

Customer Satisfaction Survey 2023

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Return rates by customer category

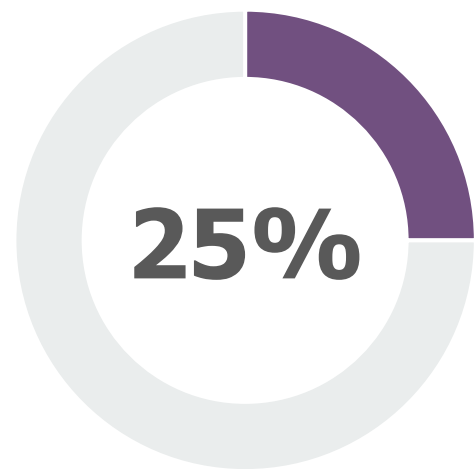
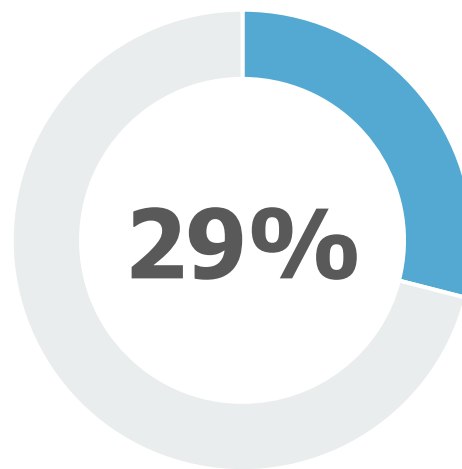
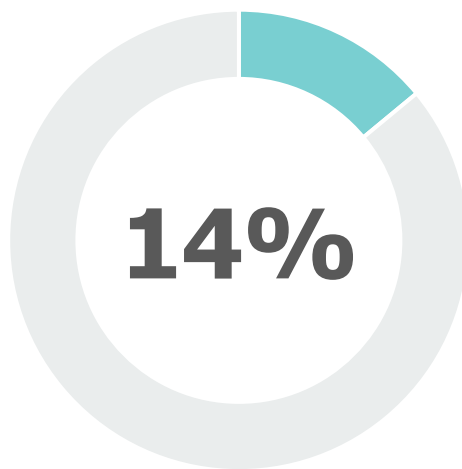
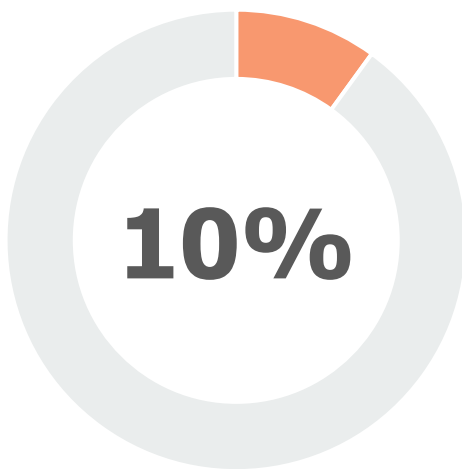
Shippers

Consumers

Distributors

Producers

Number of contacts	336	749	24	105
Number of respondents	32	107	7	26

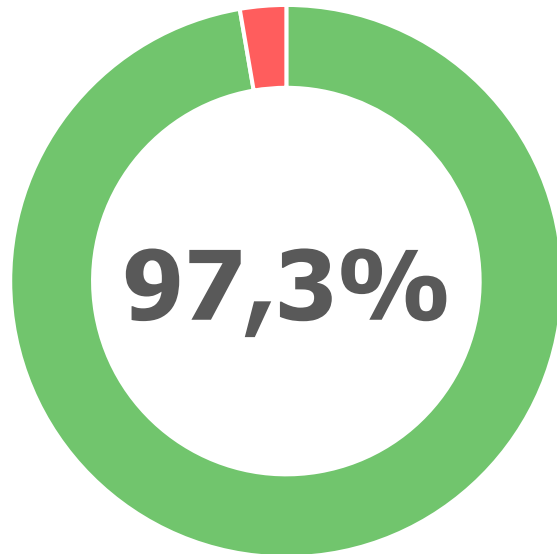


* The sum of responses is greater than 165 because some respondents may be both shippers and consumers/producers.



