

# Customers Survey 2023

GTS Management of Authorization and Systems

January 2024



# 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 2023. As in the previous study, the rating scale is from 1 to 10.

Highlight the following relevant aspects:

- ✔ The evaluation received for all the questions is higher than 8,5 (the aspects related to contracting and the functioning of the SL-ATR, with slightly lower scores, but always higher than 8).
- ✔ The process most highly valued by all subjects is that related to security of supply, with the purchase and sale of gas between MS-ATR users also standing out.
- ✔ It should be noted that in relation to GTS systems, average ratings over 8 were obtained.
- ➔ Taking into account the results obtained, for the year 2024 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.

Key:



Results/Conclusions



Actions/Commitments

# 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 **I<sub>5</sub> "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 it must be completed **by the subjects considered as active**, as indicated in the aforementioned Circular, which for the gas year 2023 represents **189 active subjects**.

## Survey structure

### Section I. Mandatory for I<sub>5</sub> 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

8 test questions  
2 open questions

$I_{5,2}$

2. Balance of users and  
system

14 test questions  
2 open questions

$I_{5,3}$

3. System  
operation

8 test questions  
2 open questions

✓ Participants: all active subjects

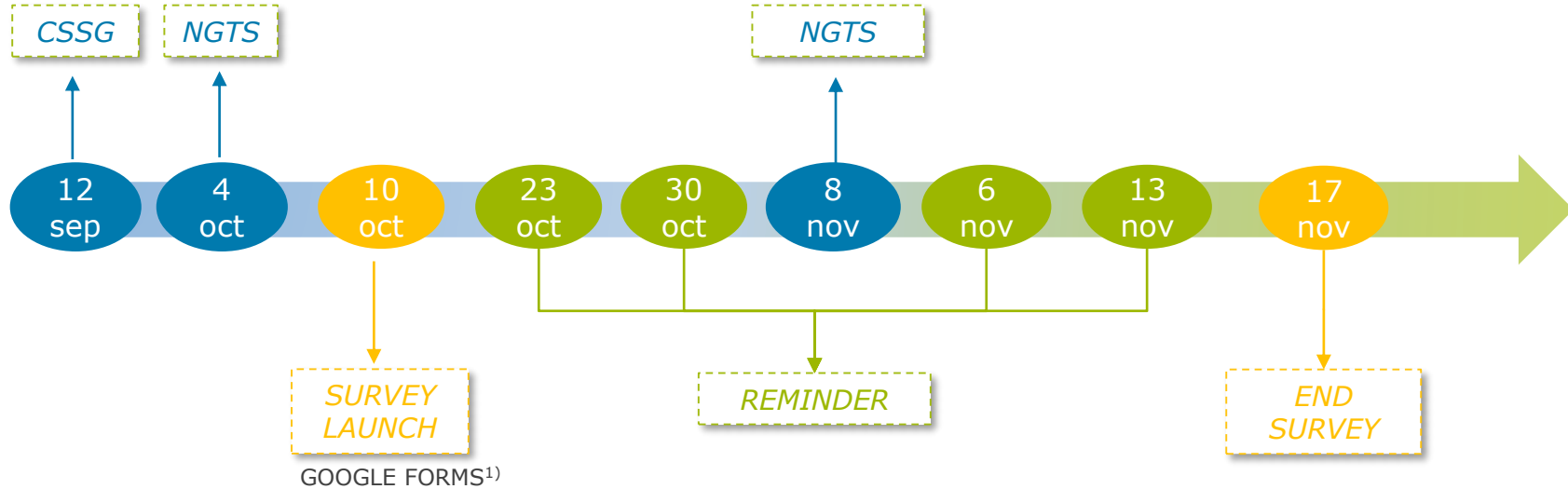
## Section II: General Assessment

Generalities  
(not apply to the calculation of  
incentives)

5 test questions  
1 open question

The number of questions has been reduced, for greater users convenience, from 109 the previous year to 42.

