Enagás GTS client satisfaction survey 2020

Capacity Allocation and GTS Access Management– June 2021
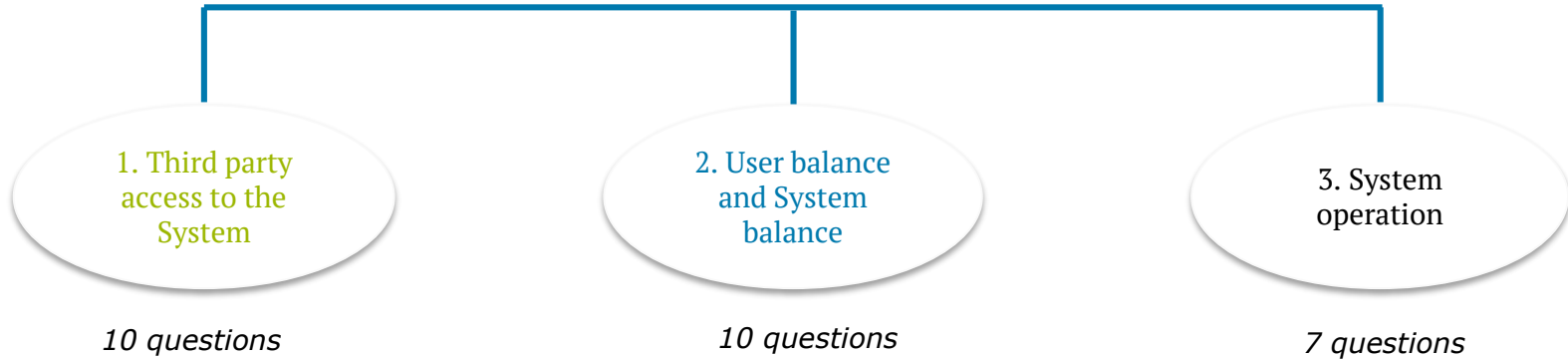
Index

Survey elaboration and development: introduction

With the purpose of improving the customer Experience, the Technical Manager of the System has conduct the satisfaction client survey of 2020

The survey assesses *3 SECTIONS:*

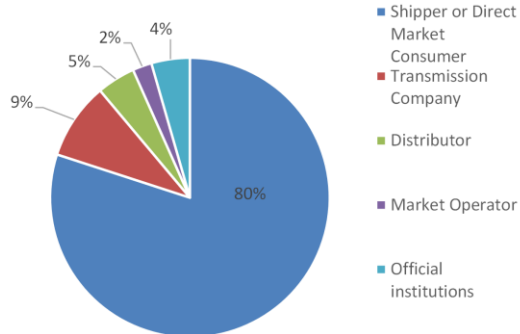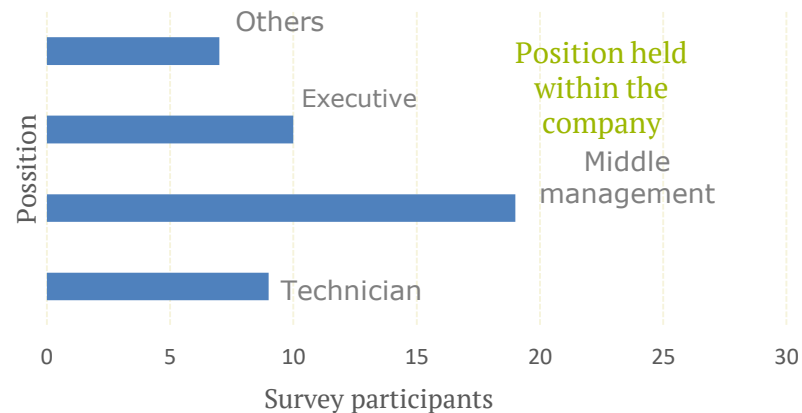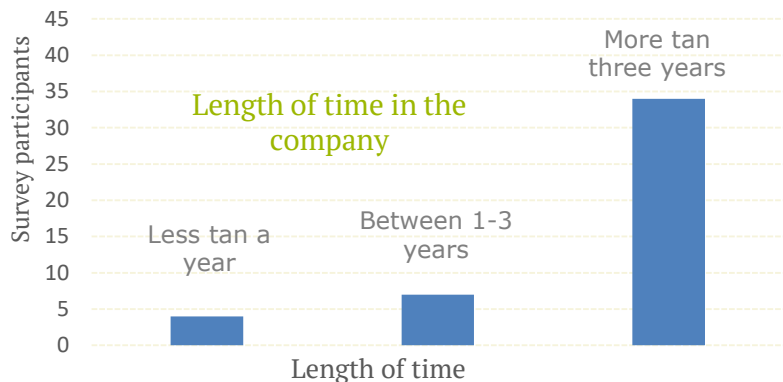| 1. Third party access to the System	2. User balance and System balance	3. System operation
10 questions	*10 questions*	*7 questions*

