

Gas Transmission - Customer Satisfaction Survey coming soon....

Finding a better way

WHEN?

**Monday
1st February 2016**

- Interviews will start from Monday 1st February.
- Customers will receive an reminder email a week 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

RELENTLESS AT
**FINDING A
BETTER WAY**

£10
donated to
charity (for each
completed survey)

391
Customers
interviewed in
2014/15

10 Mins
of your time for
feedback

FOR THE CUSTOMERS WE SERVE
AND THE TEAMS THAT SERVE THEM

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.

What we need from you.....

Please provide your most up to date contact information (predominantly telephone numbers as well as email addresses).