

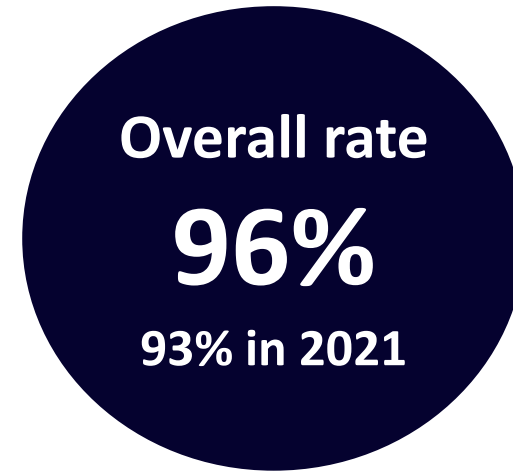
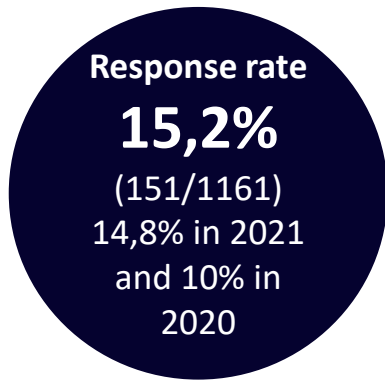
# Results of GRTgaz 2022 customer satisfaction survey

From March 8th to April 1st 2022

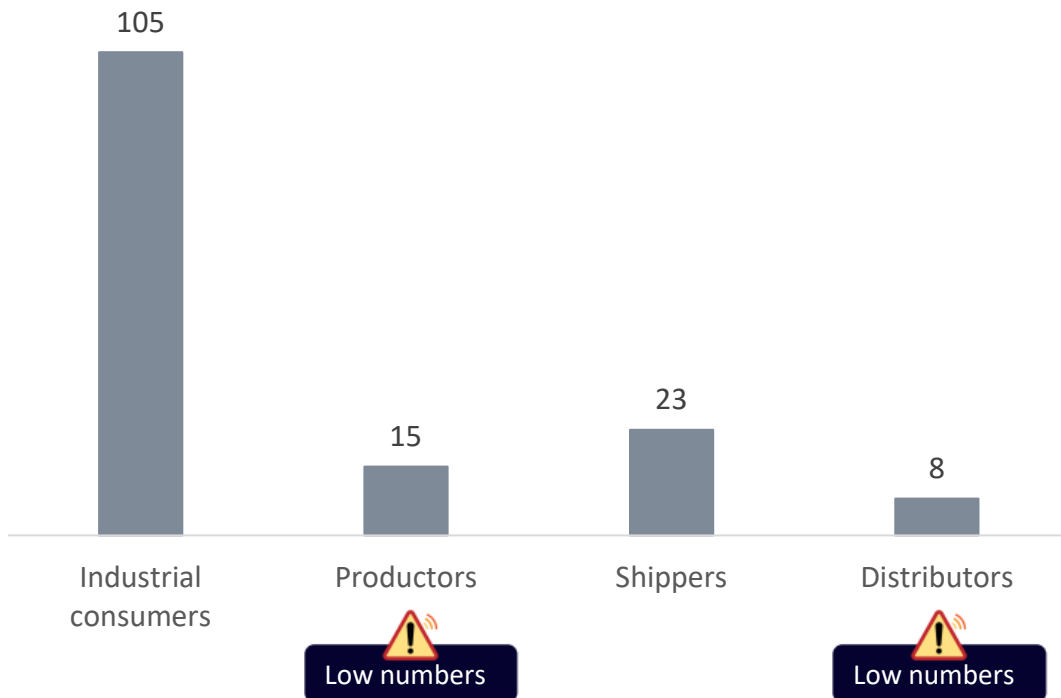
Made with Vocaza, software made for  
customer experience management



