



#### Annual Customer Satisfaction Survey Results for 2015/16 - Overall Satisfaction

	East of England	North London	North West	West Midlands
Emergency Response and Repair	9.38	9.03	9.38	9.26
Planned Work	8.07	7.96	7.97	7.73
Connections	8.13	6.88	8.67	7.83

Customers are asked a range of questions for our 3 main services of: Emergency Repair & Replace, Planned Work and Connections, and then asked to provide an overall satisfaction rating, with 1 being very dissatisfied and 10 being very satisfied. The above are our annual results for the overall satisfaction rating for 2015/16.