

# Enagás GTS client satisfaction survey 2021

Capacity Allocation and GTS Access Management– May 2022



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1. Survey process and results
2. Improvement plan
3. Appendix. Detail of scores



# Considerations and rationale

- The GTS customer satisfaction survey has been carried out in accordance with CNMC Circular 6/2021, of 30 June, which establishes the incentives of the GTS and the effect on its remuneration.
- General characteristics:
  - Allows the calculation of the performance indicator in relation to the quality of assistance to system agents (I5) ( article 9)
  - One survey per company and only active companies
  - Responses are Anonymous
  - External support with OPINO and Minsait: automation, reminders (3), results file,...
  - Spanish and English versión
  - Objective: assessment of the GTS service, not of the rest of the agents involved in the evaluated process

- Accessible through:
  -  PC
  -  Mobile phone
  -  Tablet

## BLOCK: THIRD PARTY ACCESS TO THE SYSTEM

The questions in this block are aimed at finding out your assessment of the assistance provided and the quality of the information communicated in relation to the processes related to third party access to the system.

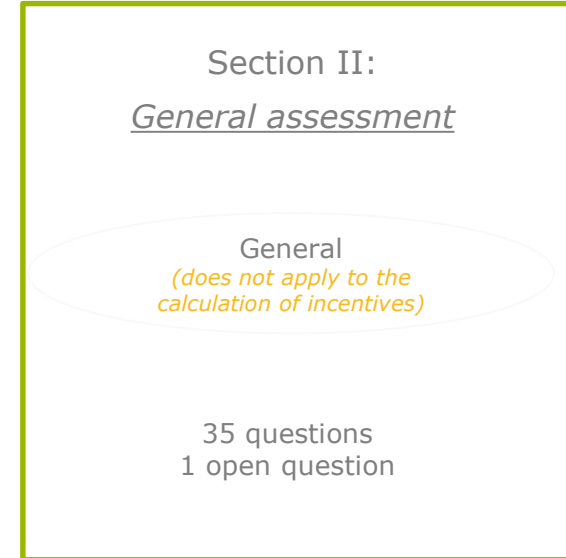
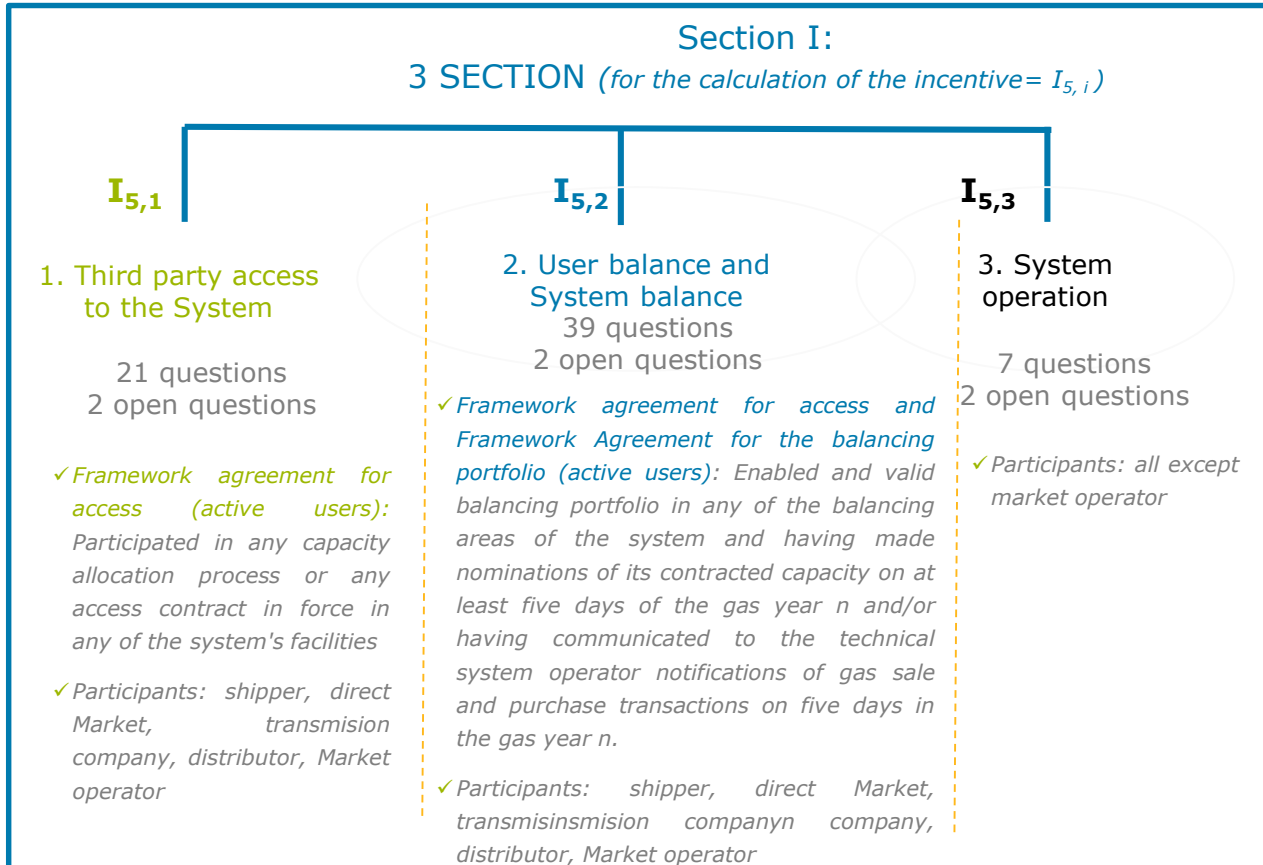
**B1.1. Please rate your satisfaction with each of our services** (1 being the lowest and 10 the highest) **in relation to access to gas system facilities during the last gas year** (October 2020 to September 2021).

Framework access agreement authorisation	1	2	3	4	5	6	7	8	9	10	Not applicable
General functioning of the GTS process	0	0	0	0	0	0	0	0	0	0	0
Customer service	0	0	0	0	0	0	0	0	0	0	0
SIGNES operation	0	0	0	0	0	0	0	0	0	0	0

1

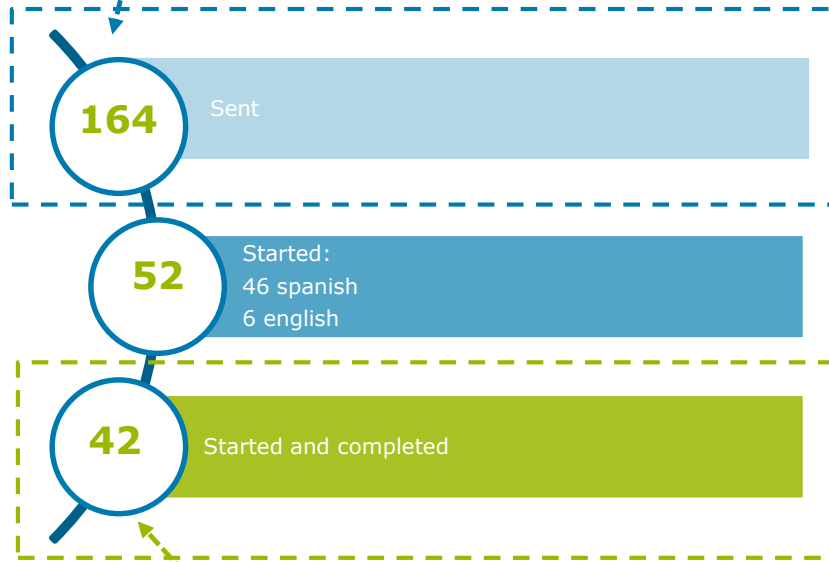
Enagás GTS Customer Satisfaction Survey (gas year: October 2020 to September 2021)											
Accessibility to the documentation	0	0	0	0	0	0	0	0	0	0	0
Calculation of the technical capacity of installations	0	0	0	0	0	0	0	0	0	0	0
General functioning of the GTS process	0	0	0	0	0	0	0	0	0	0	0
Transparency of the process	0	0	0	0	0	0	0	0	0	0	0
Procurement of Capacity Products and Services	0	0	0	0	0	0	0	0	0	0	0
General functioning of the GTS process	0	0	0	0	0	0	0	0	0	0	0
Customer service	0	0	0	0	0	0	0	0	0	0	0
SL-ATR operation	0	0	0	0	0	0	0	0	0	0	0
Compliance with the timetable	0	0	0	0	0	0	0	0	0	0	0
Communication when implementing new IT developments	0	0	0	0	0	0	0	0	0	0	0

# Enagás GTS client satisfaction survey 2021



# Survey design and development: participation

Direct Market: 6  
 Shipper: 144  
 Distributor: 6  
 Marketplace platforms: 3  
 Transmission company: 5



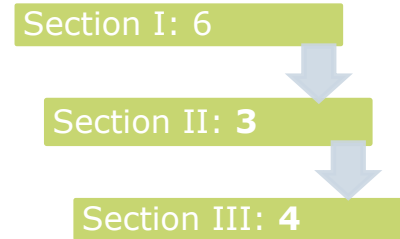
Direct Market: 2  
 Shipper: 33  
 Distributor: 3  
 Marketplace platforms: 1  
 Transmission company: 3

*Section*

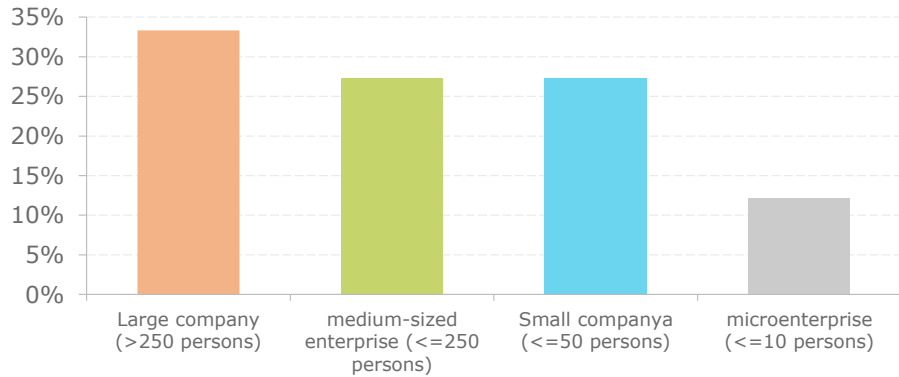
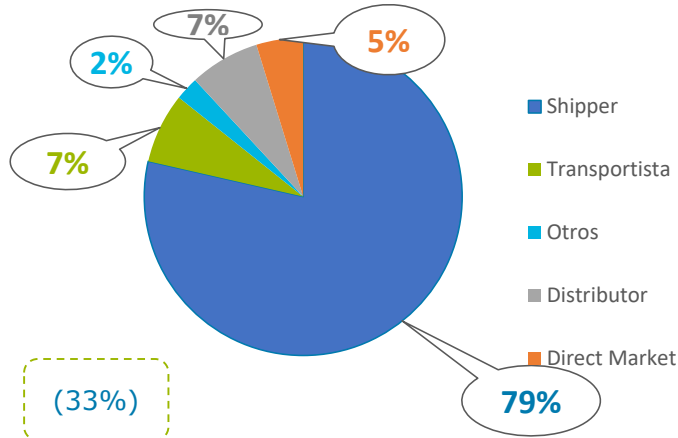
*Nº users*

	<i>Section I</i>		
Access section	Balance sheet portfolio section	Operation section	
<b>127</b>	<b>155</b>	<b>161</b>	
	<i>Apartado I</i>		
Access section	Balance sheet portfolio section	Operation section	
<b>35</b>	<b>33</b>	<b>33</b>	

