

# Customer & stakeholder satisfaction survey development



# Introduction of a satisfaction survey

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- Ofgem's strategy document proposed a broad measure of customer satisfaction comprising a customer survey
- Survey will be used to drive a customer satisfaction score, which will lead to rewards or penalties for Transmission Owner (TO) companies
- We have been working with the other TOs to formulate a survey – and would welcome your views on our progress so far...

# Coverage – RAG status

<b>Gas</b>	Storage Operators	Directly connected users, inc • Powerstations • Industry	Developers	Upstream production
	Shippers		LNG terminal operators	Others?
<b>Electricity</b>	Generation, inc • Direct e.g. renewable • Embedded • Offshore		Directly connected demand, demand side providers, aggregators	Other TOs
				Others?
<b>Both</b>	Interconnector	End consumers • Households • Business • Consumer reps.	Interest groups, inc • Environment • Consumer • Business	Suppliers
	Distribution networks			Public bodies
				Others?

## Coverage - notes

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- We propose that we survey consumer and business groups, rather than individual households and businesses
- We are still assessing the appropriate coverage for ‘impact of our construction and maintenance activities’ surveys and whether these should be carried out on a set periodic basis or at pre-defined points in construction timetables
- We would welcome your views on whether we should survey other network companies:
  - Should the TOs survey each other?
  - Should the Scottish TOs survey associated DNOs? What about NGG and its associated Distribution Networks?
- **What are your thoughts on the above?**

# Survey Topic Areas

NGET	SSE	SPT	NGG (draft)
Electricity interruptions and outages	Electricity interruptions and outages	Electricity interruptions and outages	Maintenance
Electricity connections	Electricity connections	Electricity connections	Gas connections
Management and delivery of projects	Management and delivery of projects	Management and delivery of projects	Management and delivery of projects
Stakeholder engagement Maybe covered in 'generic questions'	Stakeholder engagement	Stakeholder engagement (maybe a separate survey not covered in above topics)	Stakeholder engagement
Regulatory frameworks	Not applicable	Not applicable	Regulatory frameworks

**N.B. Generic Questions – Safety concerns, communication & behaviour question will be asked throughout each topic areas. Complaint handling not considered within survey scope**

## Survey practicalities

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- Repeated surveys and stakeholder engagement impacts on the resources of our customers and stakeholders
- We need to ensure that all stakeholders and customers have a fair say about the service they have received
- Options:
  1. National Grid omit Scottish TO customers (elec.)
  2. Identify shared customers and co-ordinate surveys, but carry out individually
  3. Single shared survey to be delivered by specialist third party provider

# QUESTIONS

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- Do you believe that the four transmission companies (National Grid Gas, National Grid Electricity, Scottish Power and SSE) should carry out stakeholder satisfaction surveys individually or should employ an external company to carry out one survey on behalf of all the companies?
- Would you be able to distinguish between the services you have received from each company?
- Should the network companies survey each other?
- In our slides you have seen what our initial thinking is in terms of question areas – do you have any thoughts?
- What do you believe the frequency of these surveys should be? On a regular basis (e.g. once a year, every six months), or related to key project milestones e.g. construction on site, commissioning etc? Or a mixture of the two?