

GTS Customer Satisfaction Survey - 2019

GTS Procurement Management – February 2020



Index

1. Survey elaboration & development

2. Detailed outcome of results



Survey elaboration & development



1

4/11/19

Contract set up & management

2

18/11/19

Survey launch

3

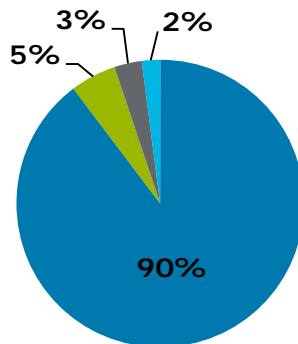
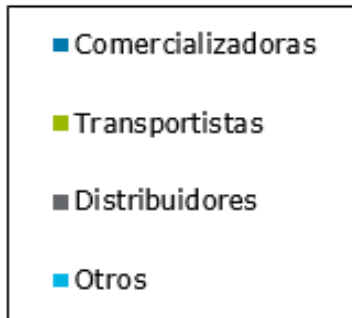
29/11/19

Reminder & Period extension

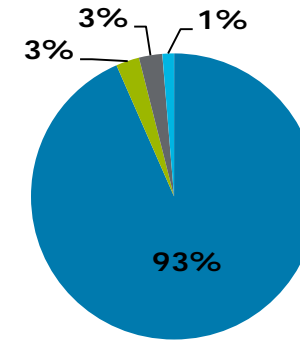
4

20/12/19

Survey closure



194 surveys sent
175 companies

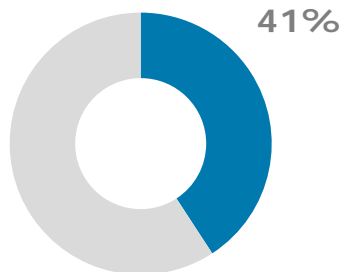


76 surveys received
75 companies

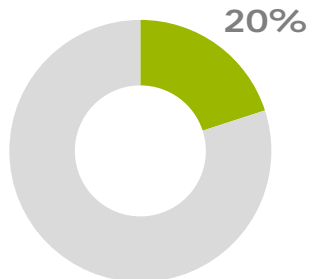


Participation by type of subject

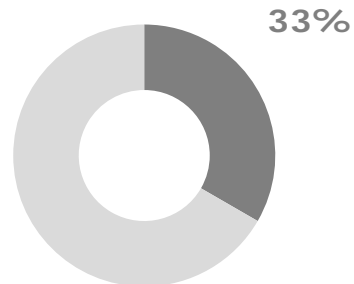
Shippers



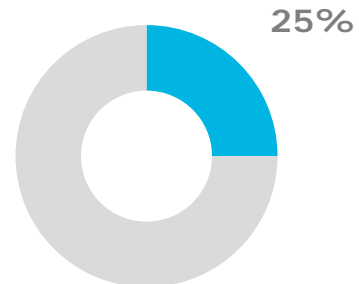
NG-transmission comps.