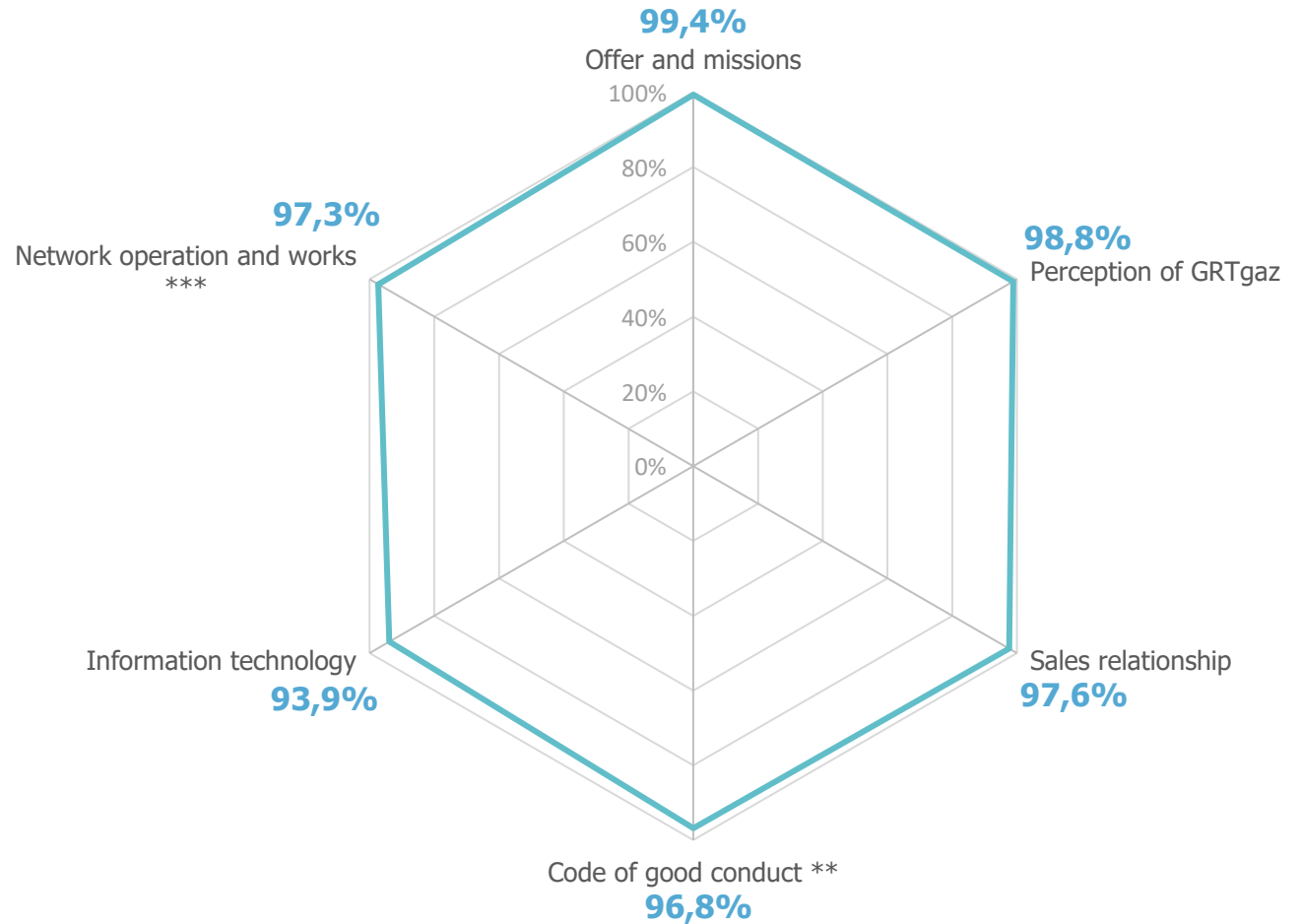
Summary

Overall rate *



* Average calculated on the basis of the overall positive image rate and the satisfaction rates for the following criteria:

- Offer and Missions
- Sales relationship
- Code of good conduct
- Information technology
- Network operation and works



** Average calculated on the basis of the criteria of transparency, non-discriminatory practices, independence and respect for confidentiality.

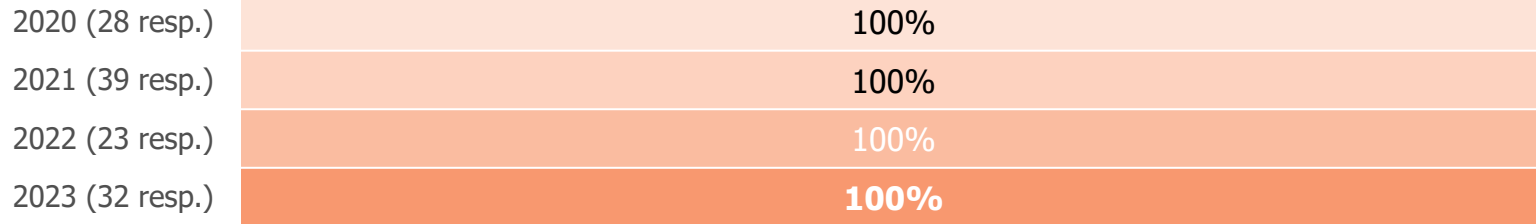
*** Weighted average of all satisfaction criteria for network operation and works



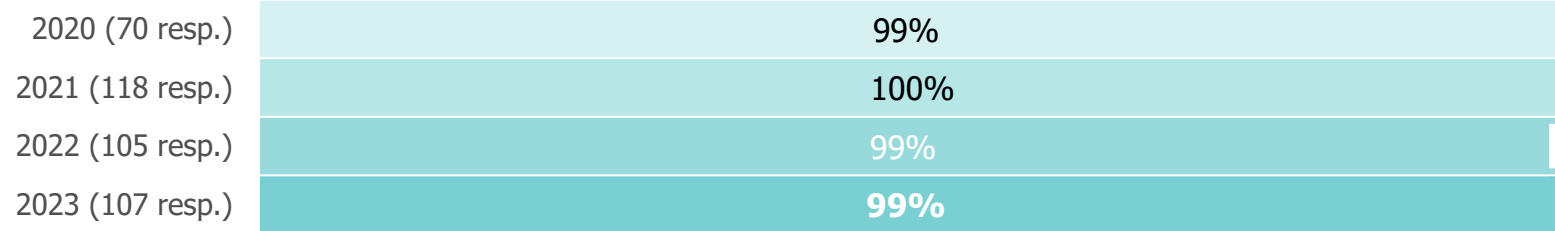
Perception of GRTgaz

Overall, you would say of GRTgaz that you have a [very good image + quite good image]