# Planning and considerations



1) After GTS informative email on October 9th

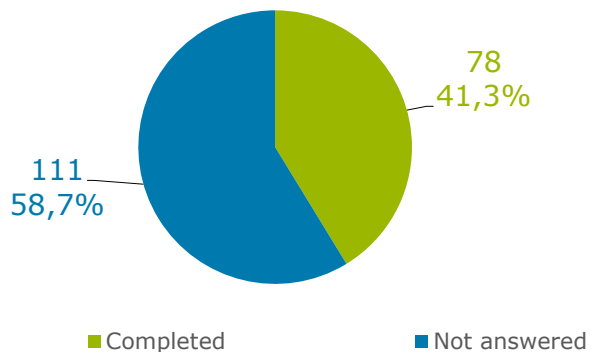
- The launch date was October 10, with a deadline of November 17, included.
- External support with GRUPO SINERGIA: automation, **guarantees anonymity of responses**, reminders (4), weekly monitoring and excel file with results.
- 189 surveys were sent in Spanish and English, being accessible from computer, tablet and mobile.
- **From the GTS, weekly telephone contacts were made with the users who had not answered the survey, informed by the GRUPO SINERGIA consulting company.**
- On November 18<sup>th</sup> at 00:00 GOOGLE FORMS closed this survey.

# Participation

Goal: 30% participación → 57 valid surveys

Achieved: 41,3% participación → 78 valid surveys

## % Participation



Of the **189** subjects active in 2023, the results once the survey was closed were:

- **78** have completed the survey validly
- **111** have not completed the survey

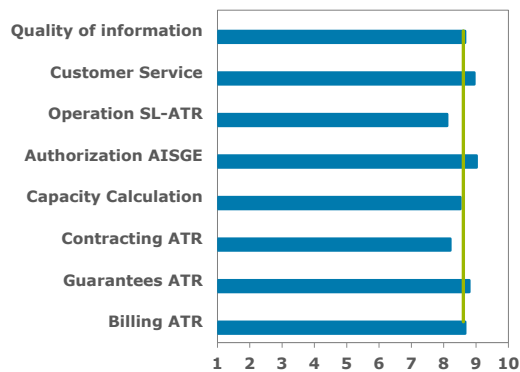
*CNMC Circular 6/2021 establishing the GTS incentives. Art. 3 definitions: Valid survey: Satisfaction survey sent to the technical manager of the system within the established term, by an agent of the gas system univocally identifiable, in which at least half of the questions in each block of questions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