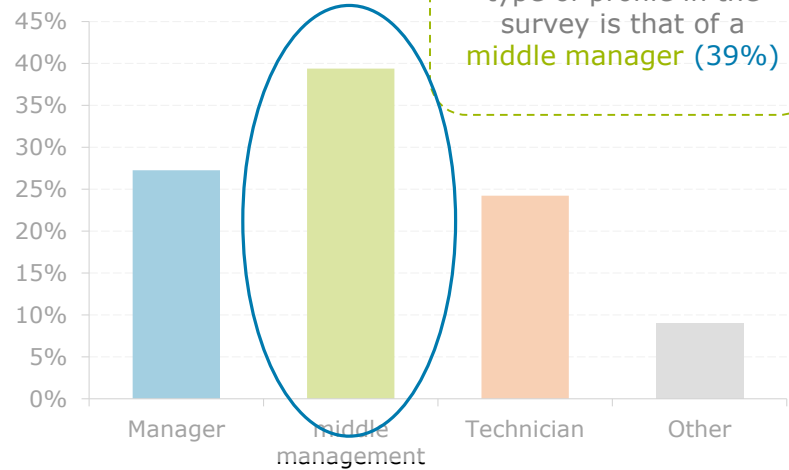
Answer to open questions



# Elaboration and development of the survey: subject typology



- Large company (>250 persons)
- medium-sized enterprise (<=250 persons)
- Small company (<=50 persons)



The most predominant type of profile in the survey is that of a **middle manager (39%)**

# Incentive Calculation

Art.9: performance indicator on the quality of assistance to system agents ( $I_5$ )

$$I_{5,i} = \frac{\sum_1^m v_{ei}}{m} \quad I_5 = 1/3 * I_{5,i}$$

$i$  = section of the survey being assessed

$m$  = no. of valid surveys

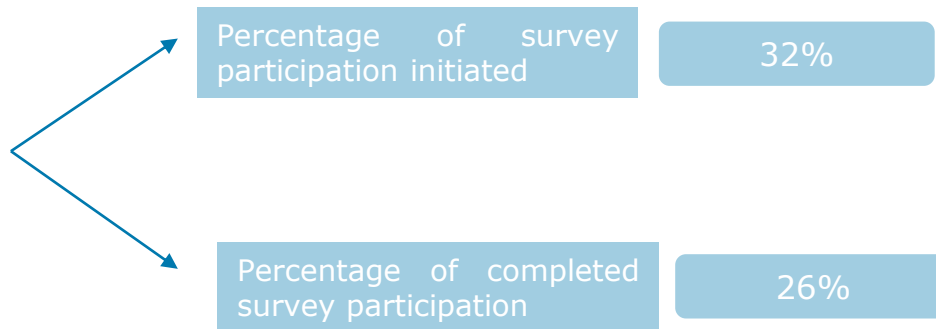
$v_{ei}$  = rating of block  $i$  of a valid survey (between 0 and 1)

$I_{5,1}$  = information and assessment with regard to the attention given by the GTS to third party access to the system

$I_{5,2}$  = information and assessment with the attention given by the GTS to the balance of users and the balance of the system

$I_{5,3}$  = information and assessment with the attention given by the GTS to the operation

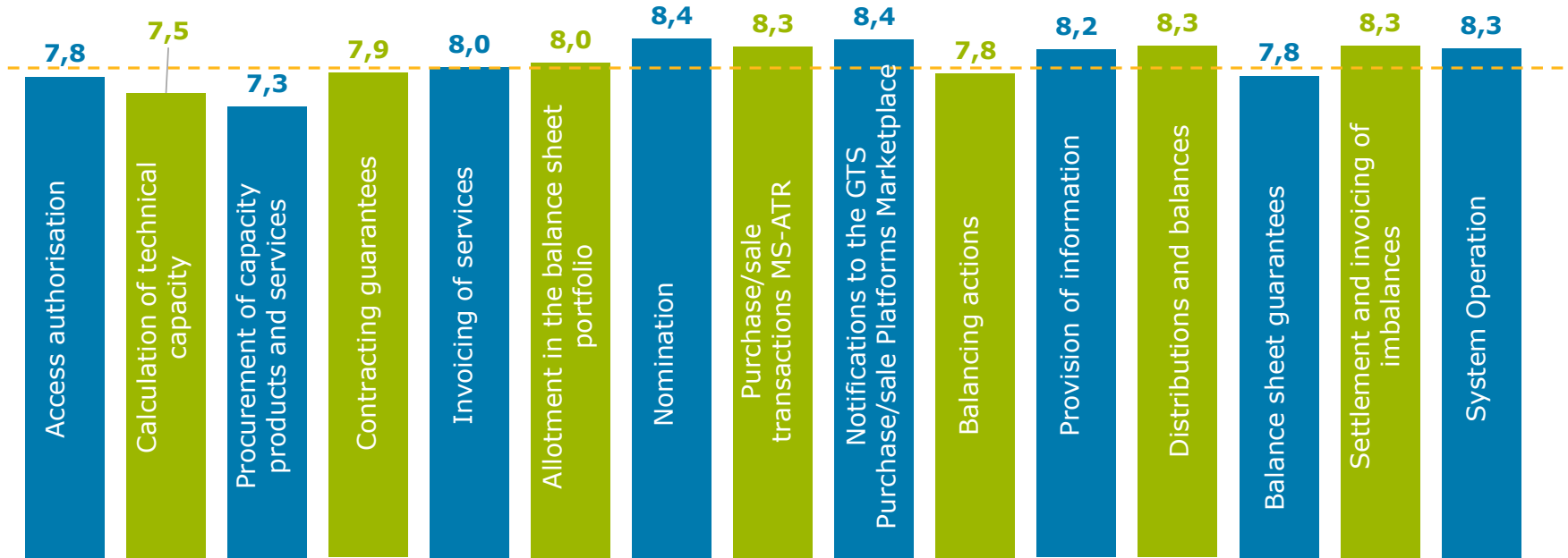
*In the event that < 30% of the agents to whom the survey is sent fill it in validly, the indicator does not count for the calculation of the incentive remuneration of the GTS.*



According to the above calculation, indicator  $I_5$  would have a value of **0,8**

# Scores SECTION I: Incentive Calculation

**AVERAGE SCORE: 8,0**





# NPS: Net Promoter Score

It assesses the degree to which a person would recommend a certain company, product, etc. to another person.

- **Promoters:** those who respond by assigning 9 or 10 points
- **Passive or indifferent:** those who allocate 7 or 8 points
- **Detractors:** those who assign 6 points or less



Net Promoter Score Meter

NPS<sub>2020</sub>: 33%

NPS<sub>2021</sub>: 21%

*The structure of the 2021 survey has changed compared to the 2020 survey, so the results are in some cases not comparable*

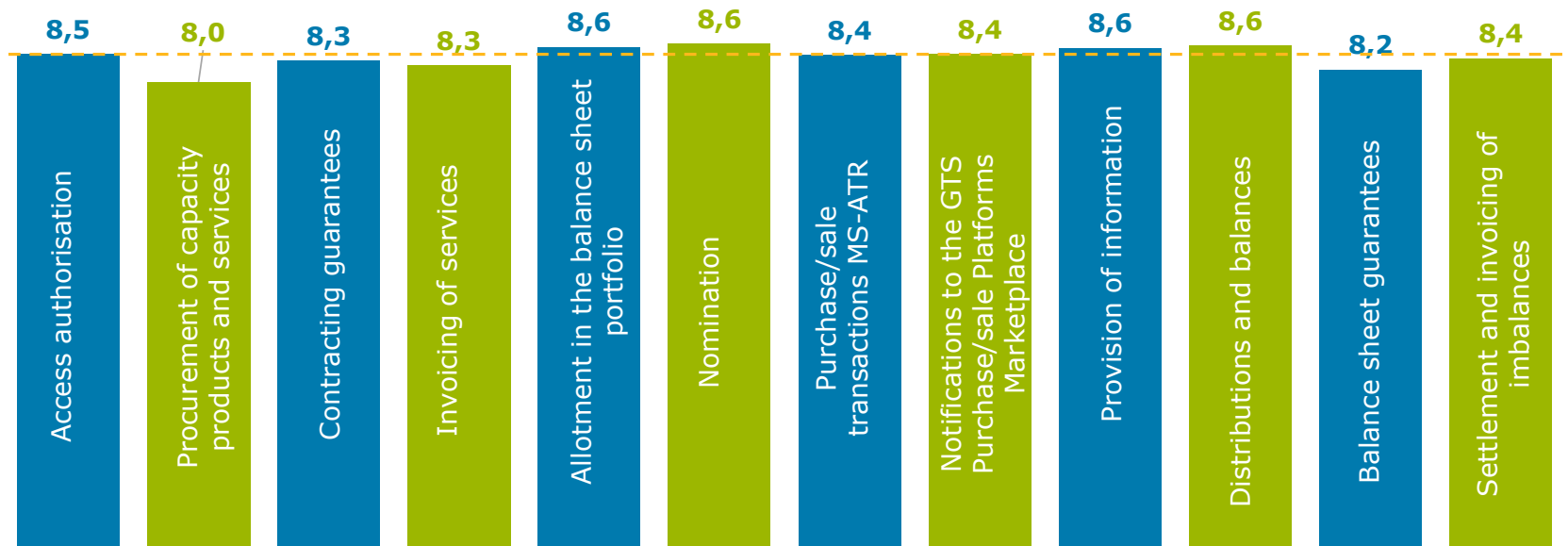
$$\text{NPS} = \frac{(\text{NUMBER OF PROMOTERS} - \text{NUMBER OF DETRACTORS})}{(\text{NUMBER OF RESPONDENTS})} \times 100$$

# CUSTOMER SERVICE scores



AVERAGE NOTE: 8,5

AVERAGE NOTE previous survey: 8,3



- In general, users have rated very positively the work of the GTS customer service

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# Main comments received

## Section I

### Contracting platform:

- Not only in Spanish
- Economic losses due to problems with capacity contracting.
- Difficult for auction processes/Web-based capacity interface is poor.

### Contact

- Difficult to get assistance in time (not always reachable).
- Hold regular meetings
- Material/meetings not in English

### SL-ATR

- Failures (e.g. auction stop,...)

### Guarantees

- Clearer calculation of guarantees
- Communication of non-compliance with guarantees to the whole sector: unfair (\*)

## Section II

### Risk Level:

- Interesting to assess a provisional publication around 22:00 in case the Marketer may take measures such as moving collateral or revising any errors in its balance sheet.

### SL-ATR

- Should be in English
- Obsolete in terms of technology
- Uncomfortable to use

### Customer service

- Outstanding

- *The **impact** of the changes derived from the **Circulars** is observed (with a great effect on processes such as Contracting, July and October production,...).*

## Section III

### Tools

- Developing new tools for the improvement of balance sheet services

### Operation Plan

- More slot information
- Longer-term and earlier publication

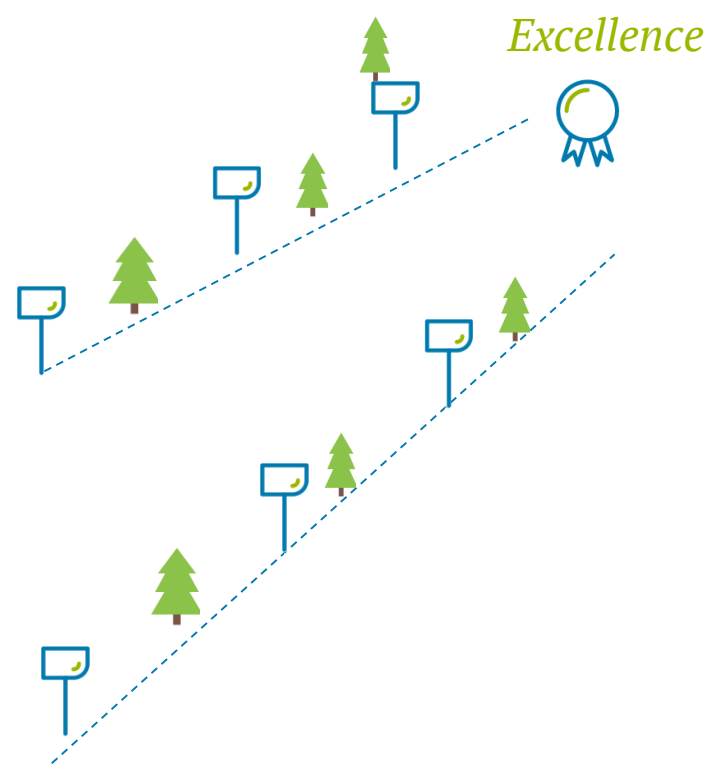
### Customer service

- Outstanding

# Action Plan

## Action lines:

- Based on the results and comments gathered through the survey, the GTS will draw up a customer service plan that includes lines of action with achievable goals in the short and medium term.
- The GTS will monitor the achievement of the defined lines of action in order to improve customer service and satisfaction.