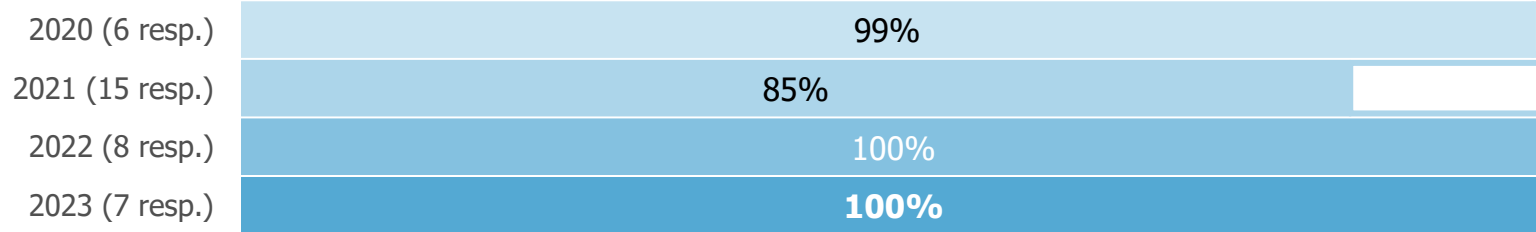
Shippers



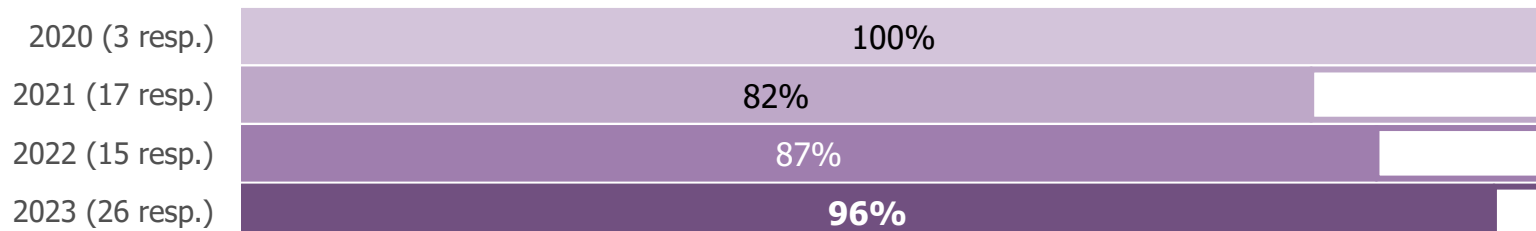
Consumers



Distributors



Producers



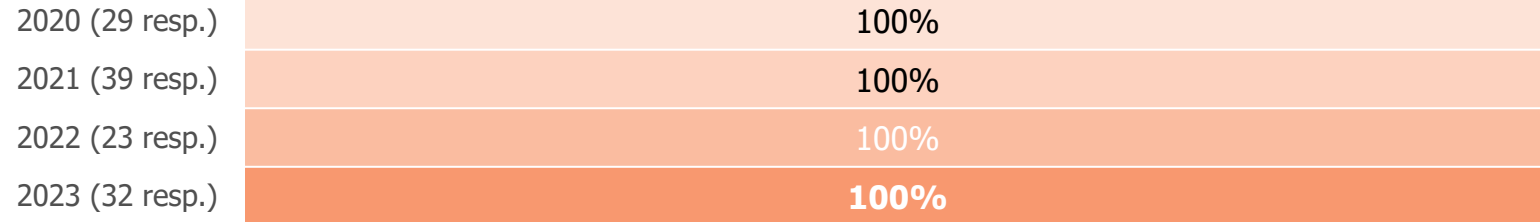
few respondents



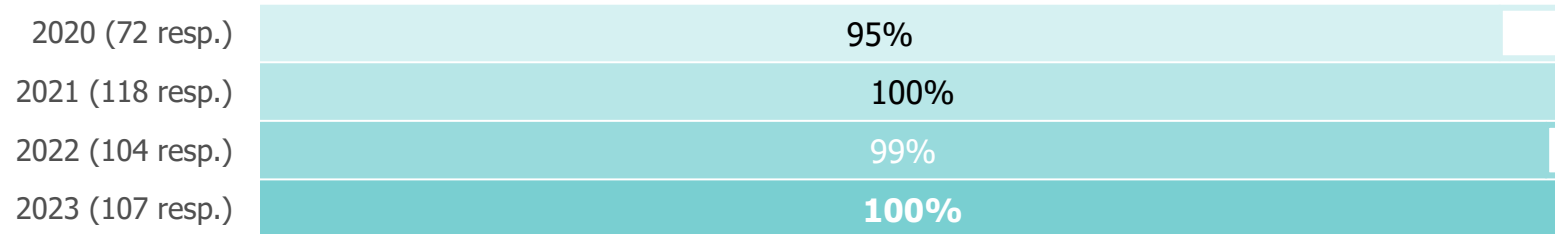
Offer and Missions of GRTgaz

Overall, what is your level of satisfaction with the offer and services delivered by GRTgaz?

