

Customers Survey 2022

GTS Management of Authorization and Systems

December 2022



Conclusions

This report includes the results obtained in the satisfaction survey sent by the System Technical Manager (GTS), last October to active customers of the Spanish gas system during the gas year 2022. As in the previous study, the rating scale is from 1 to 10.

Highlight the following relevant aspects:

- ✔ The **rating received for all the processes**, with which the agents interact with the GTS, **is high at around 8 on average**, with the exception of aspects related to the calculation of capacity and ATR contracting, with a slightly lower score.
- ✔ **The best valued process, both in average and in % of satisfaction by all the subjects, is the one related to customer service**: highlighting its "action in the event of doubts and queries" and "in the event of incidents and claims".
- ✔ Emphasize that in relation to the GTS systems, average ratings above 8 have been obtained, in the case of the MS-ATR, Agikey and SL-ATR applications, being less than 8 for the GTS Web.
- ➔ Taking into account the results obtained, for the year 2023 the commitment is made to **review the results obtained and develop the necessary improvements to improve its weak points**. The purpose is to achieve **greater orientation to the current and future needs of the agents of the Spanish gas system, maintaining the level of excellence already achieved**.

Backgrounds

Circular 6/2021, of 30 June of the CNMC, establish the incentives of the GTS with effects to their remuneration. This Circular defines a series of indicators related to the performance of its functions by the GTS.

One of them is **I₅ "Performance indicator in relation to the quality of assistance to system agents (I5)"**.

The assessment of this indicator is carried out through a **survey validated by the CNMC**, which quantifies the efficiency of the GTS's performance in relation to the assistance provided to its agents.

The survey requires that the **level of participation be at least 30%** and that it be completed **by the subjects considered as active**, as indicated in the aforementioned Circular, which for the gas year 2022 represents **186 active subjects**.

Survey structure

Section I. Mandatory for I₅ calculations

- Block 1. ATR
- Block 2. Balance
- Block 3. System Operation

Section II. Optional. General matters

GTS commitment to continuous improvement



Enagás GTS customer satisfaction survey

Section I: 3 BLOCKS (for $I_{5,i}$ incentive calculations)

$I_{5,1}$

1. Third party access to system facilities

21 test questions
2 open questions

- ✓ **Active CM ACCESS:** Participated in a capacity allocation process or an access contract in force at any of the system facilities
- ✓ **Participants:** shippers, CDM, transmission companys, distributors, Market platforms

$I_{5,2}$

2. Balance of users and system

39 test questions
2 open questions

- ✓ **Active CM CB:** Balancing portfolio enabled and in force in any of the system's balancing areas and having made nominations of its contracted capacity on at least five days of the gas year n and/or communicated to the technical manager of the system notifications of gas purchase and sale operations in five days in the year of gas n .
- ✓ **Participants:** shippers, CDM, transmisión companys, distributors, Market platforms

$I_{5,3}$

3. System operation

7 test questions
2 open questions

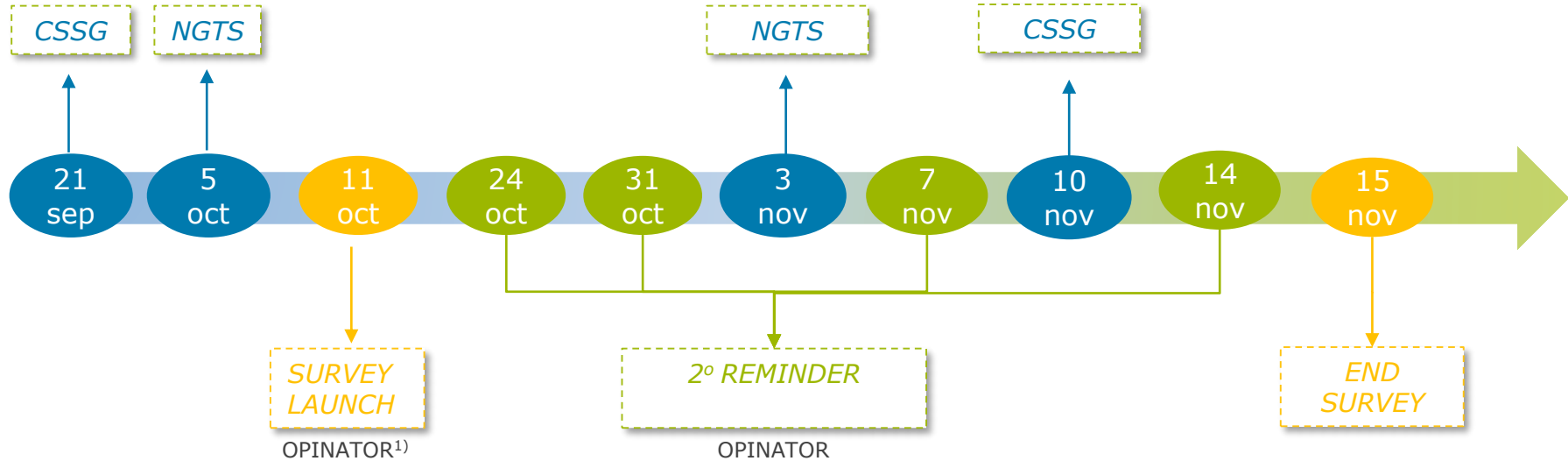
- ✓ **Participants:** all but the Market platforms