# Calculation Incentive 5

**I<sub>5</sub>: 8,85 → + 6,5%** vs. 8,31 2022

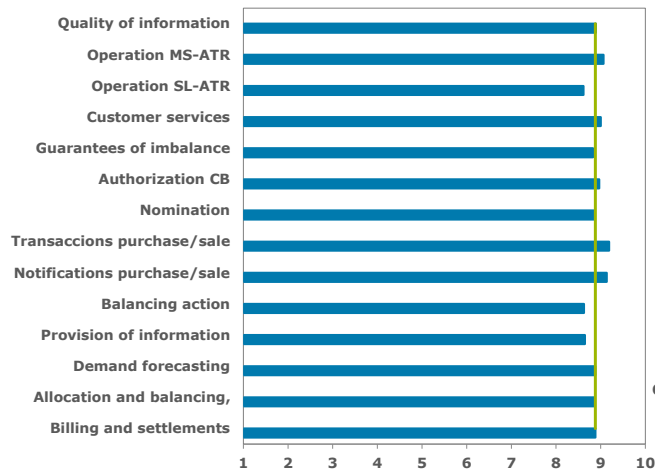
## Block 1. ATR

**I<sub>5,1</sub>: 8,61**



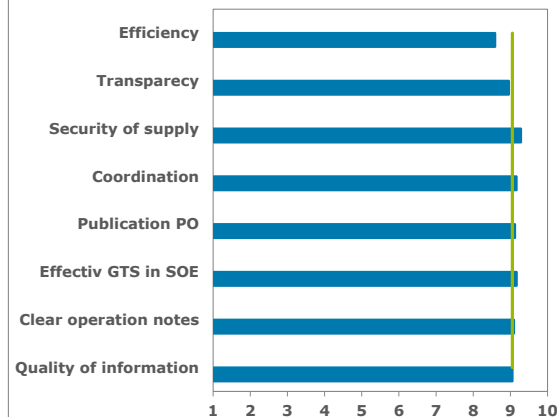
## Block 2. Balancing

**I<sub>5,2</sub>: 8,88**



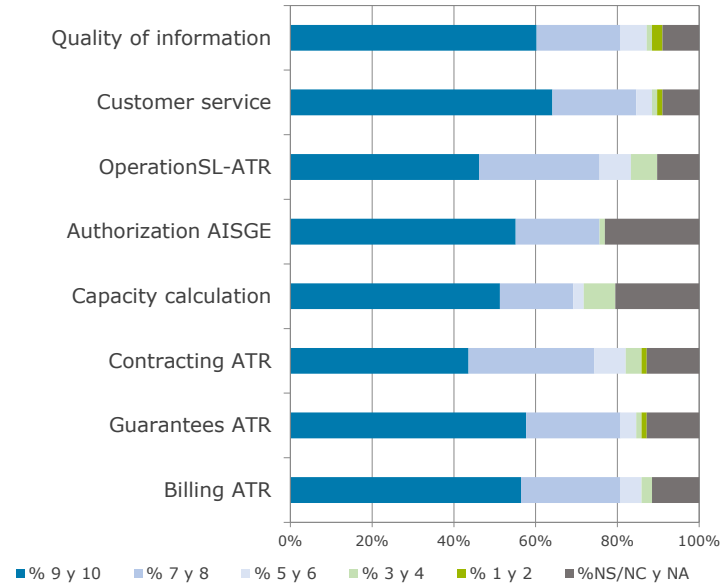
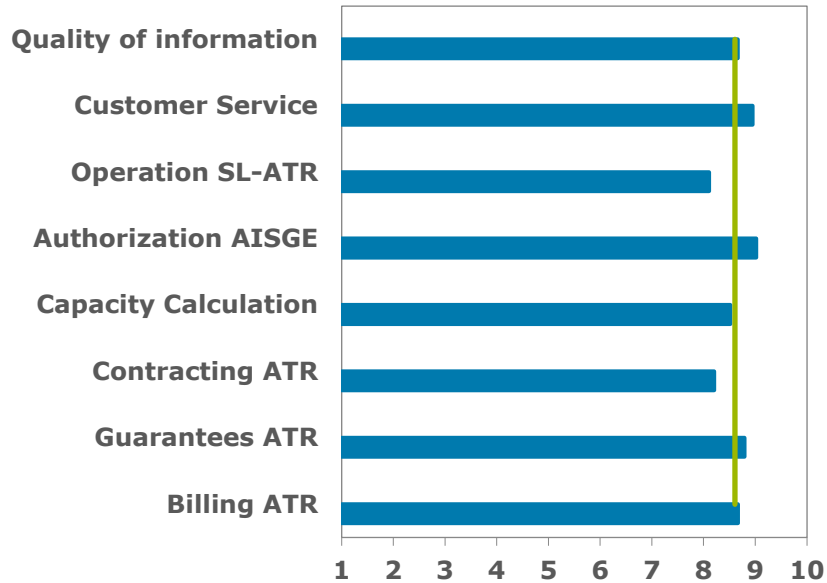
## Block 3. Operation

**I<sub>5,3</sub>: 9,05**



- The survey has been addressed to **189 active users**, of which **41,3% (78 users)** have answered validly.
- In a first analysis of the information received, highlight:
  - ❑ **The evaluations of all the questions are high**, above 8
  - ❑ Among the **best valued aspects**:
    - Block 1. ATR: stand out the one related to **Customer service and authorization**,
    - Block 2. Balances: **notifications and purchases and sales of gas** between users on market platforms
    - Block 3. Operation: **security of supply and management of SOE's**.

