The EirGrid Group
(Customer Satisfaction Survey: 2010)

www.socialmarketresearch.co.uk

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Method



- Online Survey
- 184 Responses (33%)
- Generators (56%); Suppliers (17%); Demand Customers (14%)
- EirGrid TSO (n=115); SONI (n=25); SEMO (n=44)
- Baseline Survey

Terms of Reference

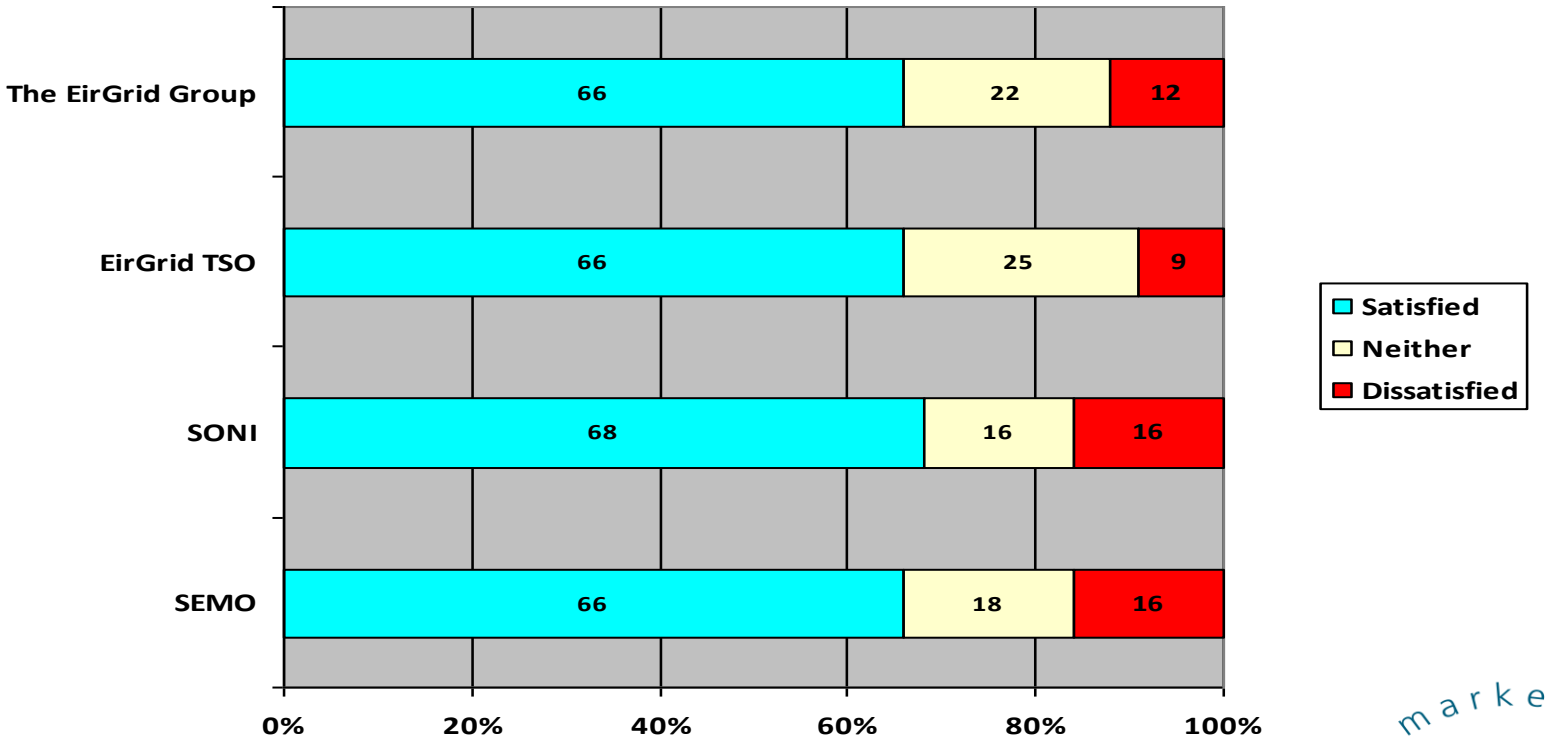


- Image and Perception
- Conducting Business
- Staff Supporting Customers
- Communication
- Contact and Query Handling
- Websites
- Specific Issues

Perception of Role



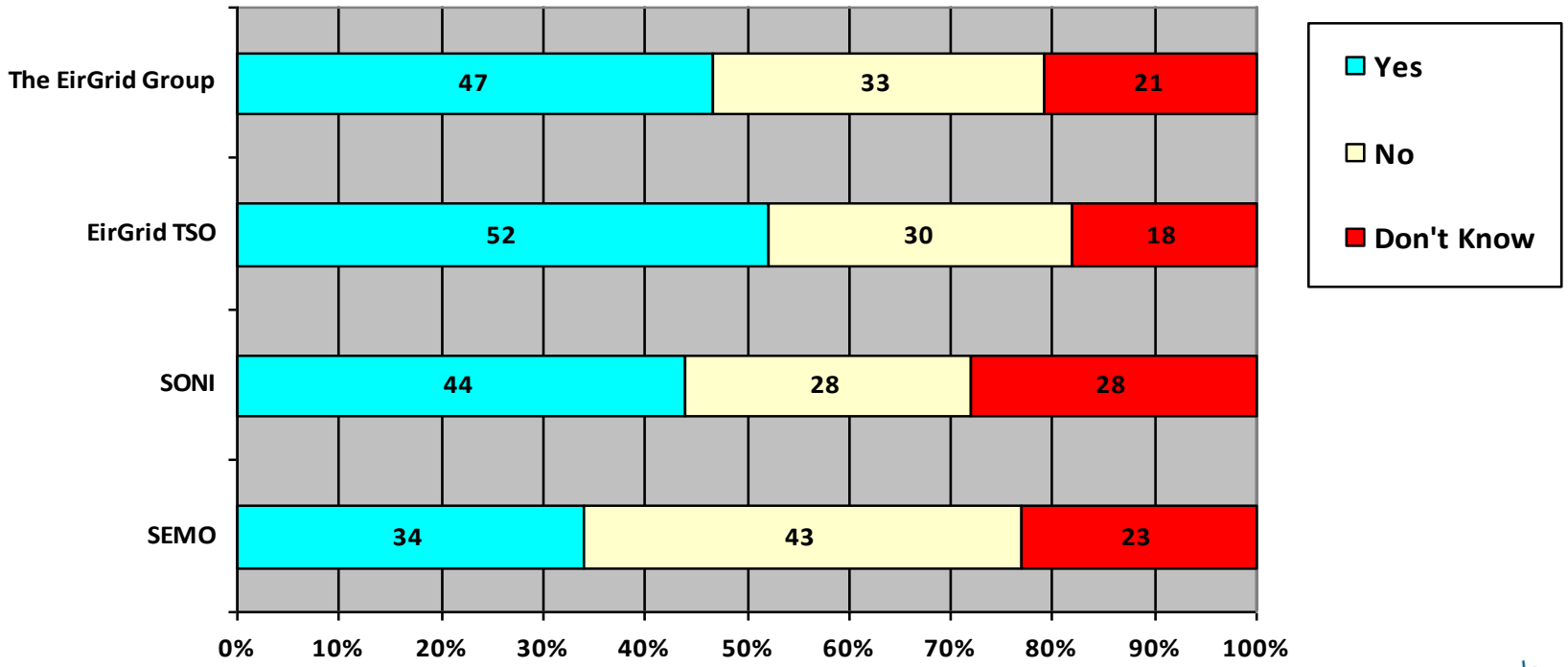
How satisfied or dissatisfied are you with how (EirGrid TSO/SEMO/SONI) fulfils its role?
(n=184)



Do more to promote role with customers...?

