



Customer Satisfaction Survey 2024



Return rates by customer category (2024)

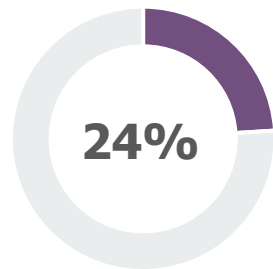
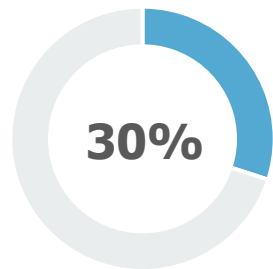
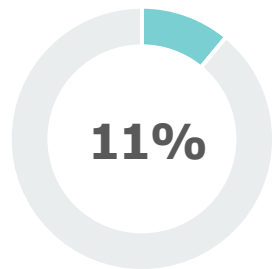
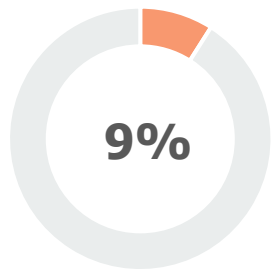
Shippers

Consumers

Distributors

Producers

Number of contacts	309	1011	27	102
Number of respondents	29	116	8	24

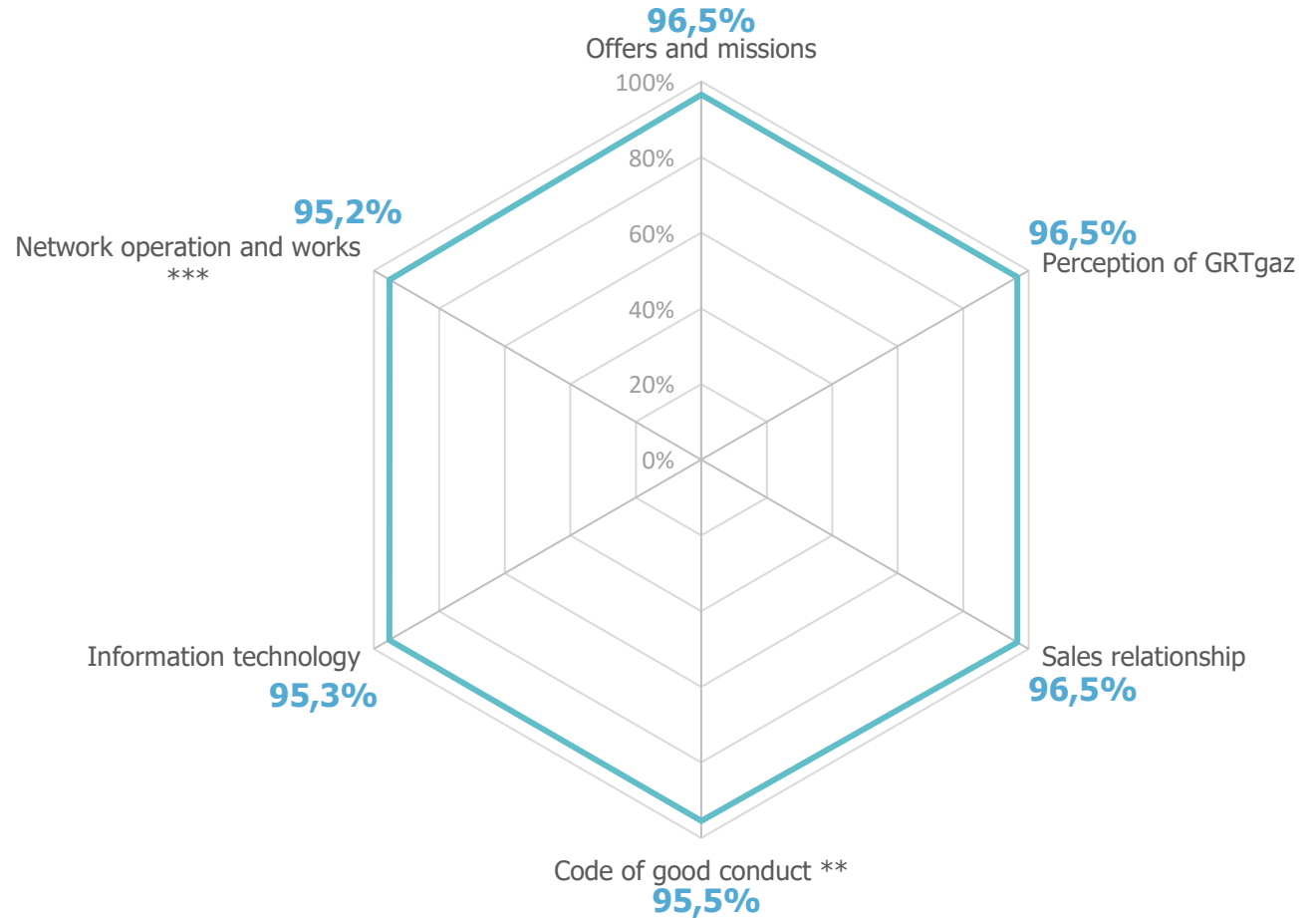
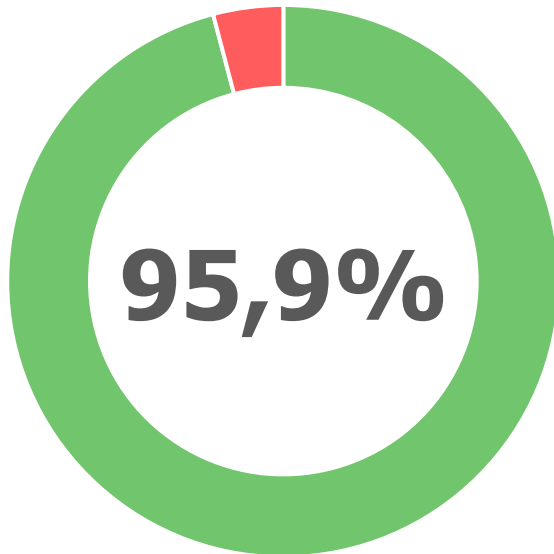


