



# The EirGrid Group (Customer Satisfaction Survey: 2010)



**Donal McDade**  
**3 November 2010**



# 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

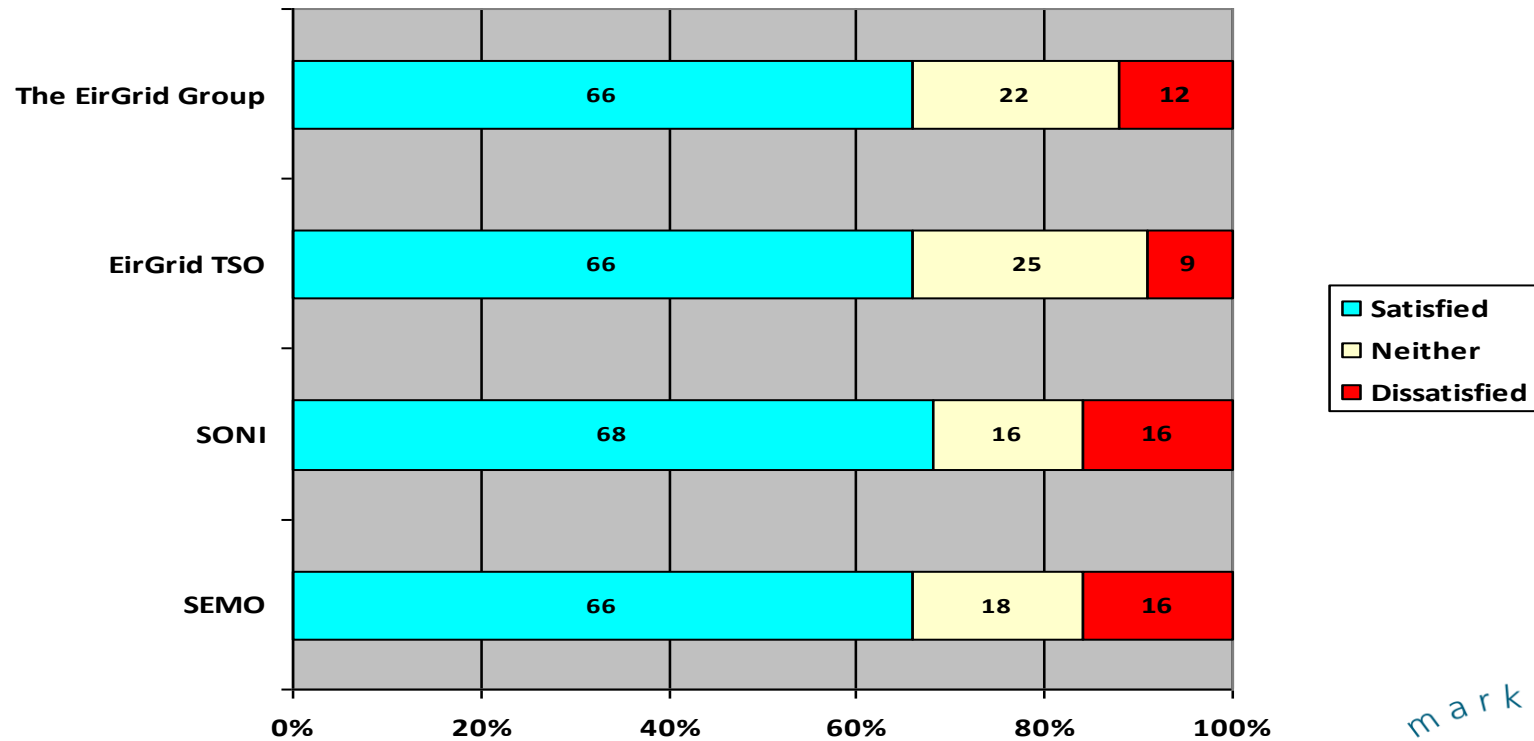


- Image and Perception
- Conducting Business
- Staff Supporting Customers
- Communication
- Contact and Query Handling
- Websites
- Specific Issues

# Perception of Role



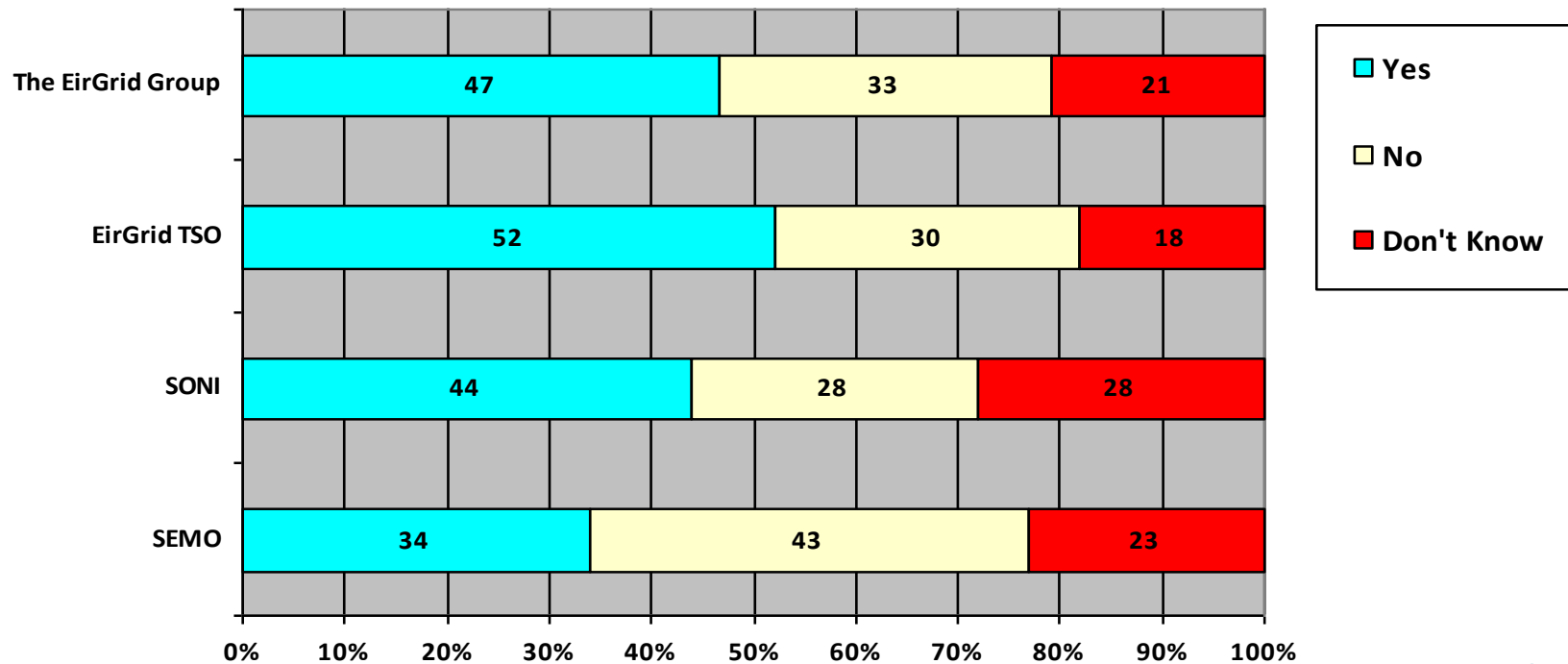
How satisfied or dissatisfied are you with how (EirGrid TSO/SEMO/SONI) fulfils its role?  
(n=184)



