

If undelivered please return to TTI Global, The Connection, 5G Langley Business Centre, Station Road, Langley, Berkshire, SL3 8DS, UK



SGN
Your gas. Our network.

Delivered by



Are we doing a good job?
Tell us what you think



Getting gas safely to you 24/7
 **Customer Service 0800 912 1700**



[Customer Address 1]
[Customer Address 2]
[Customer Address 3]
[Customer Address 4]
[Customer Address 5]
[Customer Address 5]

TTi Global
5G Langley Business Centre
Langley
Berkshire
SL3 8DS, UK

[Date]

Dear Gas Customer,

We're keen to get your feedback.

We recently carried out work at your home after carrying out gas mains replacement work.

At SGN, our job is to make sure that you are connected safely and efficiently to the gas you need for heating and cooking, regardless of who you choose as your gas supplier. We're always looking at ways we can improve our services, and it would be a big help if you would tell us how you think we're doing.

We would appreciate if you could take a few minutes to complete a short survey and return it in the enclosed, free return envelope. We'll keep your responses confidential. If you would prefer that we destroy any personal information that might identify you, there's an opt-out box you can tick at the end of the survey.

We've asked an independent company, TTI Global, to conduct the survey on our behalf, and we'll use the results to help us improve the services we provide. We'll also share the results with Ofgem, our industry regulator, on an annual basis and invite you to view them at www.ofgem.gov.uk.

We would like to hear from as many of our customers as possible, so if you need help completing the survey for any reason, for example if English is not your first language or you are blind or partially sighted, please contact us on 01753 214000 and ask for one of the SGN Team.

If you have an issue that you would like to discuss directly with SGN, please contact our Customer Service Centre on 0800 912 1700.

Your feedback is valuable – thank you for taking the time to complete our survey.

Yours faithfully,

Dal Dhanoo
Research Account Manager

Safety note: If you smell gas, please call the national 24 hour gas emergency service on freephone 0800 111 999 (calls will be recorded and may be monitored).



PLANNED WORK



SGN's records show that they carried out work on your incoming gas supply. Please complete the questionnaire using a black pen to put a cross in the appropriate boxes like this . Where the question asks you to indicate your level of satisfaction, please rate your level of satisfaction on a scale of one to ten.

1. Was your gas supply interrupted as a result of the work on your incoming gas supply?



Yes No (please go to question 4)

2. For how many hours was your gas supply interrupted?

0-4 5-8 9-12 13-16 17-23 24+ I don't know

3. How satisfied were you that your supply was restored as soon as possible?

Very dissatisfied Very satisfied



	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1	2	3	4	5	6	7	8	9	10	

4. Did you receive advance notification that we would be working in your area?

Yes No (please go to question 6)



5. How satisfied were you with the advance notification?

Very dissatisfied Very satisfied

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1	2	3	4	5	6	7	8	9	10	



6. How satisfied were you with the site tidiness?

Very dissatisfied Very satisfied

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1	2	3	4	5	6	7	8	9	10	



7. How satisfied were you with the communication from SGN (or their contractors) while the work was being carried out?

Very dissatisfied Very satisfied

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1	2	3	4	5	6	7	8	9	10	

8. After the work was completed, how satisfied were you with the length of time it took to make good the excavation?

Very dissatisfied Very satisfied

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	1	2	3	4	5	6	7	8	9	10	

PLEASE TURN OVER