Section II: General Assessment

Generalities
(not apply to the calculation of incentives)

35 test questions
1 open question

Planning and considerations



1) Previous informative mail of the GTS on October 10

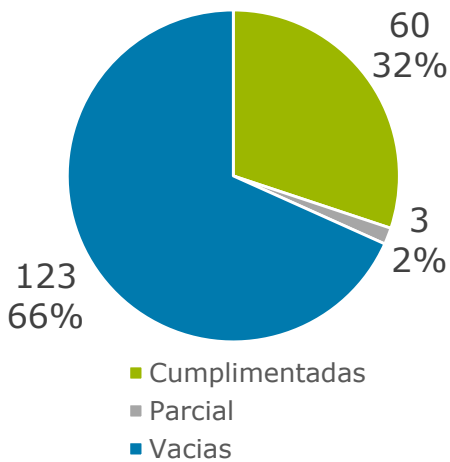
- The launch date was October 11, with a deadline of November 15, included.
- External support with OPINO and Minsait: automation, **guarantees anonymity of responses**, reminders (4), weekly monitoring and excel file with results.
- 186 surveys were sent in Spanish and English, being accessible from computer, tablet and mobile
- **From the GTS, weekly telephone contacts were made with the users who had not answered the survey, informed by the OPINATOR consultancy company**
- On November 15 OPINATOR at 00:00 the survey was closed.

Participation

Goal: 30% participation → 56 valid surveys

Achieved: 32% participation → 60 valid surveys

% Participation



Of the **186** active subjects in 2022, on November 15, they have a validly completed survey:

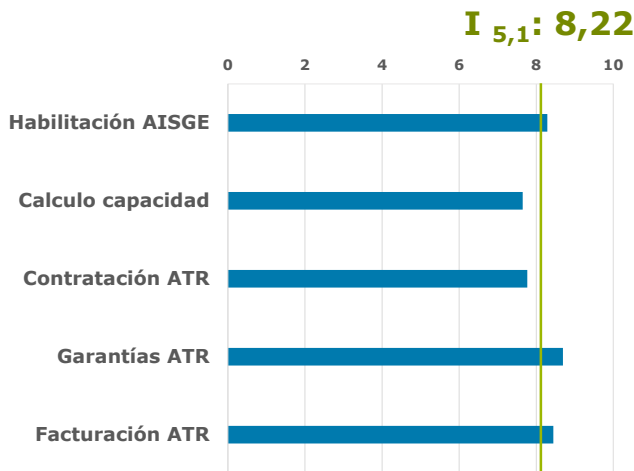
- **60** have completed the survey validly ($\geq 50\%$)
- **3** have completed the survey invalidly ($< 50\%$)
- **123** have not completed the survey, a reminder email has been sent to them.

CNMC Circular 6/2021 establishing the GTS incentives. Art. 3 definitions: Valid survey: Satisfaction survey sent to the technical manager of the system within the established term, by an agent of the gas system univocally identifiable, in which at least half of the questions in each block of questions have been completed, according with the activity carried out within the gas sector.