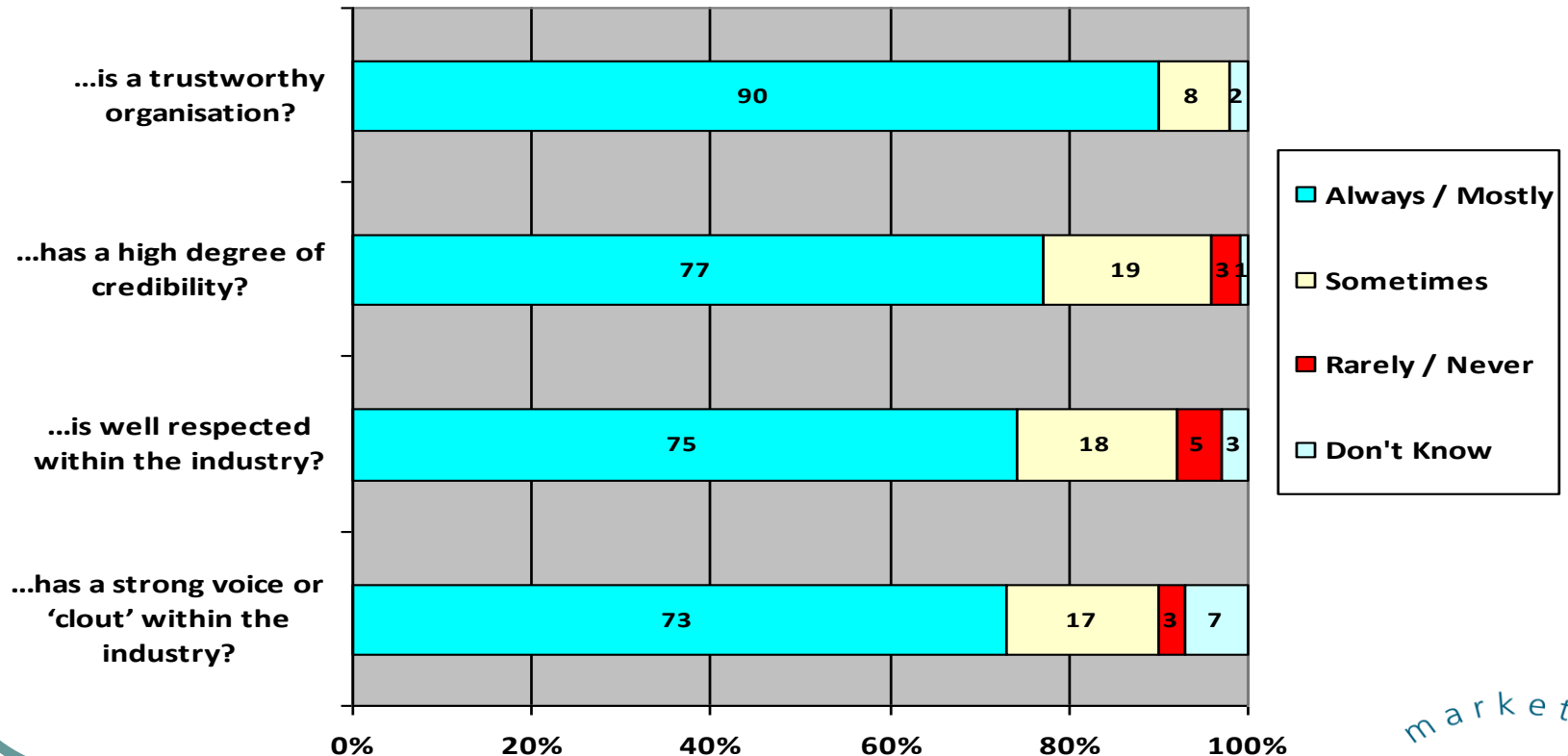
# Do more to promote role with customers...?



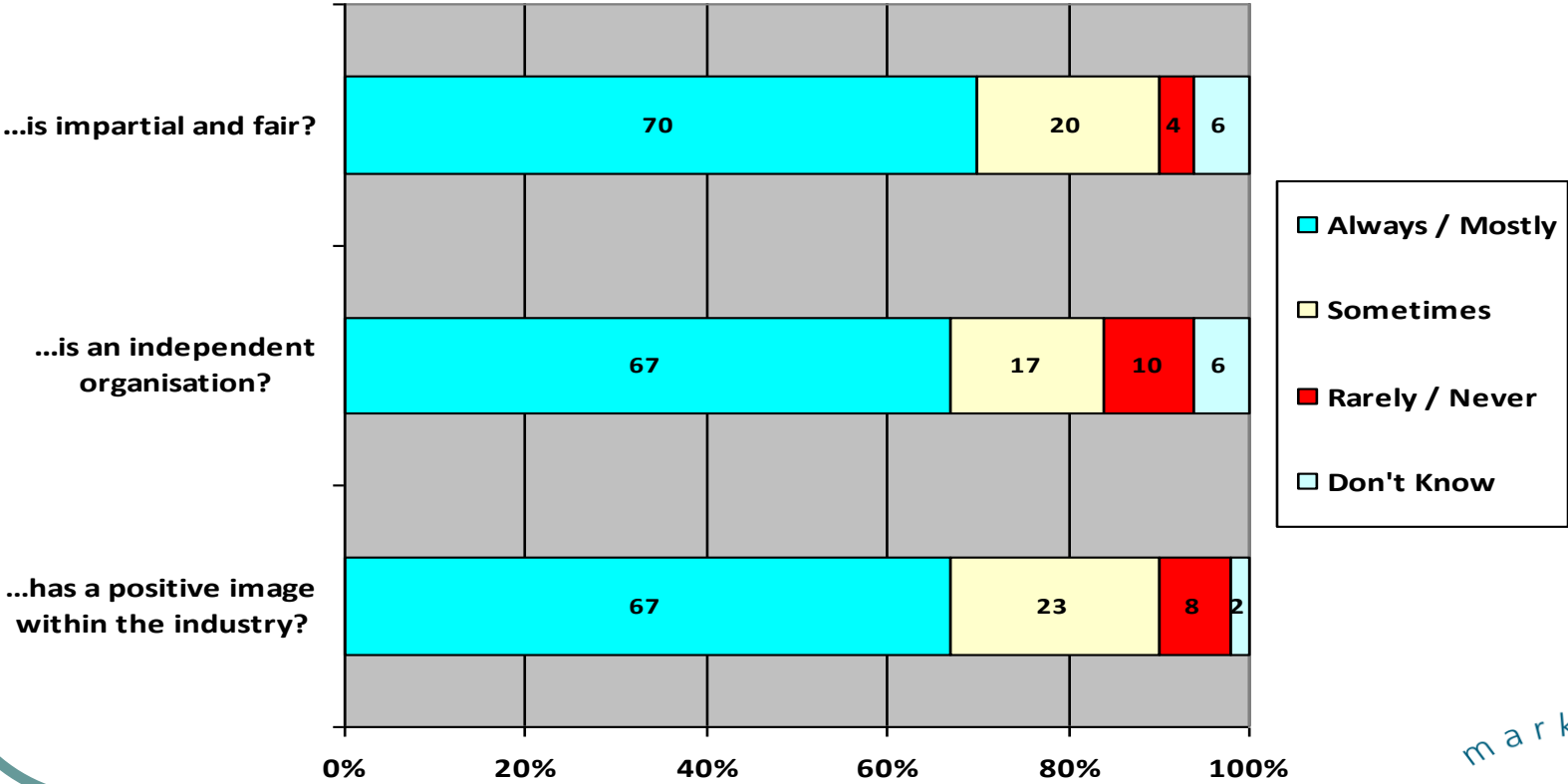
Should (EirGrid TSO/SEMO/SONI) be doing more to promote its role with customers?.. (n=184)