2023 (reminder)	32 resp. (soit 10%)	107 resp. (14%)	7 resp. (29%)	16 resp. (25%)
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Summary

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



Summary by customer category

	Shippers	Consumers	Distributors	Producers
Offers and missions	100,0%	100,0%	87,5%	79,2%
Perception of GRTgaz	96,6%	100,0%	87,5%	83,3%
Sales relationship	100,0%	99,1%	87,5%	83,3%
Code of good conduct **	99,1%	96,8%	87,5%	88,5%
Information technology	93,1%	95,7%	100,0%	95,8%
Network operation and works ***	94,0%	97,2%	87,5%	85,8%
Overall rate *	97,1%	98,1%	89,6%	86,0%

* 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.

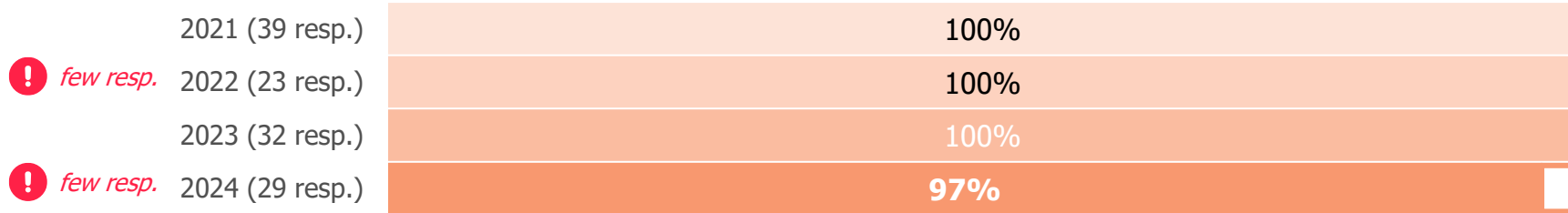
*** Weighted average of all satisfaction criteria for network operation and works