Satisfaction survey
Enagás GTS

April

Survey luch

May

End of the survey

Survey elaboration and development : type of subject

Pie chart legend:
- Shipper or Direct Market Consumer — 80%
- Transmission Company — 9%
- Distributor — 5%
- Market Operator — 2%
- Official institutions — 4%

201 surveys sent

Low participation*: 45 surveys submitted*:

o 23 anonymous surveys

o 22 user identified surveys

Bar chart (left): Length of time in the company
- Survey participants (y-axis: 0 to 45)
- Less tan a year
- Between 1-3 years
- More tan three years
- Length of time (x-axis)

Bar chart (right): Position held within the company
- Position (y-axis)
- Others
- Executive
- Middle management
- Technician
- Survey participants (x-axis: 0 to 30)

The predominant profile that submits the survey is middle management (42%) that has been in Company more than three years (76%)

Index

Considerations

 Similar questions to other years, not the same though

 Lower participation tan previous surveys

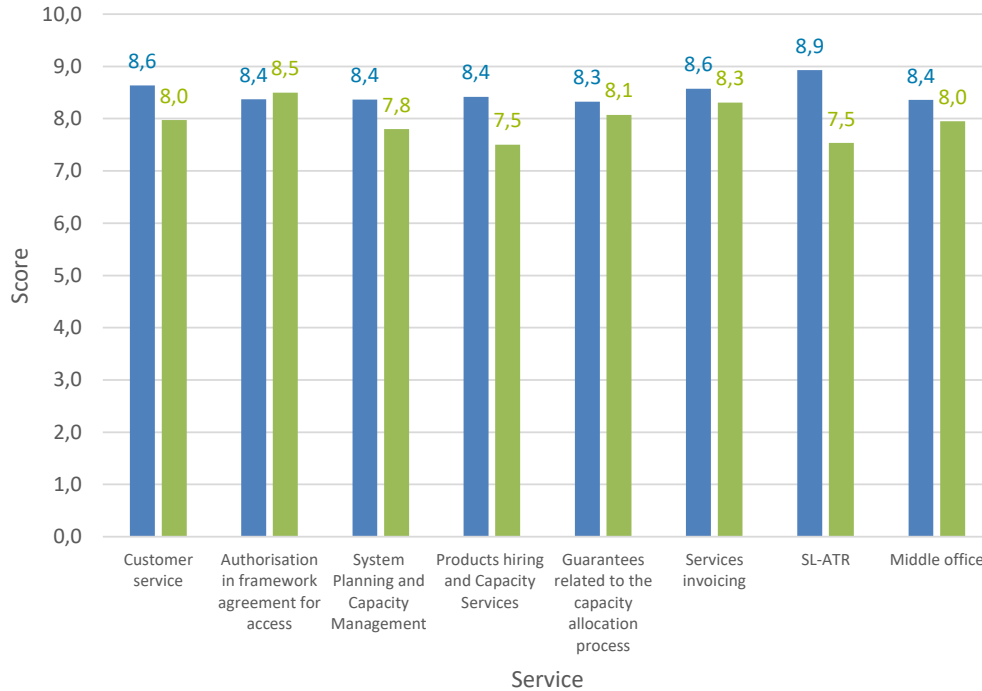 In general, users assess *in a very positive way* GTS's work

 The impact of the changes resulting from the Circulars is observed

(great impact in proccess such us Capacity allocation, system updates in July and October,…)

Section 1 analysis: third party access to the System

Importance vs rating

Service	Importance	Rating
Customer service	8,6	8,0
Authorisation in framework agreement for access	8,4	8,5
System Planning and Capacity Management	8,4	7,8
Products hiring and Capacity Services	8,4	7,5
Guarantees related to the capacity allocation process	8,3	8,1
Services invoicing	8,6	8,3
SL-ATR	8,9	7,5
Middle office	8,4	8,0