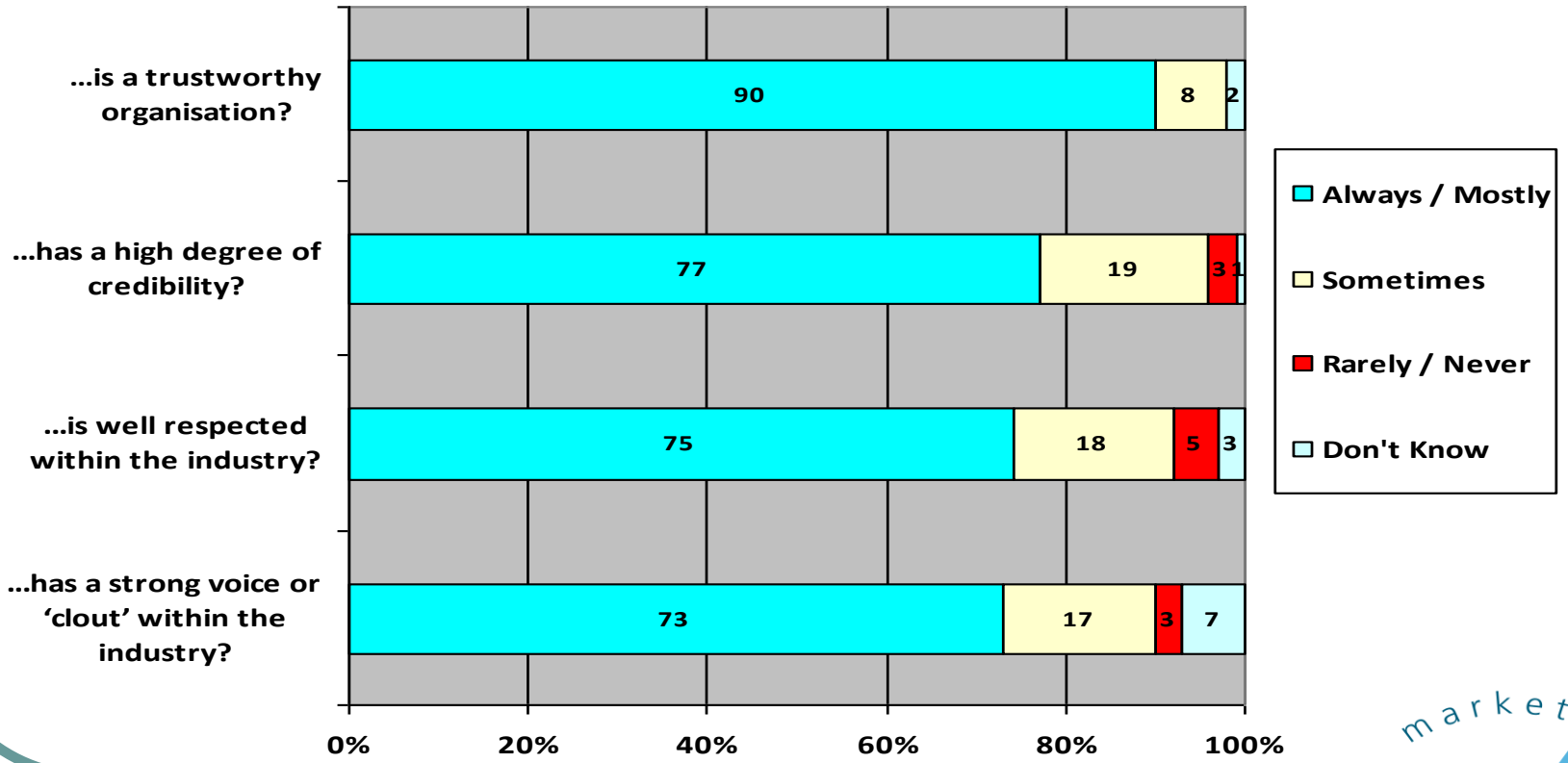


Should (EirGrid TSO/SEMO/SONI) be doing more to promote its role with customers?.. (n=184)



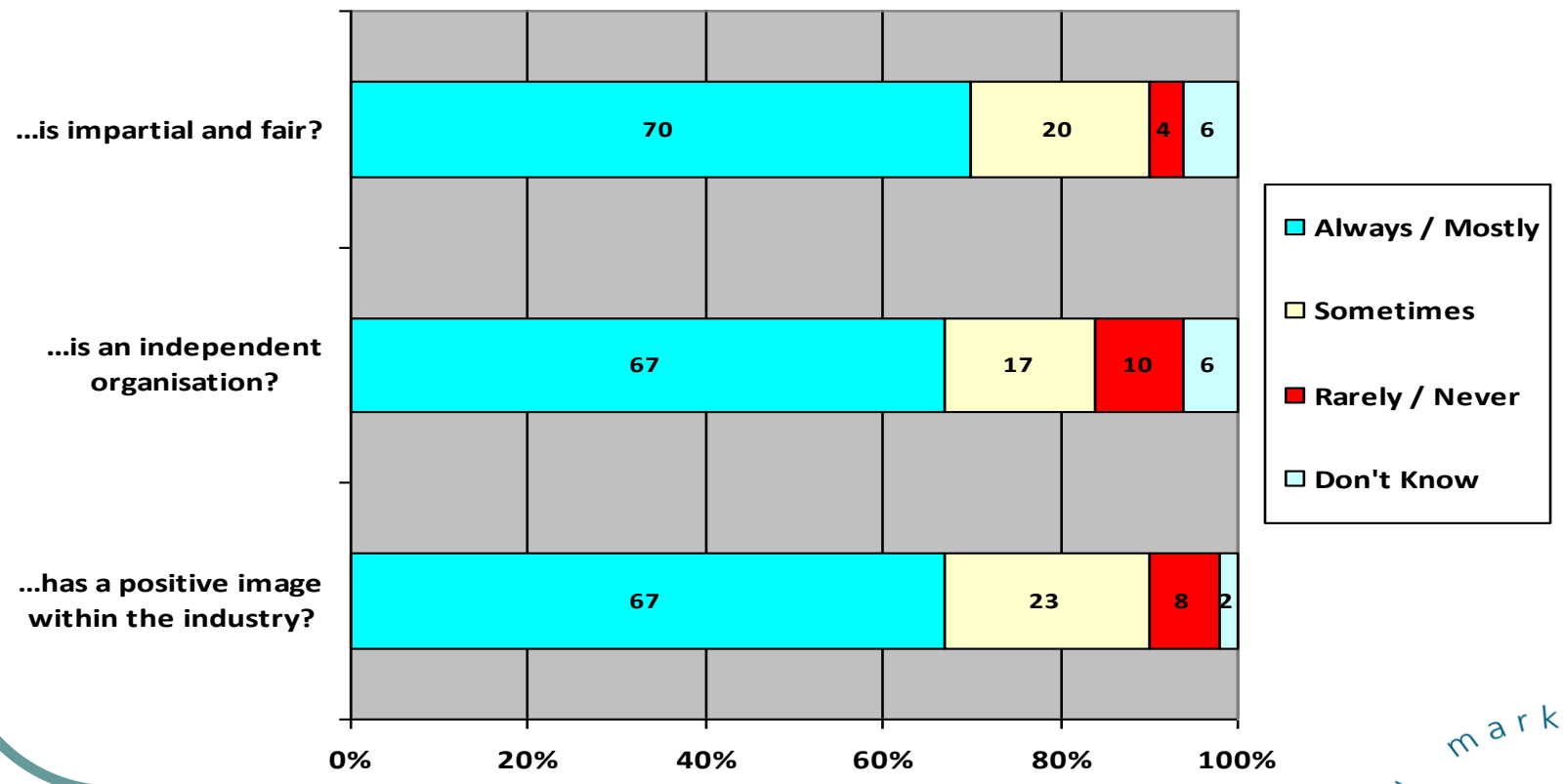
The EirGrid Group...?