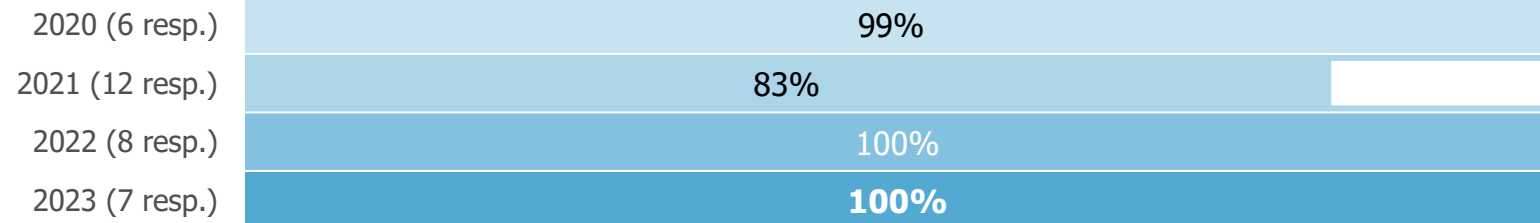
Shippers



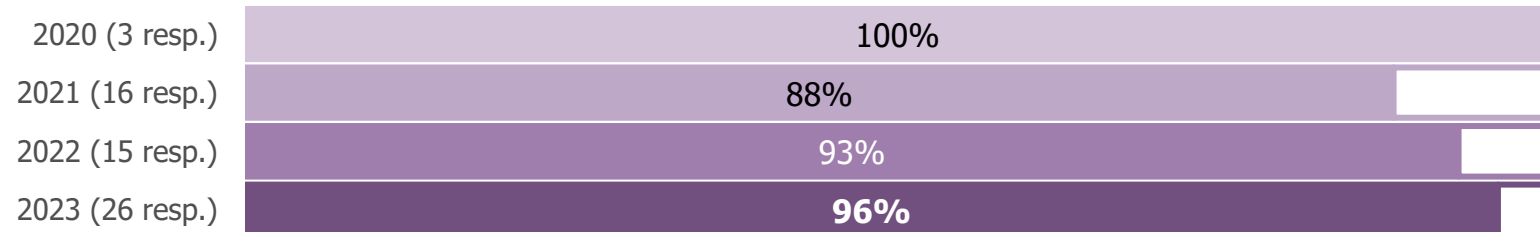
Consumers



Distributors



Producers

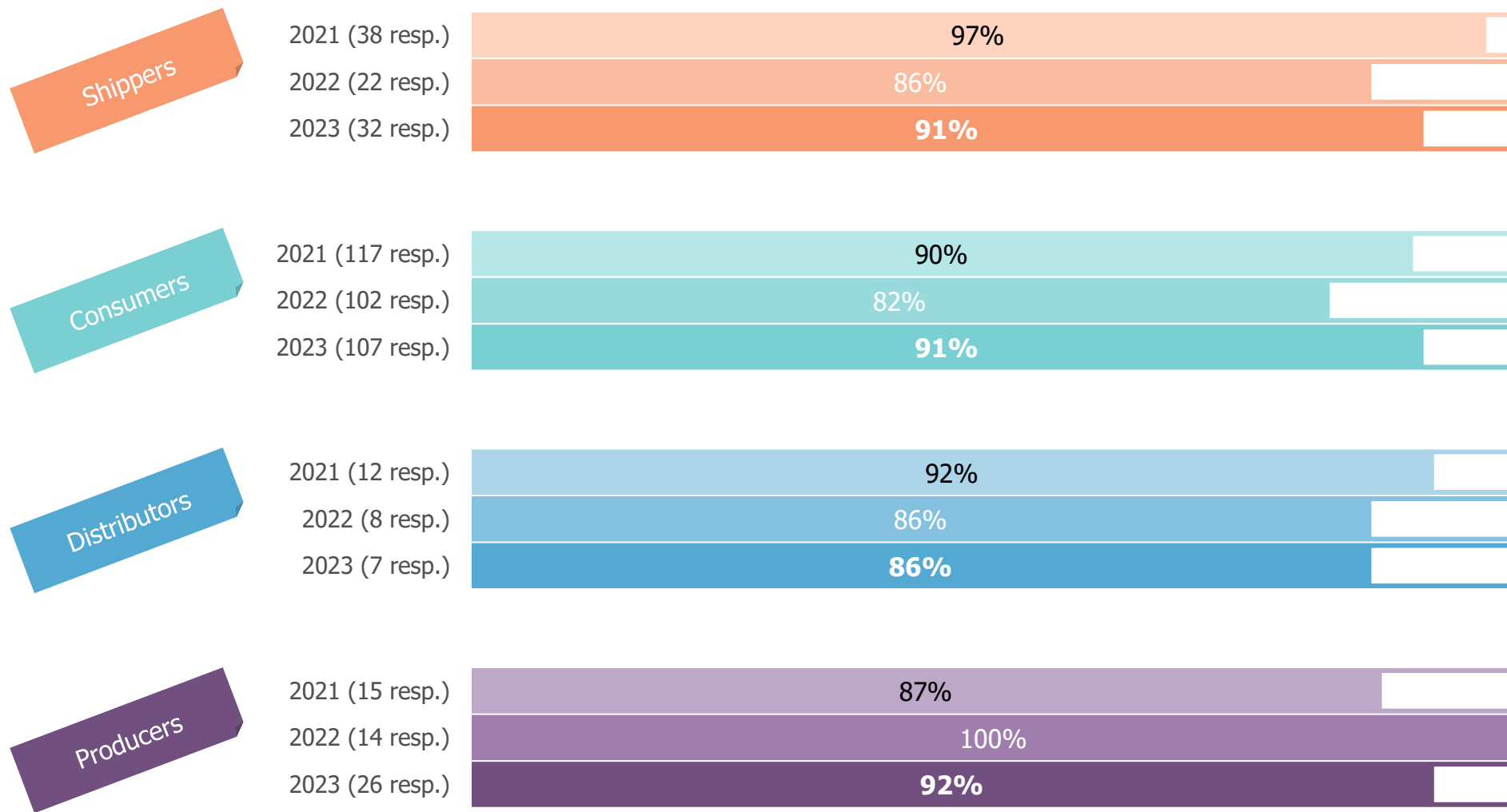


 *few respondents*



Offer and Missions : actions in favour of the energy transition

Are you satisfied with GRTgaz's actions in favour of the energy transition (spokesperson, R&D, reductions in CO2 emissions related to transport...)?



few respondents



Compliance with the Code of Good Conduct

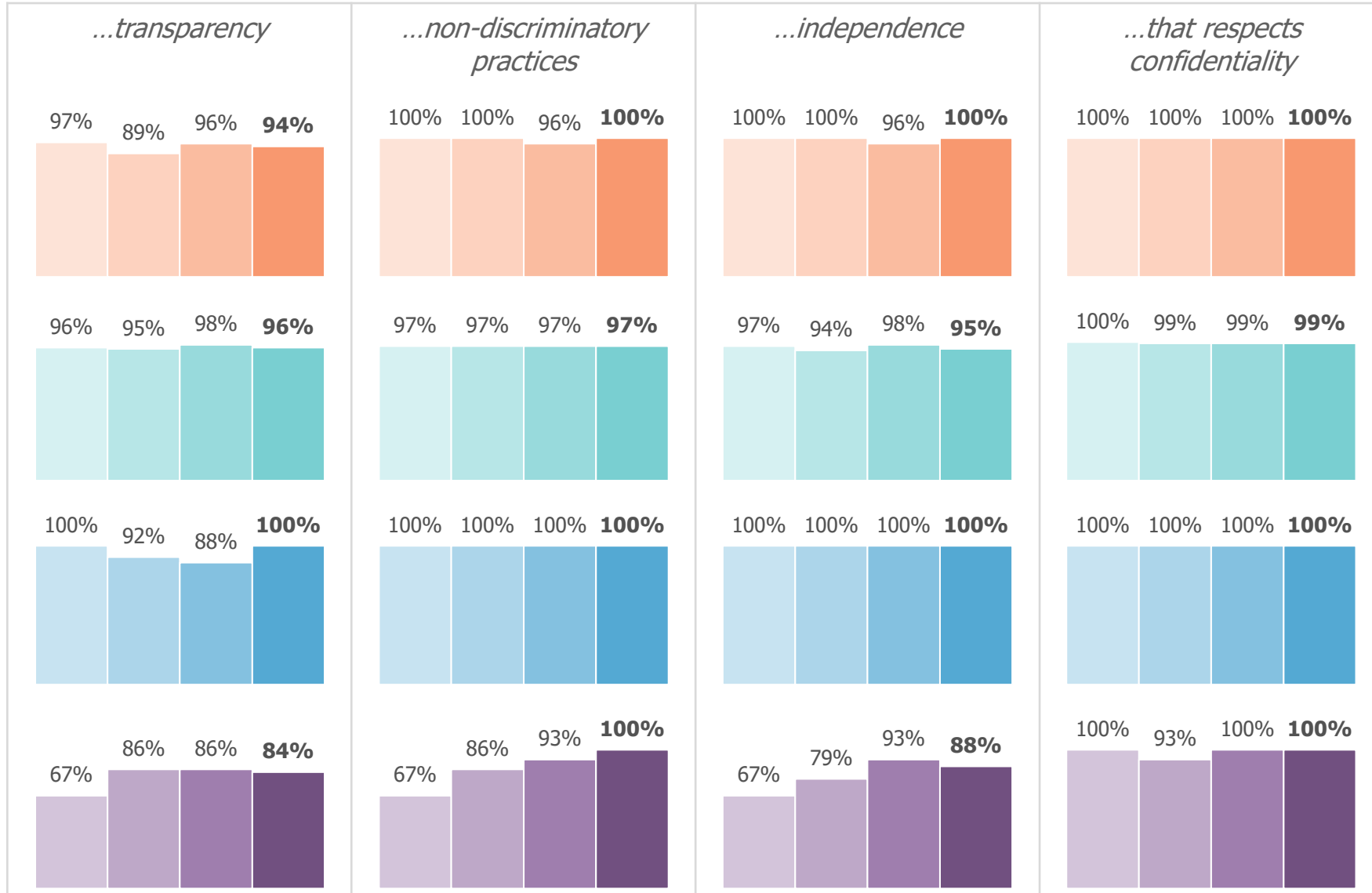
According to you, GRTgaz is an operator with...