Average score

Service importance — 8,5

Service assessment — 8,0

The widest puntuation gap between importance is located in the SL-ATR-service (1,4 points)
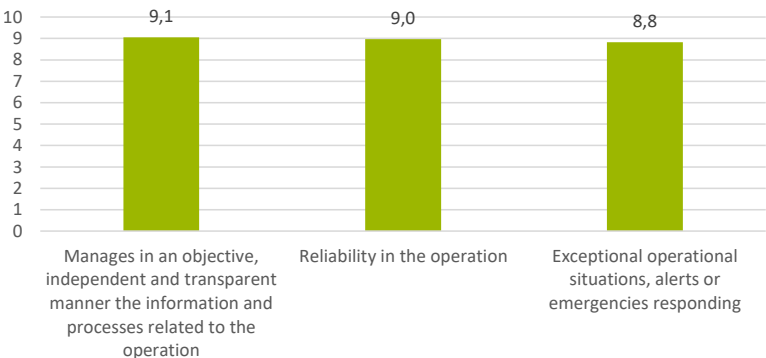
The most important rated Service is SL-ATR (8,9)

Section 2 analysis: User balance and System balance

Importance vs rating

Nota media

Service importance — 8,7

Service assessment — 8,4

Service	Importance	Rating
Customer service	9,2	8,6
Balance portfolio framework agreement authorisation	8,6	8,6
Programming and Nomination	8,6	8,4
Gas purchase and sale transactions	9,0	8,5
Balancing actions	8,4	8,3
Demand forecasting	8,4	8,2
Information provision	8,8	8,3
Allocation and balancing	9,0	8,5
Imbalance guarantees	8,6	8,5
Imbalances Settlement and invoicing	8,8	8,6
SL-ATR	8,9	8,5
Middle office	8,6	8,1

Services

o Importance and assessment are positively rated
o All the processess scores are beyond 8

Section 3 analysis: system operation

Operation

- Manages in an objective, independent and transparent manner the information and processes related to the operation: **9,1**
- Reliability in the operation: **9,0**
- Exceptional operational situations, alerts or emergencies responding: **8,8**

Personal attention is the highest rated type of information (9,0)