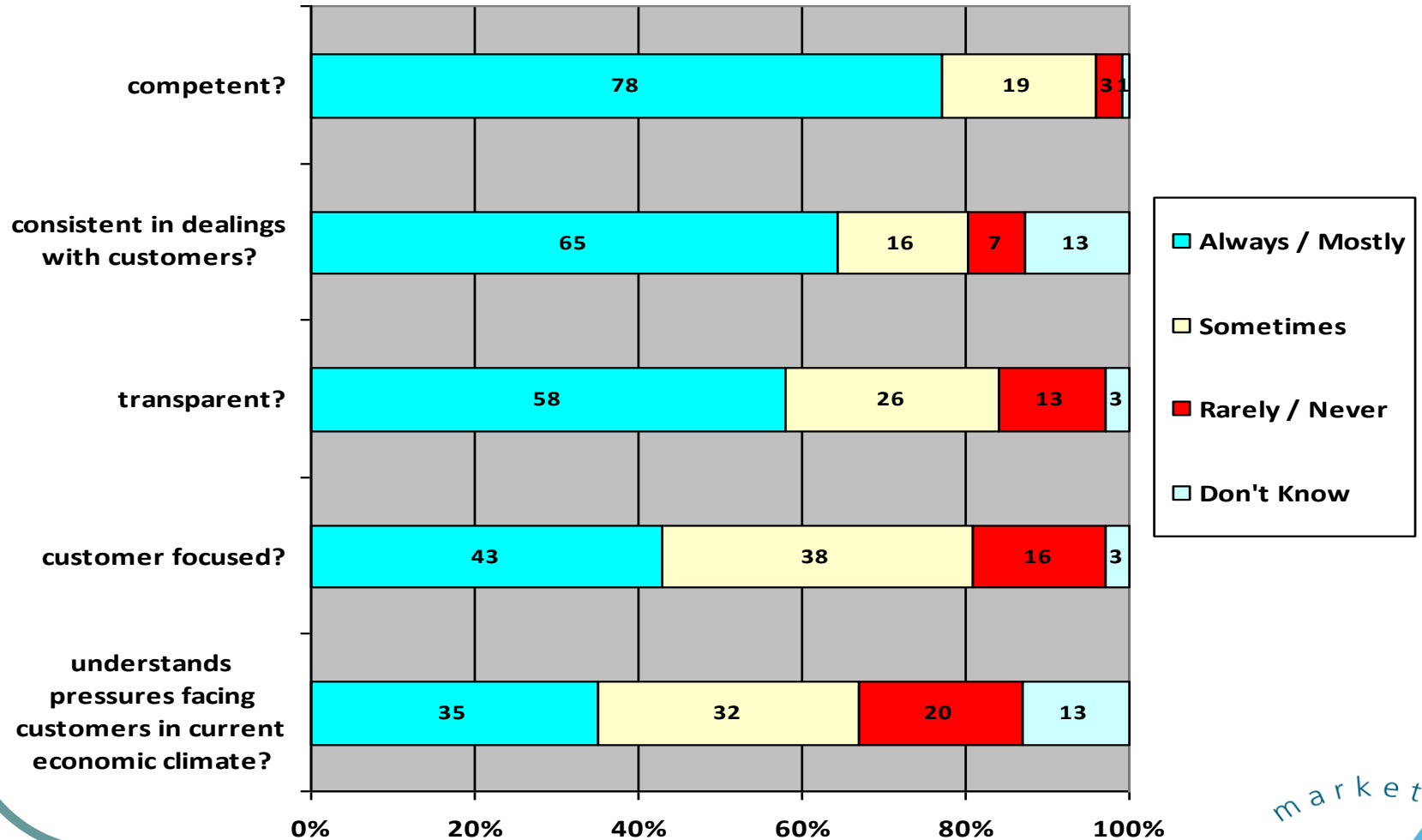
# The EirGrid Group...?



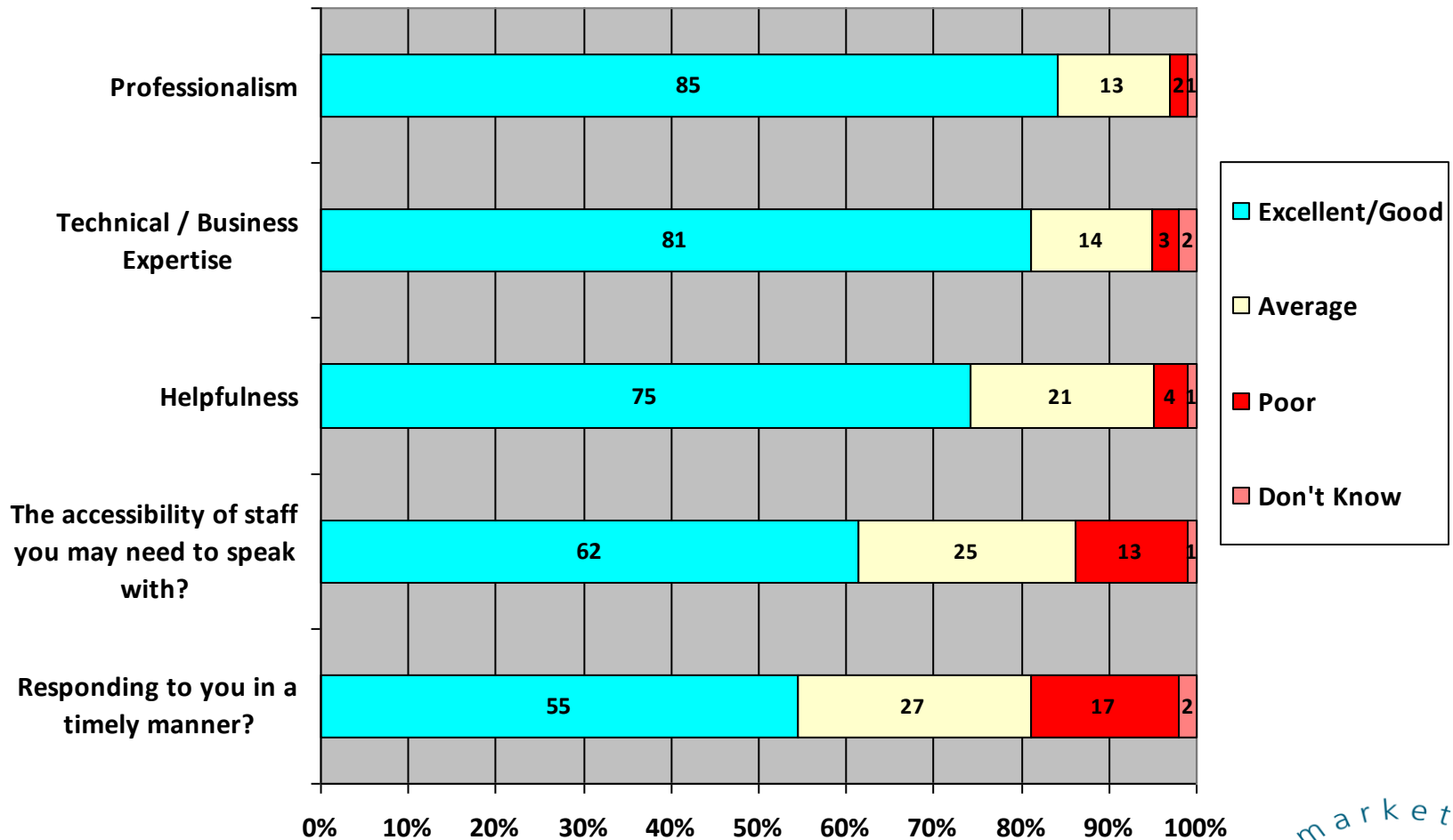
# The EirGrid Group...?