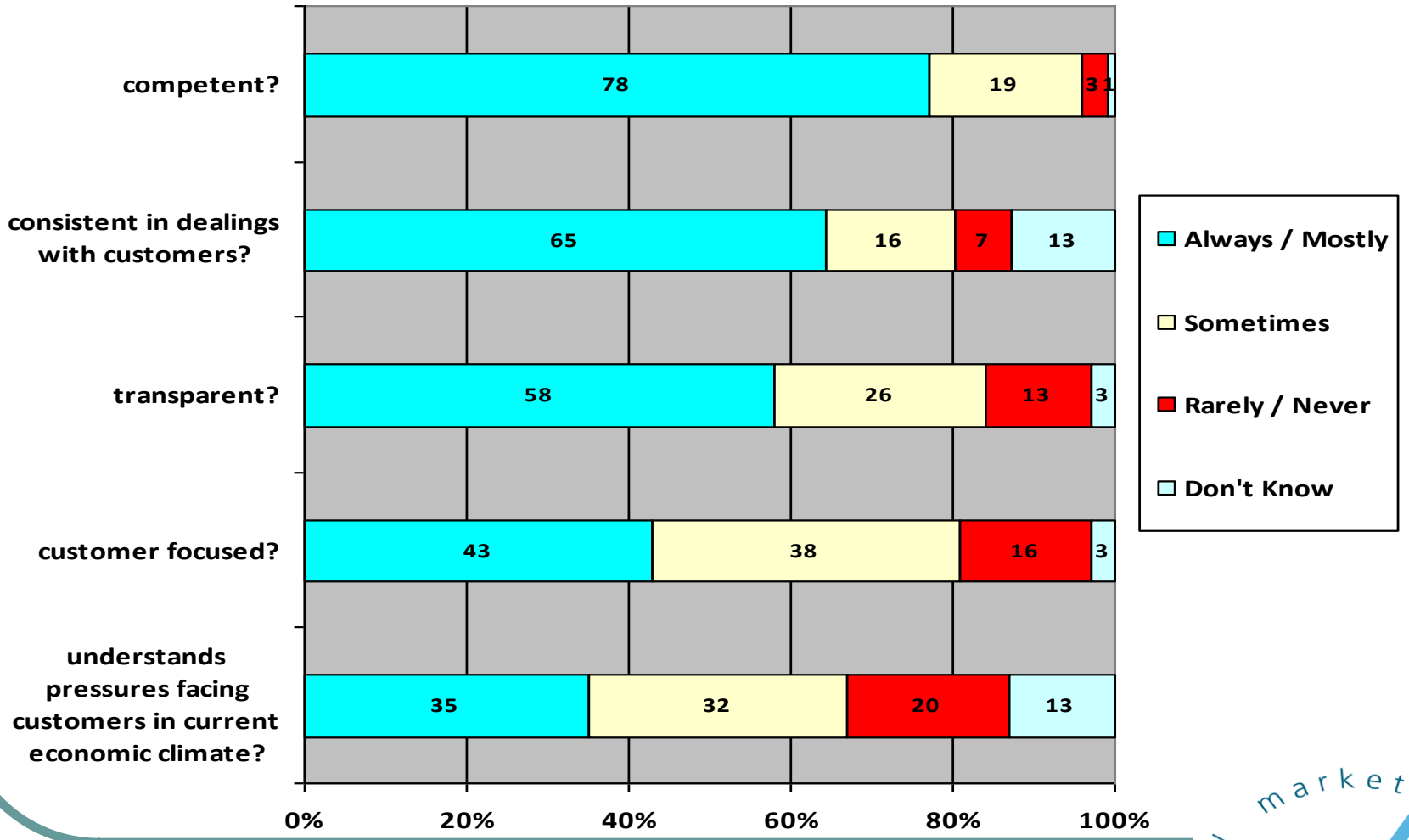


The EirGrid Group...?





Conducting Business...



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