# Action Plan

## Suggestions / Lines of action

**- Suggestion: Hold more meetings**

--- > **GTS accion:** New entrants meetings and accompaniment plan

**- Suggestion: Access in English: documentation, meetings...**

--- > **GTS accion:** Translation of content into English

**- Suggestion: Improve SL-ATR technology, obsolete in terms of technology, uncomfortable to use,...**

--- > **GTS accion:** SL-ATR technology migration (... 2022,2023 and 2024)

--- > **GTS accion:** Renovation of the SL-ATR portal

**- Suggestion: Improve contracting platform (auctions stops,...)**

--- > **GTS accion:** Improvements to the contracting platform

**- Suggestion: Better monitoring of incidents**

--- > **GTS accion:** Incident management tool and alert service

**- Suggestion: New SL-ATR access profiles**

--- > **GTS accion: SL-ATR Profile Redefinition (Identification of customised SL-ATR profiles)**

**- Suggestion: Personalisation of notifications received from the GTS**

--- > **GTS accion:** Communications manager. Redefining the sending of notifications

**- Suggestion: Improving the website**

--- > **GTS accion:** Renewal of the Enagás GTS website

**Other:**

--- > **GTS accion:** Transparency Committee

2021	2021 target achieved	First half of 2022	Control first half of 2022	Second quarter 2022	Control second quarter 2022	Onwards
X	OK	X		X		
				X		X
						X
X	OK	X		X		
X	OK	X		X		X
X	OK	X		X		X
X	OK	X		X		X
X	OK	X		X		X
X	OK	X		X		X

# Conclusions

- Comparison: less participation than last year
- In general, **users** rate the work of the GTS **positively**, which means that they rate their satisfaction with the work of the different areas as well as the attention provided by them above 8.
- From the **2021 Action Plan**, the following initiatives have been fulfilled:
  - Evolution of the service desk
  - New entrants plan
  - Transparency Committee:
    - Analysis of information of interest, ....
  - Redesign of SL-ATR profiles:
    - Initial profiles defined
  - Review of Customer Service procedures



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# Scores PROCESS: ACCESS AUTHORISATION



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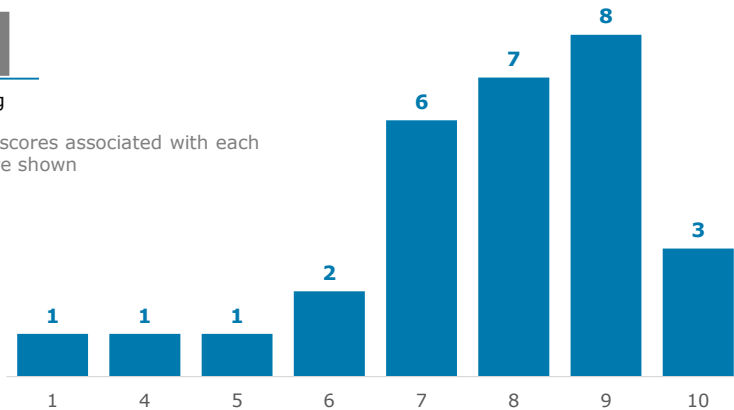
No answers



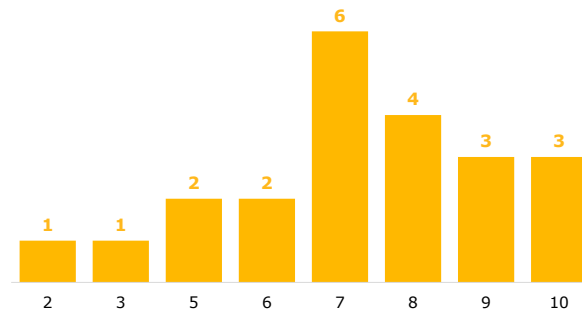
Scoring

\* Only the scores associated with each question are shown

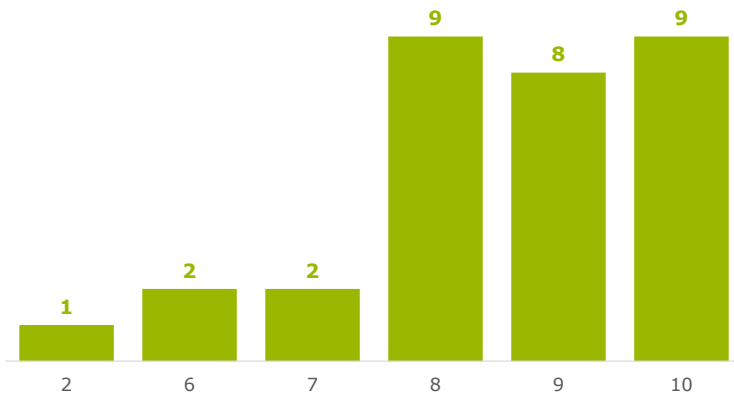
### GTS Process



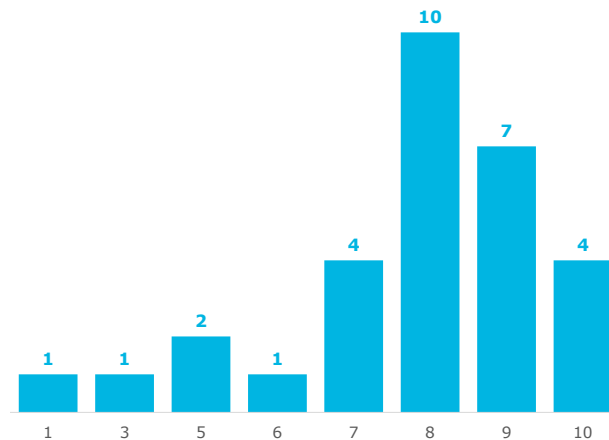
### SIGNES



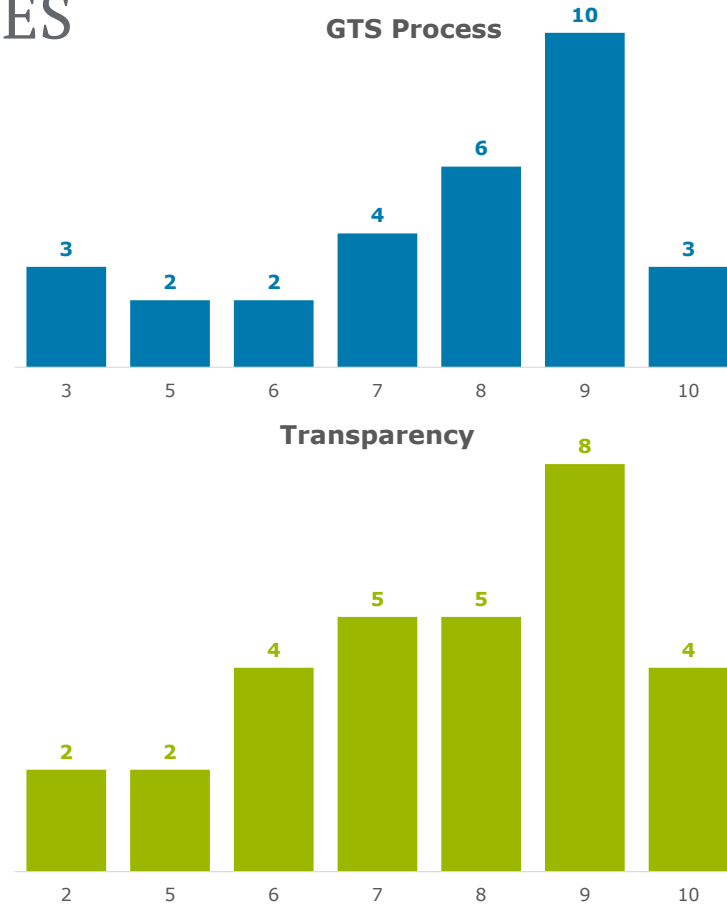
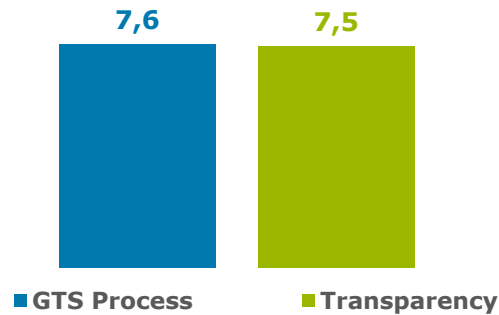
### Customer service