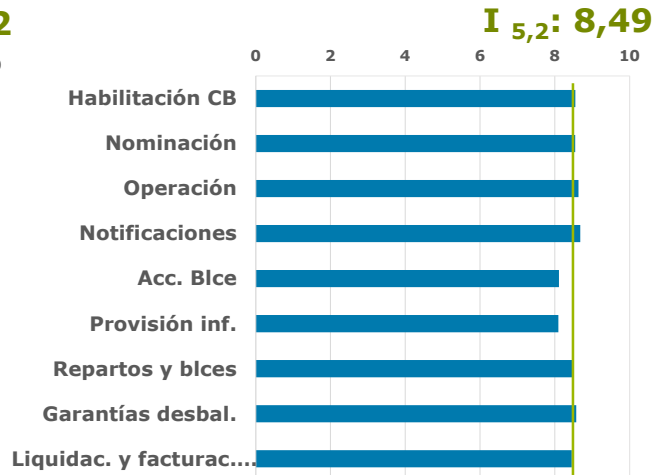
Calculation Incentive 5

$I_5: 8,31 \rightarrow + 4\%$ vs. 8,0 2021

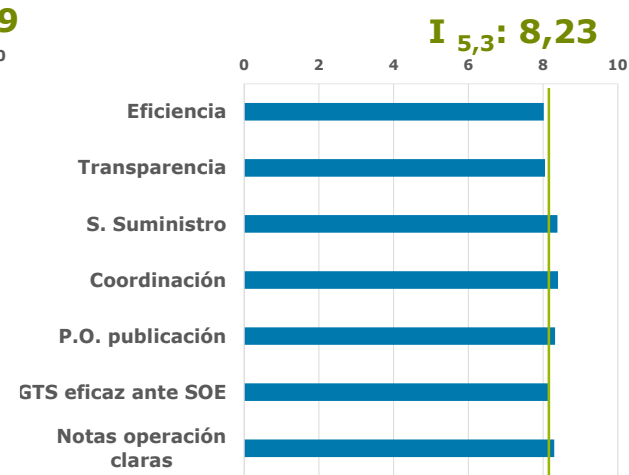
Block 1. ATR



Block 2. Balances



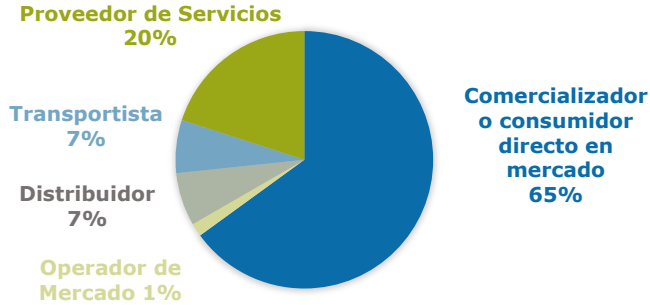
Block 3. Operation



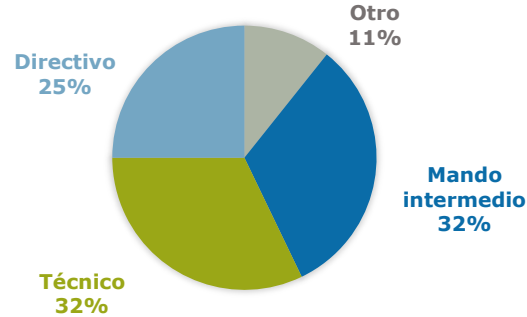
- The survey has been addressed to **186 active users**, of which **32% (60 users) have answered validly**.
- In a first analysis of the information received, highlight:
 - **The evaluations of all the questions are high**, above 8, except for the calculation of capacity and ATR contracting (although the evaluations are higher than 7).
 - Among the **best valued aspects**, from block 1. ATR stand out the one related to **ATR guarantees**, in block 2. Balances the one of **notifications b/s of gas** between users on market platforms and in block 3. Operation the one of **Coordination with the rest of the system operators**.

