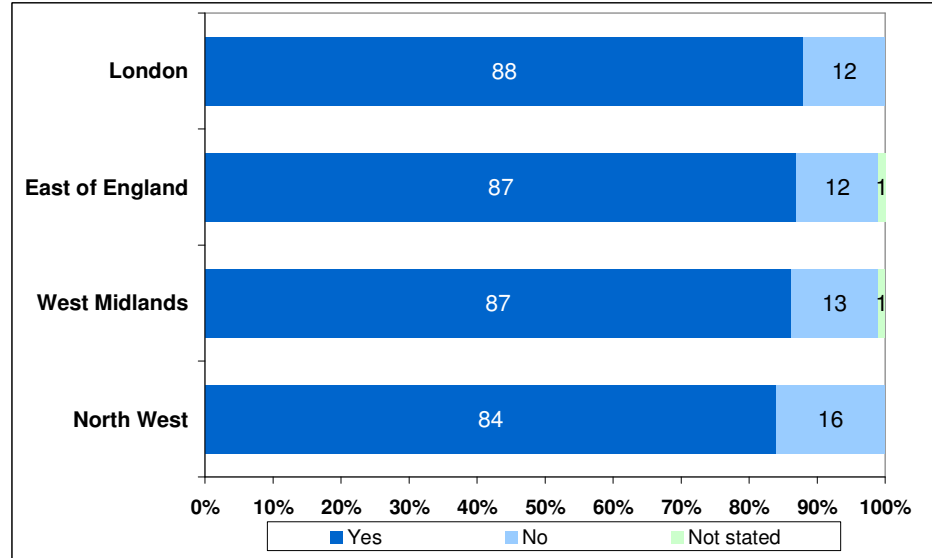
Q1. Are you domestic or business customer?



Q2. If you are a domestic customer, are you on (or eligible for) the priority customer list?

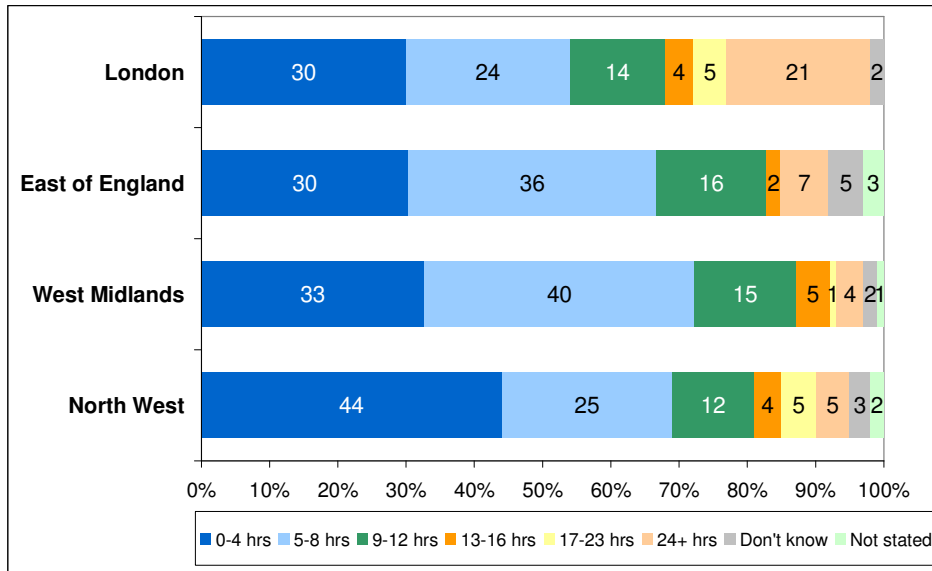


Q3. Was your gas supply interrupted as a result of the replacement work?