Shippers

Consumers

Distributors

Producers



- 2020 (25 to 28 resp.)
- 2021 (36 resp.)
- 2022 (22 resp.)
- 2023 (32 resp.)

- 2020 (55 to 66 resp.)
- 2021 (116 resp.)
- 2022 (101 resp.)
- 2023 (107 resp.)

- 2020 (5 resp.)
- 2021 (12 resp.)
- 2022 (8 resp.)
- 2023 (7 resp.)

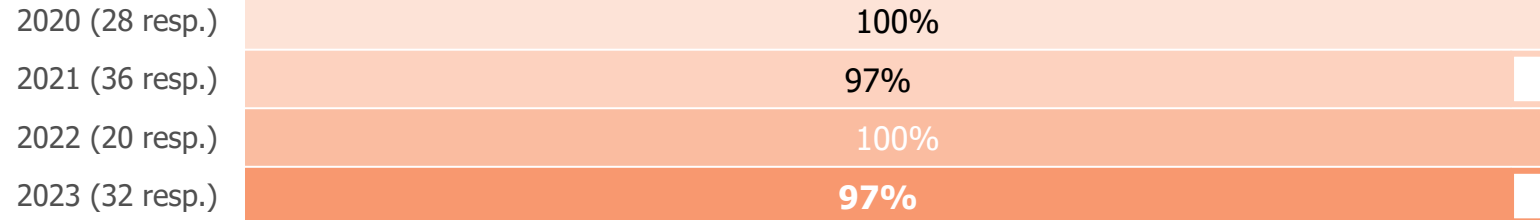
- ! few respondents**
- 2020 (3 resp.)
- 2021 (14 resp.)
- 2022 (14 resp.)
- 2023 (26 resp.)



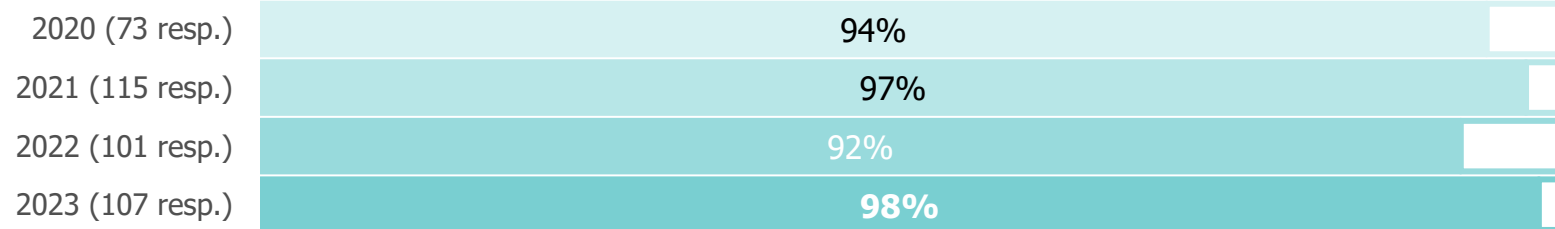
Sales relationship

In general, concerning sales relationship, are you [very satisfied + rather satisfied]?