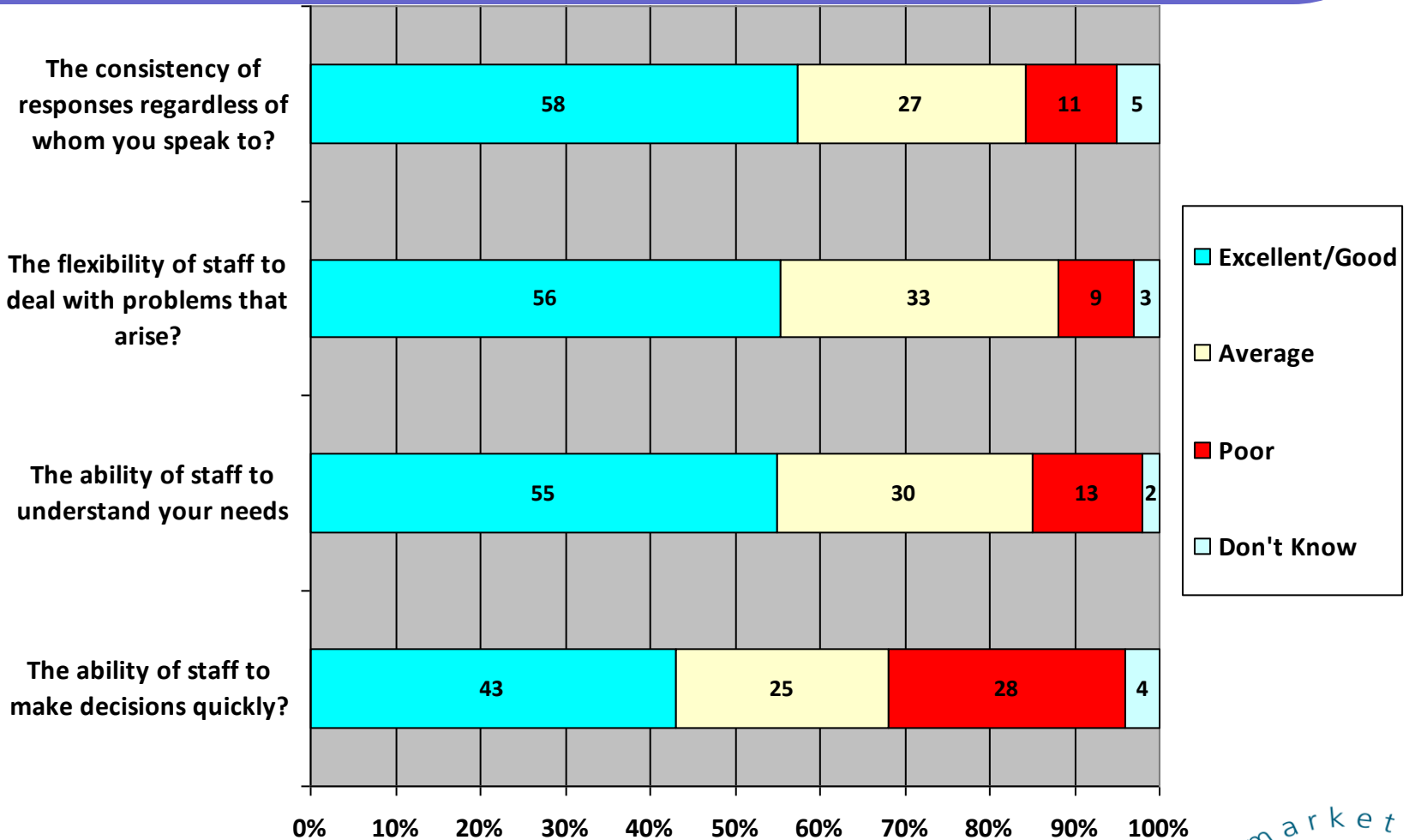
# Conducting Business...