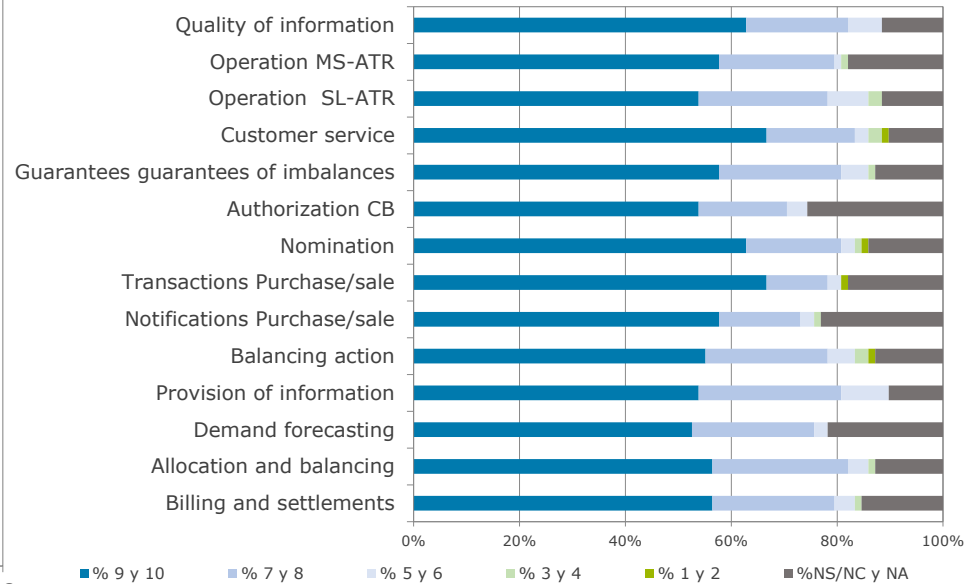
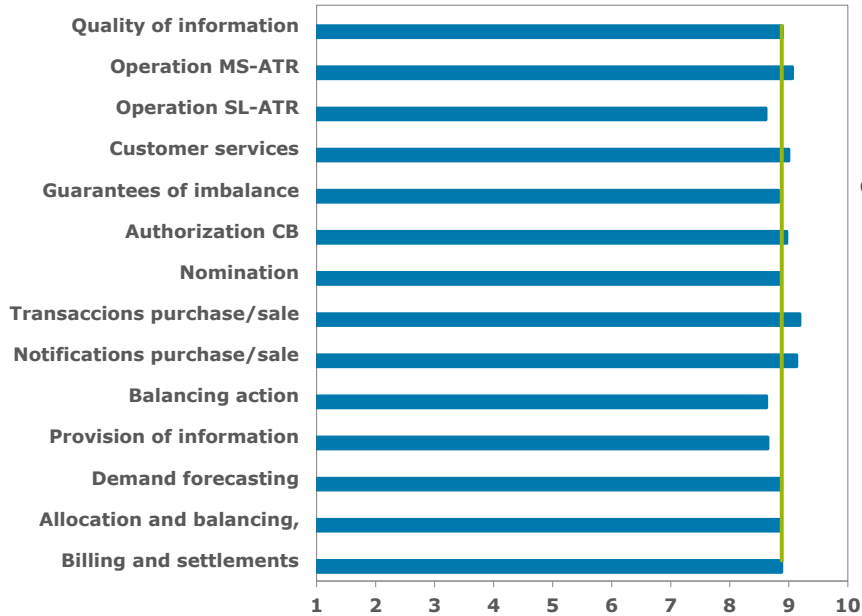
# Block 1 Third Party Access



- As can be seen, all the issues consulted obtained an average score of more than 8.
- Likewise, most of the aspects evaluated have a percentage of scores between 9 and 10 higher than 50%, except for contracting.