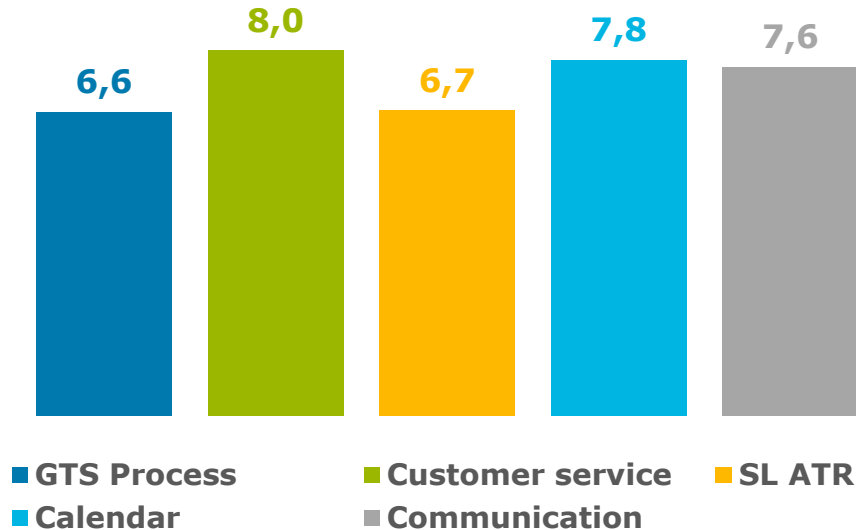
### Accessibility information



# Scores PROCESS: CALCULATION of THE TECHNICAL CAPACITY of THE FACILITIES

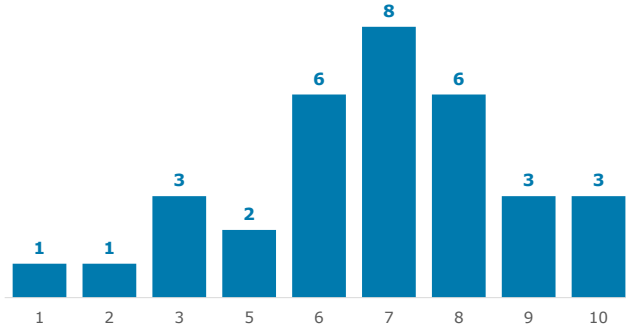


# Scores PROCESS: PROCUREMENT of CAPACITY PRODUCTS and SERVICES

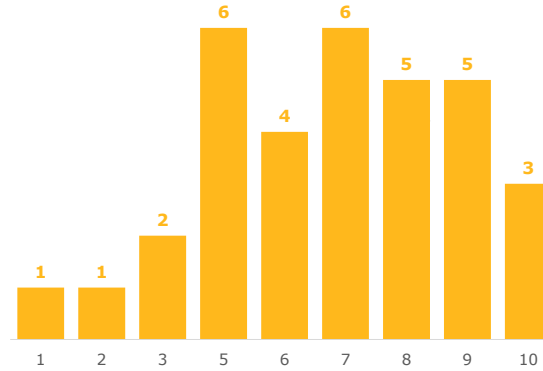


# Scores PROCESS: PROCUREMENT of CAPACITY PRODUCTS and SERVICES

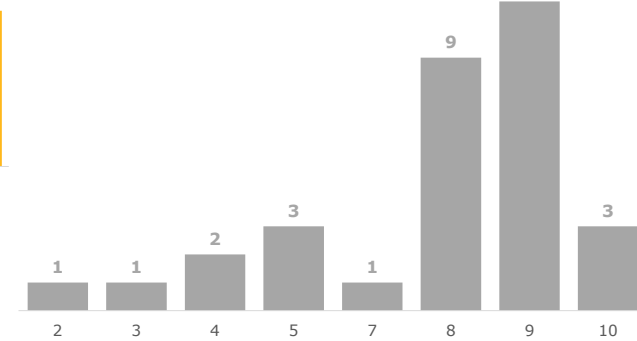
**GTS Process**



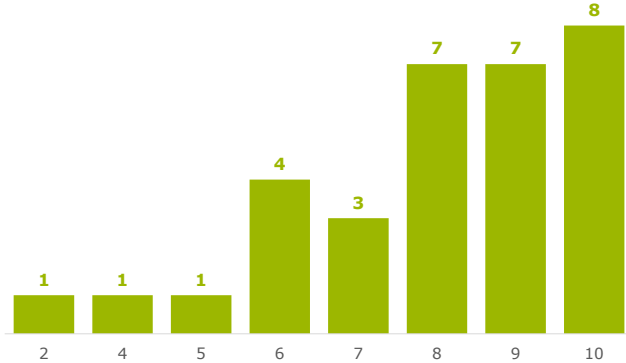
**SL-ATR**



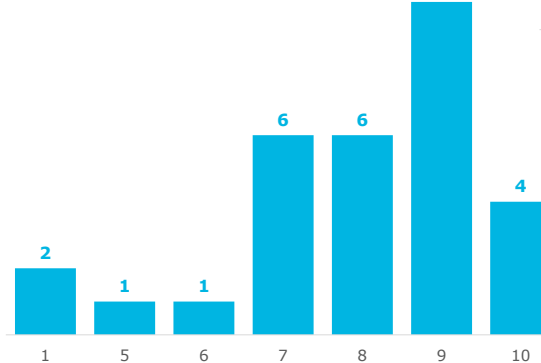
**Comunicacion**



**Customer service**



**Calendar**

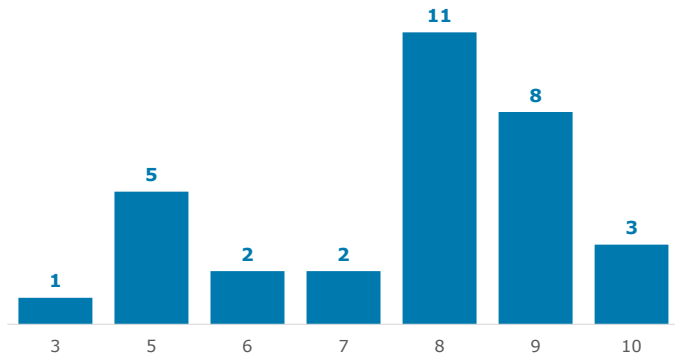


# Scores PROCESS: PROCUREMENT GUARANTEES

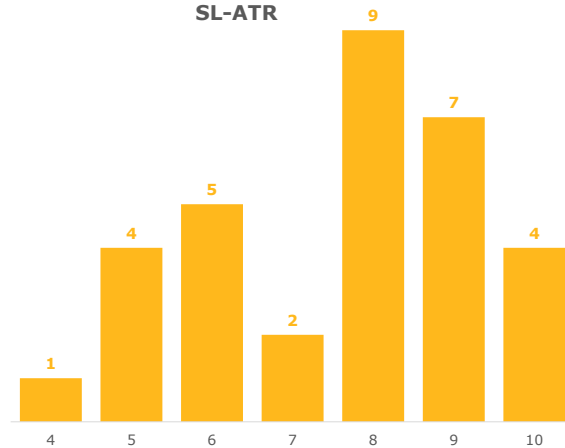


# Scores PROCESS: PROCUREMENT GUARANTEES

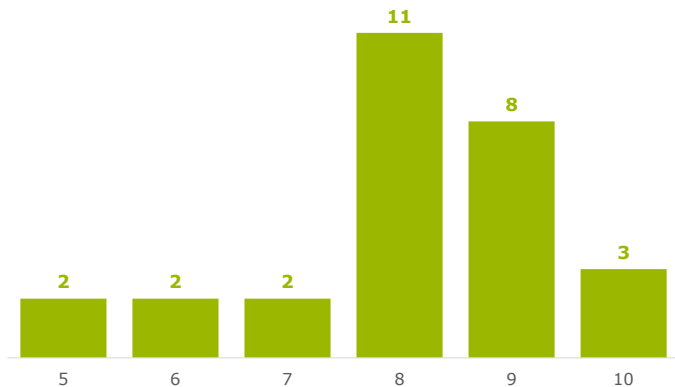
### GTS Process



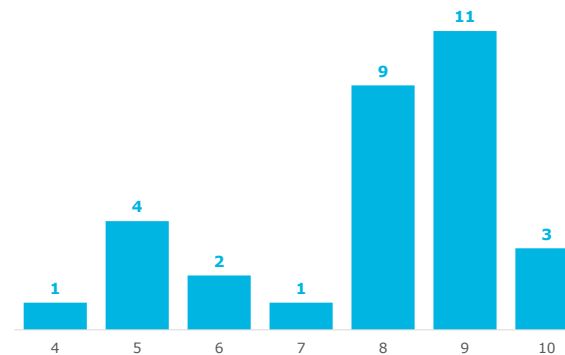
### SL-ATR



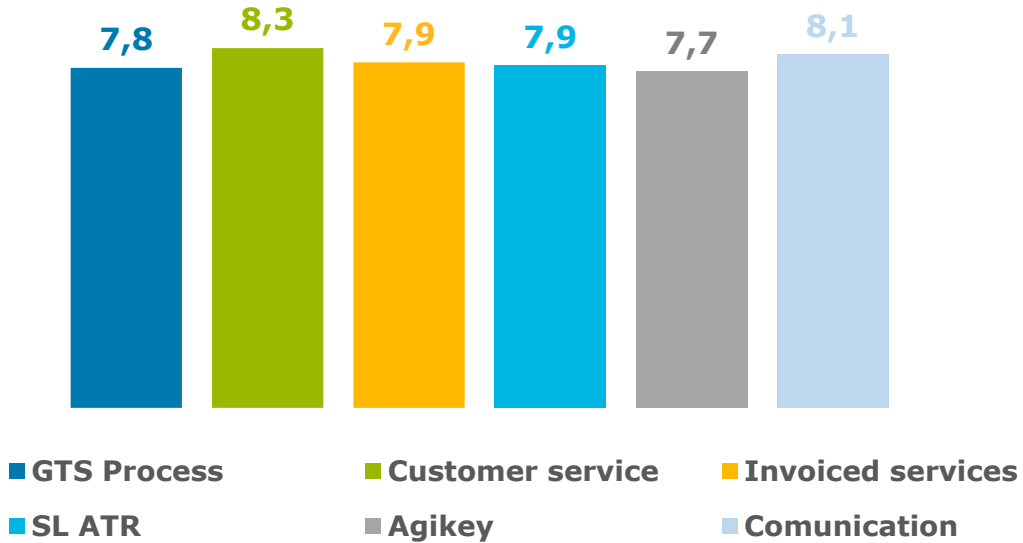
### Customer service



### Communication



# Scores PROCESS: SERVICES INVOICING





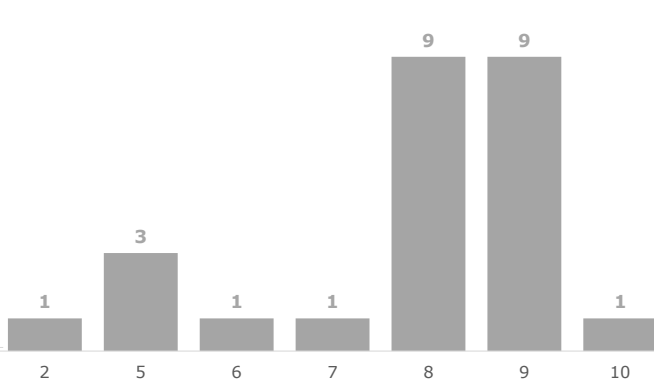
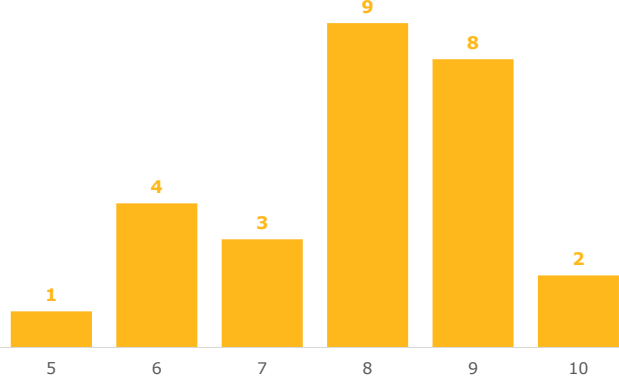
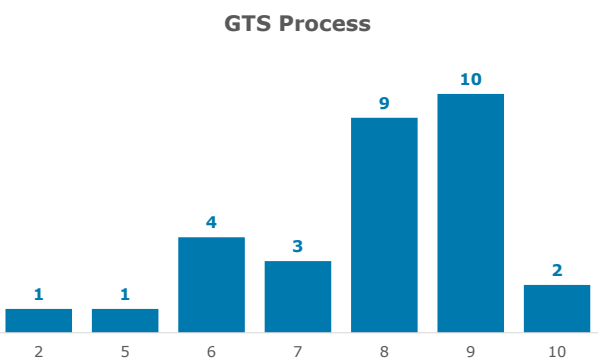
# Scores PROCESS: SERVICES INVOICING