Typology of subjects

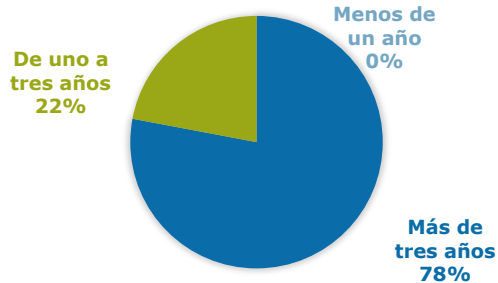
Type of subject



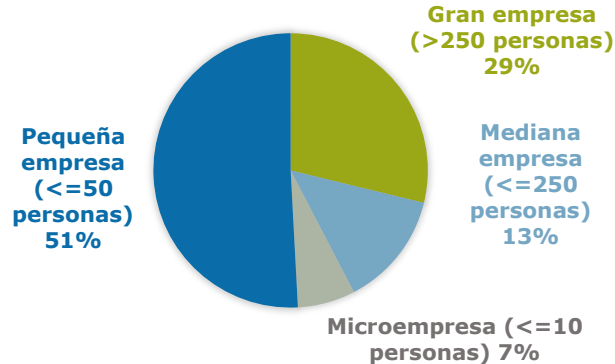
Position in your company



Seniority

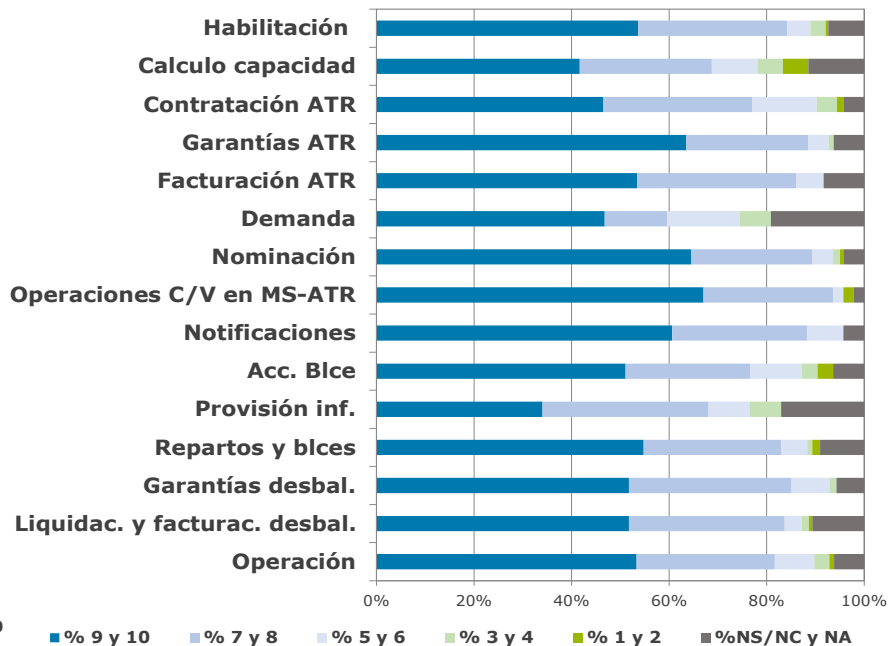
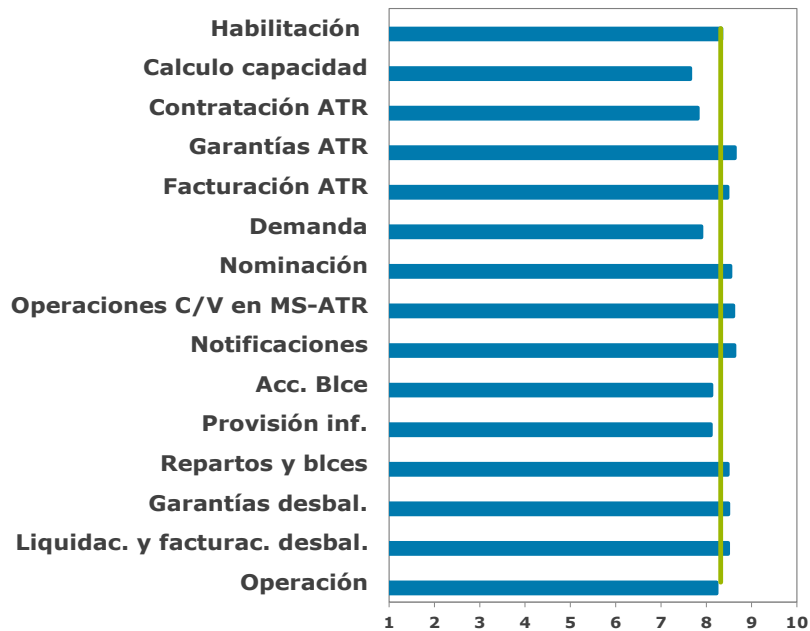