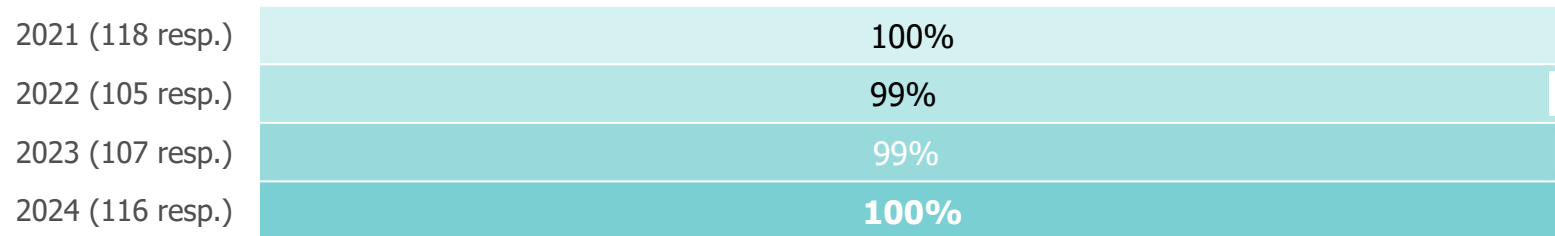
Perception of GRTgaz

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

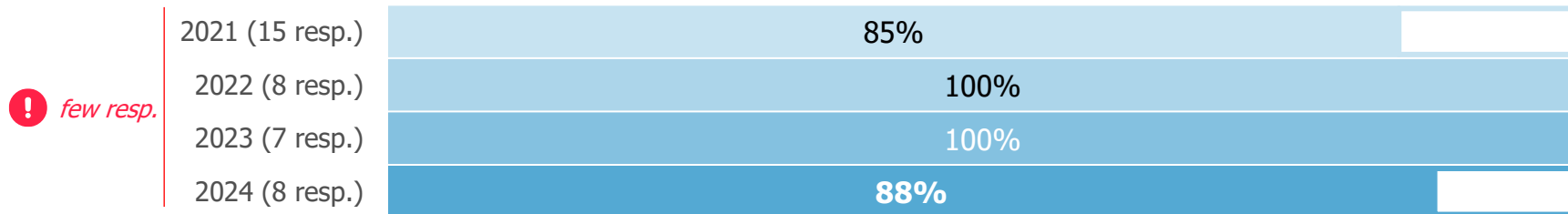
Shippers



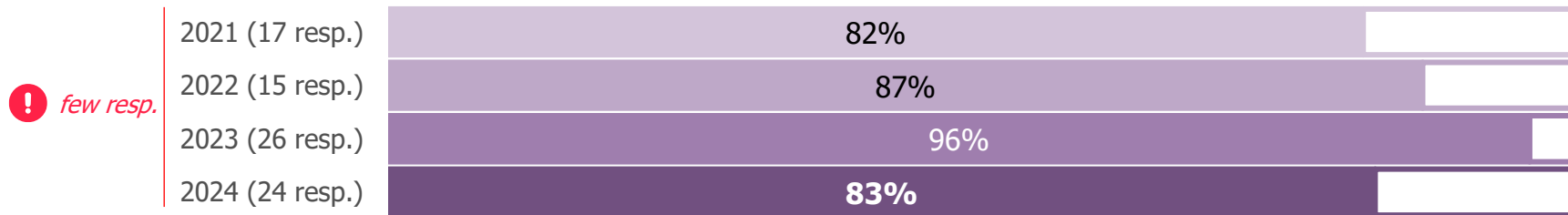
Consumers



Distributors



Producers

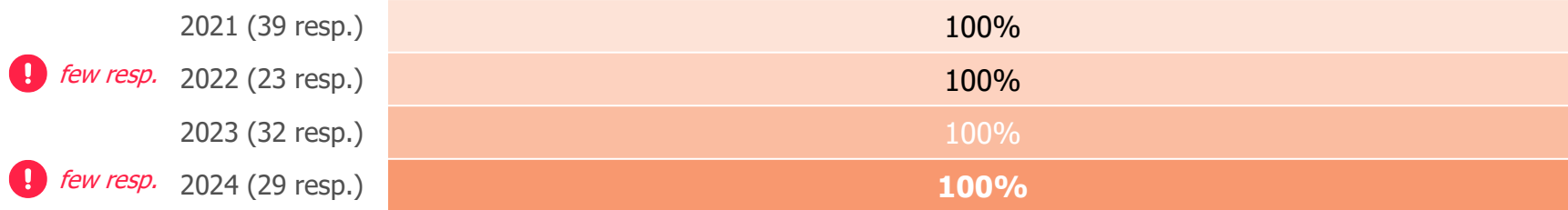




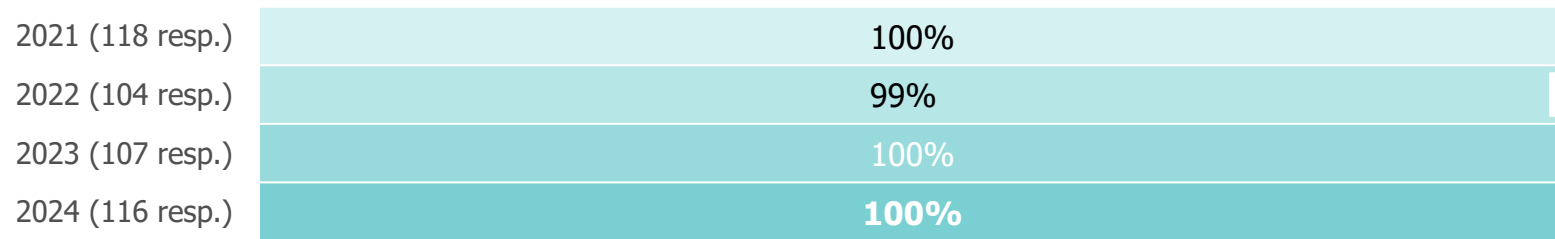
Offers and Missions of GRTgaz