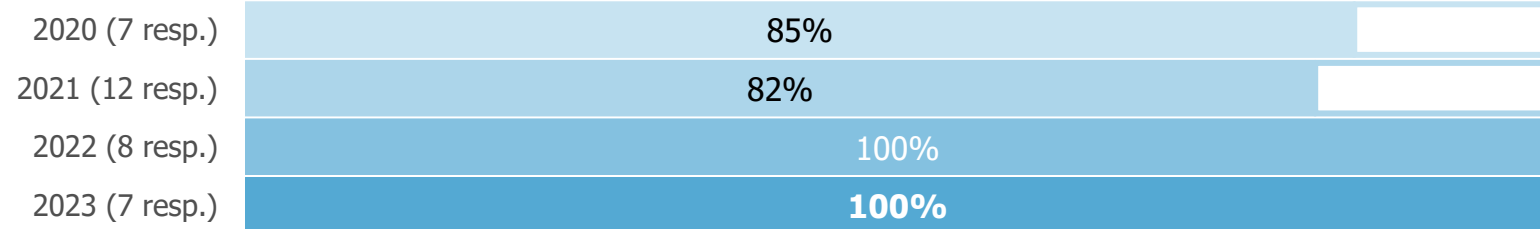
Shippers



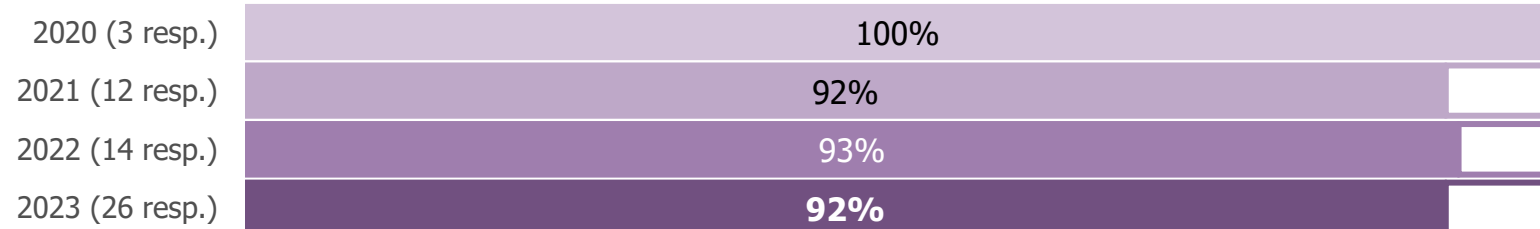
Consumers



Distributors



Producers



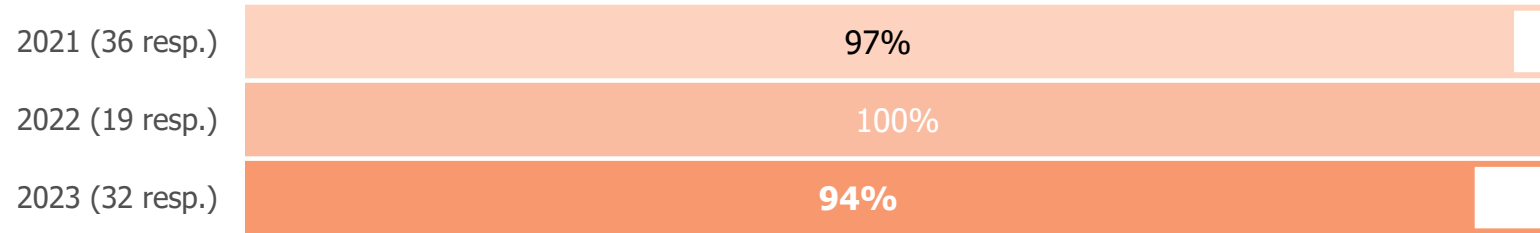
 *few respondents*



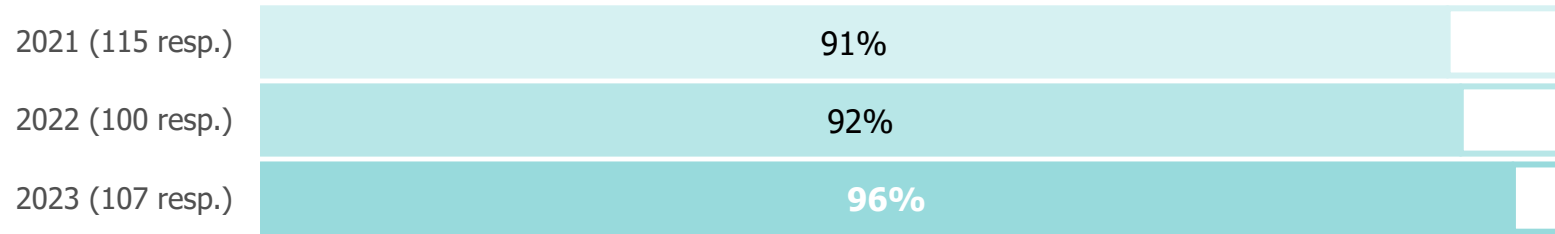
Sales relationship: GRTgaz is a customer-oriented company

Do you consider GRTgaz to be a customer-oriented company?