Average score

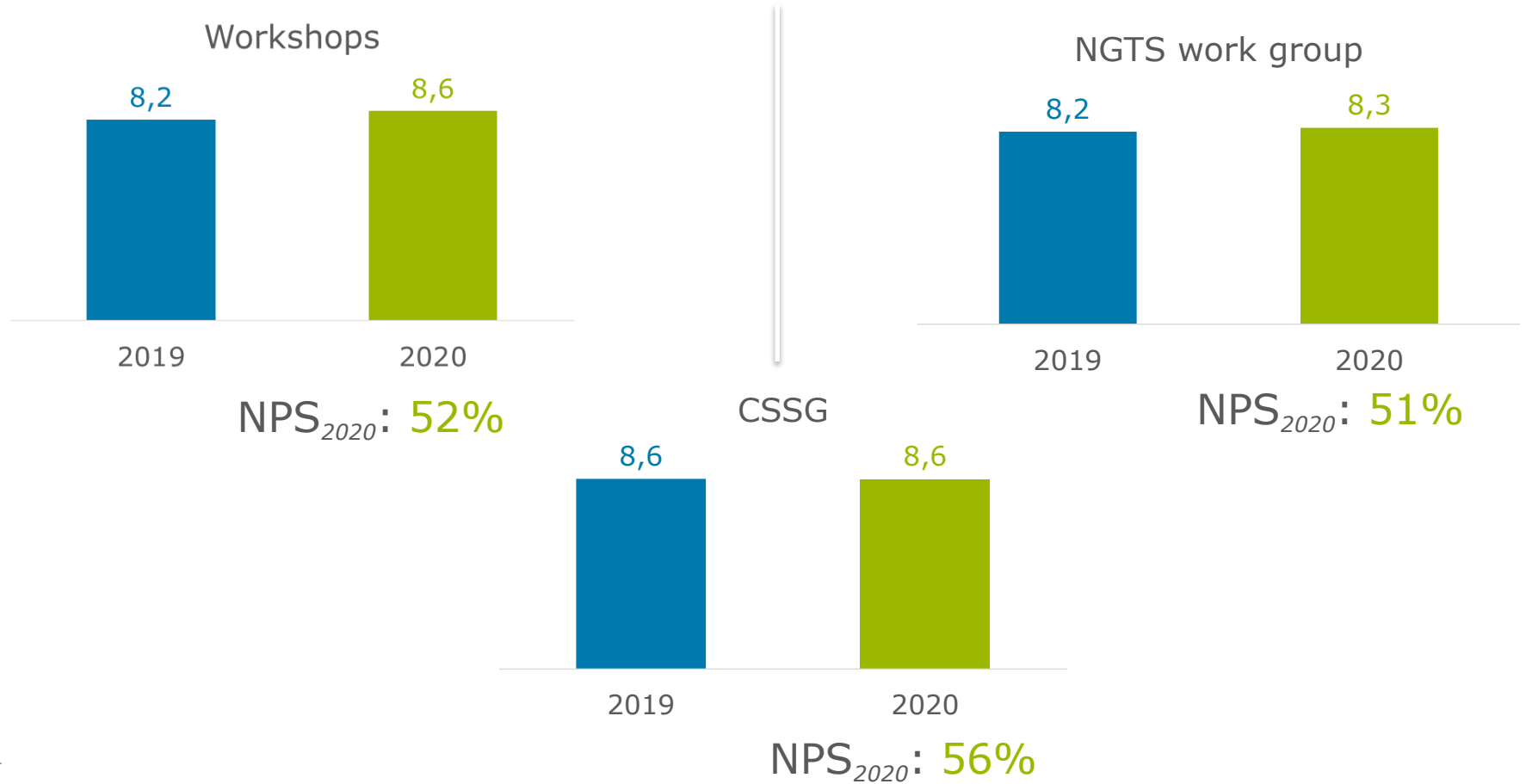**GTS information assessment** — 8,6
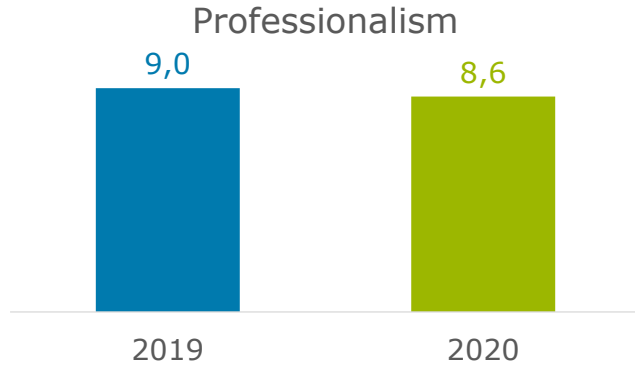
Quality and transparency assessment
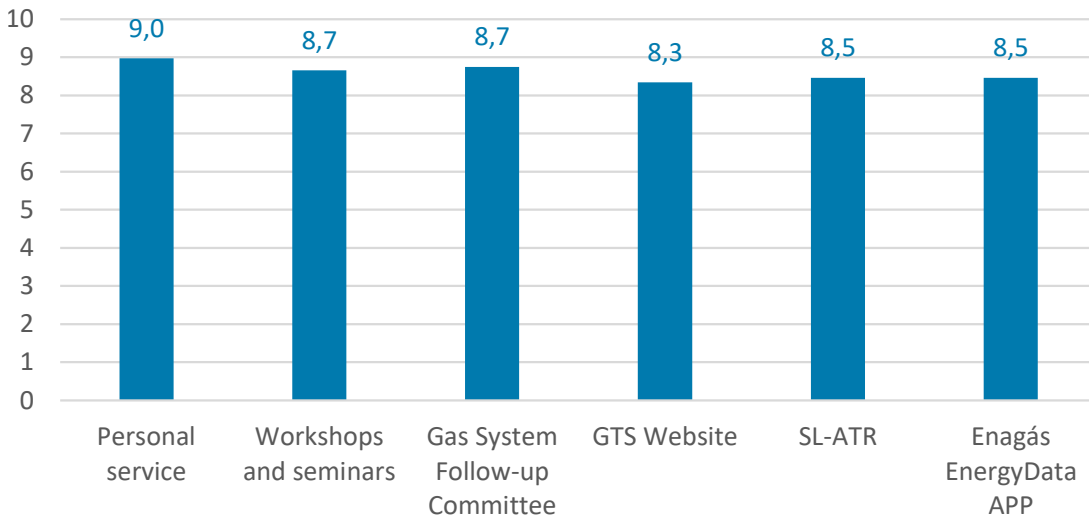
- Personal service: **9,0**
- Workshops and seminars: **8,7**
- Gas System Follow-up Committee: **8,7**
- GTS Website: **8,3**
- SL-ATR: **8,5**
- Enagás EnergyData APP: **8,5**