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

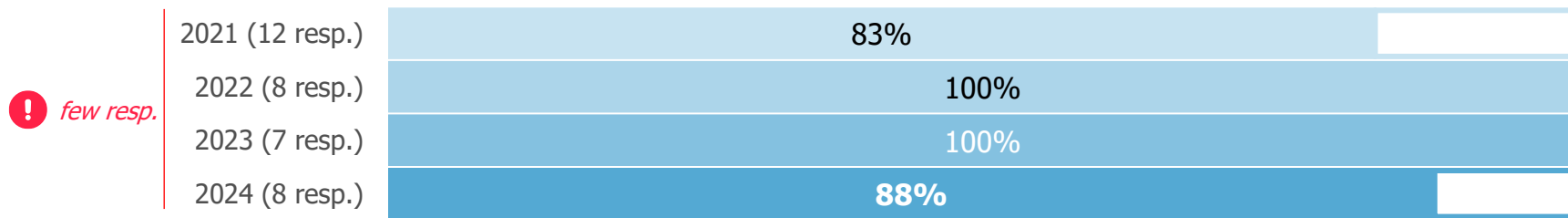
Shippers



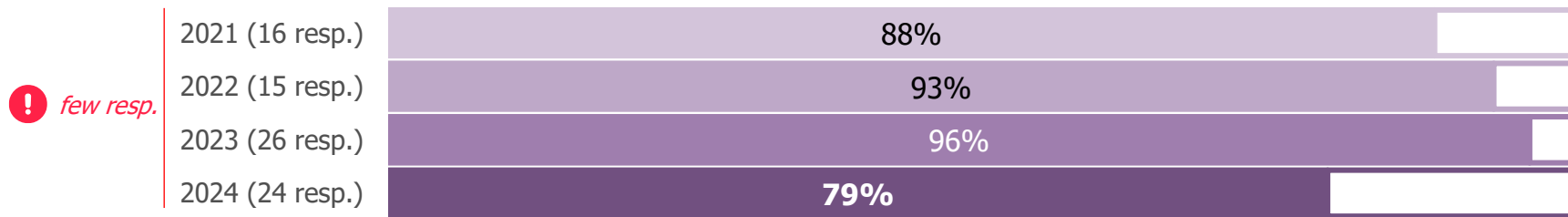
Consumers



Distributors



Producers

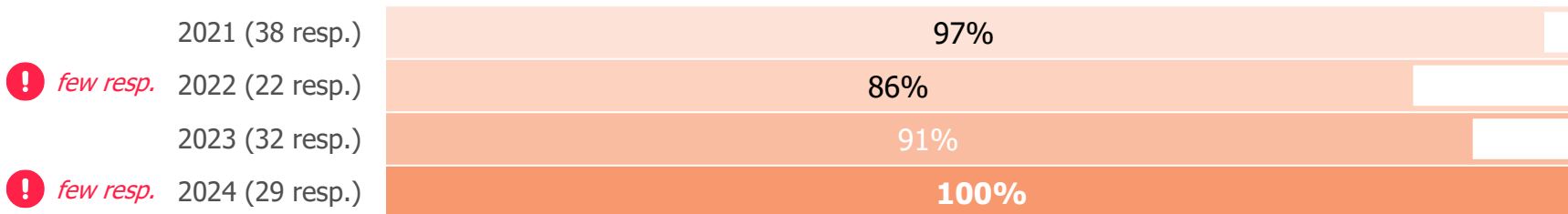




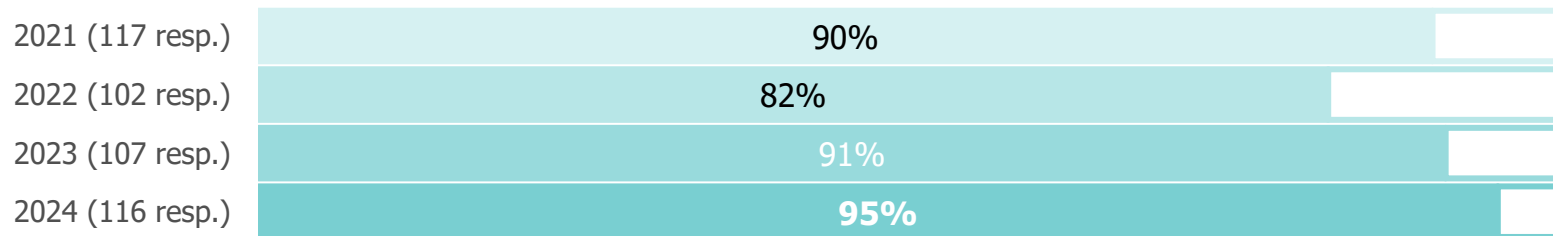
Offers and Missions : actions in favour of the energy transition