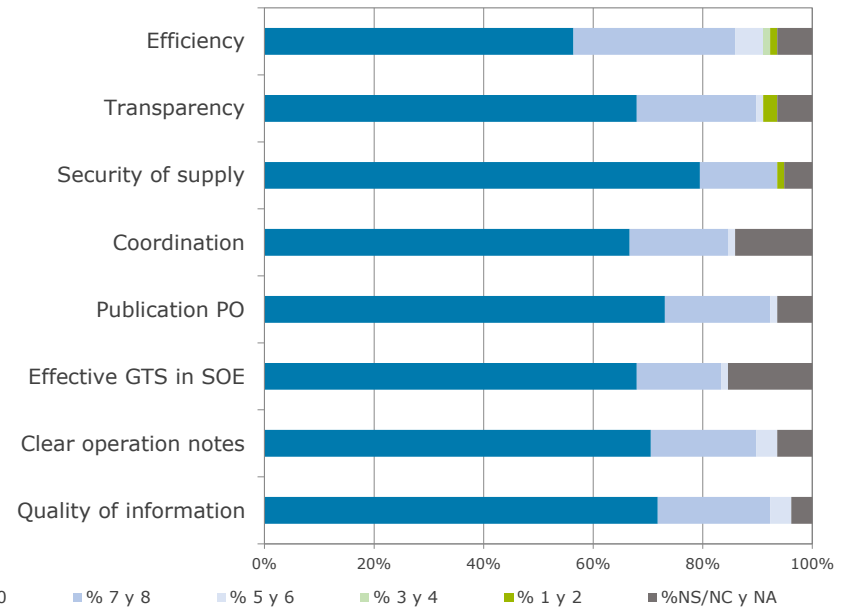
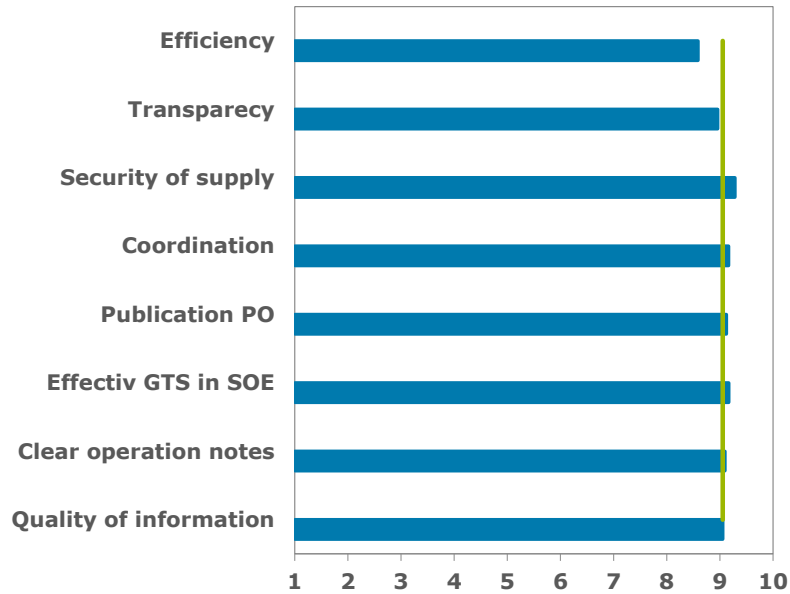


# Block 2 User balance and system balance



- As can be seen, **all the questions consulted obtained an average score of over 8,5**
- Likewise, **all of them** obtain a percentage of marks between 9 and 10 higher than 50%

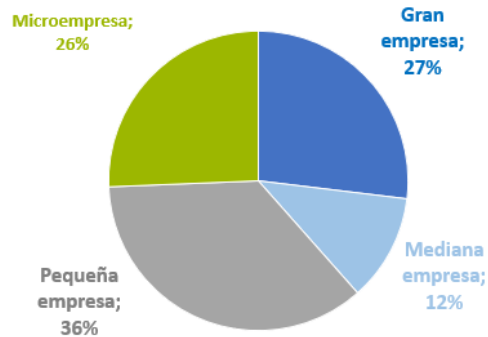
# Block 3 System operation



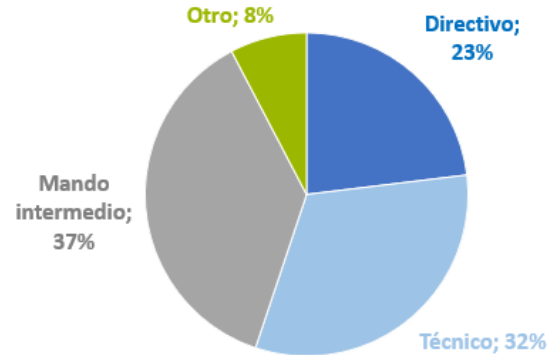
- As can be seen, **all the** questions consulted obtained an average score of **over 8,5**
- Likewise, **all of them** obtain a percentage of **marks between 9 and 10 higher than 50%**

# Typology of subjects

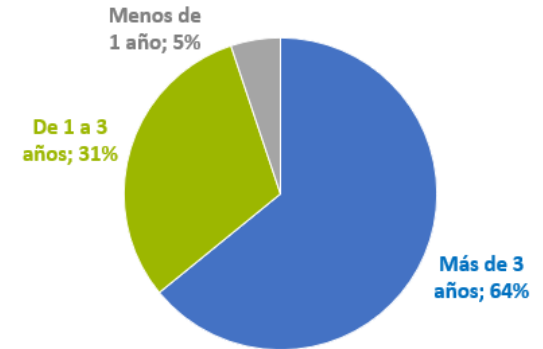
## Type of company



## Position in the company



## Seniority



- The average profile of the person who completed the survey corresponds to a technician or middle manager, with more than three years of experience, from a small marketing company.