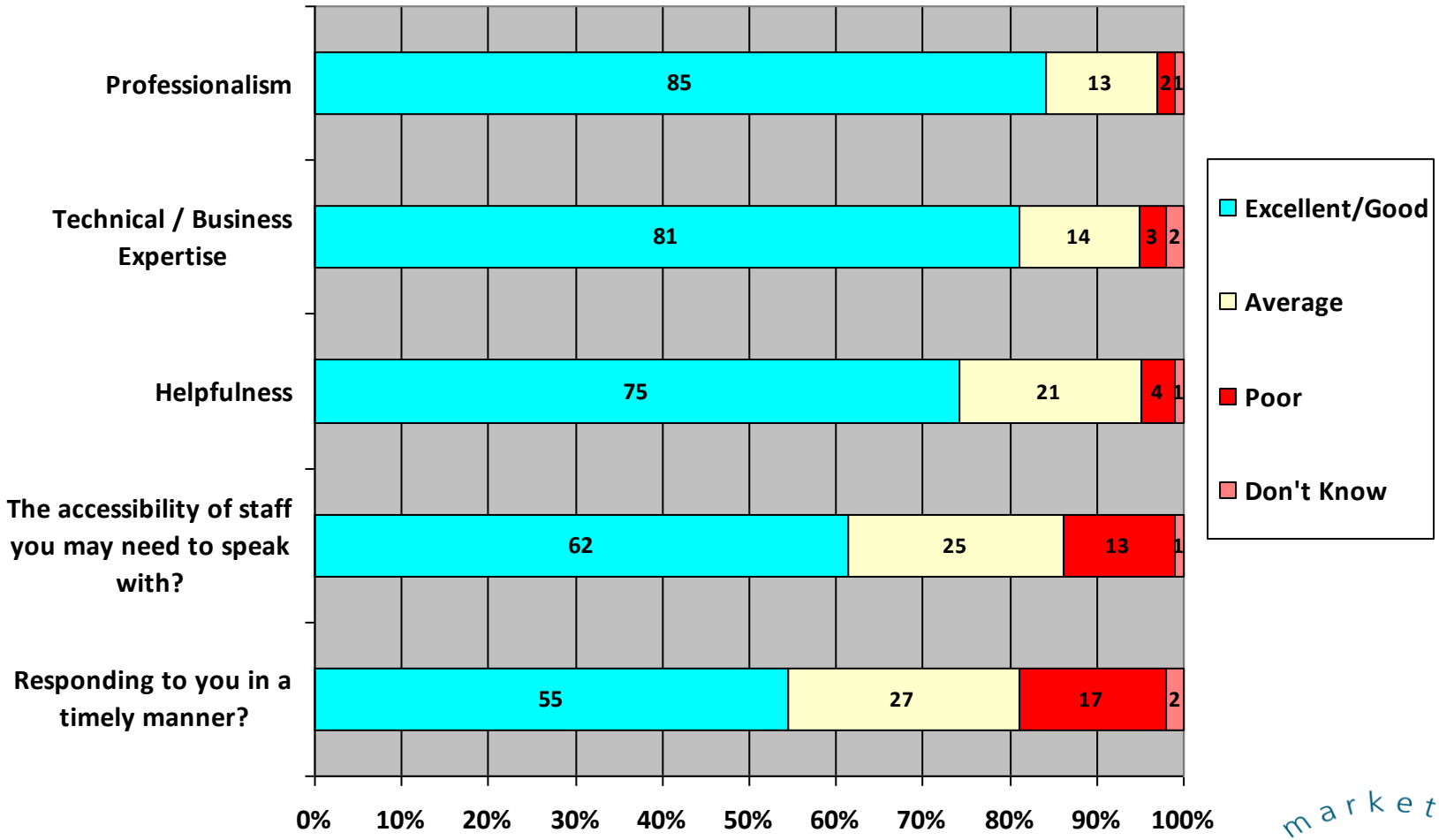
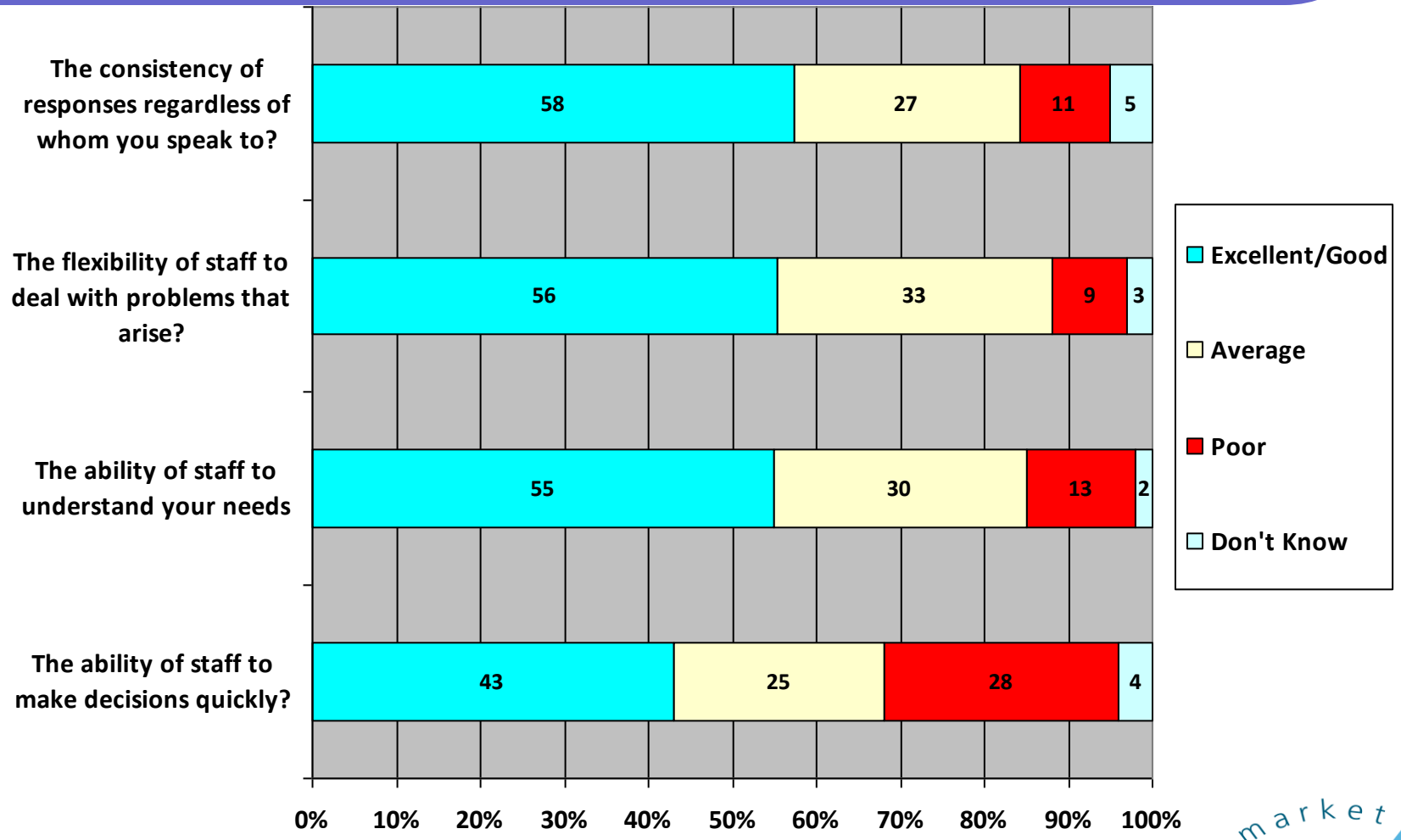
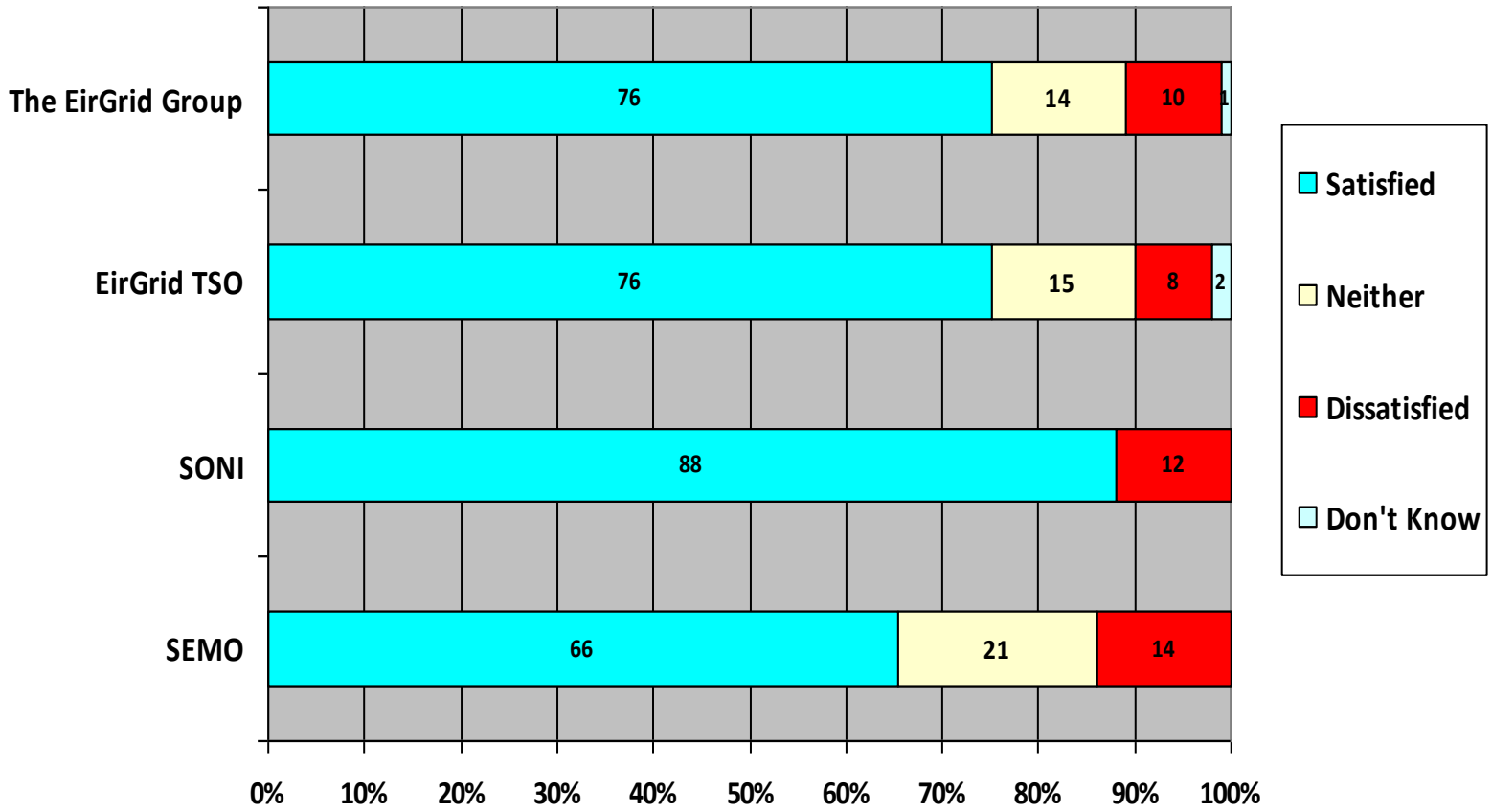
Staff Supporting Customers