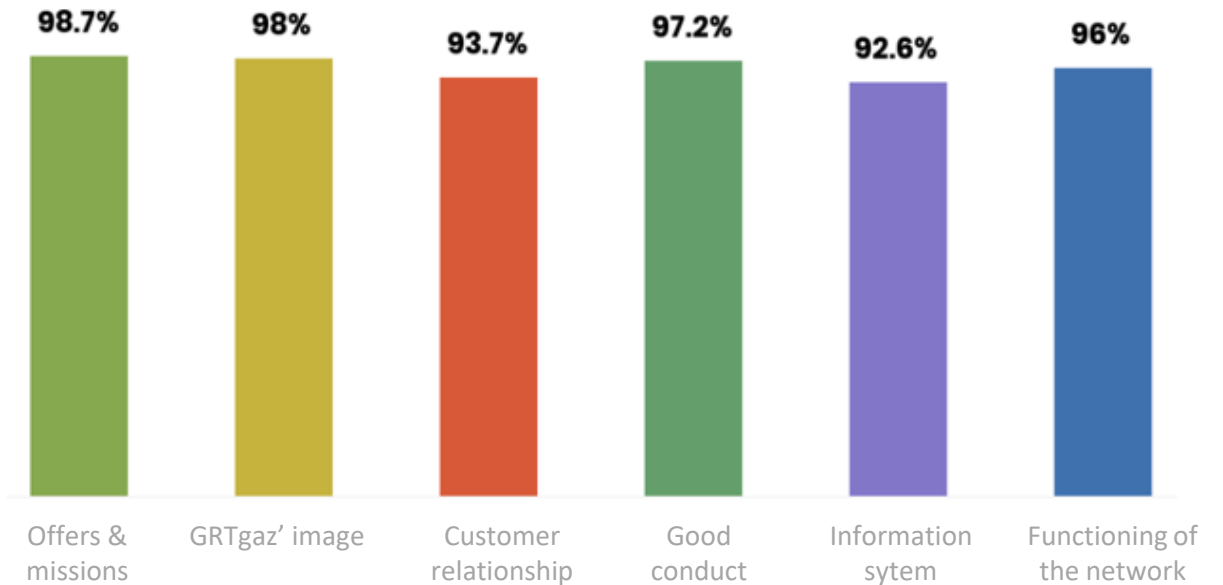
# THE SURVEY



### Number of respondents per category



### Satisfaction rate by section



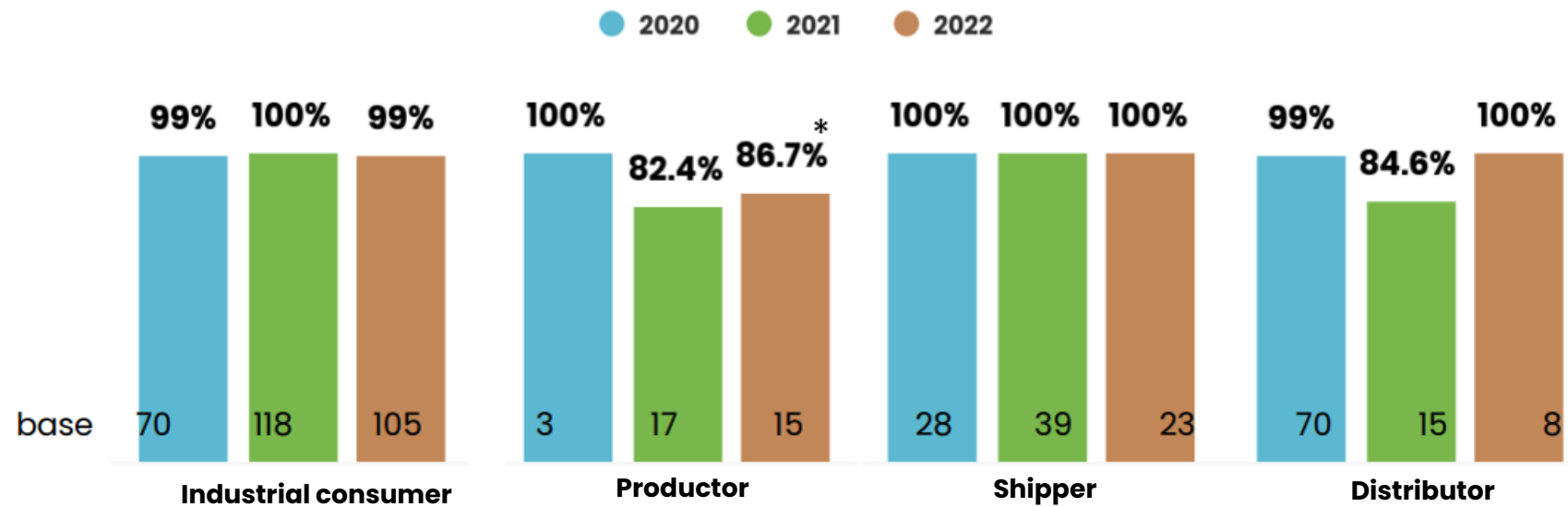
# 1ST SECTION : GRTGAZ' IMAGE

Satisfaction  
rate

**98%**

97.3% in 2021 and  
98% in 2020

Overall, you would say that of GRTgaz you have a ...