Type of Company



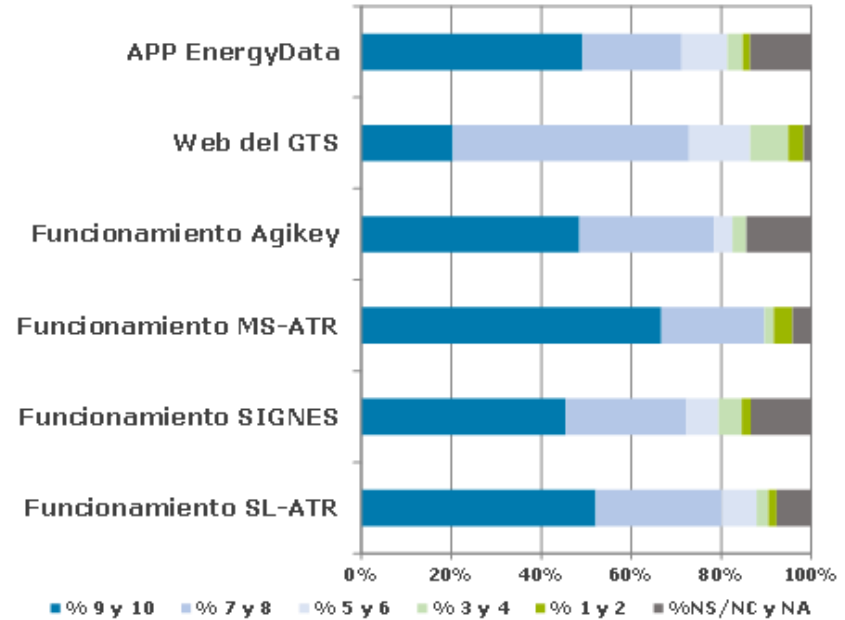
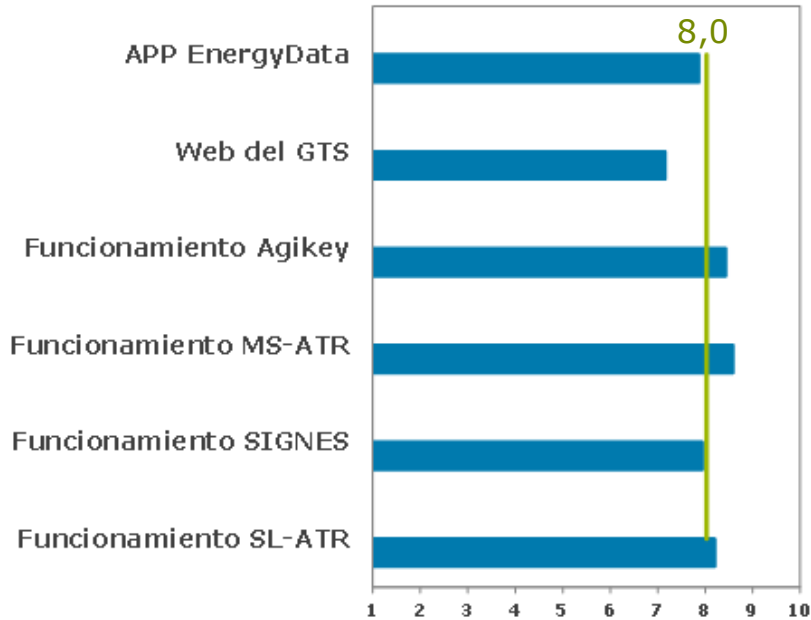
- The average profile that has responded to the survey is a technician or middle manager with more than three years of experience in a small shipper.