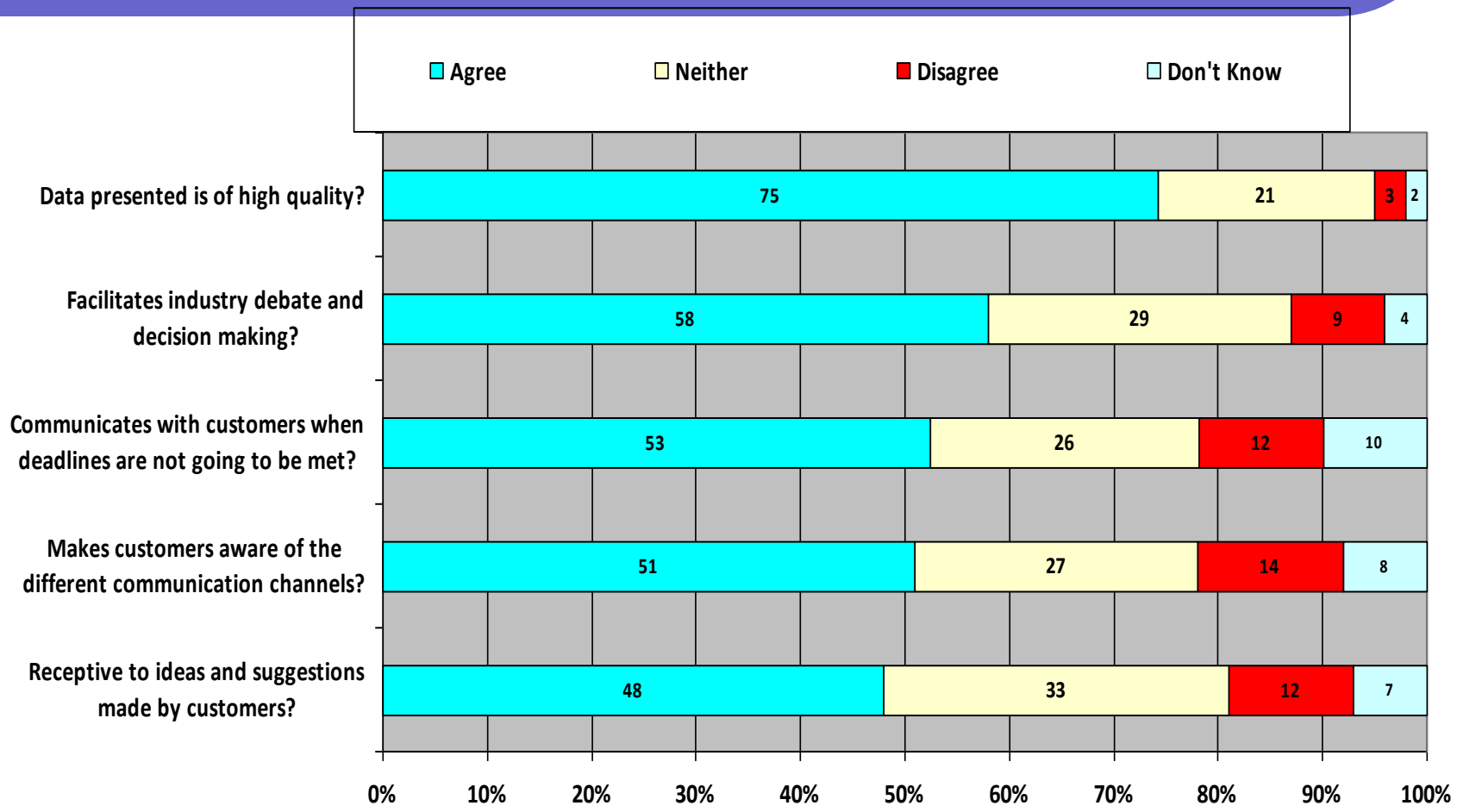
Staff Supporting Customers



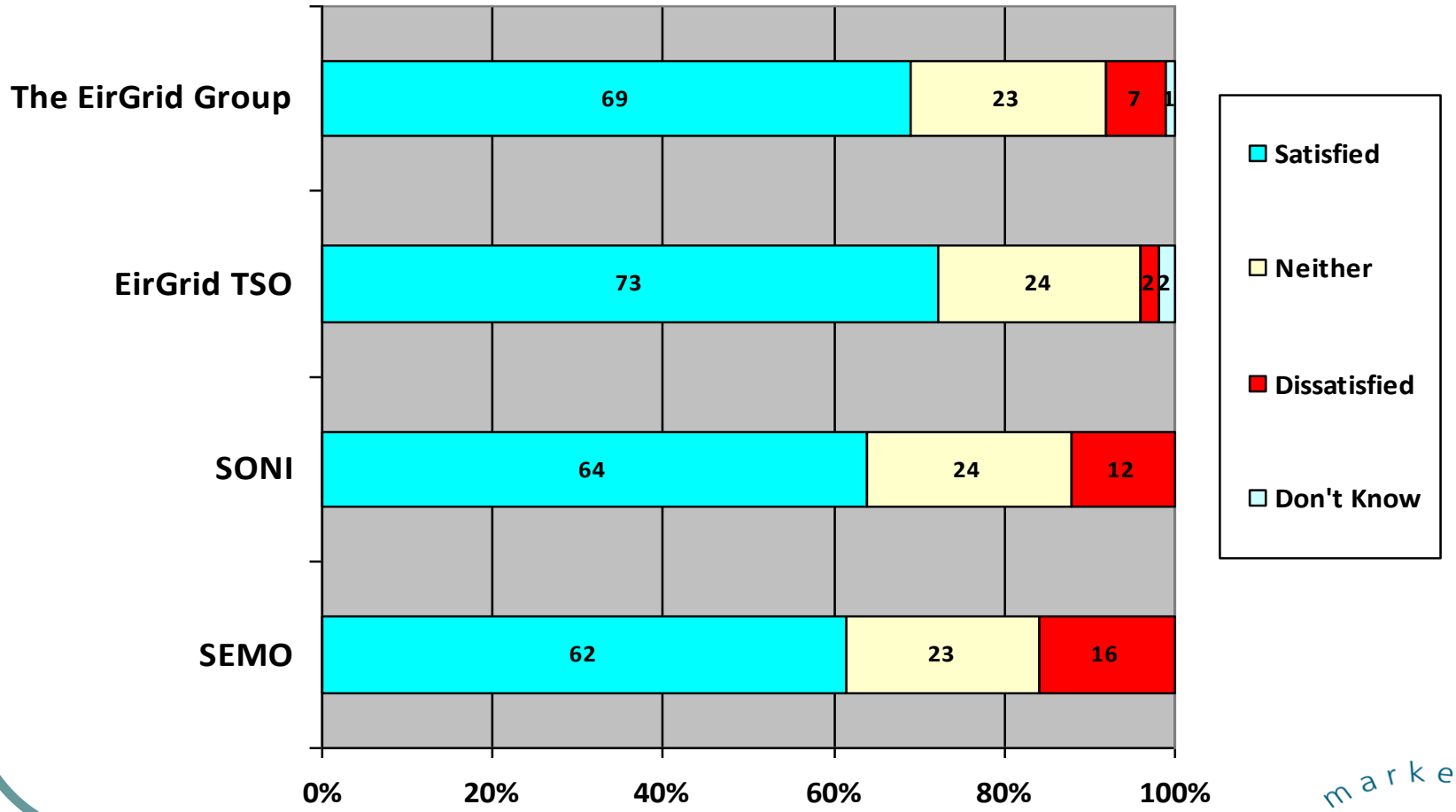
Overall Satisfaction with Staff



