

# Customer and Stakeholder satisfaction scores 2015/16

## Overview

Ofgem incentivises us to improve the service we provide to our customers and stakeholders through a reward/penalty based on levels of customer and stakeholder satisfaction. To measure satisfaction, we are required to survey our customers and stakeholders once a year to obtain an overall 1-10 rating from them. The overall satisfaction score we receive from our customers and stakeholders translates to either a financial reward or a penalty equating to +/- 1% of our allowed annual revenue.

We have separate incentives for Electricity and Gas Transmission, which are outlined in further detail below:

## Electricity Customer survey

### Survey areas

Our Electricity Customer survey is split into several survey areas focusing on our business's key interactions with our customers. These survey areas include Electricity Connections, Charging, Contracts and Settlements and our control rooms.

2015/16 overall  
satisfaction

7.54

## Electricity Stakeholder survey

The Stakeholder score is a combination of two separate surveys:

### Major projects survey

We survey our key stakeholders before, during and after major infrastructure projects. In 2015/16 this included the London Power Tunnels, Western Link and North Wales connection projects.

### General stakeholder survey

We also survey other stakeholders that we deal with within the day to day operation of our business.

2015/16 overall  
satisfaction

7.53

## Gas Customer survey

### Survey areas

Our Gas Customer survey is split into several survey areas focusing on our business's key interactions with our customers. These survey areas include Gas Connections, Diversions, Maintenance and Charging.

2015/16 overall  
satisfaction

7.55

## Gas Stakeholder survey

The Stakeholder score is a combination of two separate surveys:

### Major projects survey

We survey our key stakeholders before, during and after major infrastructure projects. In 2015/16 this only included the Humber project.

### General stakeholder survey

We also survey other stakeholders that we deal with within the day to day operation of our business.

2015/16 overall  
satisfaction

8.02