Value chain of GTS



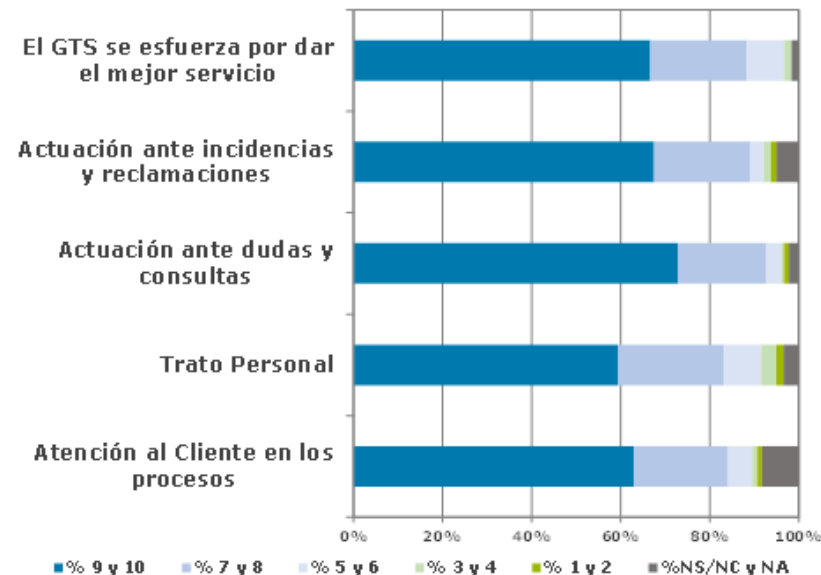
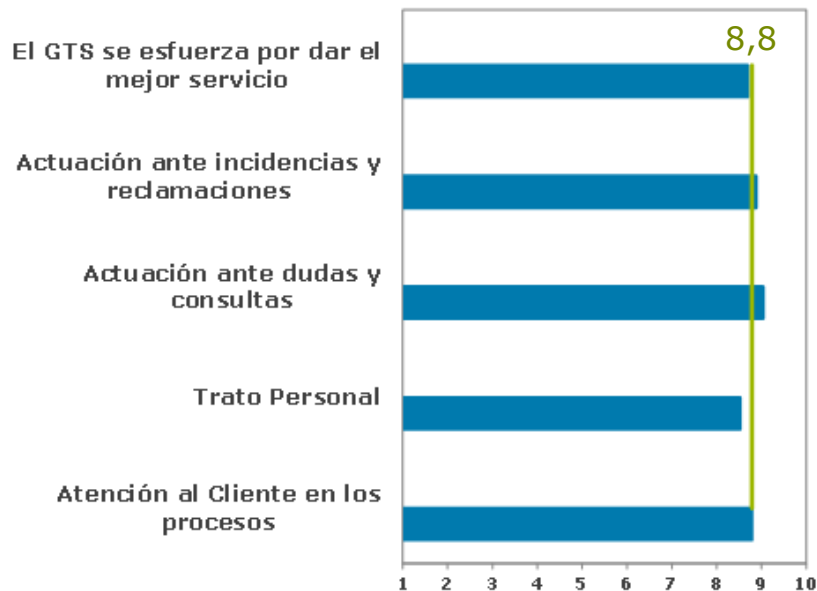
- As can be seen, **most of the questions consulted have an average score greater than 8** (result of the previous year's survey) except: Calculation of capacity, ATR Contracting and Demand, although greater than 7.
- As can be seen, **most of the assessed aspects have a percentage of notes between 9 and 10 greater than 50%** except: Calculation of capacity, ATR Contracting, Demand and Provision inf. In the case of these last two assessments, **demand and provision of information, the % of DK/DA or NA is significant.**