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

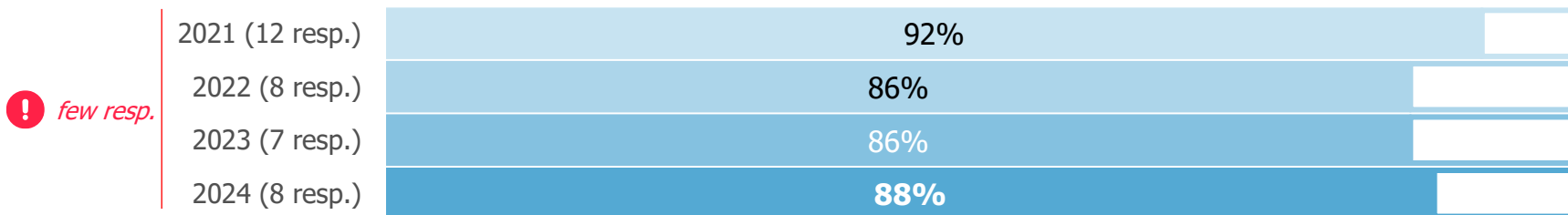
Shippers



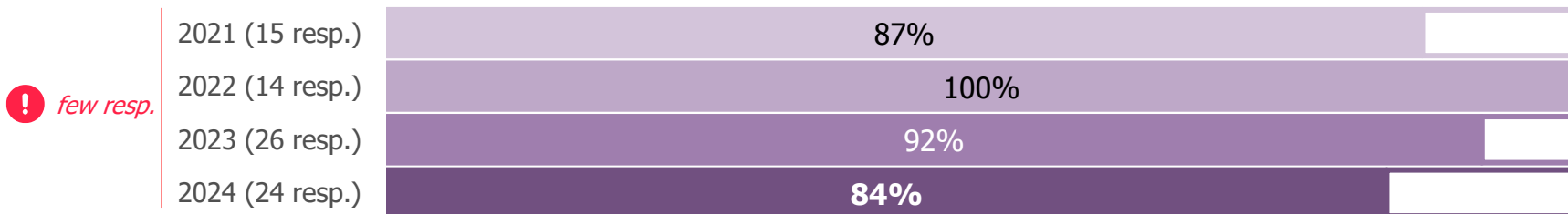
Consumers



Distributors



Producers





Compliance with the Code of Good Conduct

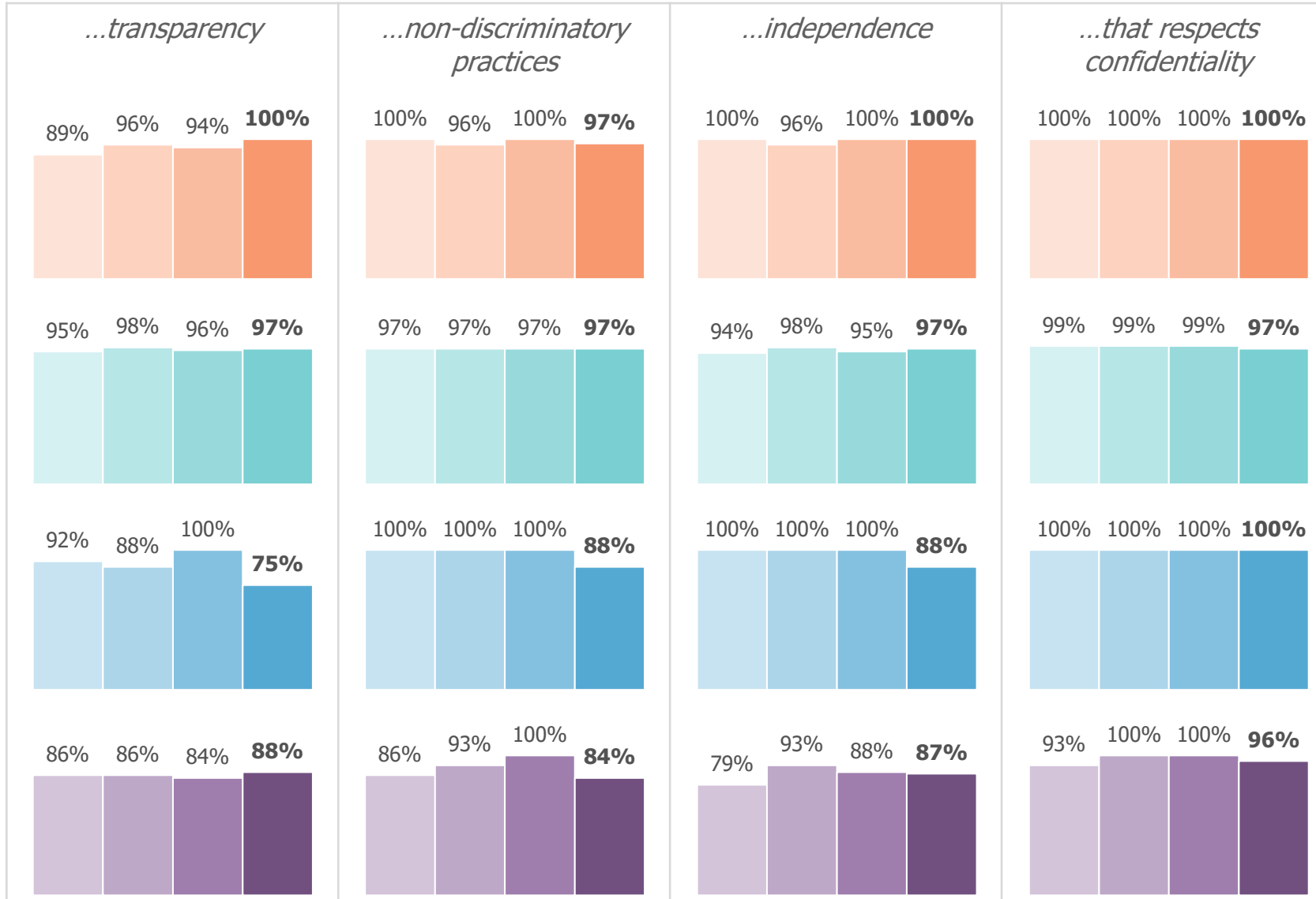
According to you, GRTgaz is an operator with...

Shippers

Consumers

Distributors

Producers



2021 (36 resp.)
2022 (22 resp.) **! few resp.**
2023 (32 resp.)
2024 (29 resp.) **! few resp.**

2021 (116 resp.)
2022 (101 resp.)
2023 (107 resp.)
2024 (116 resp.)

2021 (12 resp.)
2022 (8 resp.) **! few resp.**
2023 (7 resp.)
2024 (8 resp.)