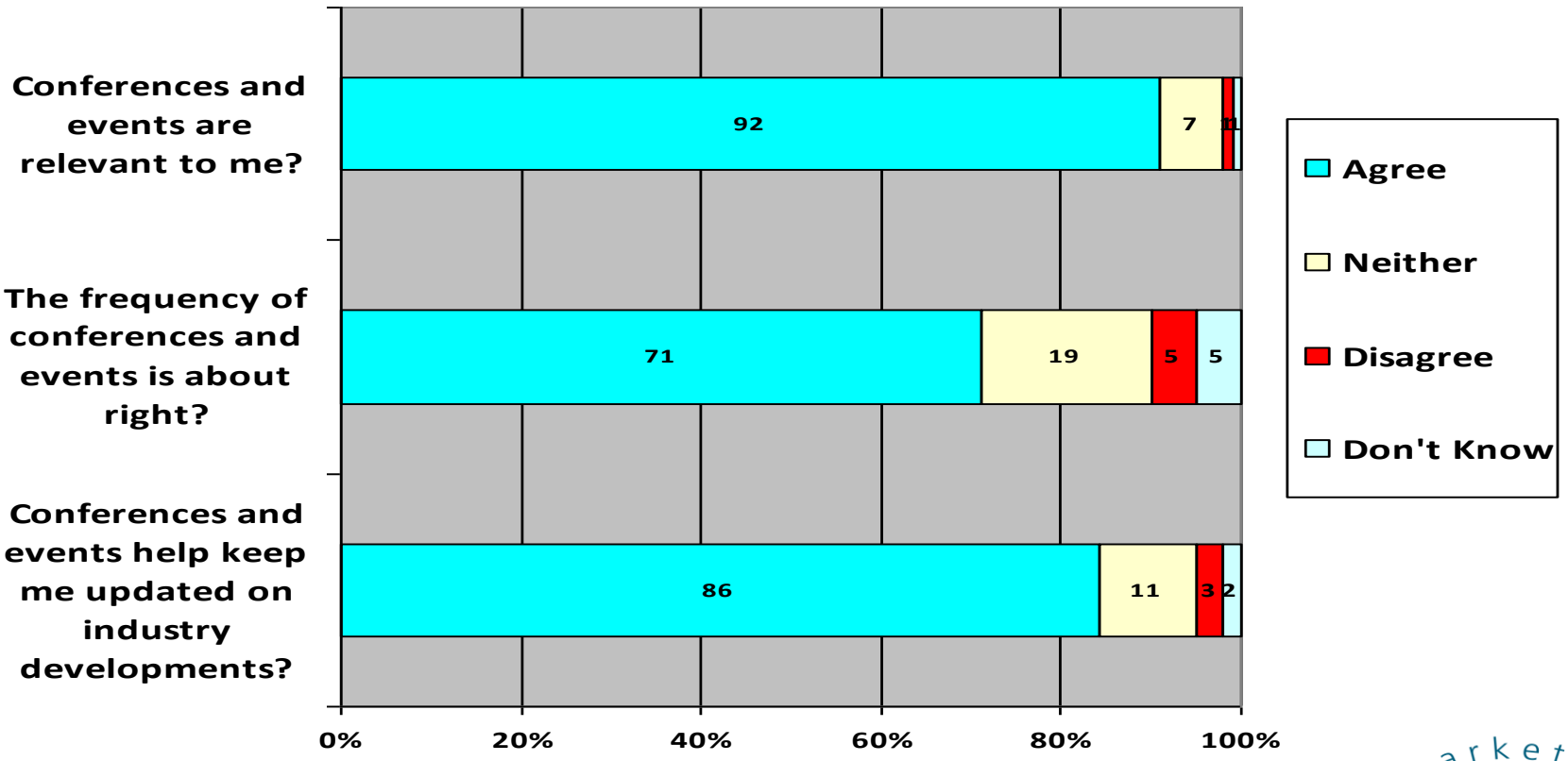
Communicating with Customers



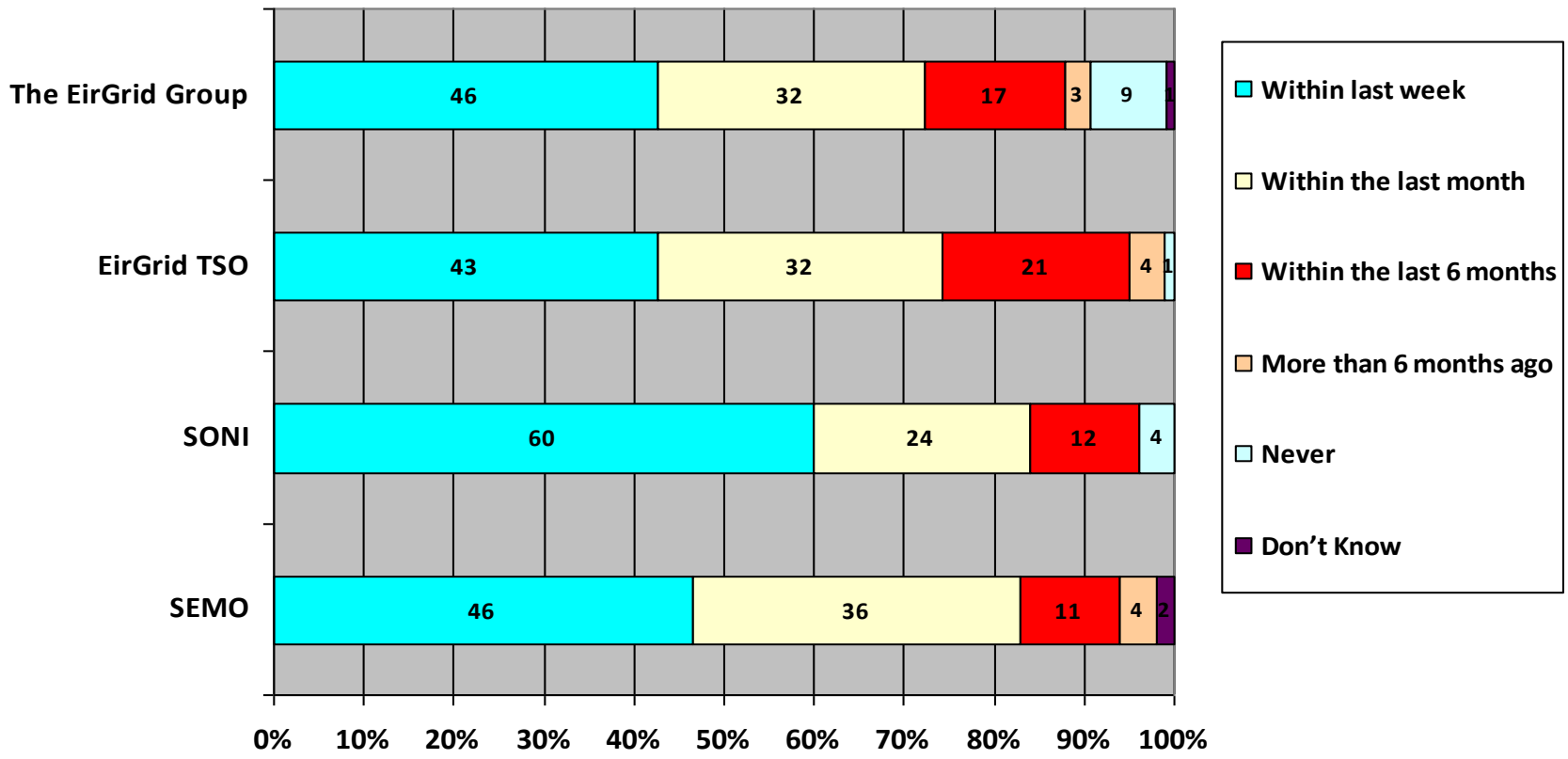
Overall Satisfaction with Communication Handling