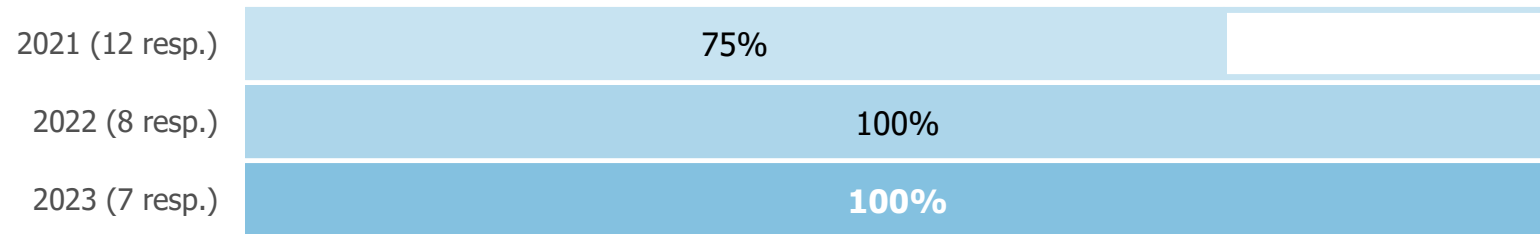
Shippers



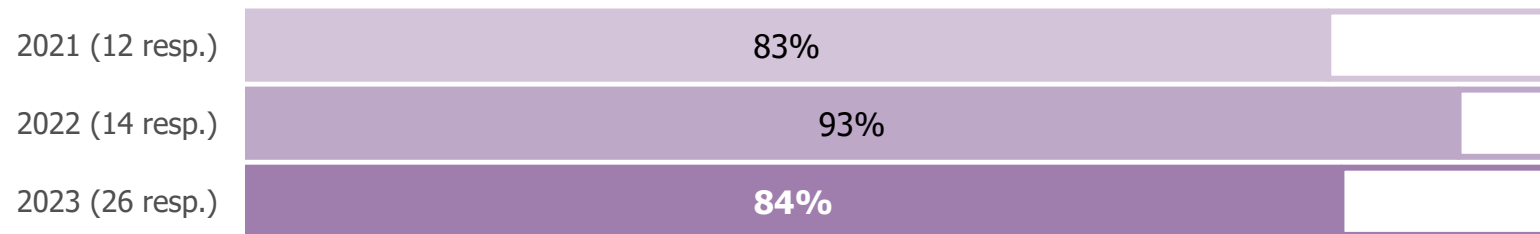
Consumers



Distributors



Producers

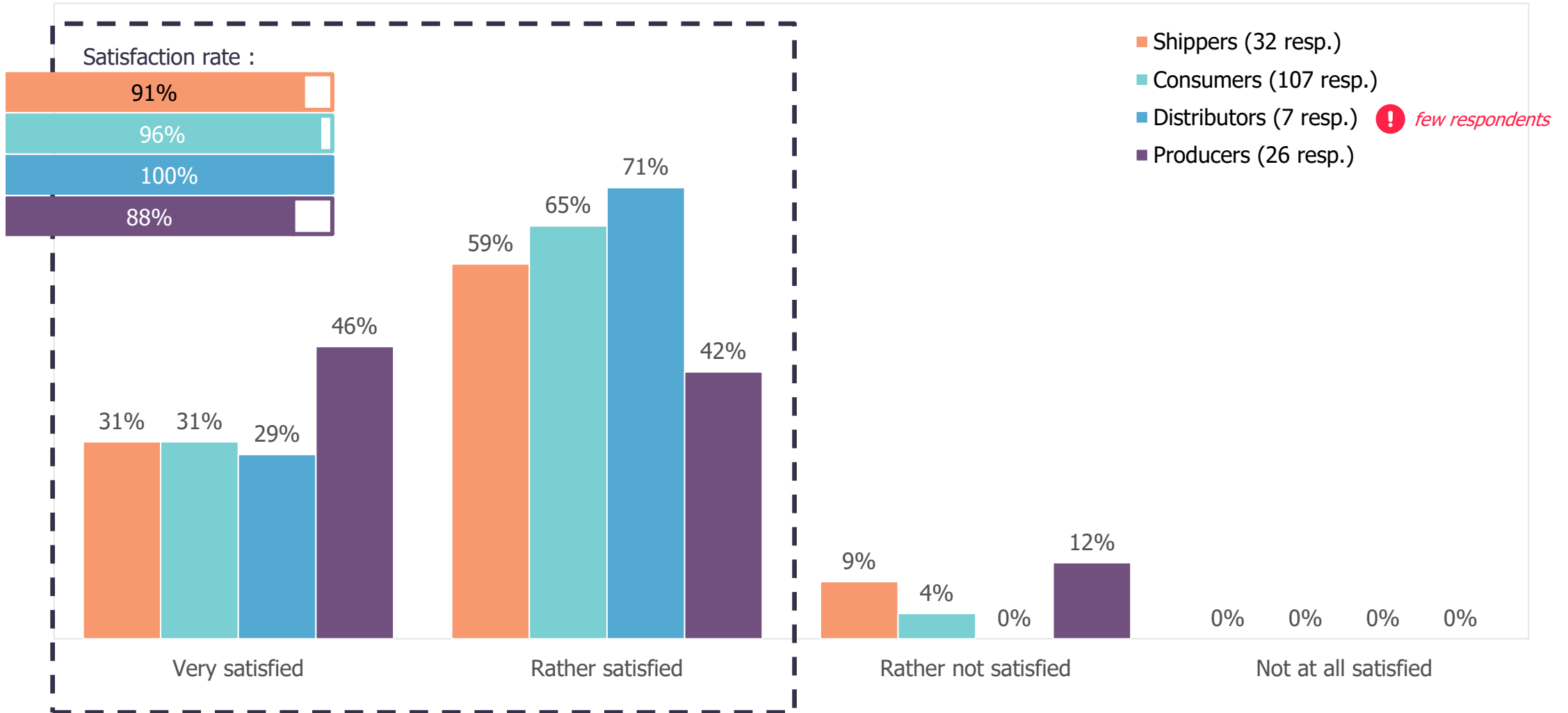


few respondents



Information Technology

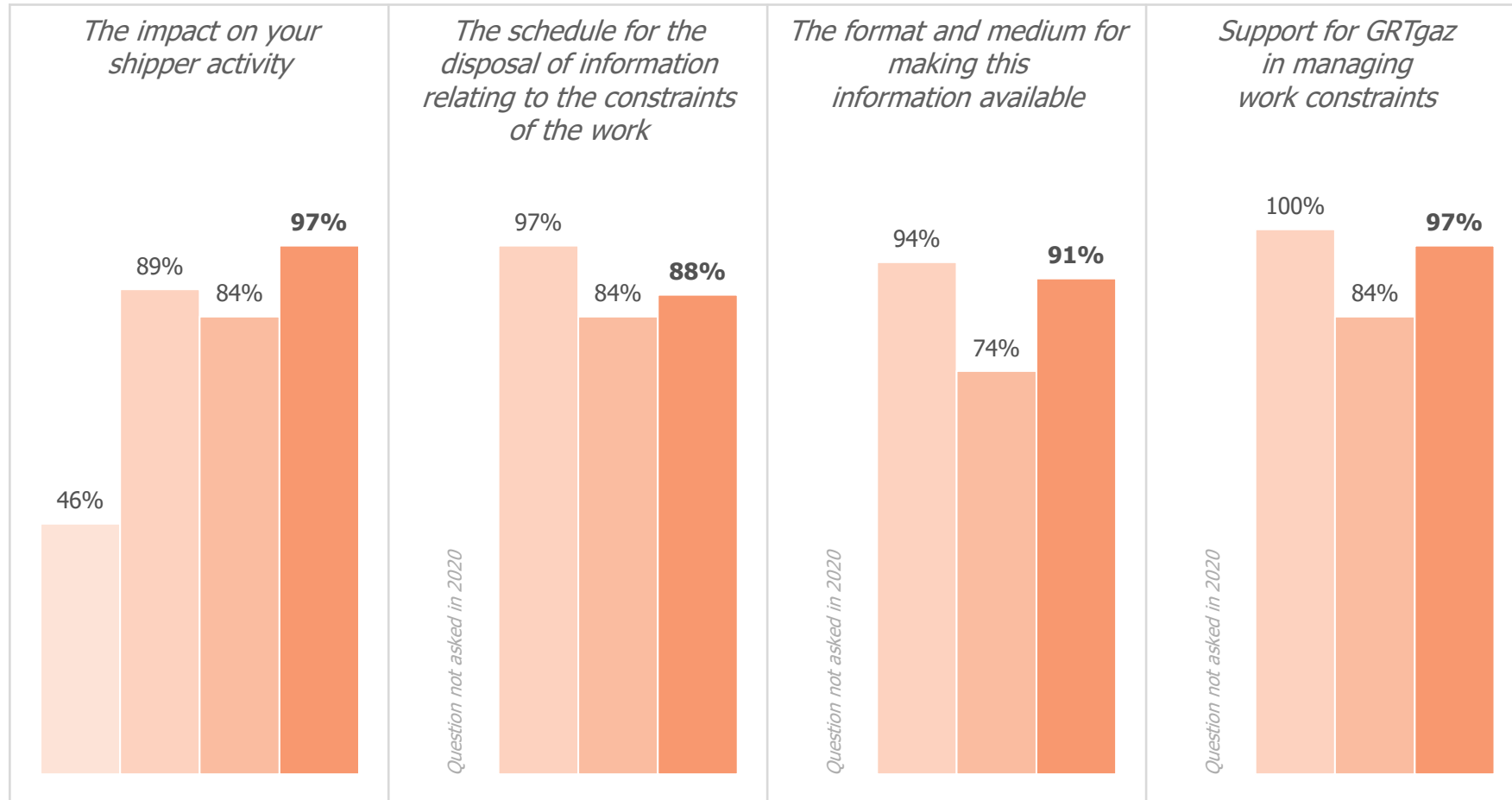
Overall, what is your level of satisfaction with the IT?