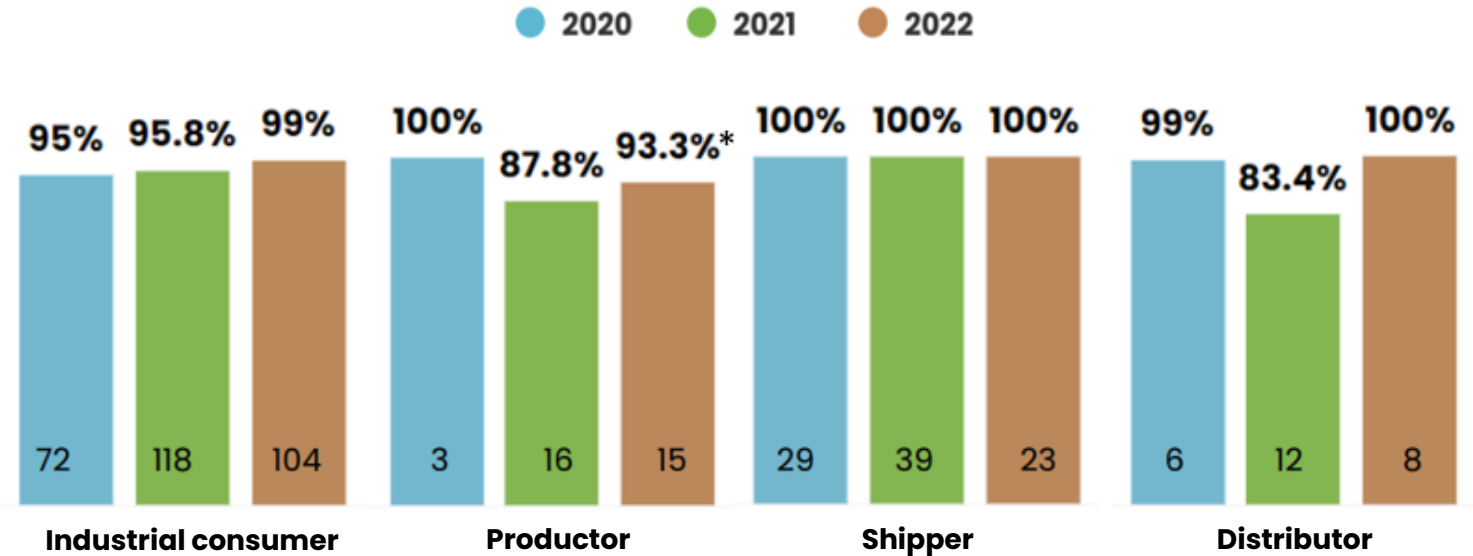


\* 1 person unsatisfied

## 2<sup>ND</sup> SECTION : OFFERS & MISSIONS OF GRTGAZ

Satisfaction rate  
**98.7%**  
95.1% in 2021  
and 98% in 2020

Overall, what is your satisfaction level regarding the offer and services that GRTgaz provides ?