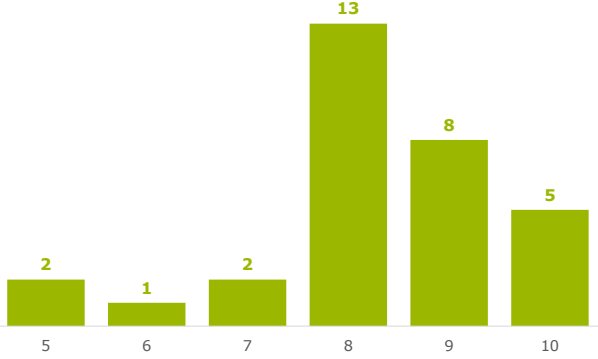
Agikey

Invoiced services

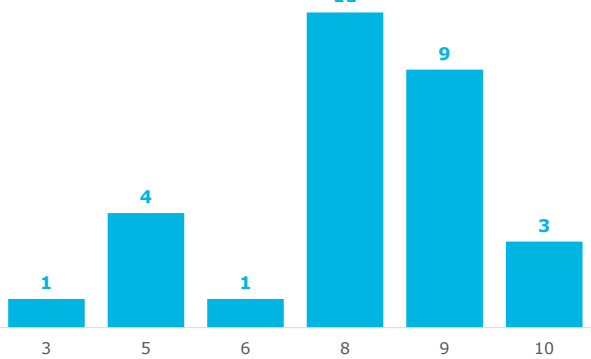
GTS Process



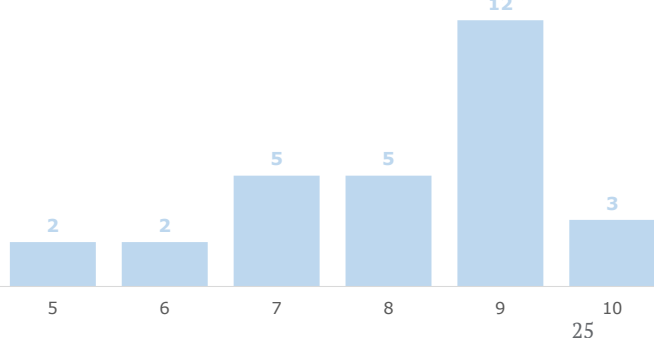
Invoiced services



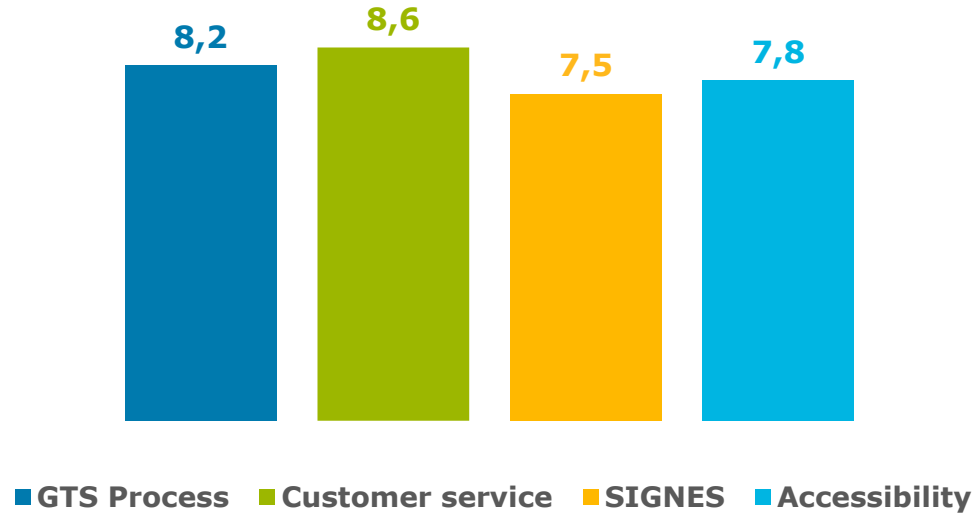
SL-ATR



Comunicacion

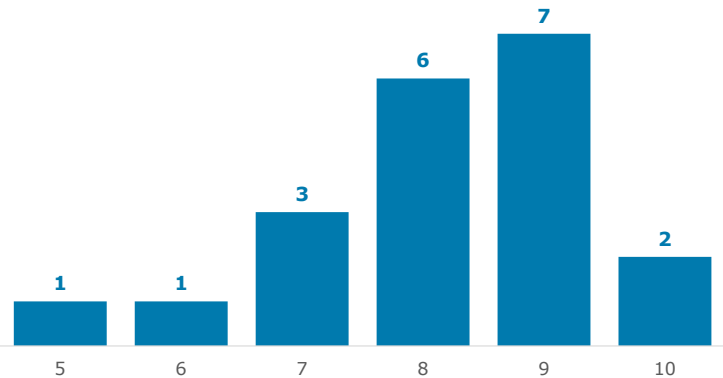


# Scores PROCESS: AUTHORIZATION in BALANCE PORTFOLIO

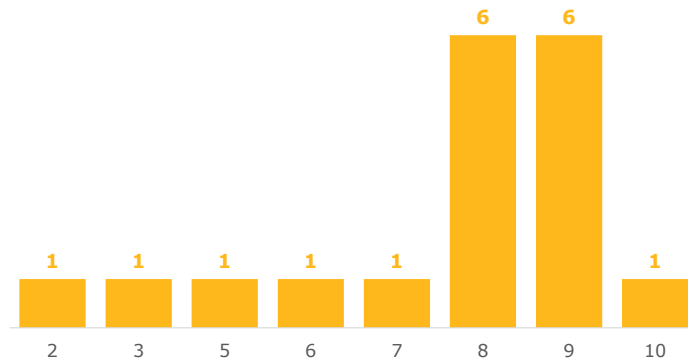


# Scores PROCESS: AUTHORIZATION in BALANCE PORTFOLIO

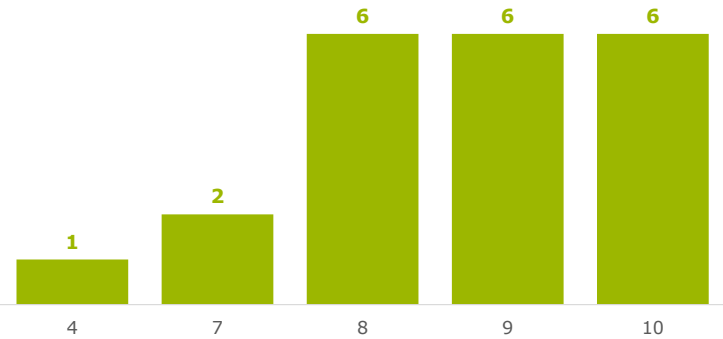
### GTS Process



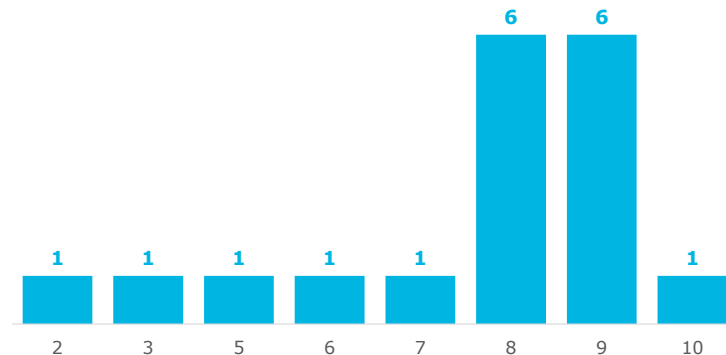
### SIGNES



### Customer service



### Accessibility

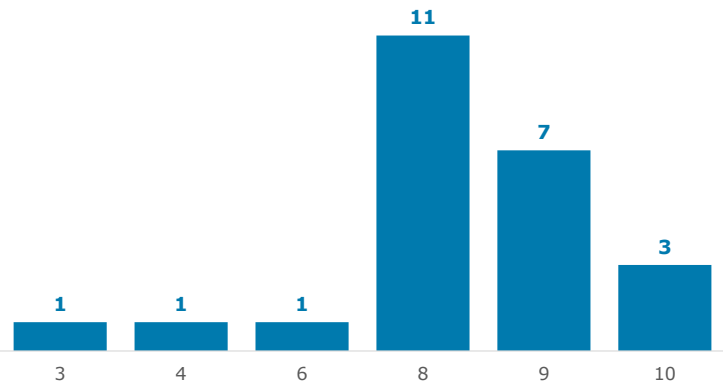


# Scores PROCESS: NOMINATION

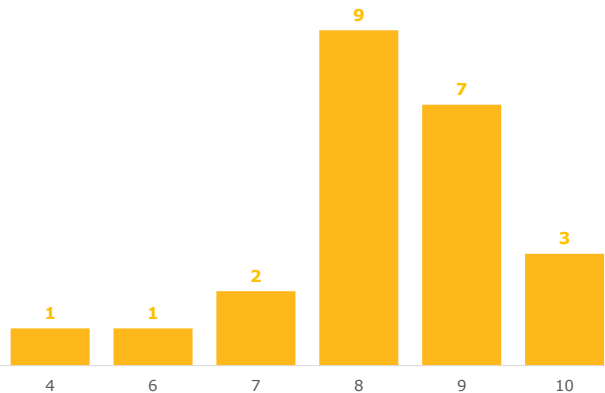


# Scores PROCESS: NOMINATION

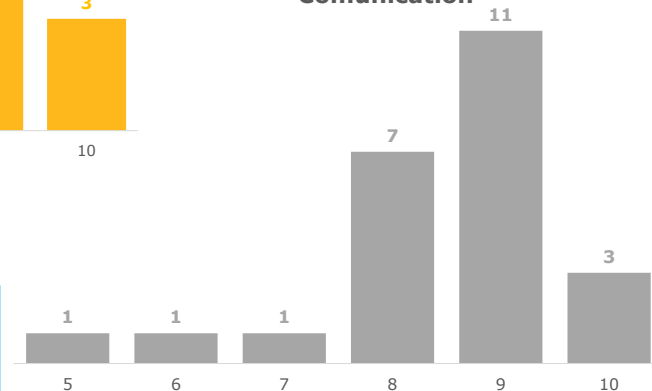
### GTS Process



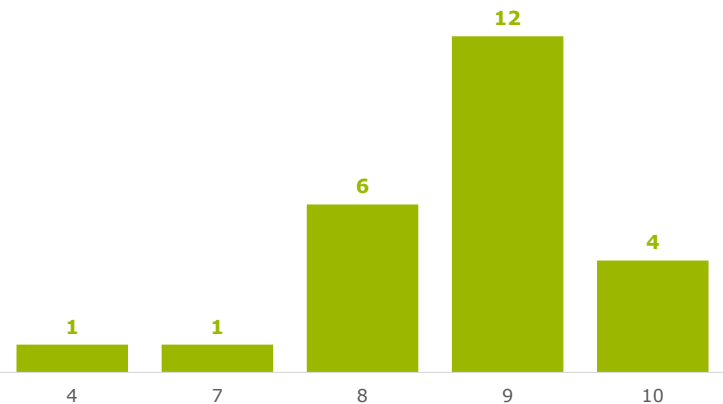
### SL-ATR



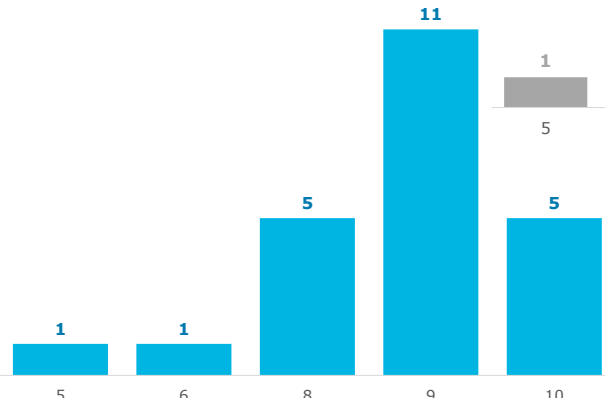
### Comunication



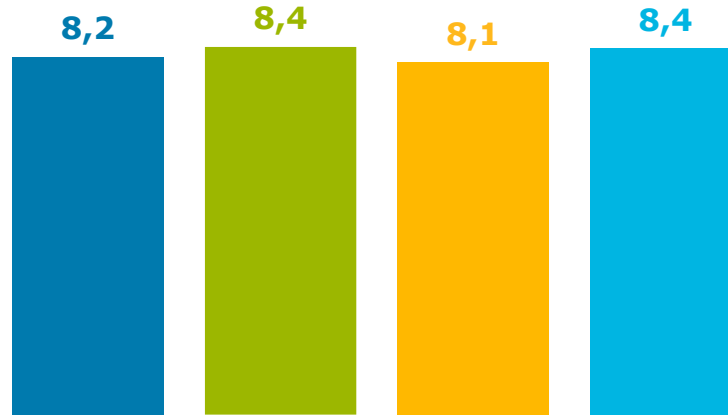
### Customer service



### Deadlines

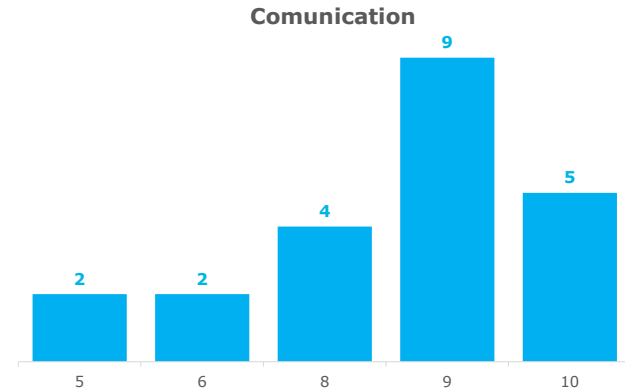