# NPS: Net Promoter Score

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



Net Promoter Score Meter

$$NPS = \frac{(\text{Number of promoters} - \text{Number of detractors})}{(\text{Number of participants})} \times 100$$

- **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

NPS<sub>2023</sub>: 56%

NPS<sub>2022</sub>: 30%

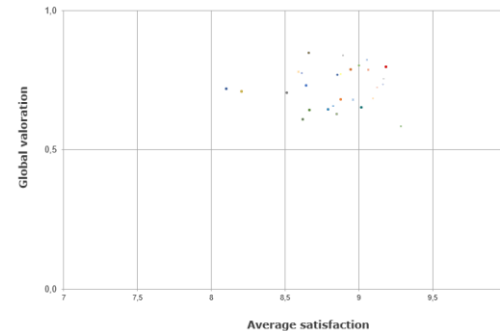
NPS<sub>2021</sub>: 21%

TYPE	VALUE
Promotorers	49
Passives or indifferents	16
Detractors	5
<b>NPS</b>	<b>56%</b>

- There are more promoters than the set of passives and detractors.
- Detractors is the category with the smallest number of subjects..

# Matrices of Importance vs. Satisfaction of all processes

- B1.1.1. Framework access agreement authorisation
- B1.1.2. Calculation of the technical capacity of installations
- B1.1.3. Procurement of Capacity Products and Services
- B1.1.4. Contracting guarantees
- B1.1.5. Billing of services
- B1.1.6. SL-ATR operation
- B1.1.7. Atención al cliente
- B1.1.8. Quality of the Information
- B2.1.1. Portfolio framework agreement authorisation
- B2.1.2. Nomination
- B2.1.3. Gas purchase/sale transactions between users in the MS-ATR
- B2.1.5. Balancing actions
- B2.1.6. Provision of information
- B2.1.7. GTS demand forecast
- B2.1.8. Allocations and balance sheets
- B2.1.9. Settlement and invoicing of imbalances
- B2.1.10. Imbalance guarantees
- B2.1.11. Customer Support
- B2.1.12. SL-ATR operation
- B2.1.13. MS-ATR operation
- B2.1.14. Quality of the Information
- B3.1. The way the GTS operates the system is efficient
- B3.2. The GTS provides transparency to the operation of the System, preserving the confidentiality of commercial information
- B3.3. The GTS uses appropriate means to ensure security of supply
- B3.4. The GTS coordinates with the operators/owners of the facilities in an appropriate manner:
- B3.5. The GTS publishes the Operation Plan in due time and form
- B3.6. GTS, when faced with "exceptional, alert or emergency" situations, acts effectively
- B3.7. The information contained in the transaction notes is clear
- B3.8. The quality of the information provided is adequate



- As can be seen in the general graph, **all aspects are in the excellence area.**
- Within the area of excellence, it could be improved especially in aspects related to the operation of the SL-ATR and contracting.

# Main comments received (In brackets number of comments)

## Block I

### Contracting Platform:

- Request automation of daily auctions with model file or increase process duration (9)
- Inefficient risk index upon ship arrival (1)
- Saturation, stops or incidents in daily auctions (9)
- Low reliability of product query data, opacity(4)
- Auction operation causes “unreal” premium (1)

### Capacity calculations:

- Not reproducible (3)

### Guarantees:

- Unintuitive queries (1)

### Billing:

- Administration problems, invoice imbalances, notes (2)

### SL-ATR:

- Not very intuitive (6)
- Very complex and non-standardized web services (2)
- Difficult publication área (1)

### Customer service:

- Very interesting and fast new portal (1). Flawless (2)
- Need for a ticket, not very efficient (2)

## Block II

### Nominations:

- Discriminations Slots 950/1000 GWh (1)

### Balancing actions:

- Receive online notifications again (1)

### Unbalances:

- Improve algorithms for provisionals (2)
- Implement risk level calculation detail (1)

### Customer service:

- Need to improve (1)
- Flawless (1)

### SL-ATR:

- Not very intuitive (1)
- Improving functionalities suggestions (3)
- Very complex and non-standardized web services (1)
- Incorrect English texts (1)

## Block III

### Efficiency:

- Give greater freedom to users (2)
- Inefficient ship loads (1)

### Security of supply:

- Manual intervention without warning (1)

### Operation notes:

- Additional information needed (1)

### Information quality:

- Notify indispositions of SL-ATR Web services (1)

*It can be seen that many of the comments are again about the SL-ATR (slow, old platform, to be improved).*

Thanks