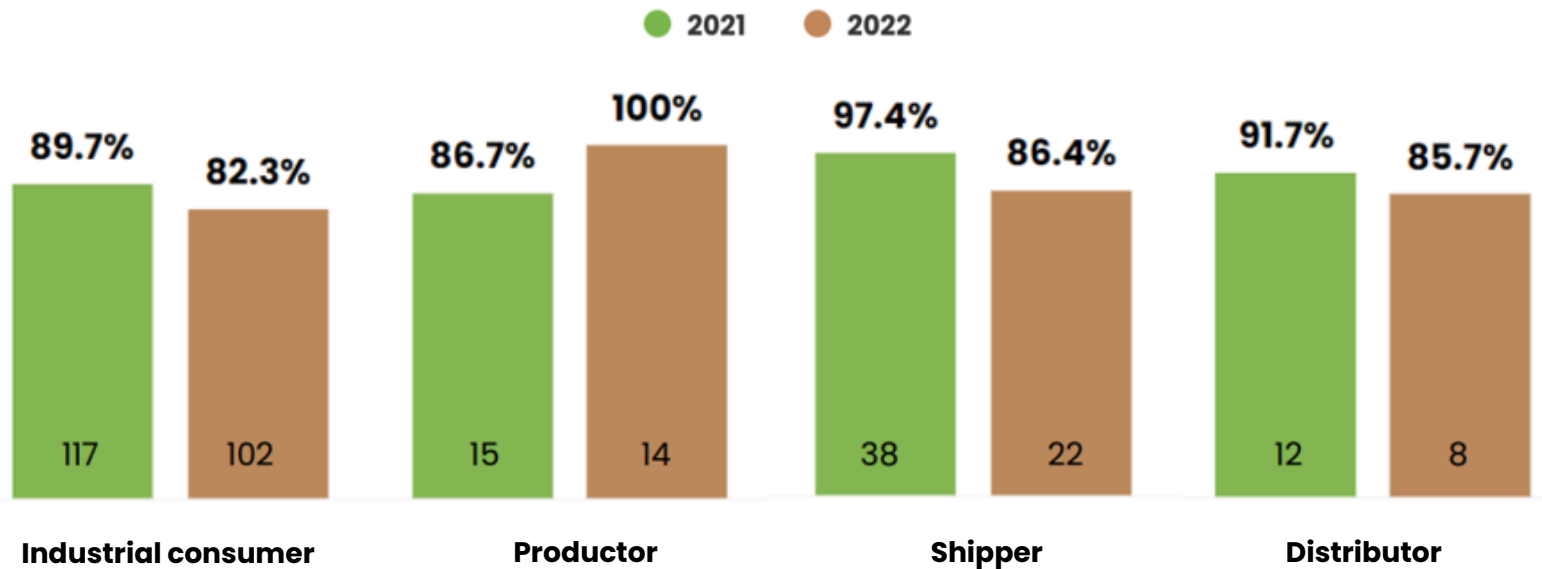
\* 1 person unsatisfied

# 2<sup>ND</sup> SECTION : OFFERS & MISSIONS OF GRTGAZ IN FAVOR OF THE ENERGY TRANSITION

New question 2021 

Satisfaction rate  
**84%**  
91% in 2021

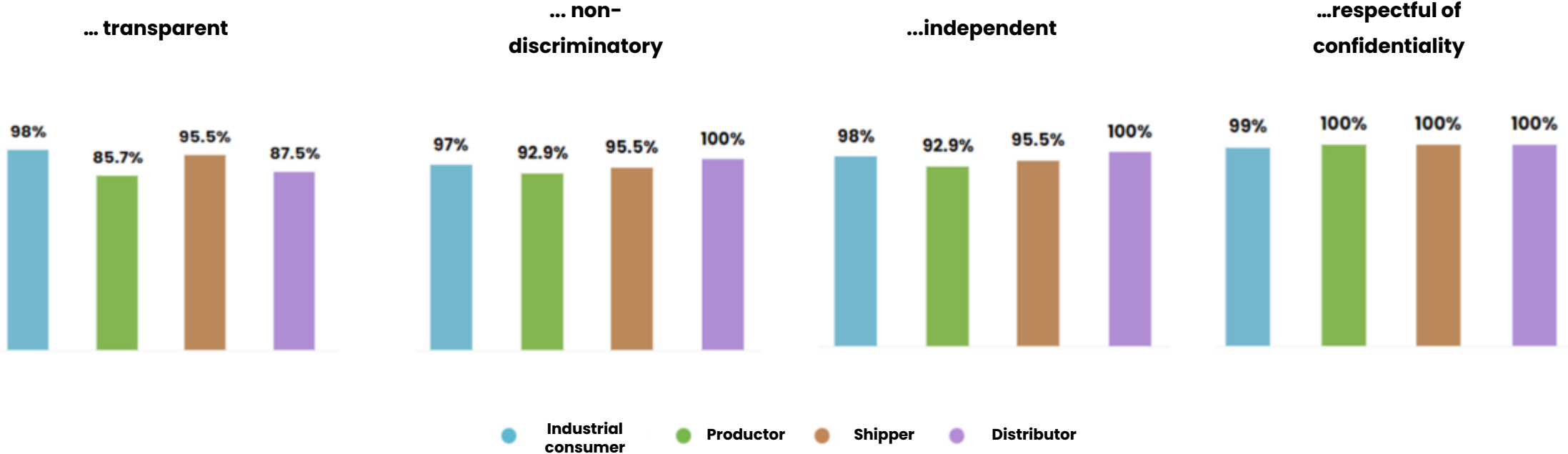
Are you satisfied with GRTgaz' actions in favor of the energy transition ?