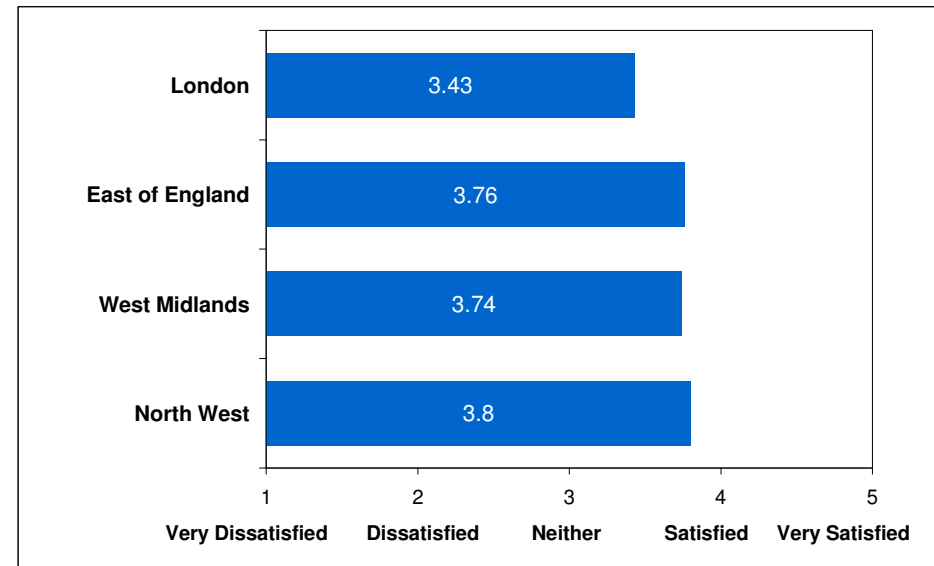


Replacement (planned)

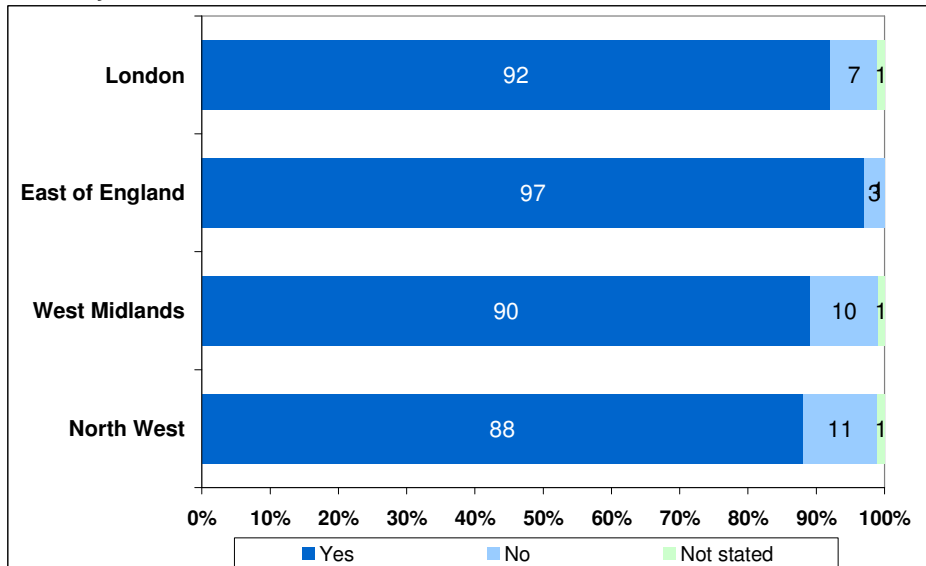
Q4. Duration of interruption



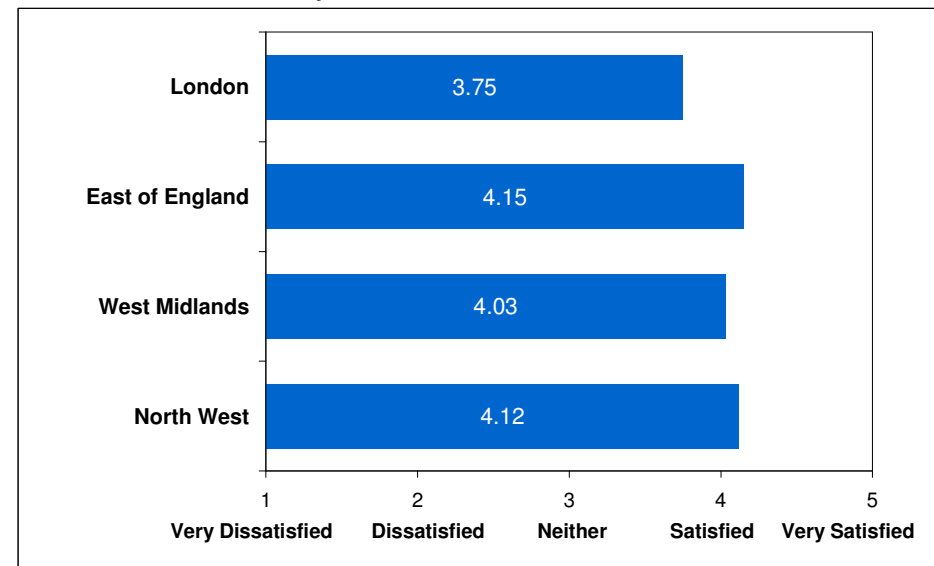
Q5. How satisfied were you with the duration of the interruption?