Distributors



Others



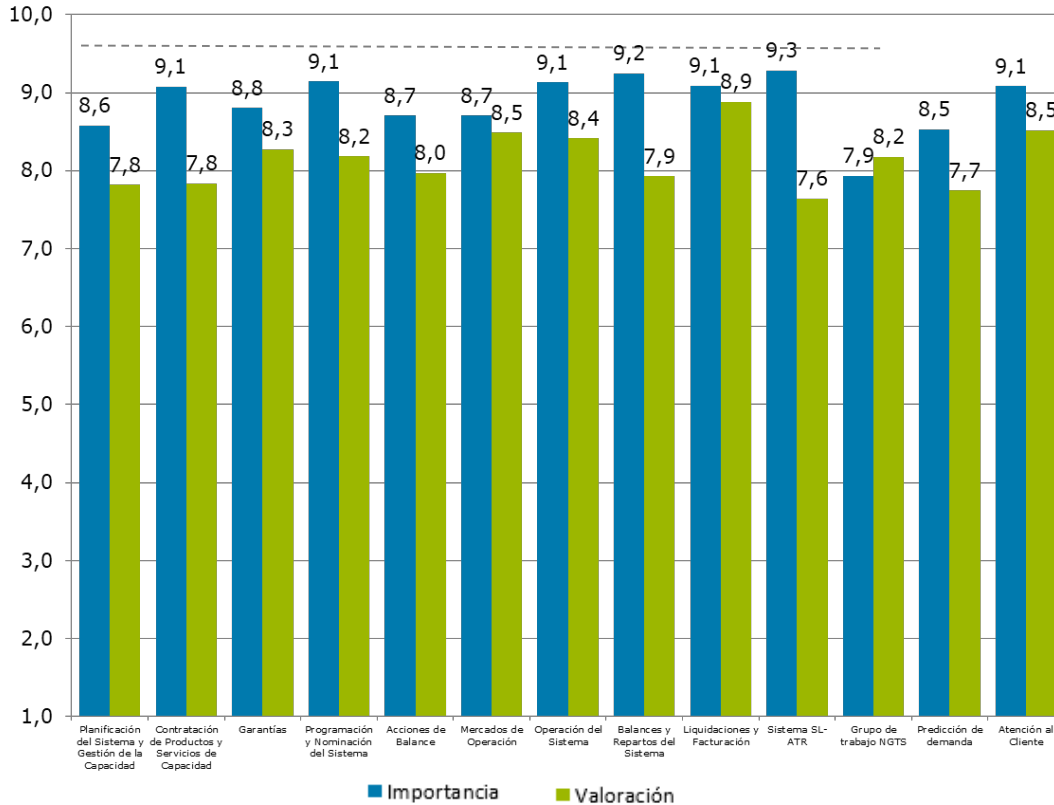
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1. Survey elaboration & development
- 2. Detailed outcome of results**





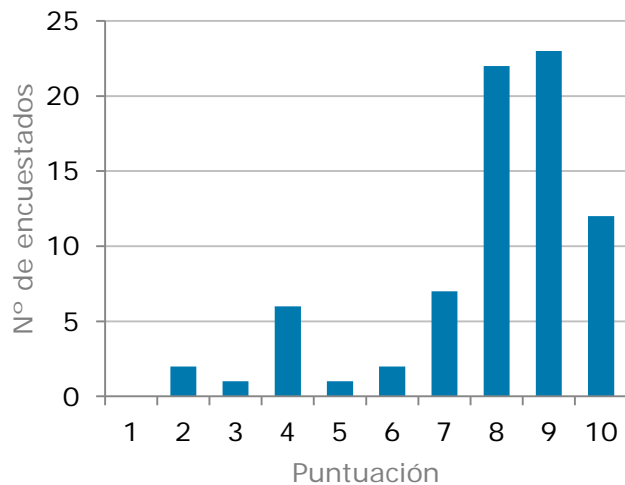
Question: Rate your perception of the individual quality of our services





Overall Rating

Question: Would you recommend our service quality levels to other companies with similar functions in other sectors or countries?

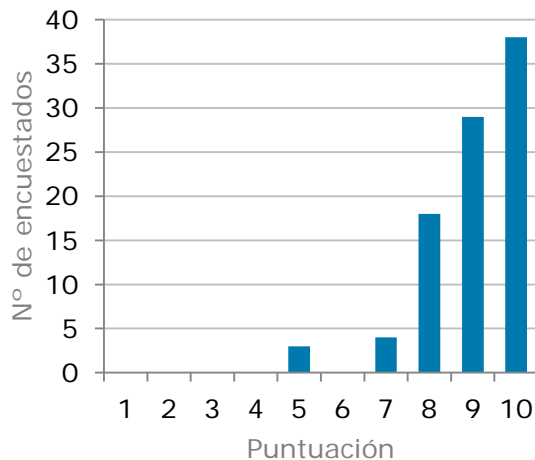


Overall
average
rating:
7,89
NPS*:
30%

	Average score per stakeholder
Shippers	7,82
Distributors	9,00
NG Transmission companies	9,50
Others	8,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Question: Our team is qualified and addresses your concerns, queries and requests with friendliness and efficiency, striving to understand your needs and meet them adequately