# 3<sup>RD</sup> SECTION : GOOD CONDUCT

Satisfaction rate  
**97.2%**  
95.6% in 2021 and 93% in 2020

According to you, GRTgaz, as an operator, is



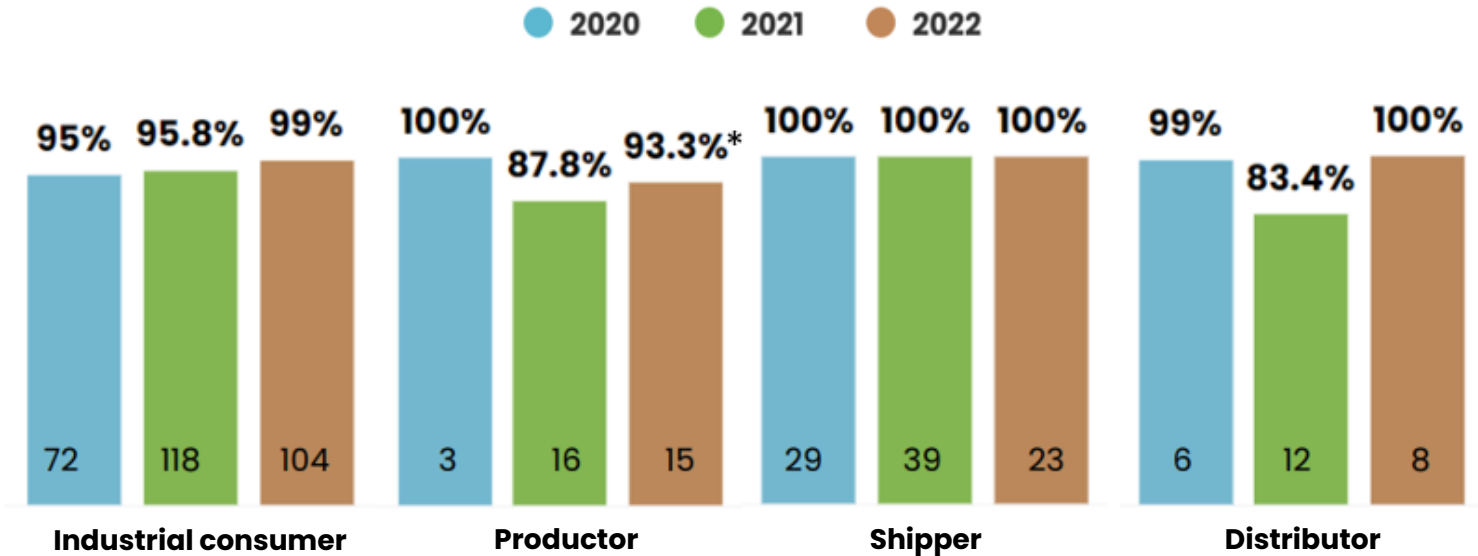
# 4<sup>TH</sup> SECTION : CUSTOMER RELATIONSHIP

Satisfaction  
rate

**96%**

100% in 2021 and  
94% in 2020

Overall, what is your satisfaction level regarding your customer relationship with GRTgaz ?