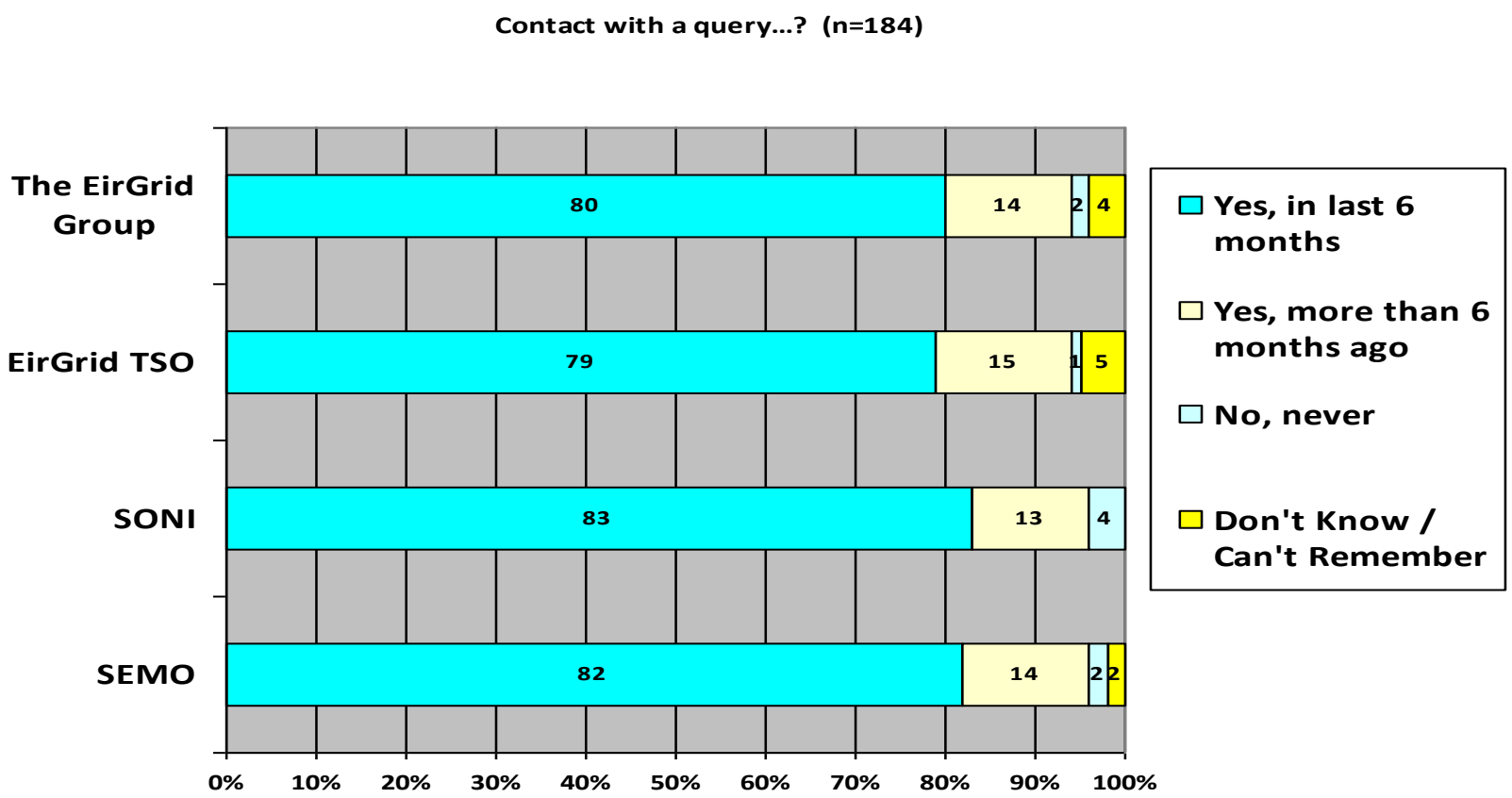
83% Attended Conferences and Events



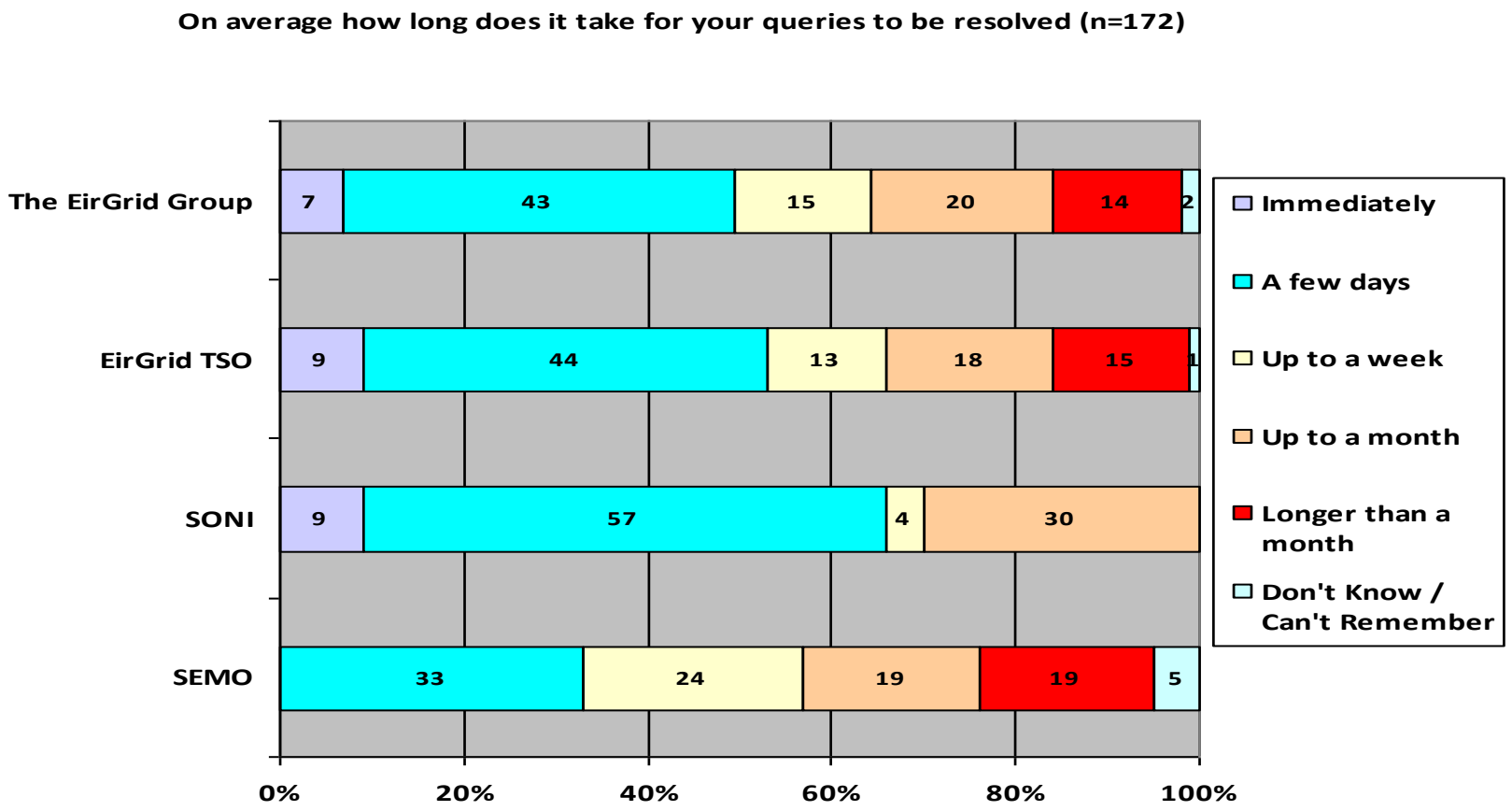
Customer Contact



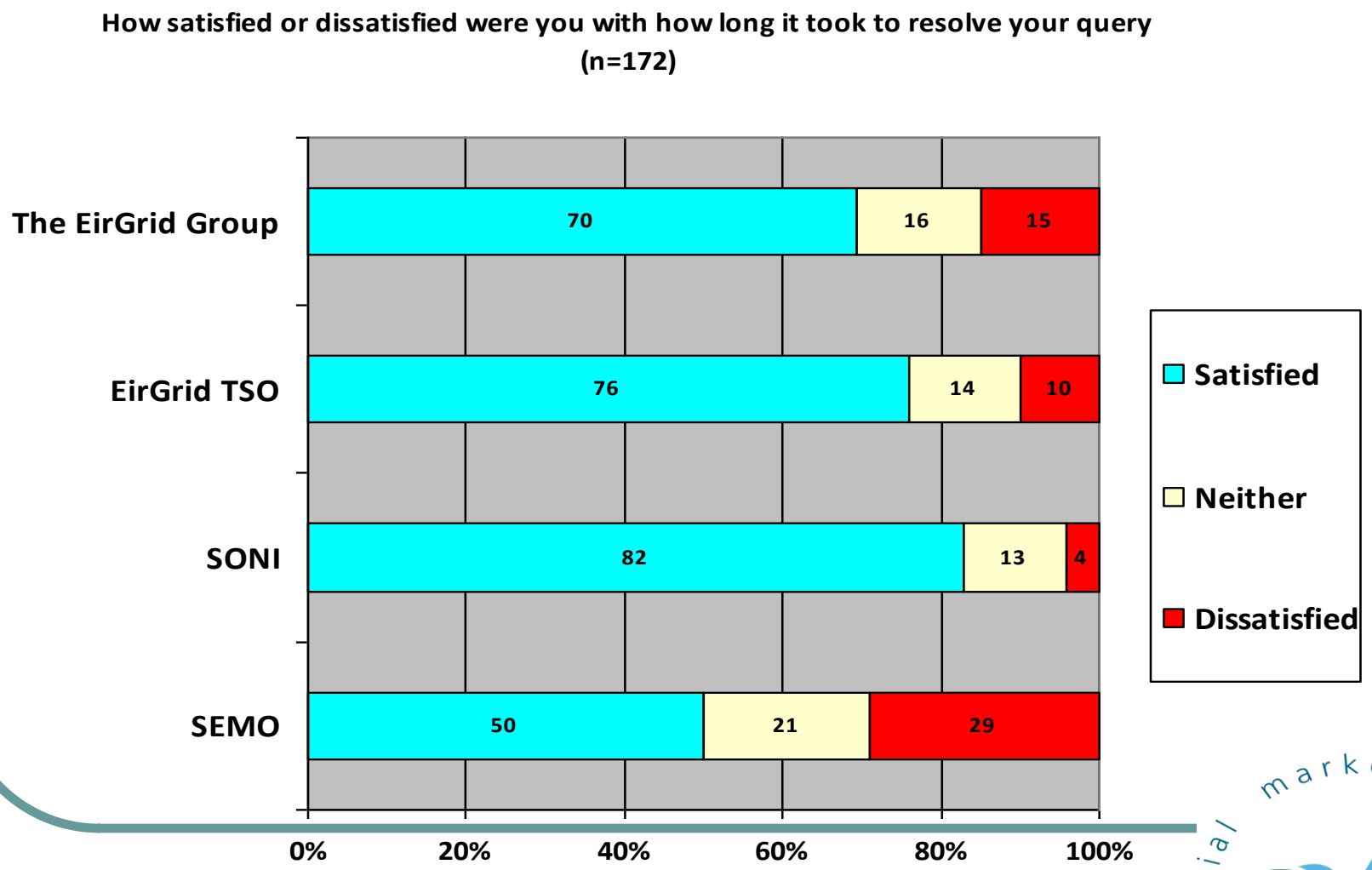
Contact with a Query



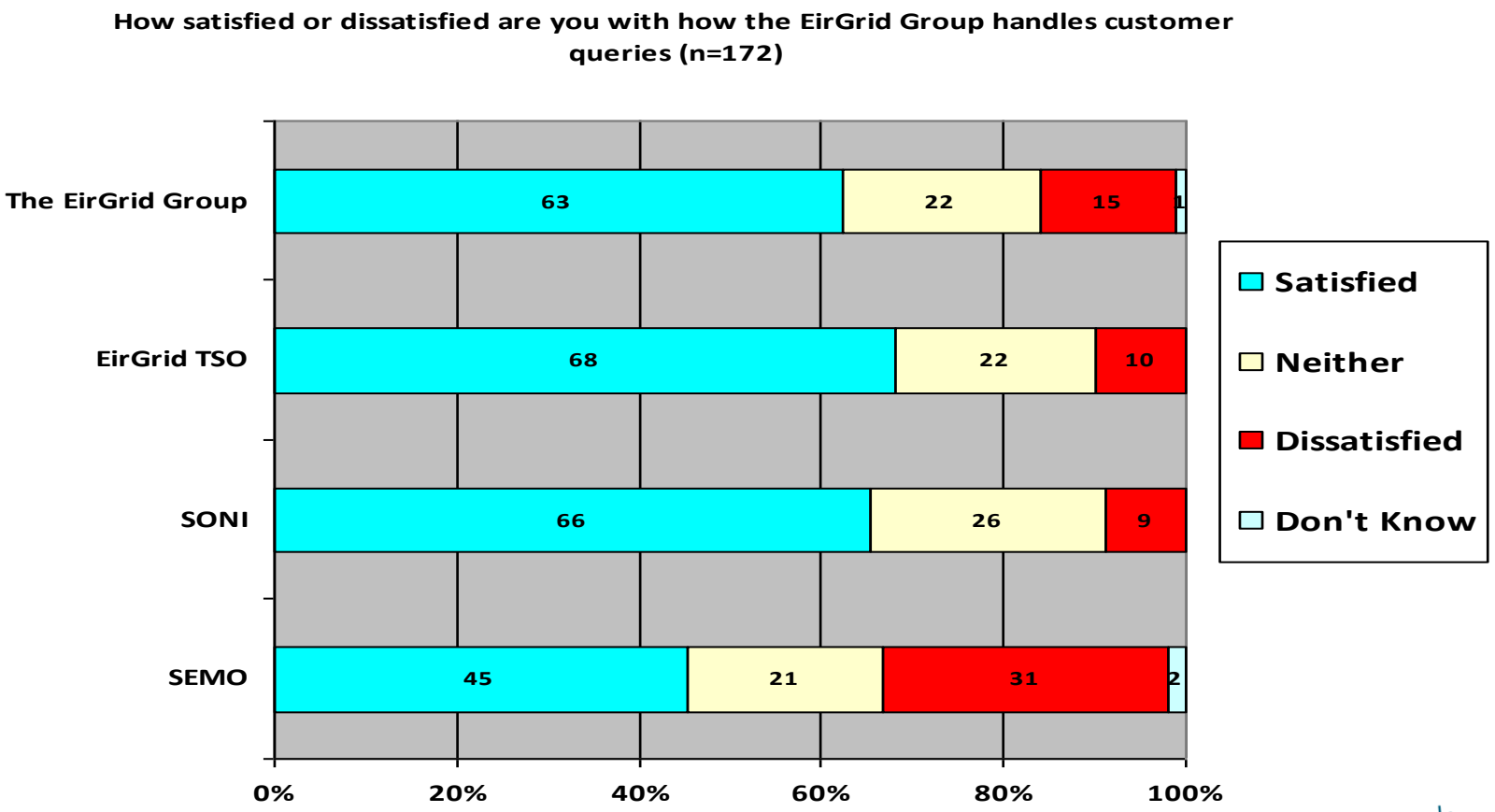
Time Taken to Resolve Query



Satisfaction with Length of Time to Resolve Query



Satisfaction with Query Handling