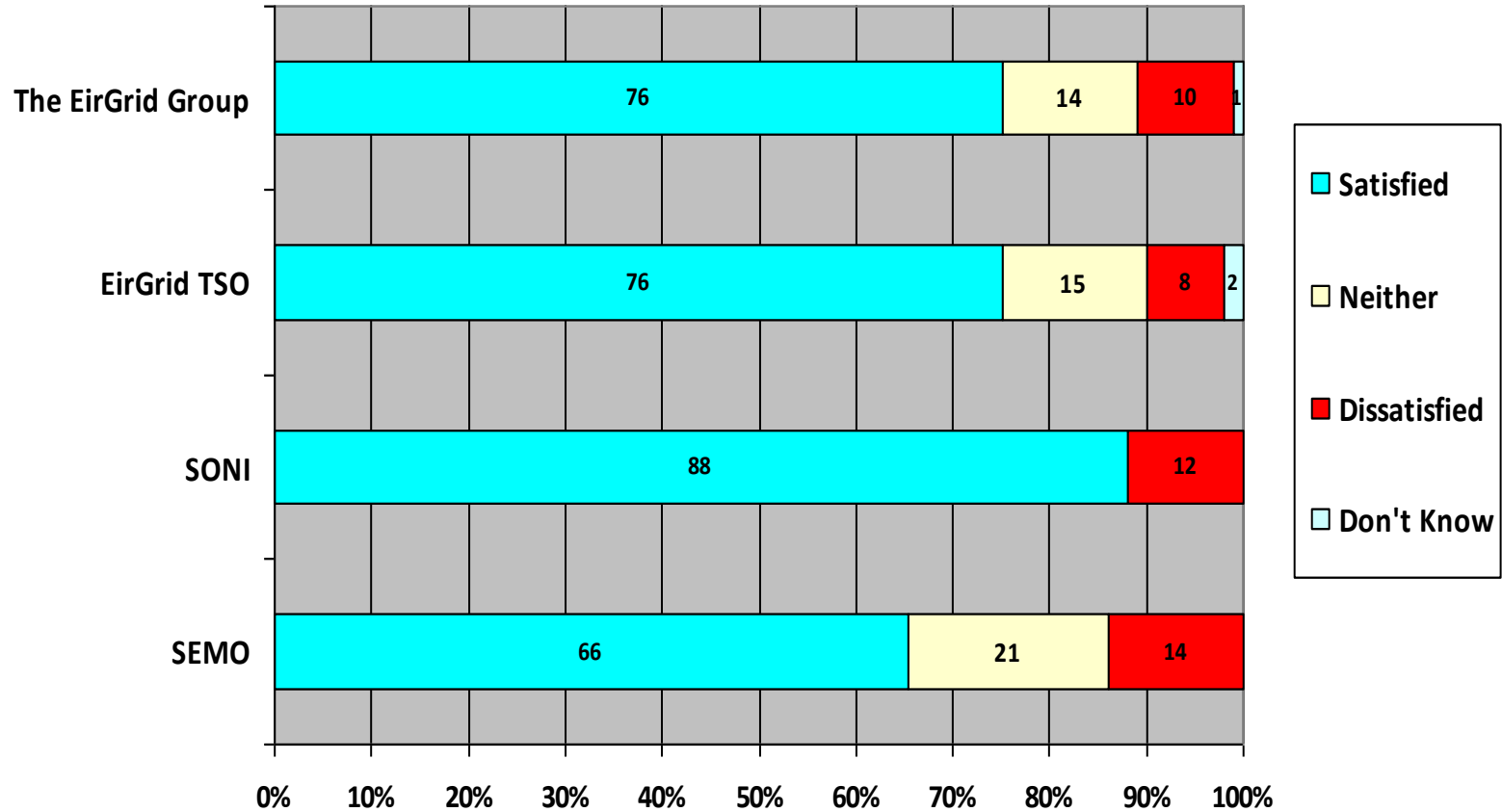
# Staff Supporting Customers



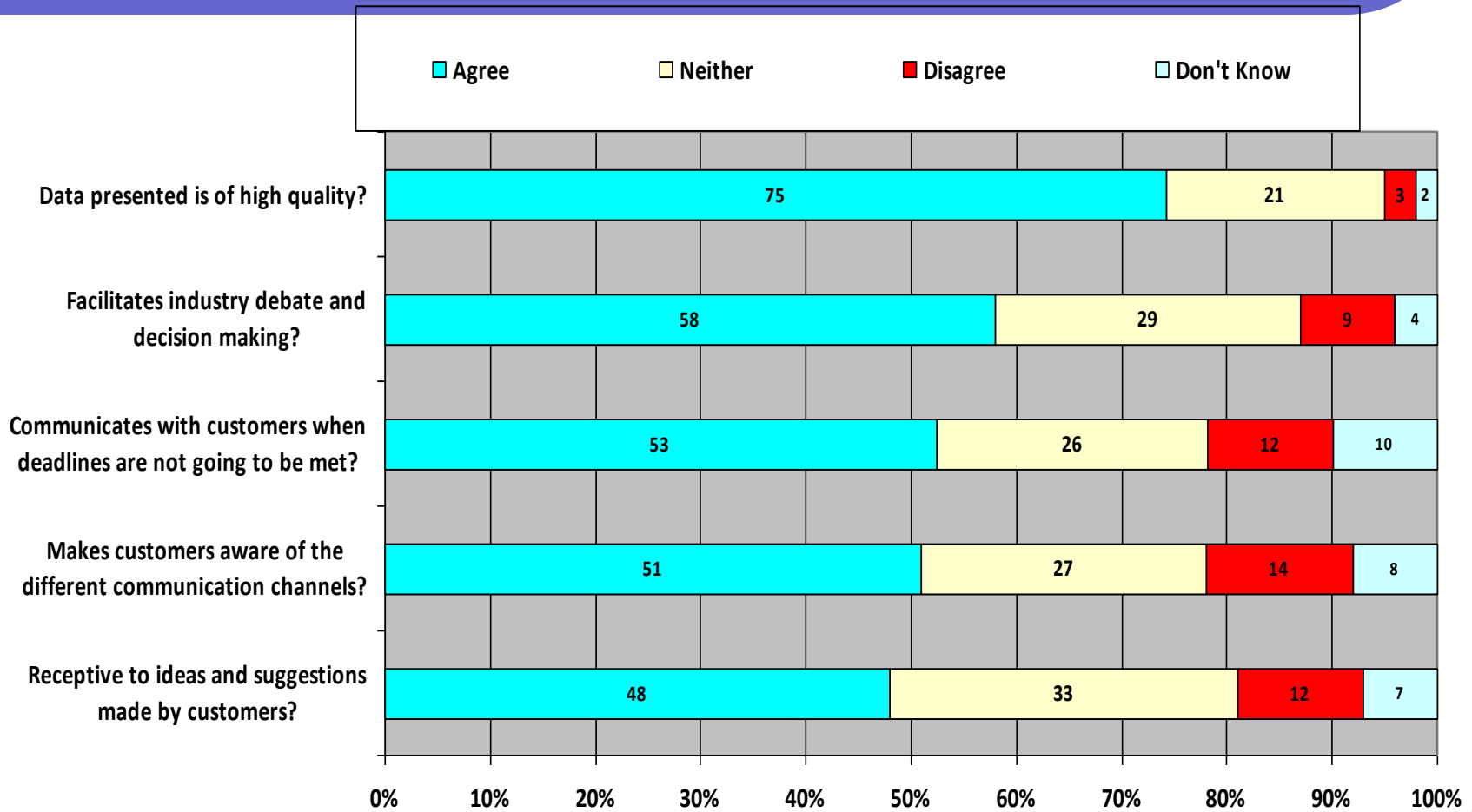
# Staff Supporting Customers



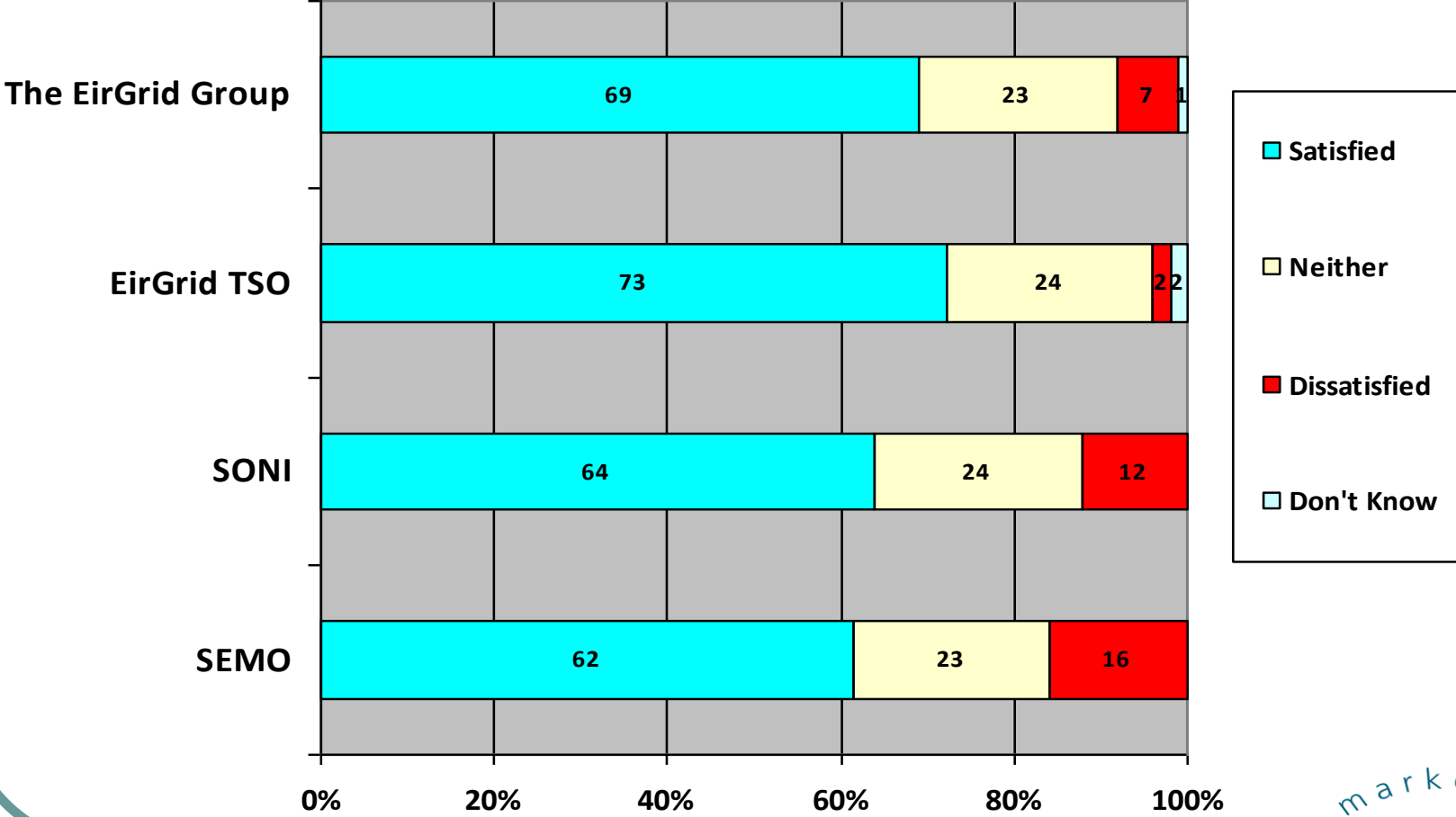