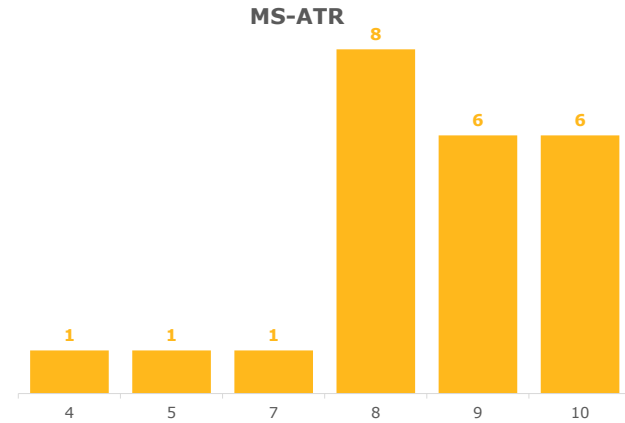
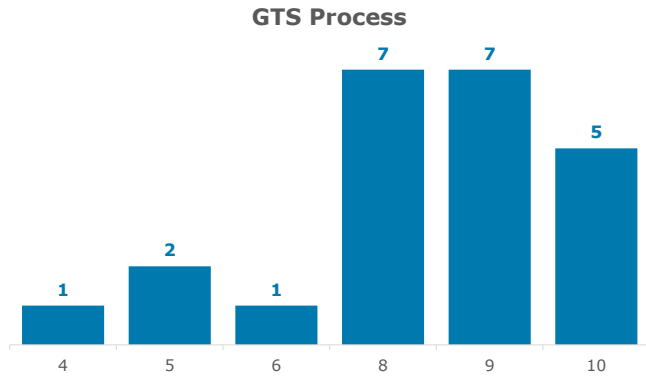


# Scores PROCESS: SALES/PURCHASE TRANSACTIONS MS-ATR



■ GTS Process ■ Customer service ■ MS ATR ■ Comunication

# Scores PROCESS: SALES/PURCHASE TRANSACTIONS MS-ATR



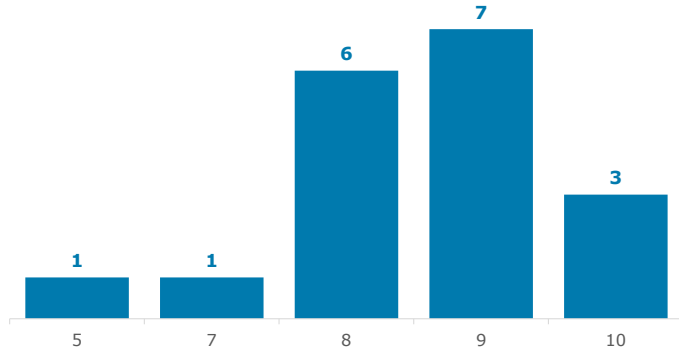
# Scores PROCESS: NOTIFICATIONS to GTS TRANSACTIONS PURCHASE/SALE TRANSACTIONS on MARKET PLATFORMS



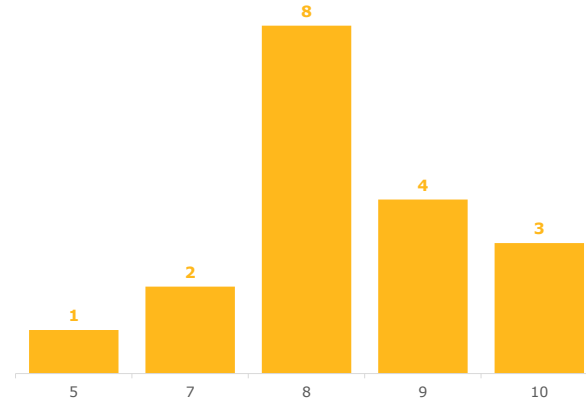


# Scores PROCESS: NOTIFICATIONS to GTS TRANSACTIONS PURCHASE/SALE TRANSACTIONS on MARKET PLATFORMS

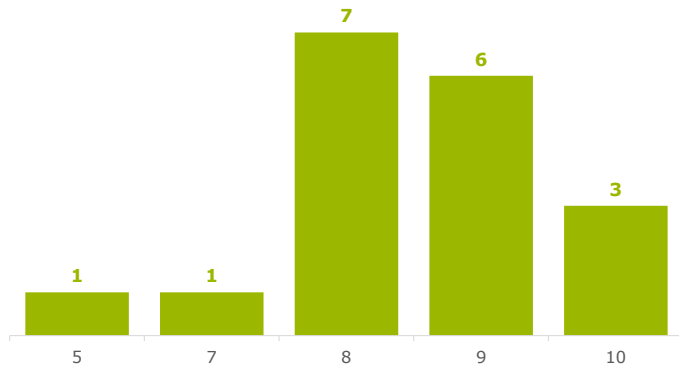
**GTS Process**



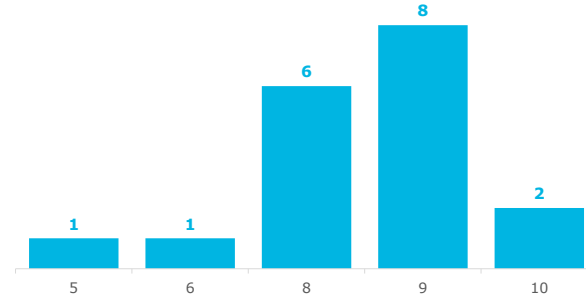
**SL-ATR**



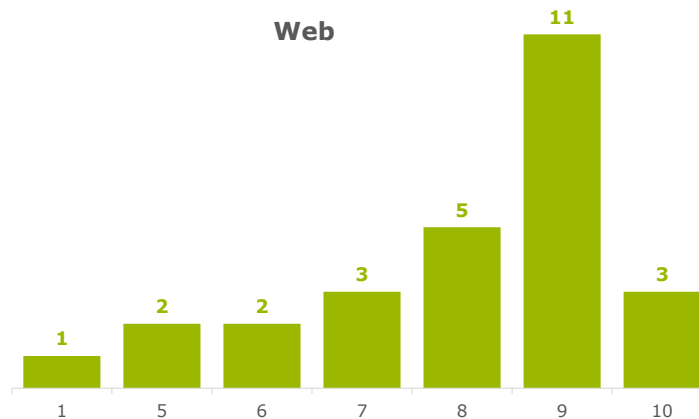
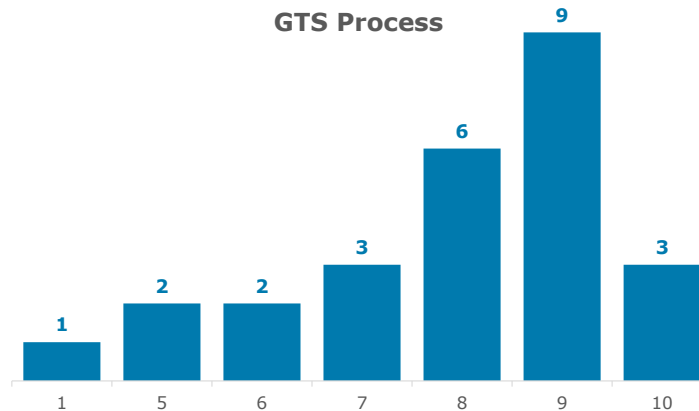
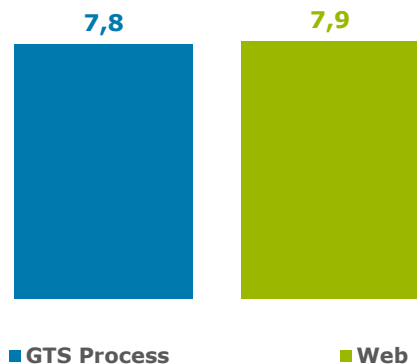
**Customer service**



**Communication**



# Scores PROCESS: BALANCING ACTIONS



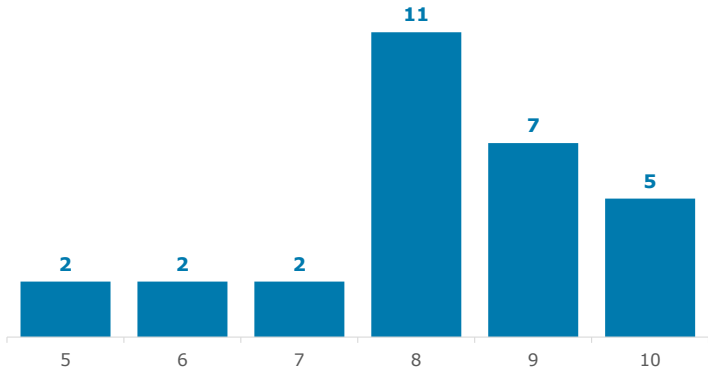
# Scores PROCESS: PROVISION of INFORMATION



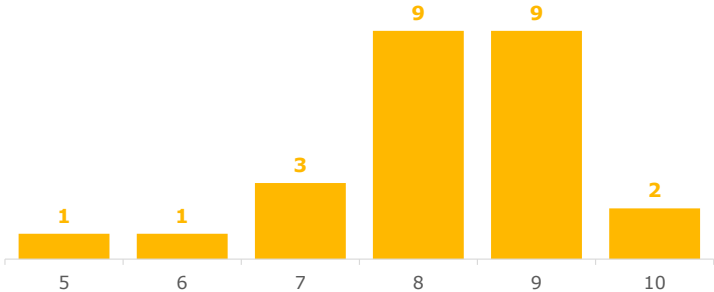
# Scores PROCESS: PROVISION of INFORMATION