Information systems and programs



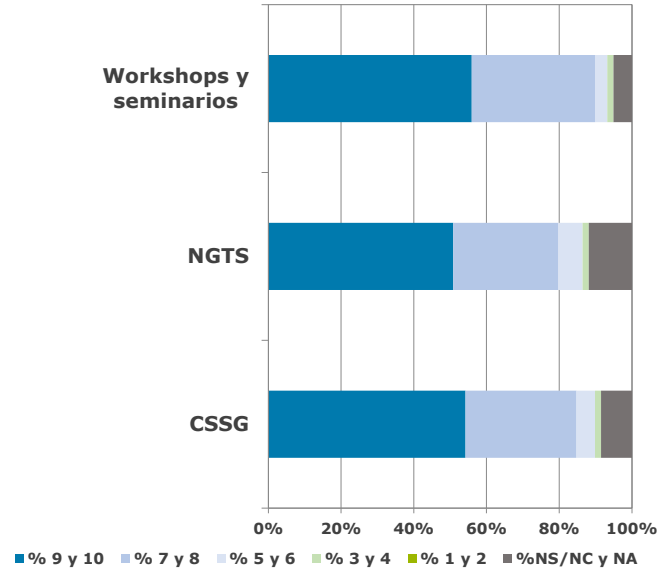
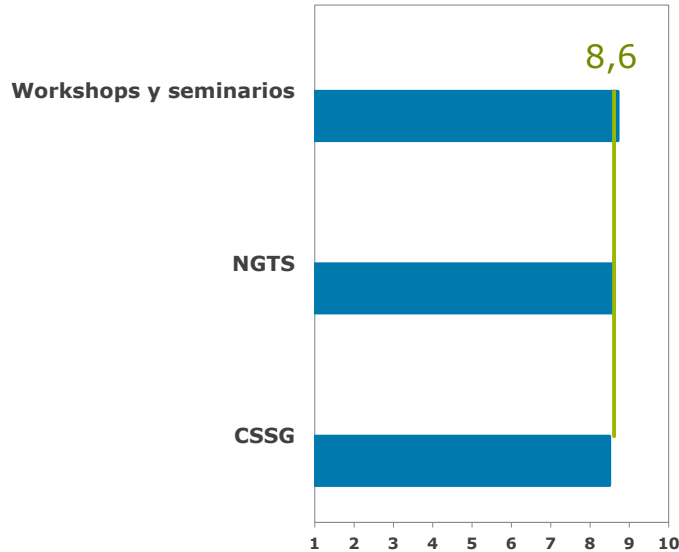
- As you can see, **most of the systems/applications are valued at around 8 points. The worst valued aspect has been the GTS website, pointing out the recent update last November.**
- As can be seen, only two modules have a grade percentage between 9 and 10 greater than 50%: MS-ATR Operation and SL-ATR Operation. The rest of the modules have a percentage of less than 50%; highlighting the GTS website that does not exceed 20%.

Customer service and Channels



- **Customer service work continues to be the strong point of the GTS on average, 8.8 vs. an 8.5 in the average mark of the previous year's survey.**
- **As most of the aspects related to customer service can be seen, it has an average score of around 9, exceeded in the case: Action in the event of doubts and queries and in the event of incidents and claims.**
- It should also be noted that these same two aspects their percentage of grades is between 9 and 10, **highlighting the Action in the event of doubts and queries (73%).**

Committiees and Work Groups



- **As can be seen, the three types of events have a very similar average grade and higher than 8.5.**
- **As can be seen, the three types of events have a percentage of 9 and 10 that is very similar and higher than 50%.**

NPS: Net Promoter Score

Evaluates the degree to which one person would recommend a certain company, product, etc. to another.

- Promoters: those who respond by assigning 9 or 10 points
- Passive or indifferents: those assigning 7 or 8 points
- Detractors: those assigning 6 or less points



NPS₂₀₂₂: 30%

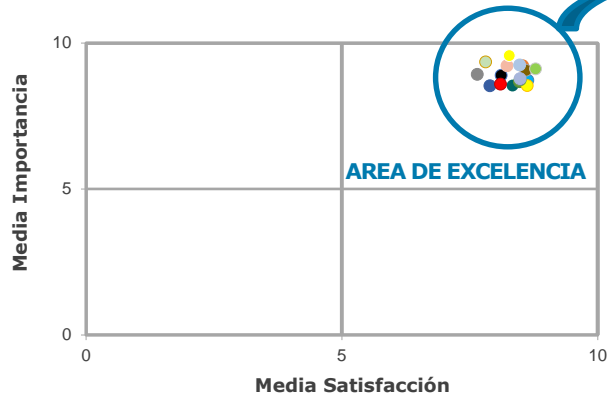
NPS₂₀₂₁: 21%

$$NPS = \frac{(cantidad\ de\ promotores - cantidad\ de\ detractores)}{(cantidad\ de\ encuestados)} \times 100$$

Tipo	Valor
Promotores	29
Pasivos o indiferentes	16
Detractores	12
NPS	30%

- There are as many promoters as the set of passives and detractors.
- Detractors is the category with the least number of subjects.