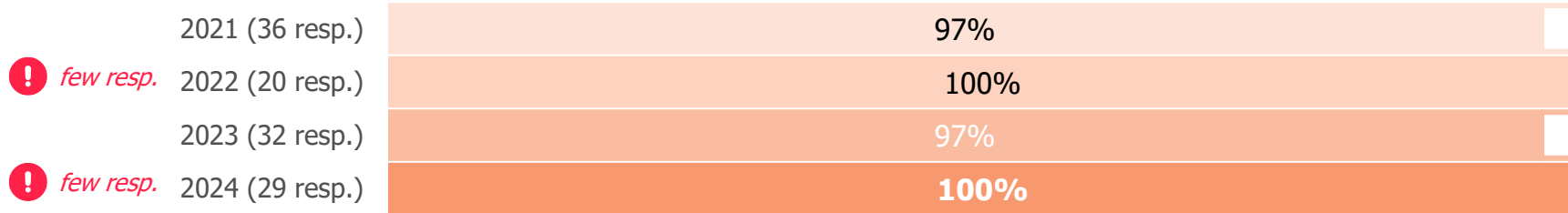
2021 (14 resp.)
2022 (14 resp.)
2023 (26 resp.)
2024 (24 resp.) **! few resp.**



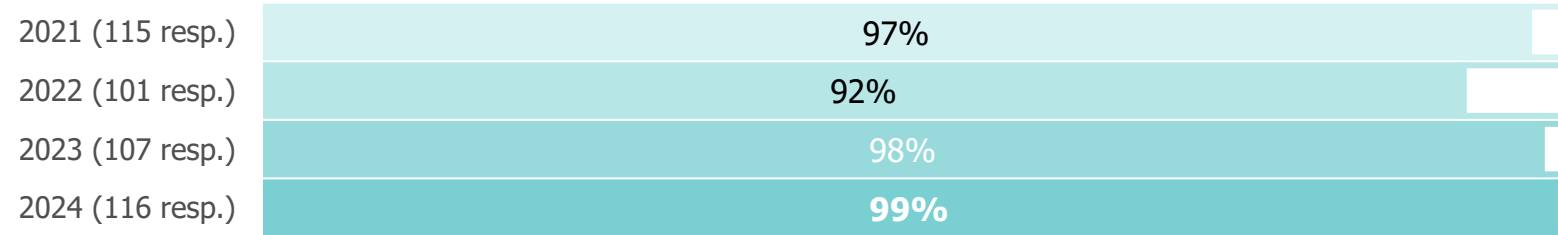
Sales relationship

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

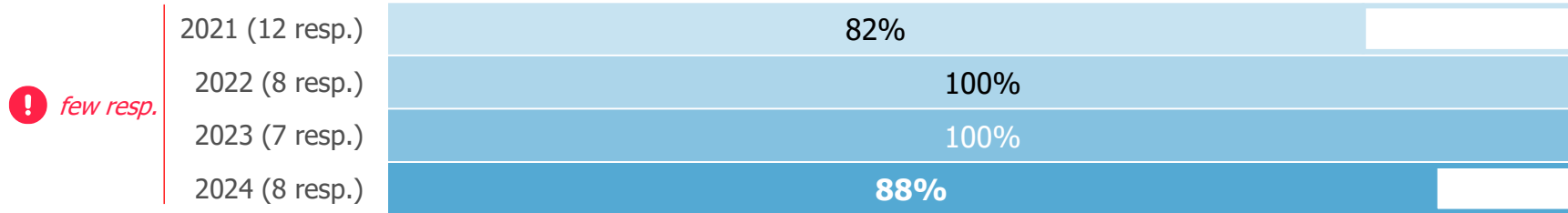
Shippers