Index

1. Survey elaboration and development

2. Sections:
    1. Section 1. Third party access to the System
    2. Section 2. User balance and System balance
    3. Section 3. System operation

3. **Scores summary**

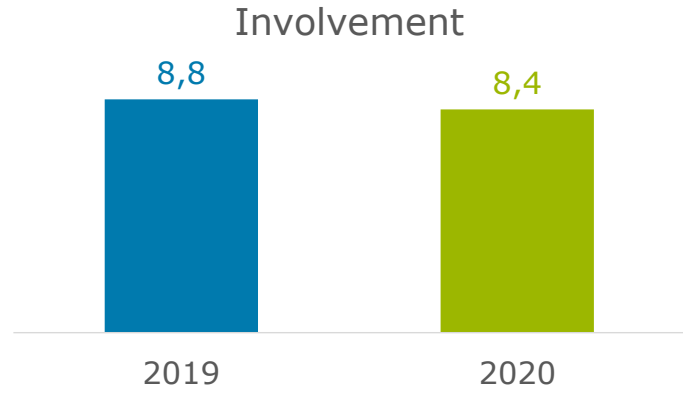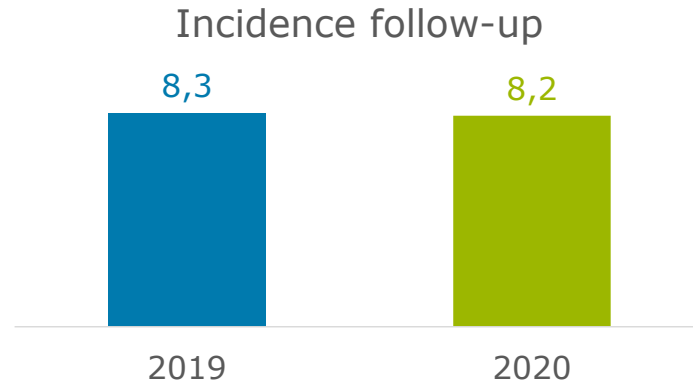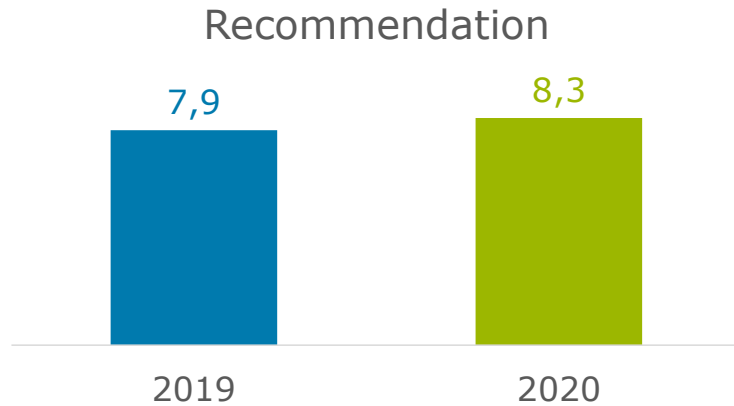4. Main comments received