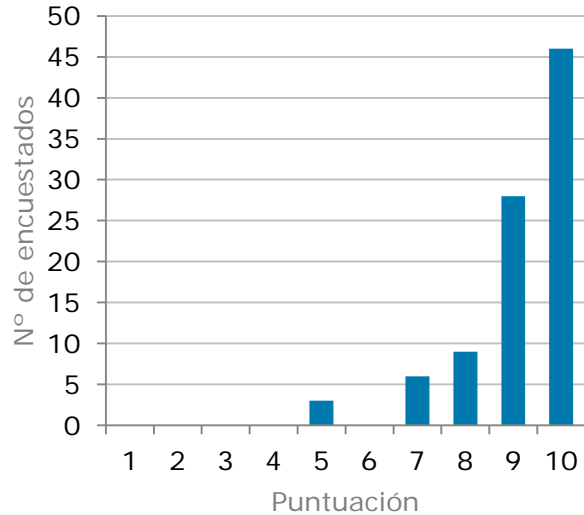


Overall
average
rating:
9,00
NPS*:
75%

	Average score per stakeholder
Shippers	9,04
Distributors	9,00
NG Transmission companies	9,50
Others	9,00

(* **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Question: The GTS always guarantees the confidentiality of the information it receives and manages



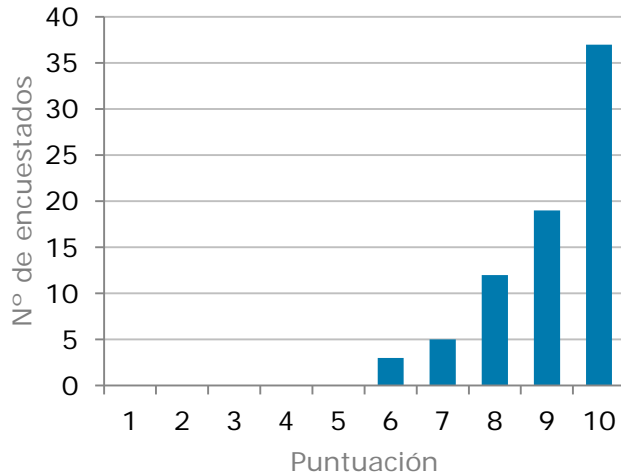
Overall
average
rating:
9,32

NPS*:
78%

	Average score per stakeholder
Shippers	9,32
Distributors	8,50
NG Transmission companies	10,00
Others	9,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Question: The GTS works objectively, independently and with transparent information and processes



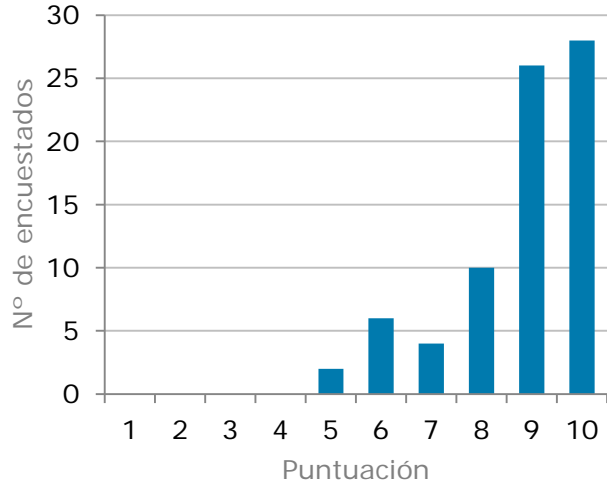
Overall
average
rating:
9,08

NPS*:
70%

	Average score per stakeholder
Shippers	9,08
Distributors	9,00
NG Transmission companies	10,00
Others	8,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Question: Access to the SL-ATR is secure and the information contained in it is reliable, guaranteeing its traceability and confidentiality




Overall
average
rating:
8,79

NPS*:
61%

	Average score per stakeholder
Shippers	8,77
Distributors	8,50
NG Transmission companies	9,50
Others	9,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].