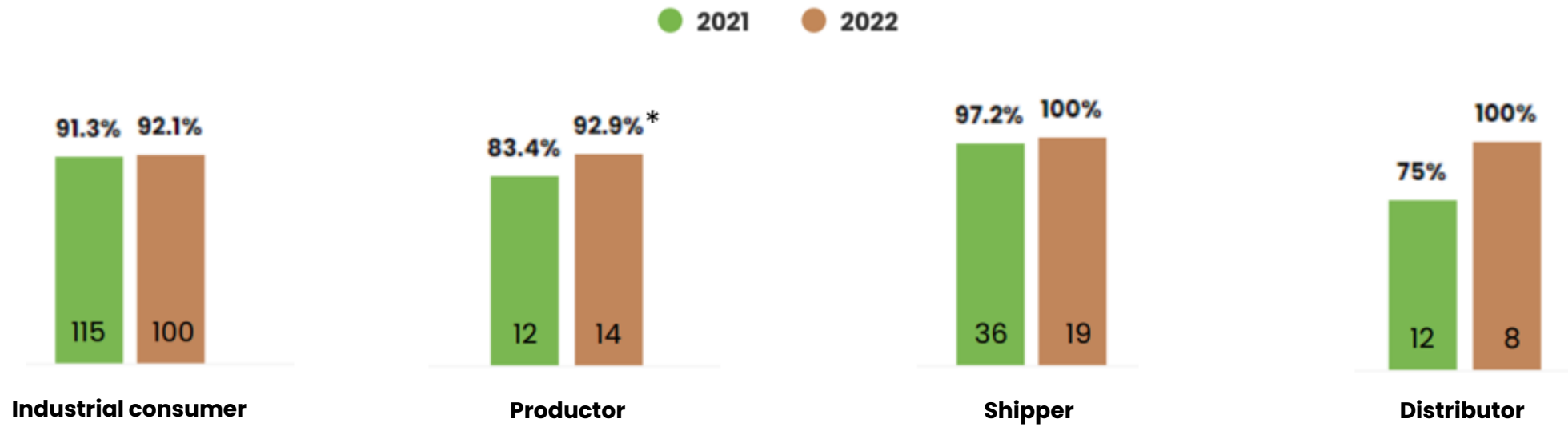
\*\* 2 people unsatisfied.

# 4<sup>TH</sup> SECTION : CUSTOMER RELATIONSHIP CUSTOMER-ORIENTED COMPANY

New question 2021 

Rate of agreement  
**94%**  
90.8% in 2021

Do you view GRTgaz as a customer-oriented company ?



\* 1 person unsatisfied



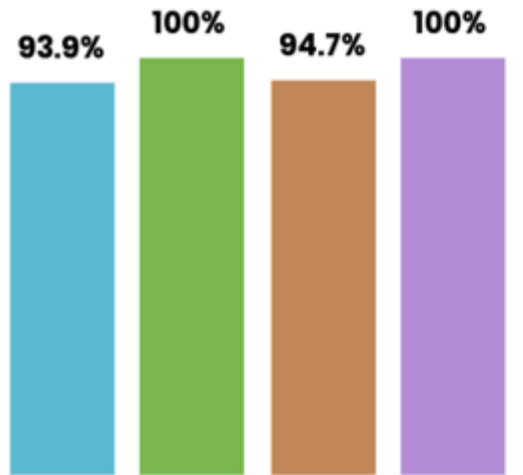
# 5<sup>TH</sup> SECTION : INFORMATION SYSTEM

New question 2021 

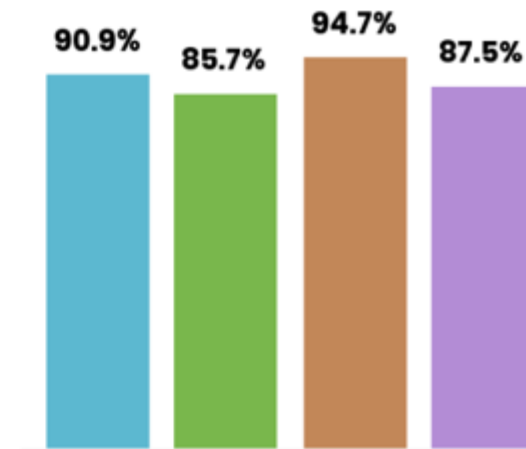


About data provided by GRTgaz, what is your satisfaction level regarding :