# Overall Satisfaction with Staff



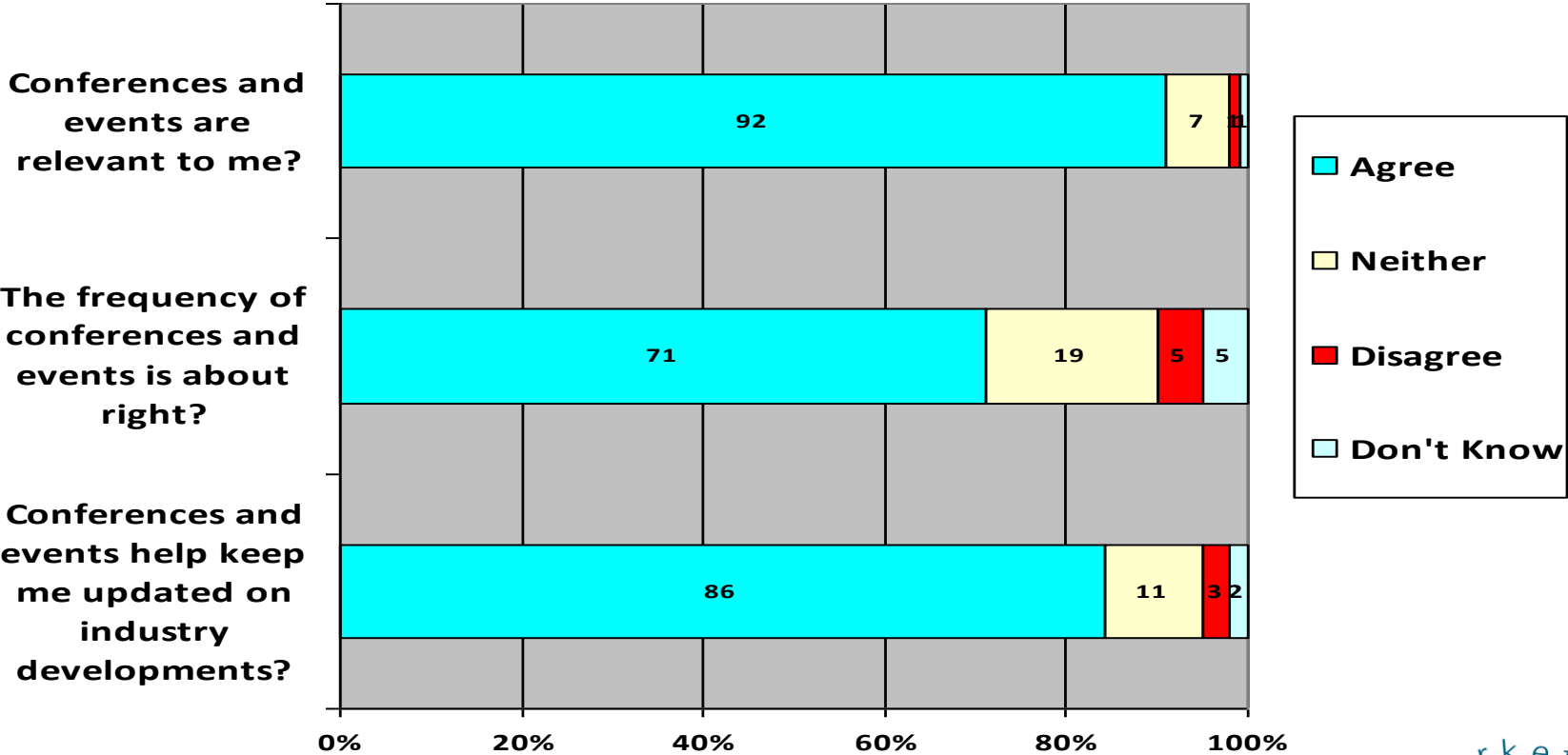
# Communicating with Customers



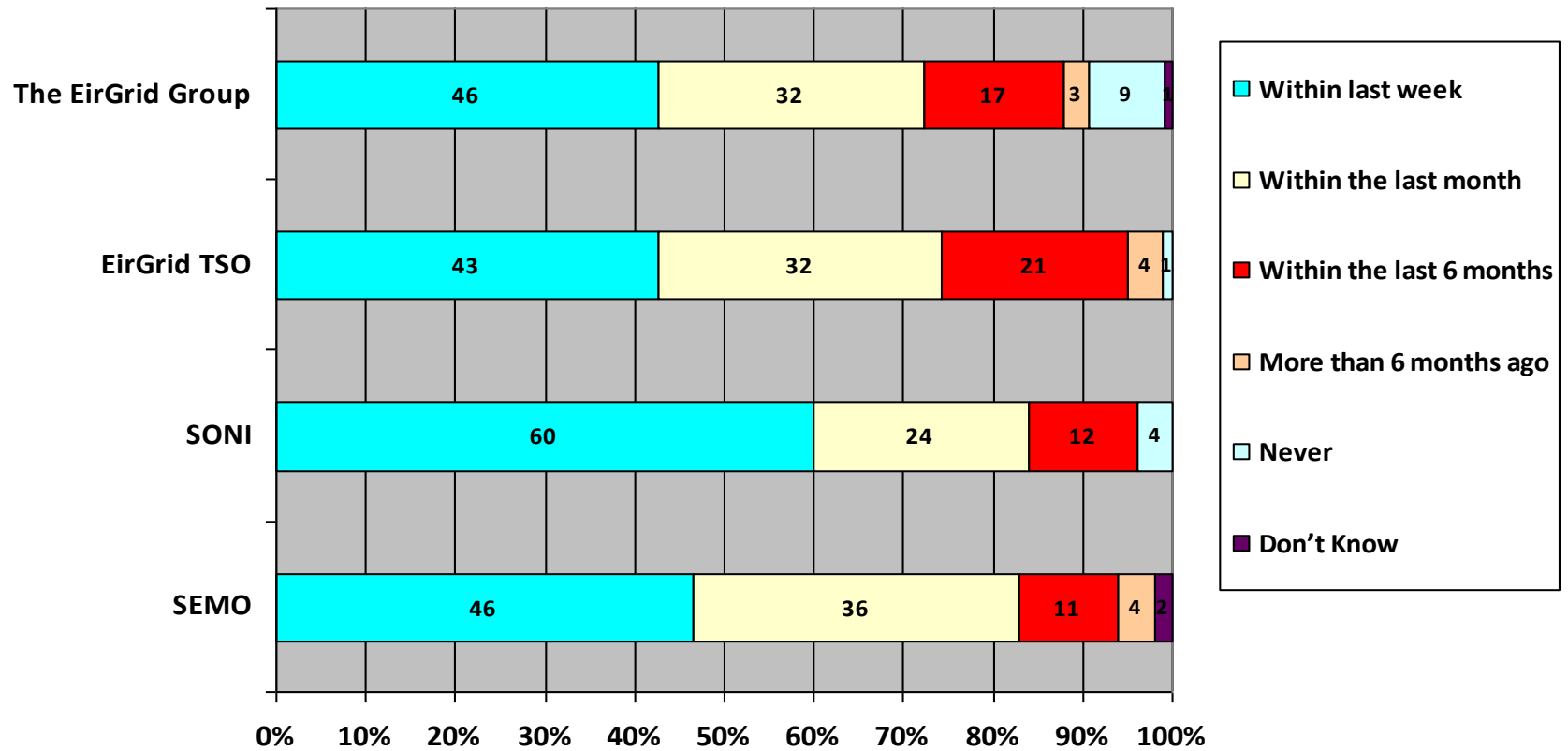
# Overall Satisfaction with Communication Handling