Question: Rate the quality of the information that Enagás GTS provides to you through its various communication channels

Process	Rating
 Personal service	8,74
Workshops & seminars	8,23
Gas System Follow-up Committee	8,65
Webpage (www.enagas.es)	7,85
SL-ATR	7,80

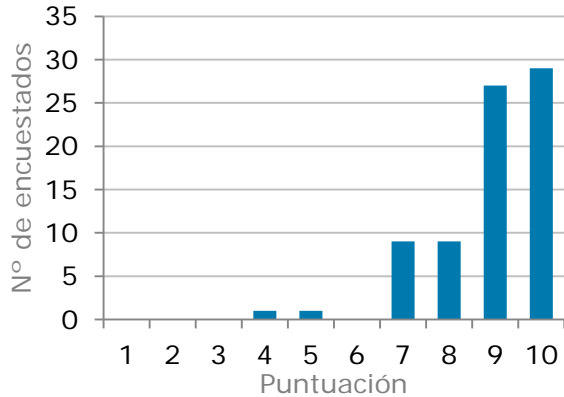


Incidents & Complaints

Question: How would you rate our performance regarding incidents and complaints?

	Rating
Team availability for queries, incidents and complaints	8,77
Professionalism and quality in management	8,96
Incident follow-up information is provided	8,32
 The requisite confidentiality is maintained at all times	9,42

Question: I am confident that the GTS' operation of the System in real time is efficient and is designed to provide a secure supply



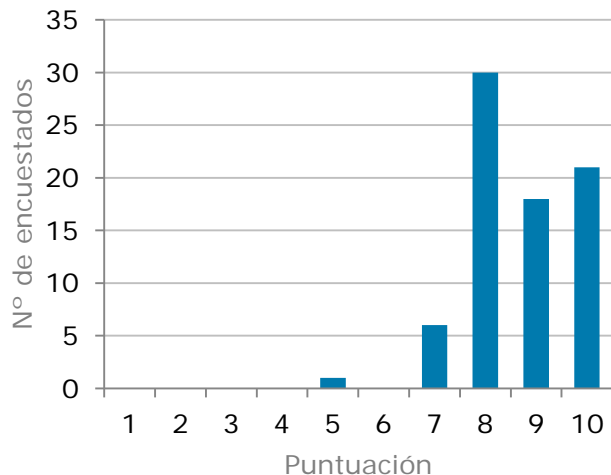
Overall
average
rating:
8,91

NPS*:
71%

	Average score per stakeholder
Shippers	8,89
Distributors	8,50
NG Transmission companies	10,00
Others	9,00

(* **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Question: In exceptional operating situations, alerts or emergencies, the GTS acts efficiently, reliably and quickly, looking for the best solution



