

STRAT7



SGN

Your gas. Our network.

GD3 Research Programme – Phase X Research Panel Poll

Roadworks task report

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January 2nd 2024



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Introduction

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Background & Method

We wanted to know how customers preferred gas works to be carried out, if there would be a clear impact to them.

To do this, we asked participants to answer a single choice question on the matter.

Fieldwork ran in w/c 7th Dec 2023



Sample

76 participants participated:

- **53 Domestic Gas Customers:**
 - 9 x from ethnic minority
 - 21 x fuel poverty
 - 6 x disability
 - 6 x on the PSR
 - 5 x Eng as a 2nd language
- **13 Future Energy Customers**
 - 5 x from ethnic minority
 - 2 x disability
- **10 SMEs**

A methodological note on the interpretation of Research Panel results

The Phase X Research Panel was set up in October 2023 with 100 informed customers who had participated in SGN's Phase A Deliberative Research. These customers were informed on SGN's business, its customer base and possible priorities and initiatives for the next GD3 business plan.

Over the last year, new panellists have been recruited to replace any dropouts from the original panel, to maintain the Research Panel sample at ~100 panellists. All new panellists are similarly informed about SGN.

This Research Panel is designed to provide a longitudinal understanding on any new issues arising from the GD3 business plan.

Whilst this panel can provide meaningful guidance for SGN on its GD3 business plan from customers (and future customers) who are informed about SGN, it is not intended to be representative of SGN's entire customer base.

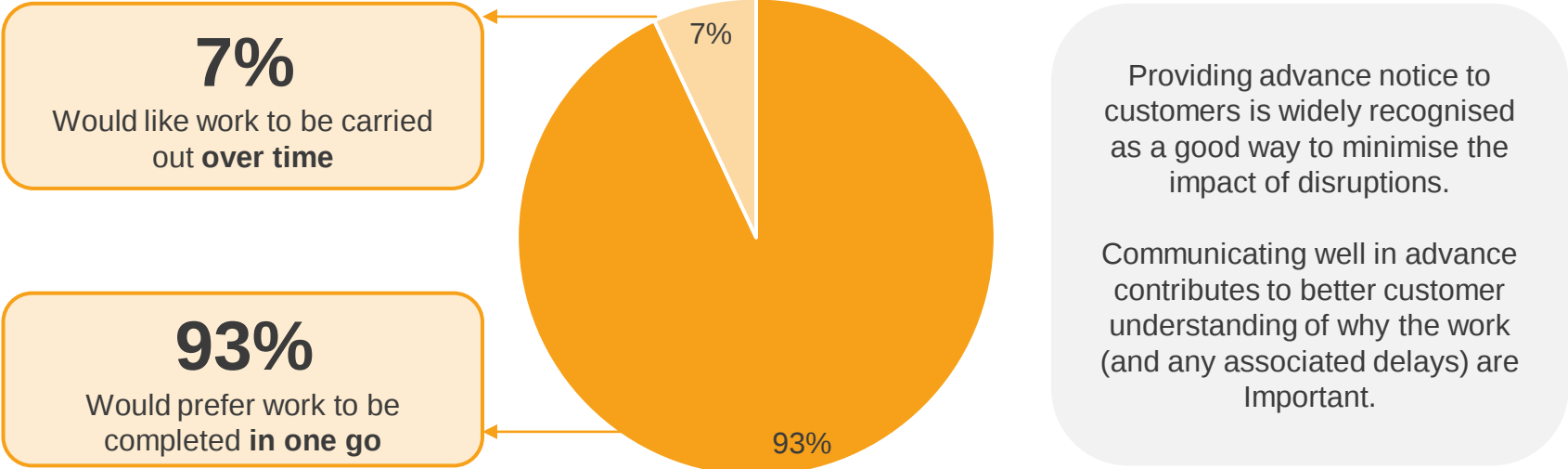
And due to the small sample size (<100), the percentages shown in this report should be taken as indicative of customers views and are not sufficient to provide robust data.





Findings

The overwhelming majority prefer short-term disruption once, over prolonged and repeated disruption of shorter periods. This was consistent across all customer groups.



Q1. Let's say there are gas works that need to be carried out in your local area. This work would take several months to complete (likely involving disruption at peak times including traffic delays from roadworks)..This work could either take place: A) All in one go, which would be more cost efficient and may take less time or B) In shorter periods of a few weeks at a time with breaks in between, possibly taking up more time overall. Which would you prefer? N=76