# 83% Attended Conferences and Events

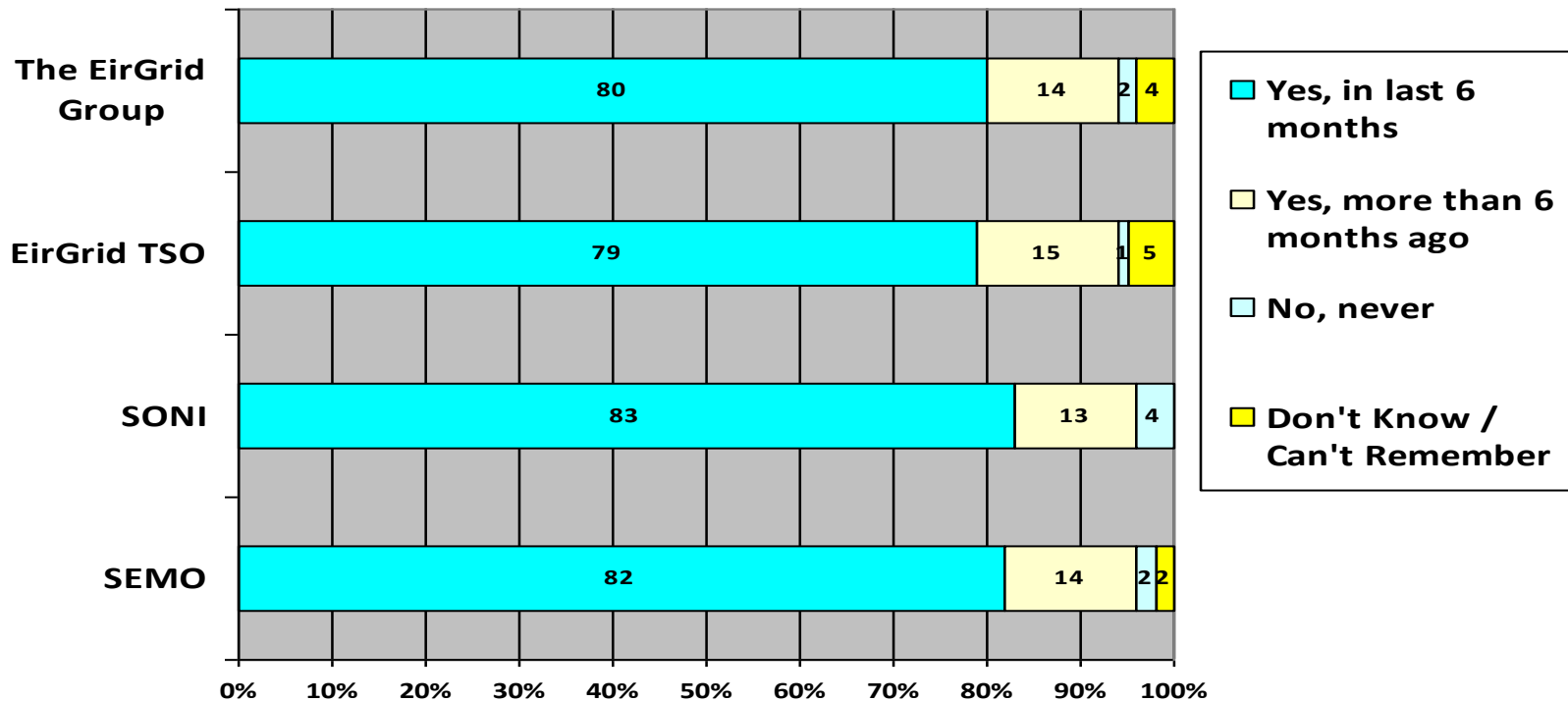


# Customer Contact



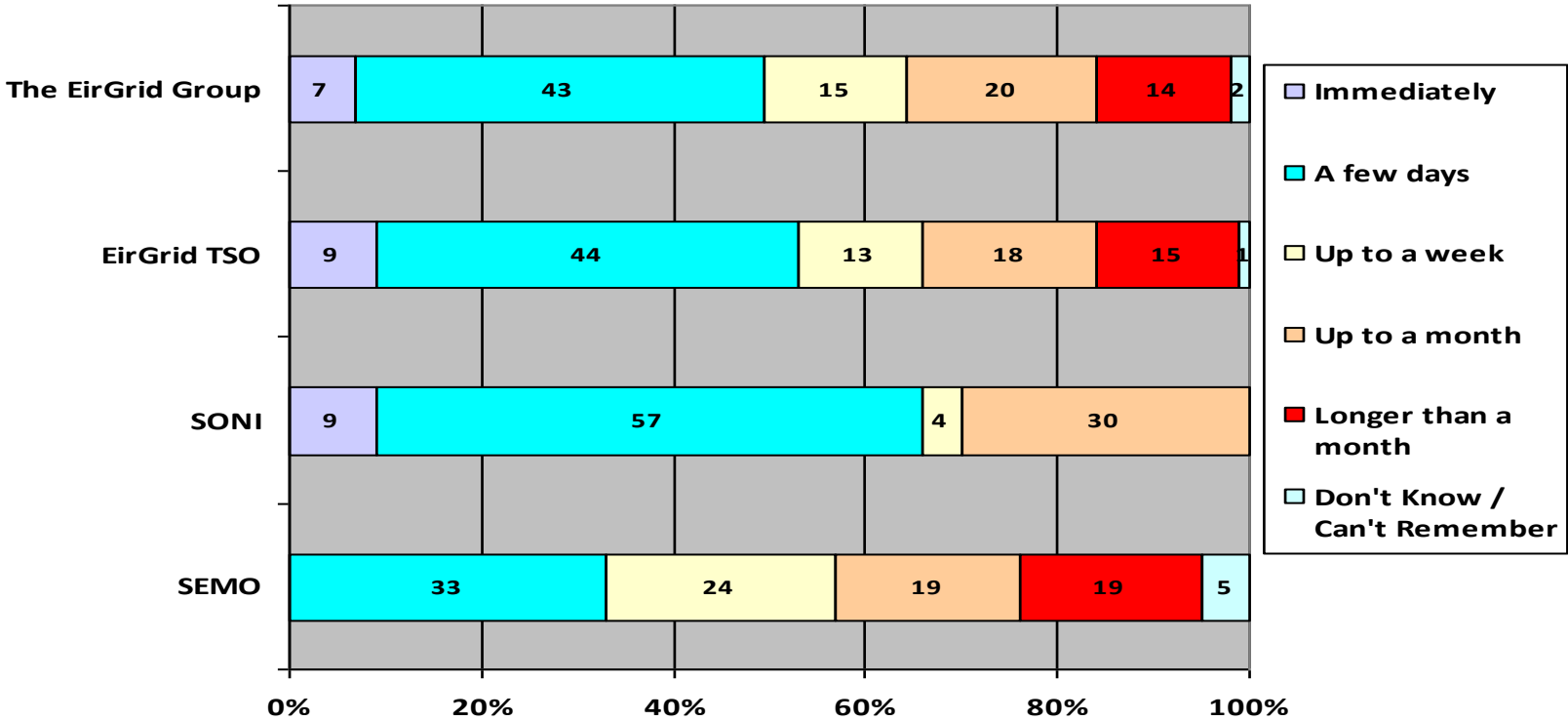
# Contact with a Query

Contact with a query...? (n=184)



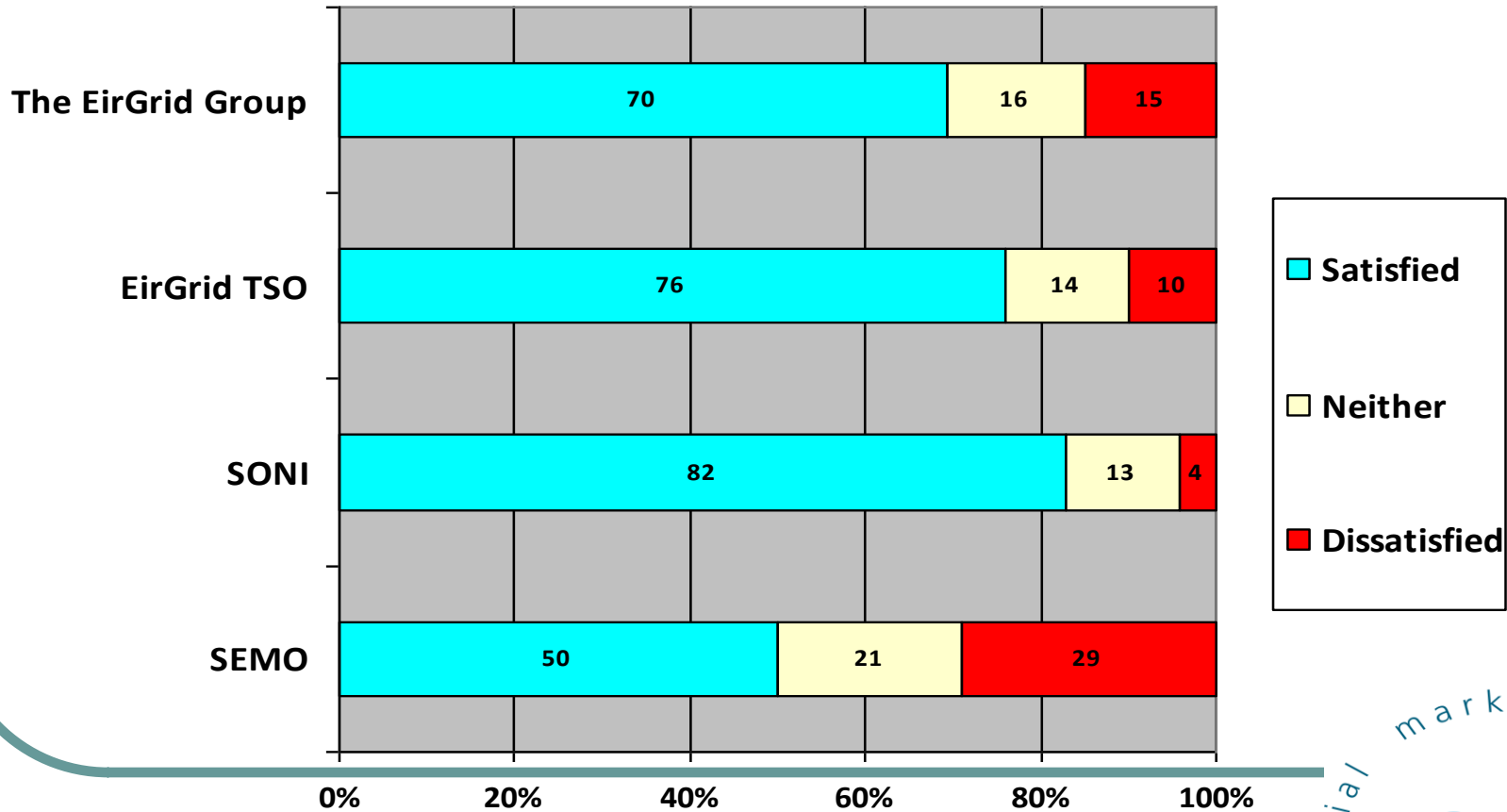
# Time Taken to Resolve Query

On average how long does it take for your queries to be resolved (n=172)