Network Operation and Works (1/2)

With regard to the 2022 GRTgaz network maintenance work program, what is your level of satisfaction with the following points:



Shippers

- 2020 (26 resp.)
- 2021 (36 resp.)
- 2022 (19 resp.)
- 2023 (32 resp.)



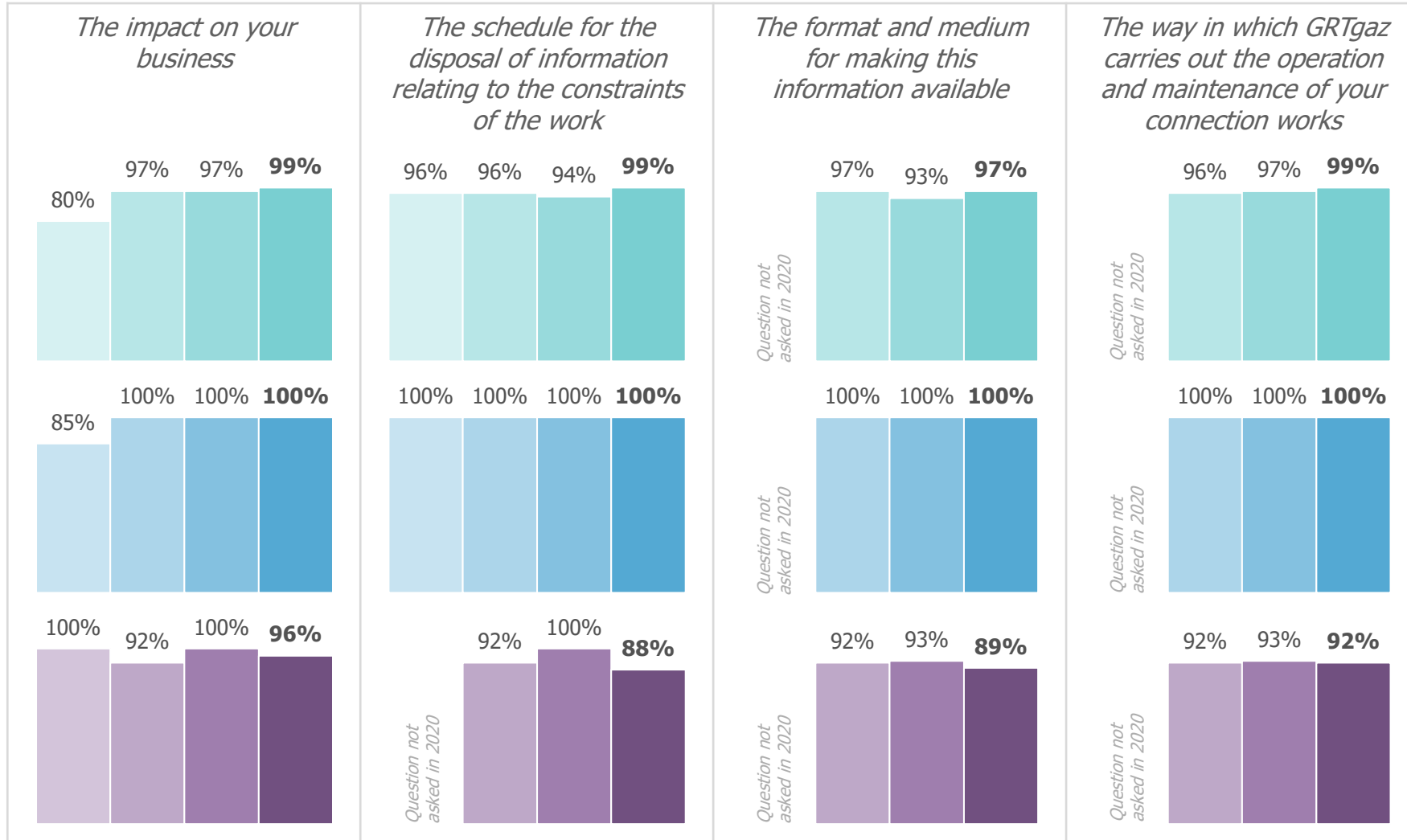
Network Operation and Works (2/2)

With regard to the work carried out on GRTgaz structures in 2022, what is your level of satisfaction with the following points:

Consumers

Distributors

Producers



- 2020 (60 to 71 resp.)
- 2021 (114 resp.)
- 2022 (98 resp.)
- 2023 (107 resp.)

- 2020 (4 to 7 resp.)
- 2021 (12 resp.)
- 2022 (8 resp.)
- 2023 (7 resp.)

- ! few respondents
- 2020 (3 resp.)
- 2021 (20 resp.)
- 2022 (14 resp.)
- 2023 (26 resp.)

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GRTgaz