Overall average rating:
8,67

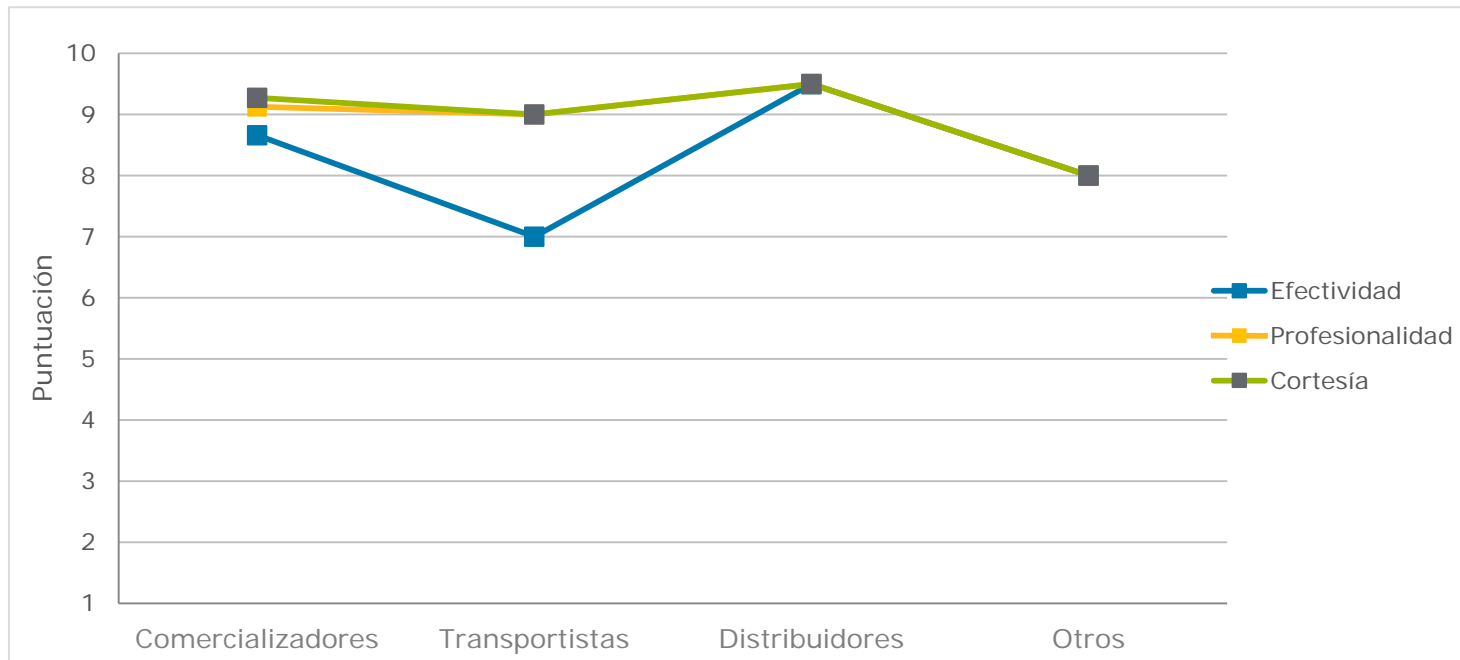
NPS*:
50%

	Average score per stakeholder
Shippers	8,63
Distributors	8,50
NG Transmission companies	10,00
Others	9,00

(* **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].



Question: Rate the new Service Desk channel

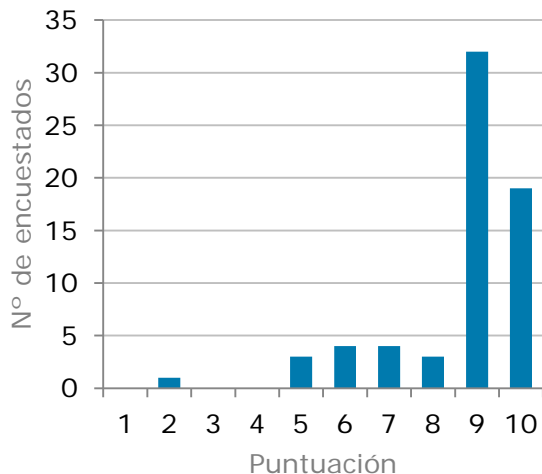


NPS* :
65%
74%
79%

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].