5. Action plan

FORUM score

Workshops

2019	2020
8,2	8,6

NPS$_{2020}$: 52%

NGTS work group

2019	2020
8,2	8,3

NPS$_{2020}$: 51%

CSSG

2019	2020
8,6	8,6

NPS$_{2020}$: 56%

HUMAN TEAM score

Professionalism

2019	2020
9,0	8,6

NPS$_{2020}$: 53%

Involvement

2019	2020
8,8	8,4

NPS$_{2020}$: 46%

Incidence follow-up

2019	2020
8,3	8,2

NPS$_{2020}$: 36%

HUMAN TEAM score
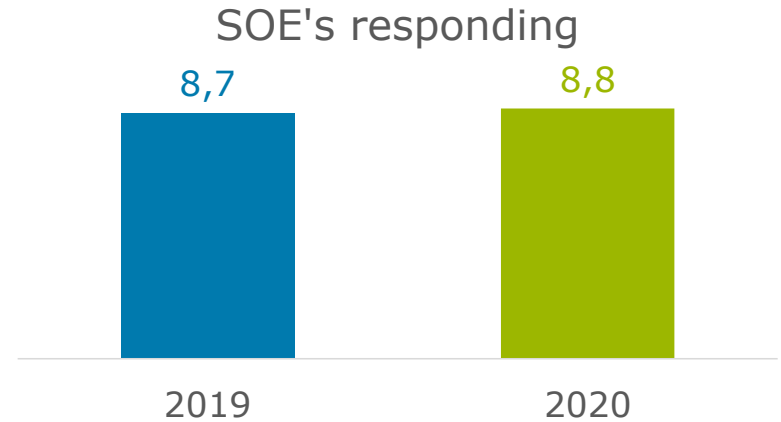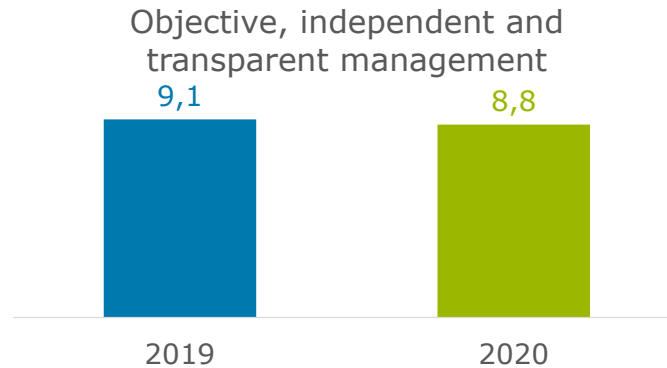
Recommendation

7,9 — 2019
8,3 — 2020

NPS$_{2020}$: 40%

SOE's responding

8,7 — 2019
8,8 — 2020

NPS$_{2020}$: 60%

Objective, independent and transparent management

9,1 — 2019
8,8 — 2020

NPS$_{2020}$: 63%

Index

Main comments received

Based on the information received, in order to improve the quality of customer service it would be possible to:

o *SL-ATR improvements*:

  o *Improve the response* of the SL-ATR when accessing to it

  o *More intuitive* use (also requested by new entrants) and accessible

  o Continue to work on its *continuous improvement*. Improving navigation, information exchange and data processing

  o Improving *contract platform* and secondary market:

    o Lack of platform stability

    o Improvements in web services for contract allocation

    o Improving slots. Including more "intuitive" slot codes". They are confusing

    o Improving the slot "portal"

    o Auction opening notices and subscriptions

  o Difficulties in reproducing some calculations

  o Better anticipation in communicating what goes into production in SL-ATR

  o Include broader search criteria

Main comments received

- Calendar with significant milestones

- Keep the agent informed of the follow-up of incidents and/or complaints.

- More agility in the resolution of doubts and queries.

- Improve the communication channel for information updates in exceptional situations (cold waves).

- Flexibility mechanisms to improve the quality of supply

- Supply of slots is too conservative. Increase supply

- Operational Plan with 12 months to go (in particular slots)

- Improvements in information systems. Publication of clearer and more accessible information. Improve access, e.g. in the SL-ATR.

- Have a directory with the people in charge of each area, telephone numbers and email addresses.

- Improved e-mail notifications of related issues. Notifications of new developments

Índice

1. Survey elaboration and development

2. Sections:

    1. Section 1. Third party access to the System
    2. Section 2. User balance and System balance
    3. Section 3. System operation

3. Scores summary

4. Main comments received

5. **Action plan**

Action plan

Action plan	2021	1st semester 2022	From 1st semester 2022 on
Improvements in IT related to the capacity allocation process	X	X	X
Tolls Circular implementation	X	X	
Middle office evolution	X	X	X
Transparency Commitee	X	X	X
Interest information detection	X	X	X
Incident management tool and alert service	X	X	X
Review of customer service procedures. Actions for improvement	X	X	
SL-ATR profiles redefinition			X
- Identification of customised SL-ATR profiles	X		
Communications manager. Redefinition of notifications sendings			X
Enagás GTS web renewal	X	X	X
SL-ATR portal renewal	X	X	X

Thank you