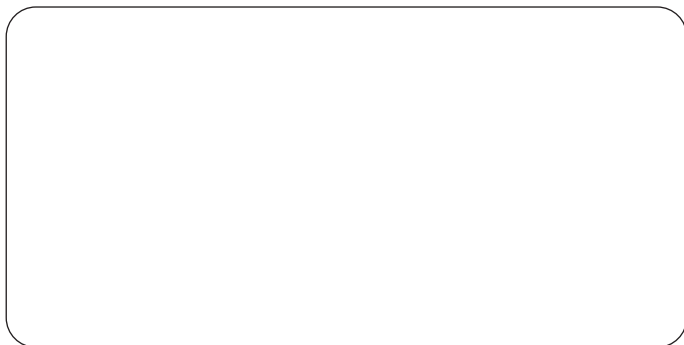


Return Address:
Explain Market Research
48 Leazes Park Road
Newcastle upon Tyne
NE1 4PG





SGN
Your gas. Our network.



explain
market research
Working on behalf of
SGN

Unique reference number

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. Where the question asks you to indicate your level of satisfaction, please rate your level of satisfaction on a scale of one to ten.



Q1 Overall, how satisfied are you with the service that you received from SGN?

Very dissatisfied Very satisfied

 1 2 3 4 5 6 7 8 9 10 

Q2 How satisfied were you with SGN's efforts to inform you about the gas replacement work affecting you?

Very dissatisfied Very satisfied



 1 2 3 4 5 6 7 8 9 10 

Q3 What would have been your preferred method of notification?

E-mail Letter Text Phone call Face to face

Q4 If your gas supply was interrupted during the work, how satisfied were you that your gas supply was available to use as soon as possible?

Very dissatisfied Very satisfied



 1 2 3 4 5 6 7 8 9 10 

Q5 For how many hours was your gas supply interrupted?

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



Q6 How satisfied were you that the engineers were respectful to you and your property whilst the work was in progress? (e.g. kept the work area as tidy as possible, used overshoes / dust sheets to protect your property)

Very dissatisfied Very satisfied

 1 2 3 4 5 6 7 8 9 10 



Q7 How satisfied were you with the communication from SGN (or their contractors) while the work was being carried out?

Very dissatisfied Very satisfied

 1 2 3 4 5 6 7 8 9 10 



Q8 After the work was completed, how satisfied were you with the length of time that it took to restore the area? (e.g. backfilled any holes)

Very dissatisfied Very satisfied

 1 2 3 4 5 6 7 8 9 10 



Q9 Whilst the work was being carried out, how satisfied were you with the professionalism of the on-site team?

Very dissatisfied Very satisfied

 1 2 3 4 5 6 7 8 9 10 

Q10 How easy was it to deal with SGN?

Very difficult Very easy

 1 2 3 4 5 6 7 8 9 10 

Q11 How could SGN have communicated better with you about the replacement works in your area?

Q12 Is there one thing you think SGN should change or improve upon?

Q13 Please state which of the following age groups you fall into:

24 or below 25-34 35-44 45-54 55-64 65 or above

Thank you for taking part in the survey.