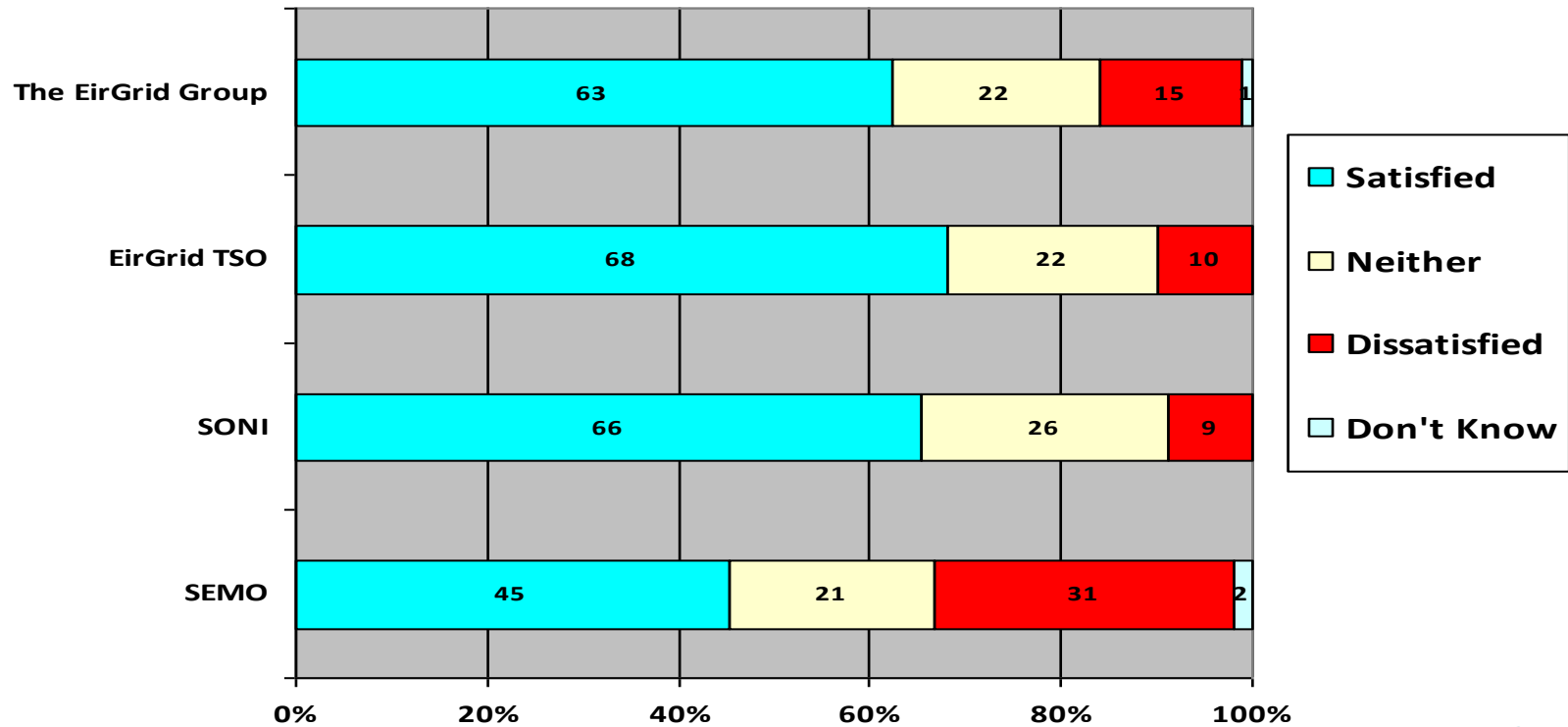
# Satisfaction with Length of Time to Resolve Query

How satisfied or dissatisfied were you with how long it took to resolve your query  
(n=172)



# Satisfaction with Query Handling

How satisfied or dissatisfied are you with how the EirGrid Group handles customer queries (n=172)



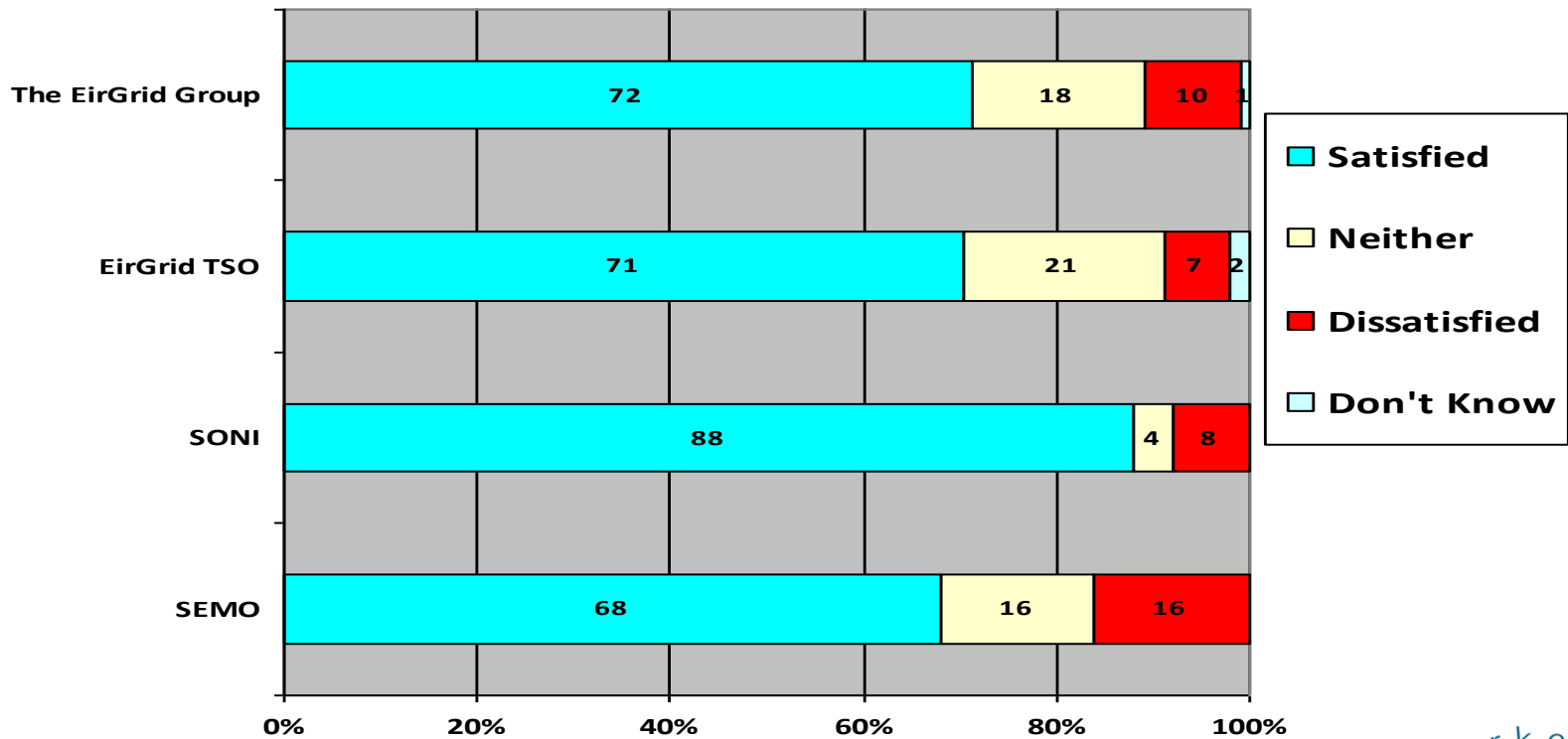
# Websites



- 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

And finally, taking everything into consideration, overall how satisfied or dissatisfied are you with the service provided by... (n=184)



# Service Improvement in Last 12 Months?

Over the last 12 months, would you say the service provided by ... (n=184)