Question: Rate the new Service Desk channel - Effectiveness



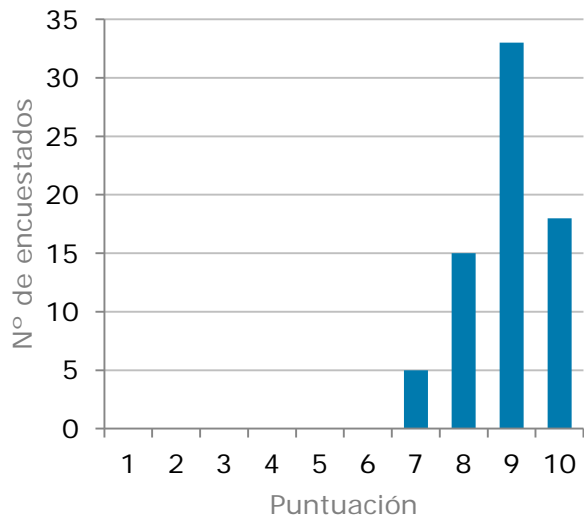
Overall
average
rating:
8,65

NPS*:
65%

	Average score per stakeholder
Shippers	8,66
Distributors	9,50
NG Transmission companies	7,00
Others	8,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Pregunta: Evaluate the new Service Desk channel - Professionalism



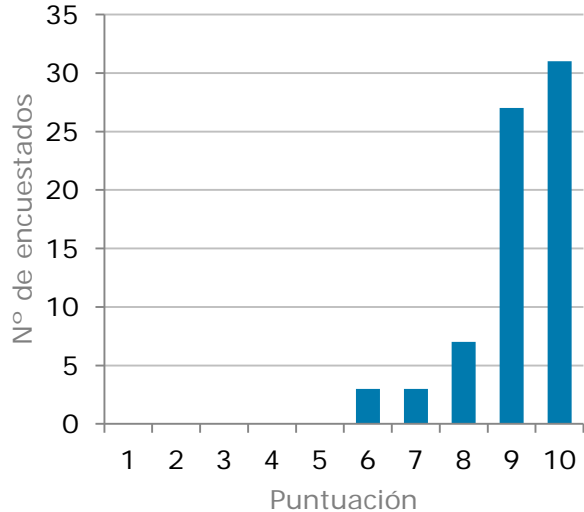
Overall
Average
Rating:
9,12

NPS*:
74%

	Average score per stakeholder
Shippers	9,13
Distributors	9,50
NG Transmission companies	9,00
Others	8,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Question: Rate the new Service Desk channel - Courtesy



Overall
Average
Rating:
9,16

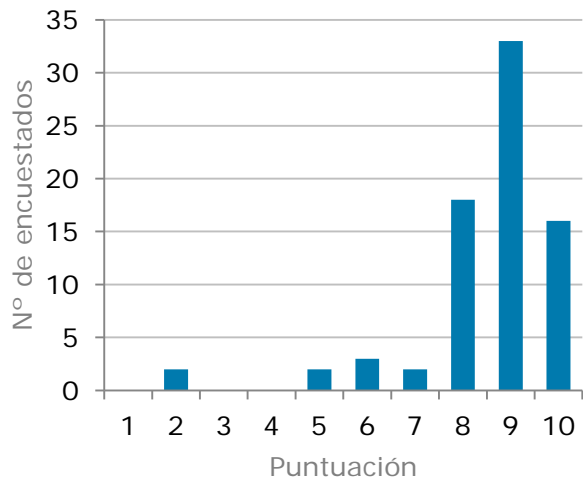
NPS*:
79%

	Average score per stakeholder
Shippers	9,27
Distributors	9,50
NG Transmission companies	9,00
Others	8,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].



Question: How would you rate your relationship with the GTS over the past year?



Overall average rating:
8,51

NPS*:
55%

	Average score per stakeholder
Shippers	8,48
Distributors	8,50
NG Transmission companies	9,50
Others	9,00

(*) **Net Promoter Score:** % Promoters (9-10) - % Detractors (1-6)
Range Indicator [-100%, 100%].

Thank you!