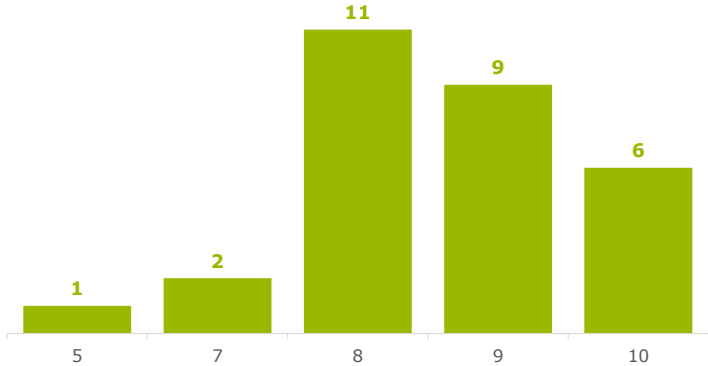
GTS Process



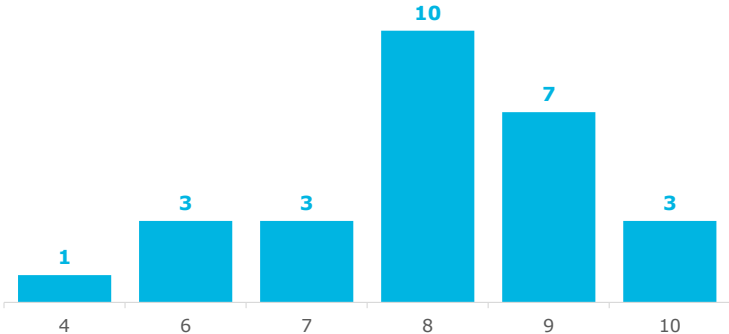
Demand prediction



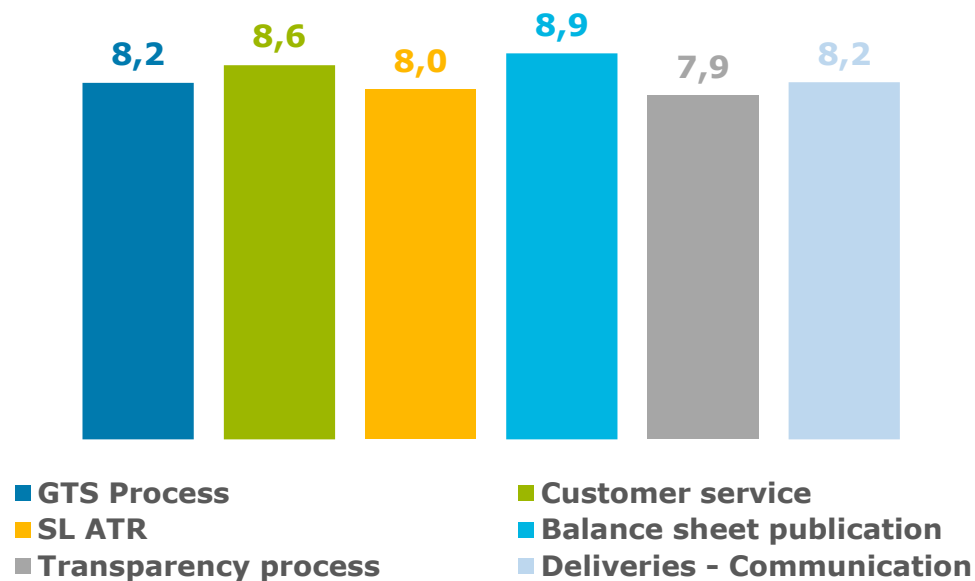
Customer service



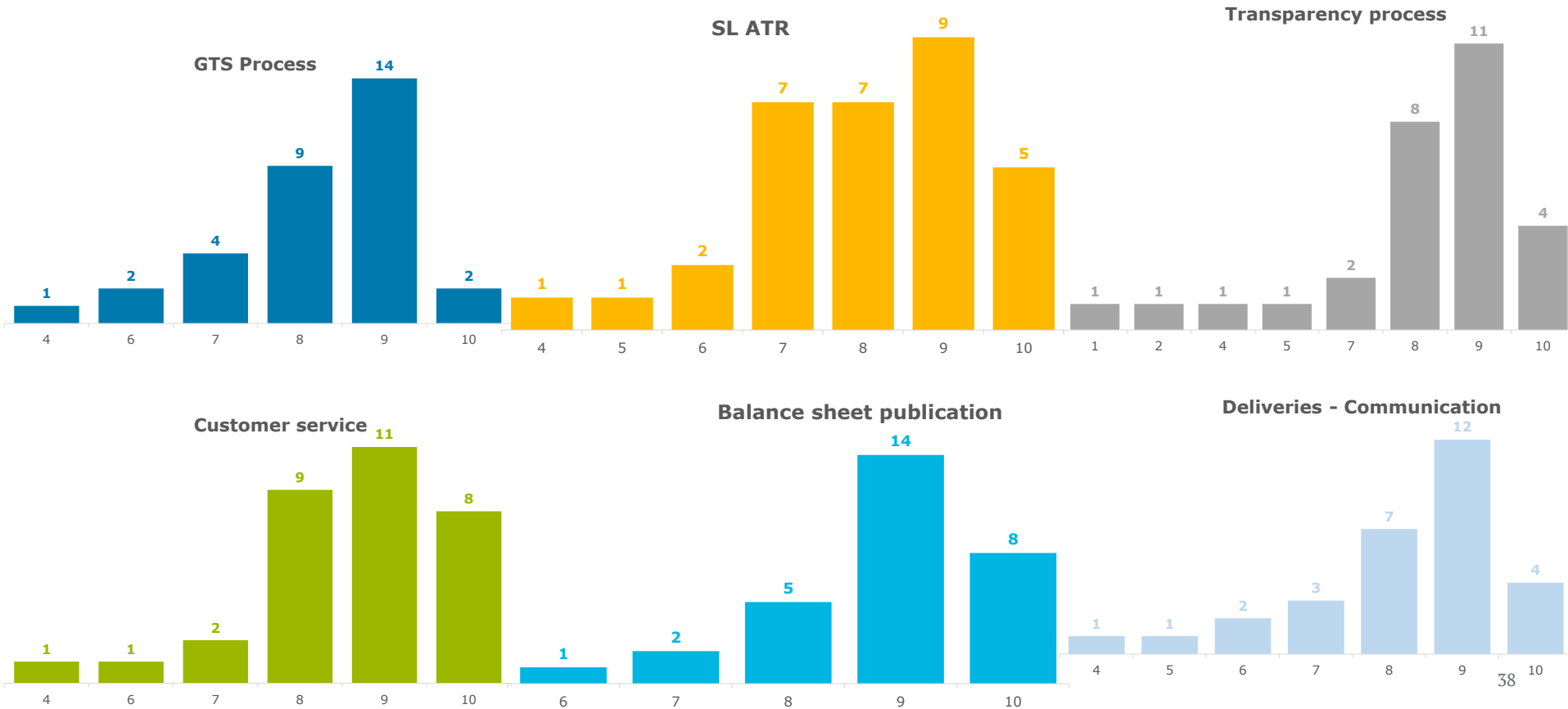
SL ATR



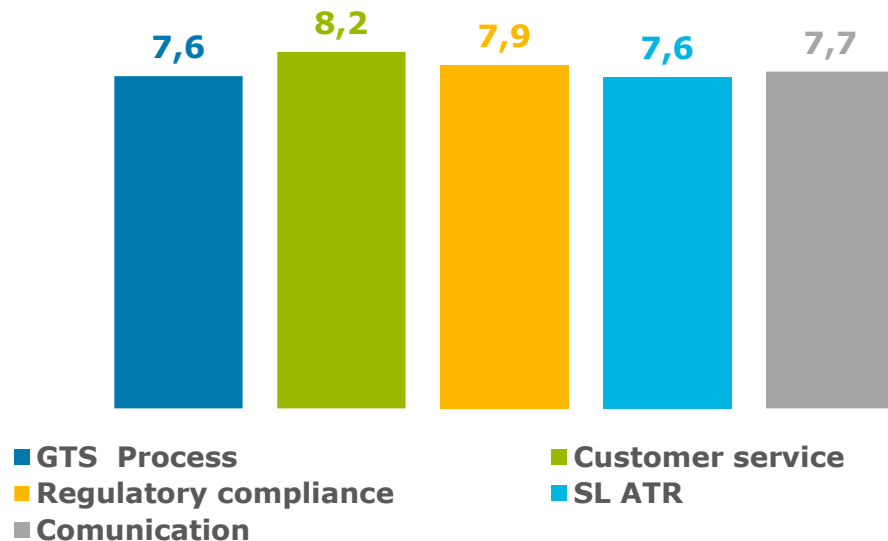
# Scores PROCESS: REPARTMENTS and BALANCES



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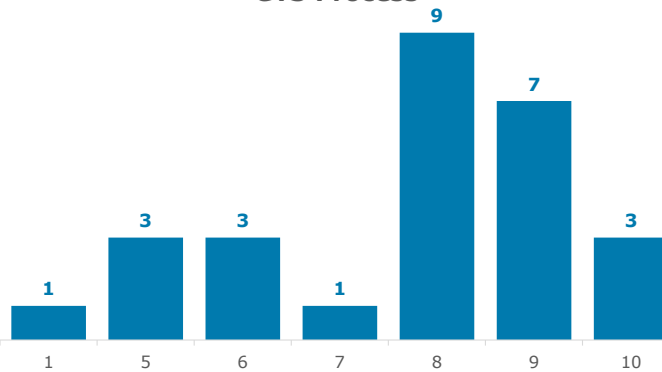


