

Gas Transmission - Customer Satisfaction

In Progress....

Finding a better way

WHEN?

Monday
1st February 2016

- Interviews started Monday 1st February.
- Customers should have received an reminder email a prior to the survey.

WHO?

Explain

- We have recently reviewed the way we survey.
- We will now use a new third party company to carry out our interviews – this is a company called Explain.

14%
response rate
in 2014/15

£10
donated to
charity (for each
completed survey)

RELENTLESS AT
**FINDING A
BETTER WAY**

FOR THE CUSTOMERS WE SERVE
AND THE TEAMS THAT SERVE THEM

391
Customers
interviewed in
2014/15

10 Mins
of your time for
feedback

What we need from you.....

If not already please provide your most up to date contact information (predominantly telephone numbers as well as email addresses).

WHY?

Your Opinion Matters

- Your participation and comments are really valuable to us.
- We will use your feedback to put in place action plans across the business and improve the way we work.

How?

Telephone Survey

- Surveys are predominantly carried out over the phone.
- Online surveys will also be available.
- It will take approximately 10 minutes to complete.