Q6. Did you receive notification before the work was carried out?

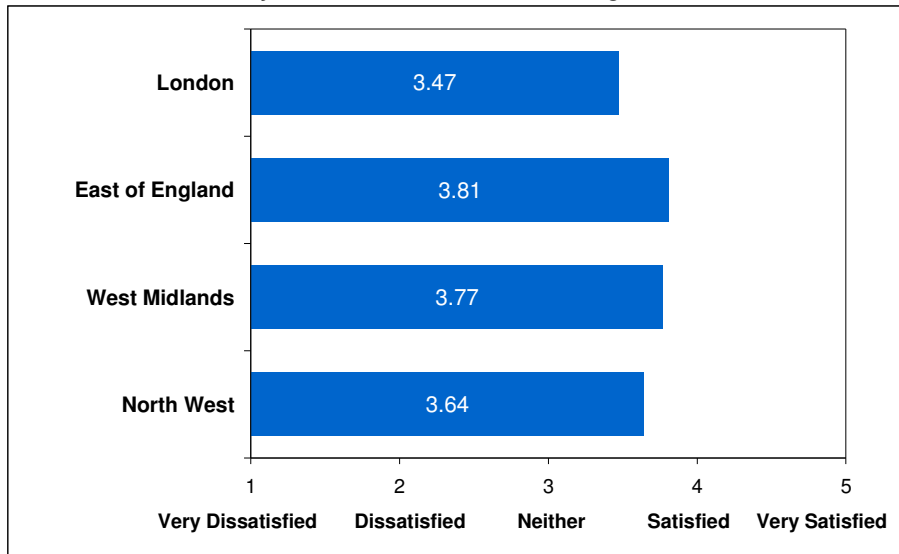


Q7. If so, how satisfied were you with this advance notification?

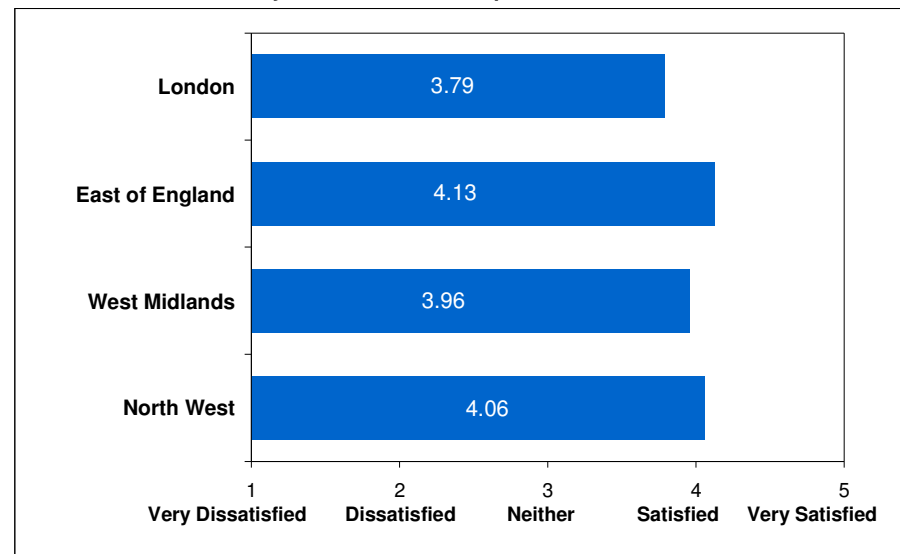


Replacement (planned)

Q8. How satisfied were you with the communication during the work?



Q9. How satisfied were you with the skill and professionalism of the workforce?



Q10. How satisfied were you with the overall quality of work carried out?