Matrices of Importance vs. Satisfaction of all processes

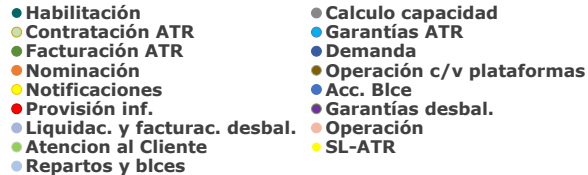


- | | |
|---------------------------------|-----------------------------|
| ● Habilitación | ● Calculo capacidad |
| ● Contratación ATR | ● Garantías ATR |
| ● Facturación ATR | ● Demanda |
| ● Nominación | ● Operación c/v plataformas |
| ● Notificaciones | ● Acc. Blce |
| ● Provisión inf. | ● Garantías desbal. |
| ● Liquidac. y facturac. desbal. | ● Operación |
| ● Atención al Cliente | ● SL-ATR |

- | | |
|---------------------------------|-----------------------------|
| ● Habilitación | ● Calculo capacidad |
| ● Contratación ATR | ● Garantías ATR |
| ● Facturación ATR | ● Demanda |
| ● Nominación | ● Operación c/v plataformas |
| ● Notificaciones | ● Acc. Blce |
| ● Provisión inf. | ● Garantías desbal. |
| ● Liquidac. y facturac. desbal. | ● Operación |
| ● Atención al Cliente | ● SL-ATR |

- As can be seen in the general graph, **all aspects are in the area of excellence.**
- Within the area of excellence, improvements could be made in aspects related to Capacity Calculation, ATR Contracting, Balance Actions or Information Provision.
- Within the area of excellence, the following stand out as **strong points: ATR Guarantees, Nomination, Operation, b/s platforms, Notifications and Customer Service.**

Matrices of Importance vs. Satisfaction - Shipper



- As can be seen in the general graph, **for shippers all aspects place them in the area of excellence.**
- Within the area of excellence, improvements could be made in aspects related to Capacity Calculation, ATR Contracting, Balance Actions or Information Provision.
- Within the area of excellence, the following stand out as strong points: ATR Guarantees, Nomination, Operation b/s platforms, Notifications and Customer Service. Shippers value these aspects slightly higher than the assessment made by all subjects jointly.

Distribuidor



● Operación ● SL-ATR

Transmission Company



● Operación ● SL-ATR

- **As can be seen in the two graphs, both the operation and the valuation of the SL-ATR are in the area of excellence.**
- Both distributor and transmission companies give similar scores to the aspects of Operation and SL-ATR, both in importance and in satisfaction.

Main comments received

Block I

Contracting Platform:

- o Slow platform, crashes during auctions, auction delay due to errors
- o Short time to bid at auctions

Contact

- o Difficult to get assistance on time (not always reachable)

SL-ATR

- o Old technology
- o Failures (example: auction stoppage, blocking of the SL-ATR due to a high number of auctions...)
- o Improvements (example: maintain filters when performing an operation, facilitate the implementation of filters in the SL-ATR to obtain the guarantees in force at that time, schedule bids...)

Signes

- o There is no filter for type of contract, nor library by company. When there is more than one signatory, only the contracts of that signatory can be seen.

Block II

Risk level:

- o The sum of Surcharges of the Risk Level tends to fail a lot or is not transparent to reach the final amount

SL-ATR

- o Possibility of section to manage registrations/deregistrations in SL-ATR the companies themselves
- o Accreditation menu: not available in English
- o MS menu: the system does not let Accept the sending of operations several times
- o Excessive downloads in Excel, improvement: data to appear on the screen

- o *It is observed that most of the comments refer to SL-ATR (slow, old platform, to be improved)*

Block III

Operation Plan

- o More information about slots
- o Publication with longer term and with greater advance

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Thanks