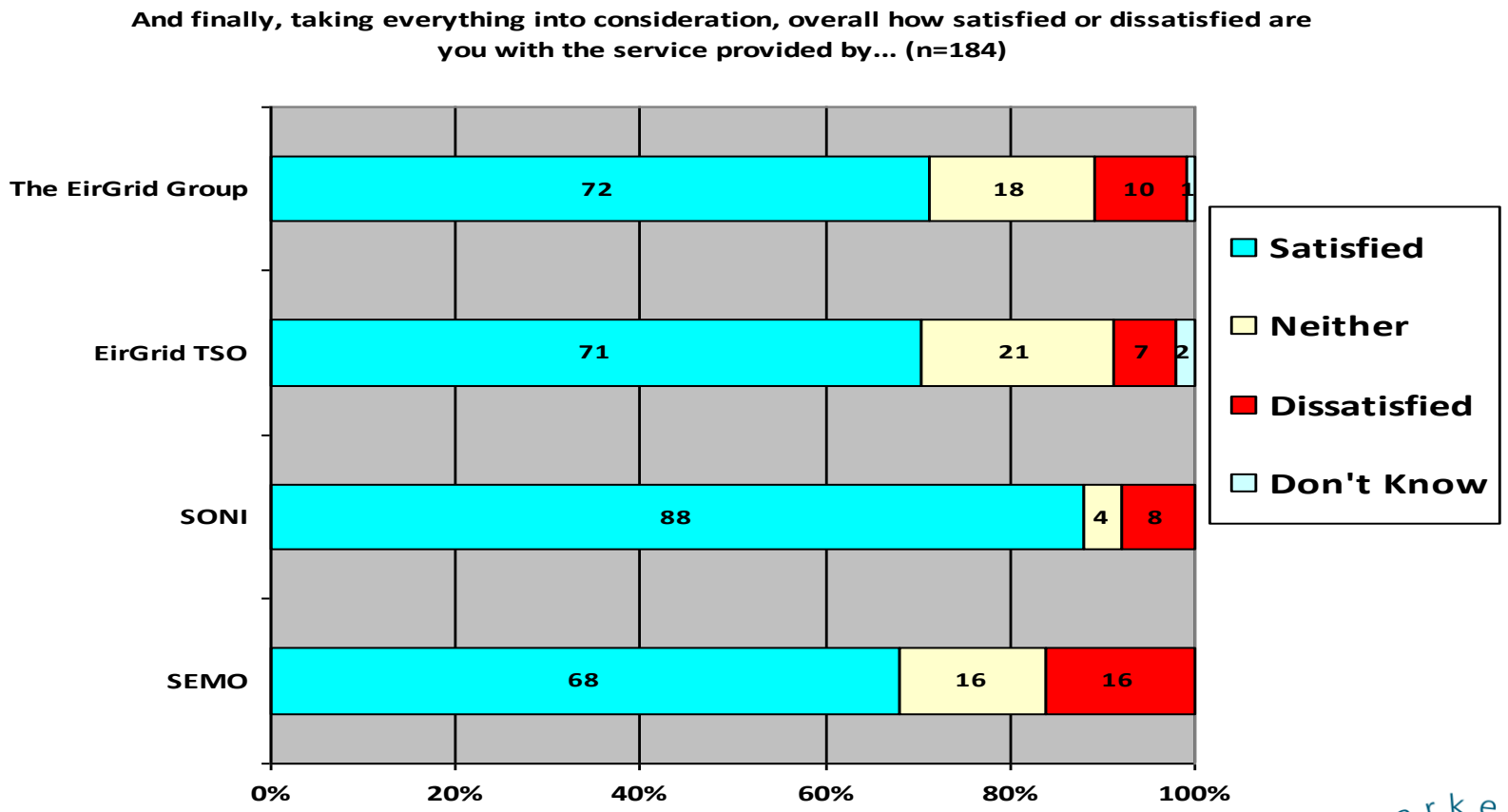


Websites

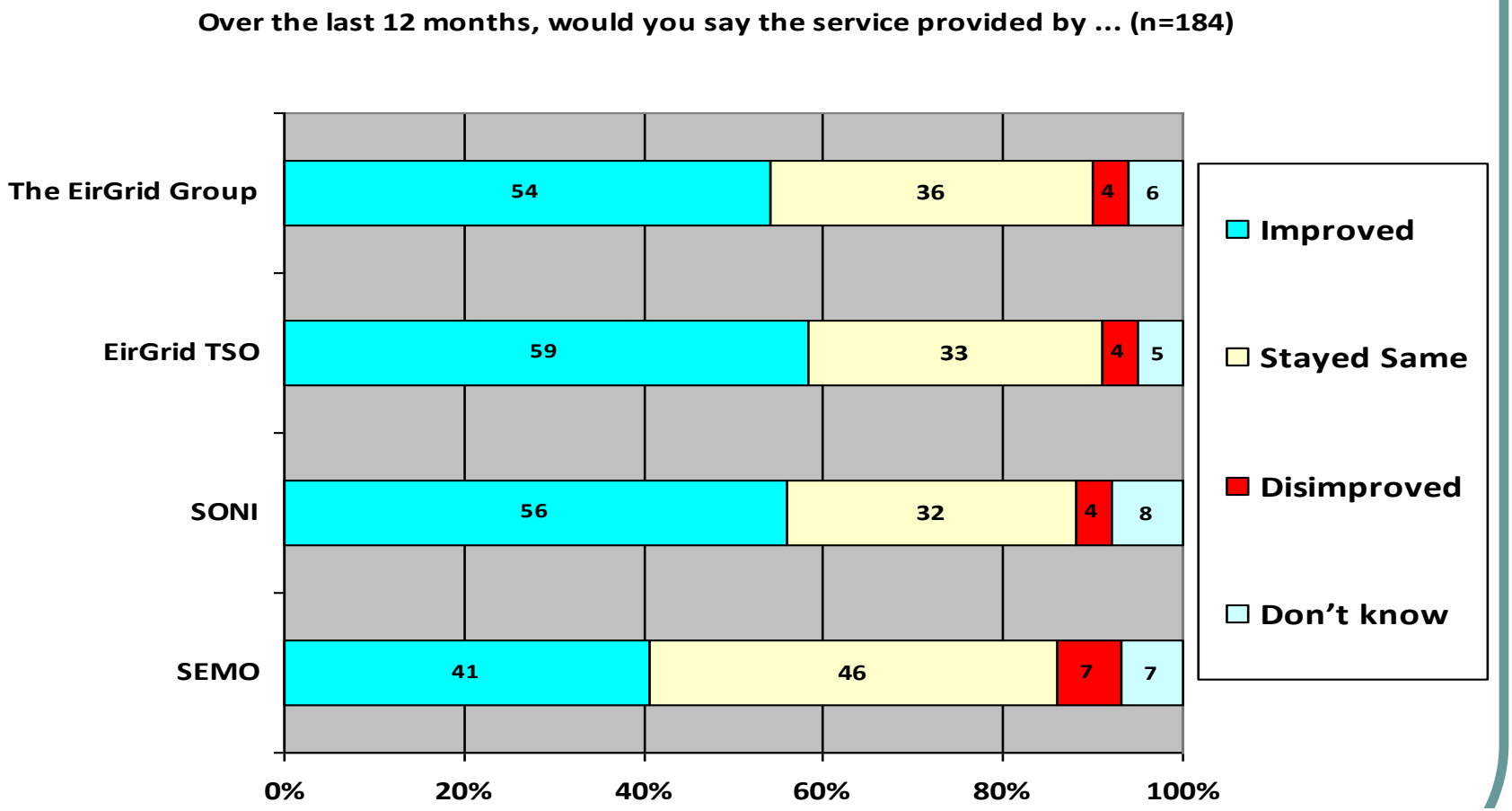


- Accuracy of information (82%)
- Overall Usefulness (73%)
- Kept up to date (72%)
- Use of terminology (67%)
- Ease of finding information you need (45%)

Overall Satisfaction



Service Improvement in Last 12 Months?





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