Quality of data



Timeliness

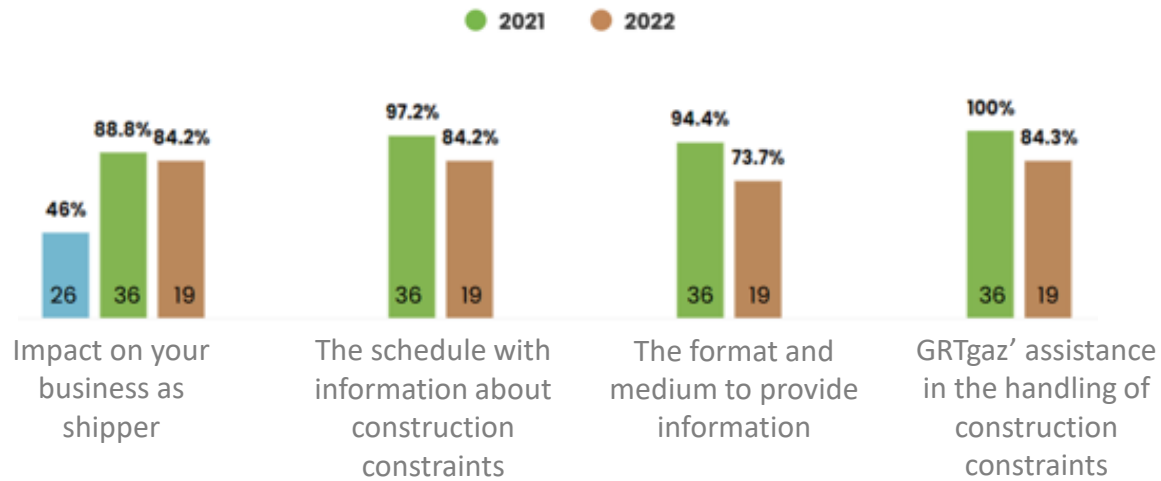


 Industrial consumer    Productor    Shipper    Distributor

# 6<sup>TH</sup> SECTION : FUNCTIONING OF THE NETWORK AND CONSTRUCTION

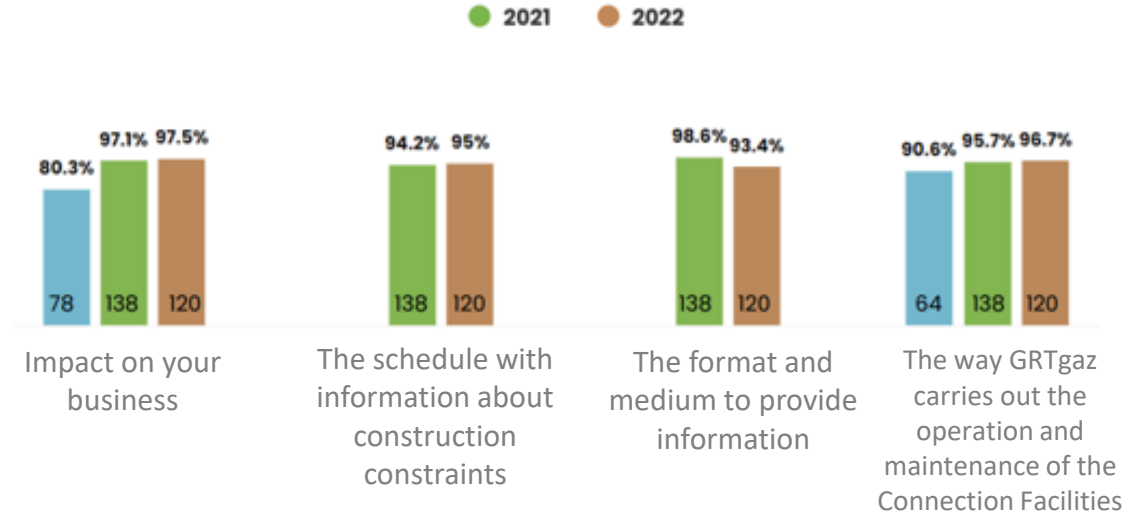
## Shippers

About GRTgaz 2021 network maintenance program, what is your satisfaction level regarding :



## Industrial consumers, Distributors & Producers

About construction work done on GRTgaz facilities in 2021, what is your satisfaction level regarding :



A photograph of three people jumping joyfully in a snowy outdoor setting. The person on the left is a woman with glasses and a brown jacket. The person in the middle is a man with glasses and a blue jacket. The person on the right is a man with glasses and a black t-shirt. They are all smiling and have their arms raised. The background shows a snowy landscape with trees and a building. A sign in the background reads "Caution! Cross Traffic Does NOT Stop for Pedestrians".

# Vocaza

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