# Scores PROCESS: UNBALANCING GUARANTEES

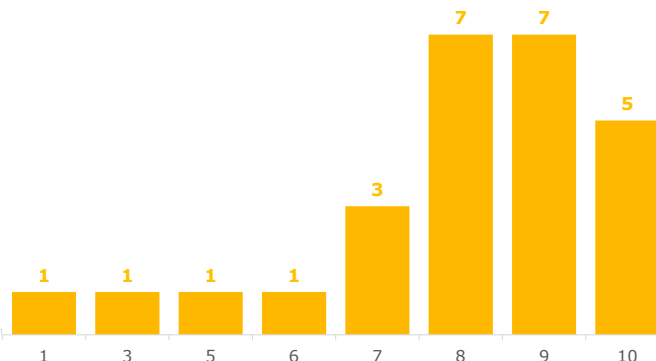


# Scores PROCESS: UNBALANCING GUARANTEES

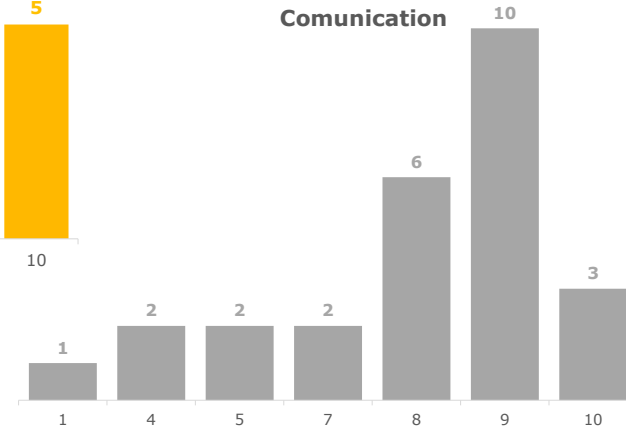
### GTS Process



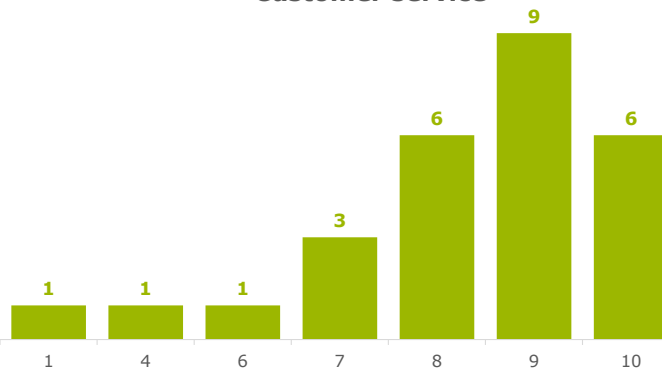
### Regulatory compliance



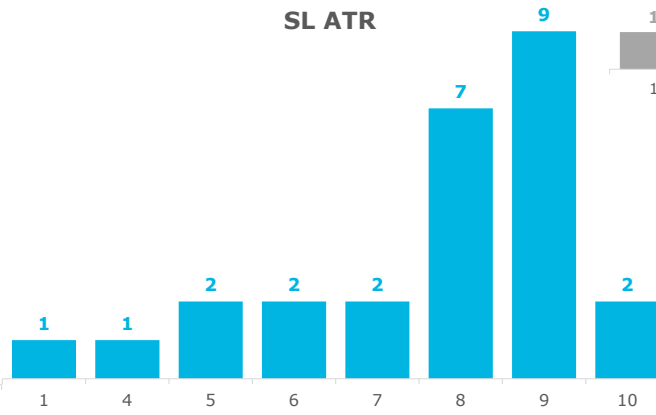
### Comunication



### Customer service

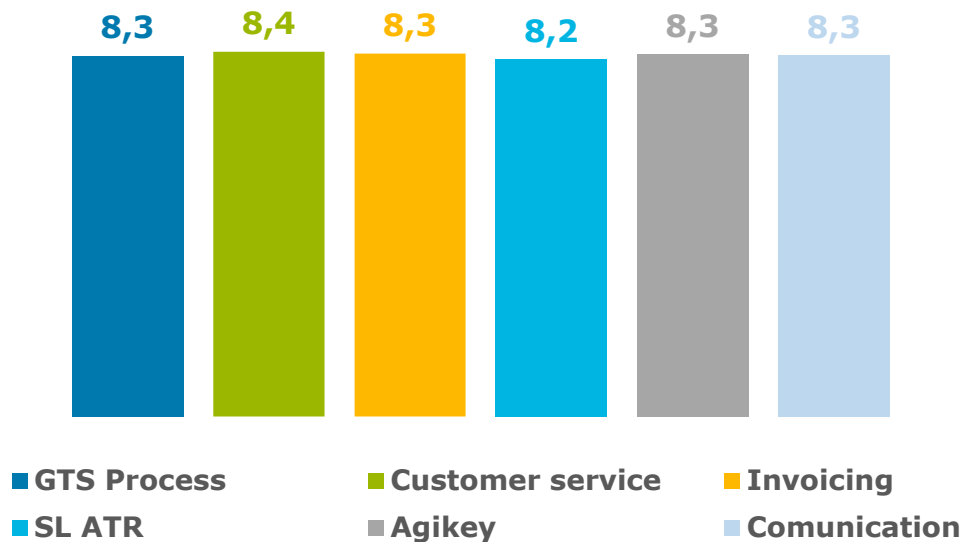


### SL ATR



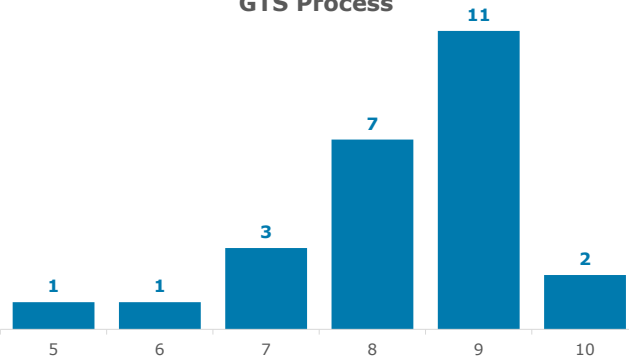


# Scores PROCESS: Settlement of Imbalances and TPA Services Invoicing

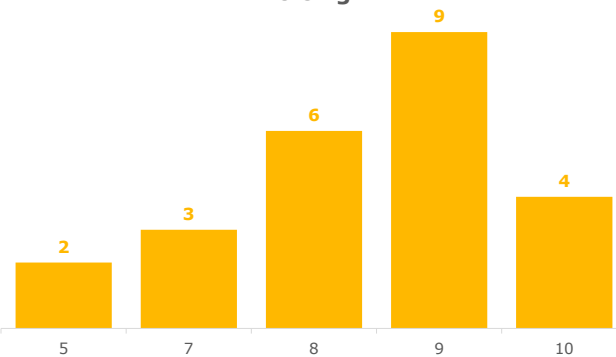


# Scores PROCESS: Settlement of Imbalances and TPA Services Invoicing

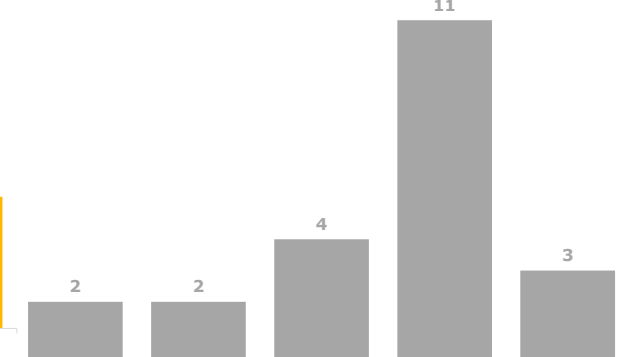
### GTS Process



### Invoicing



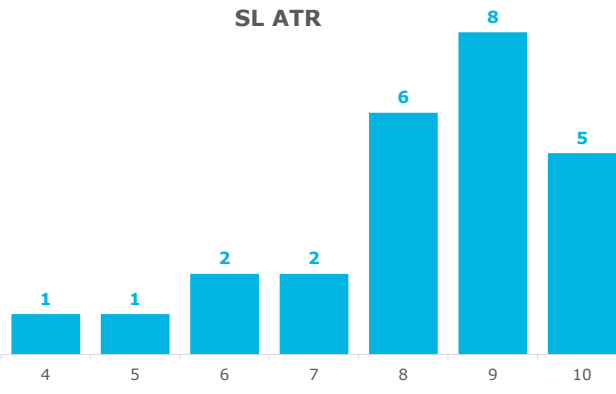
### Agikey



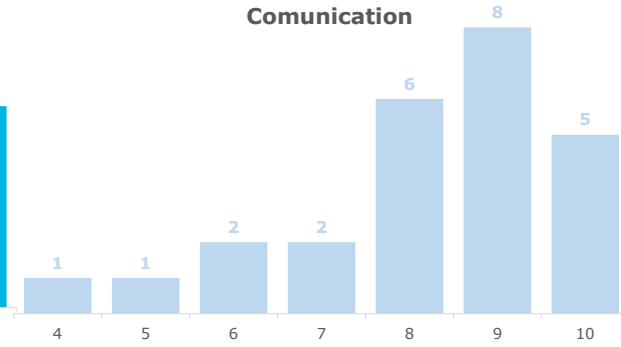
### Customer service



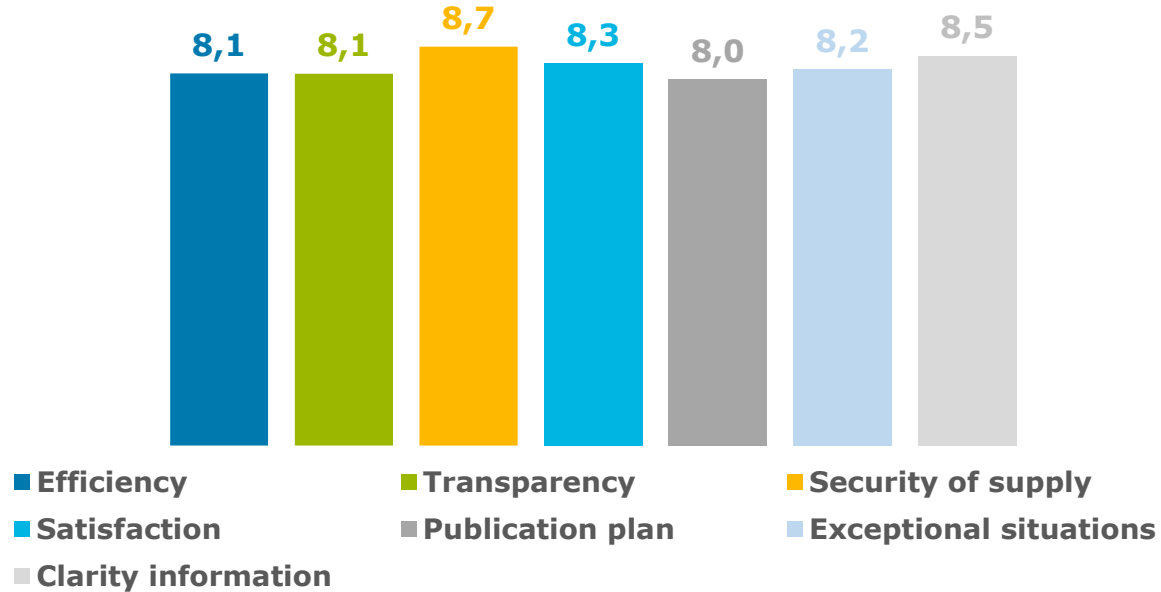
### SL ATR



### Comunicacion



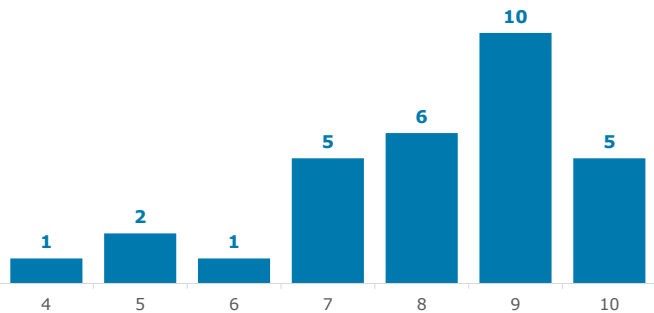
# Scores PROCESS: SYSTEM OPERATION



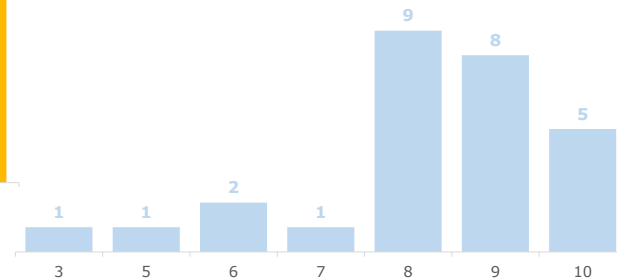
# Scores PROCESS: SYSTEM OPERATION

## Security of supply

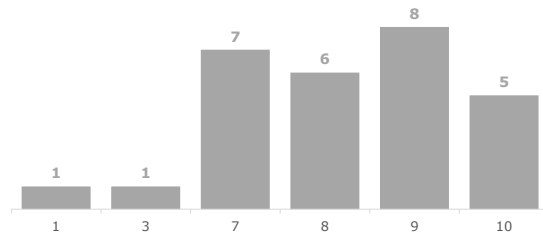
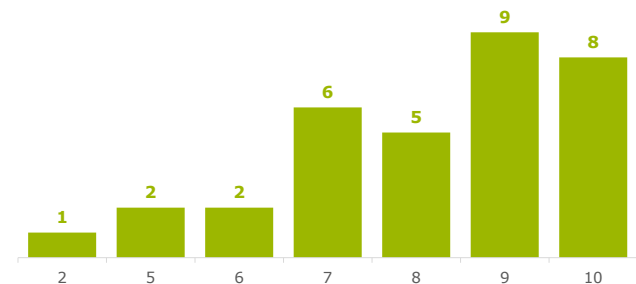
### Efficiency



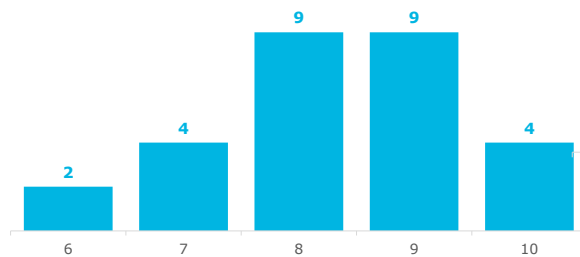
### Exceptional situations



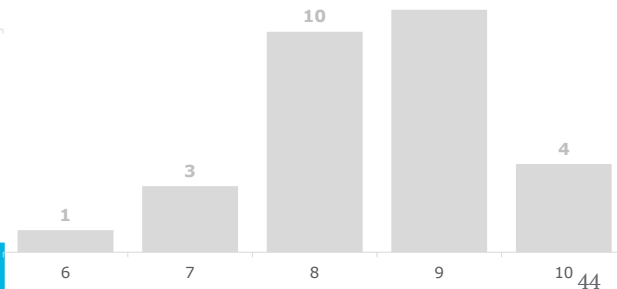
### Transparency



## Satisfaction



### Clarity information



Thank you