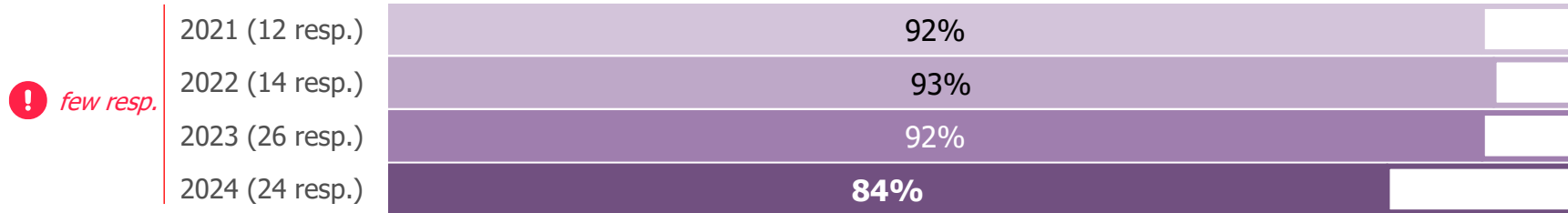
Consumers



Distributors



Producers

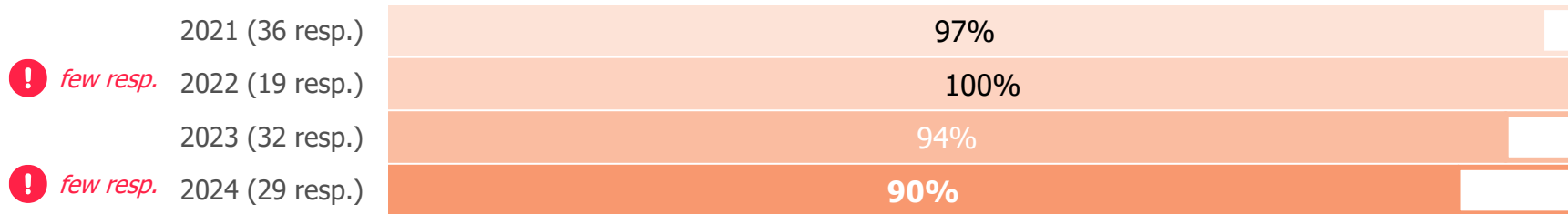




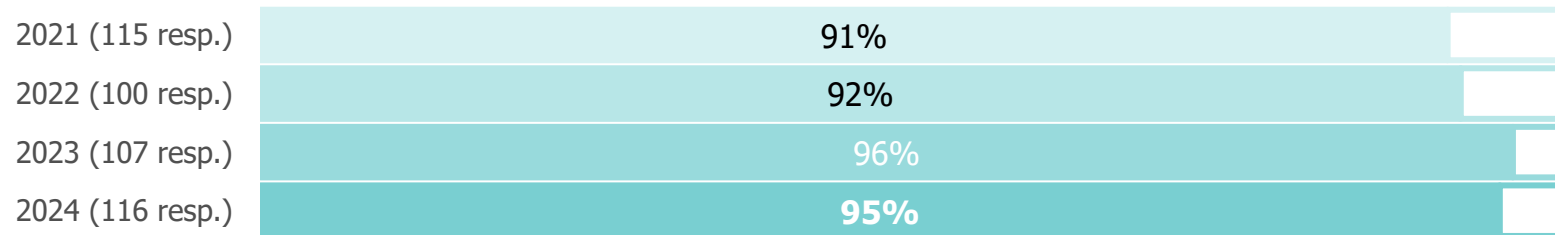
Sales relationship: GRTgaz is a customer-oriented company

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

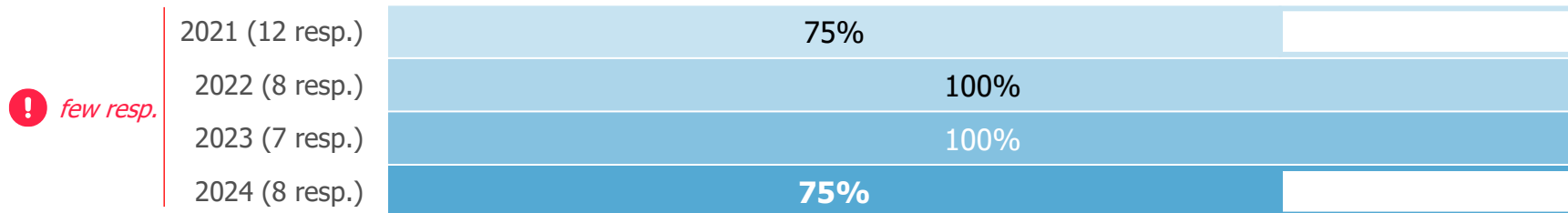
Shippers



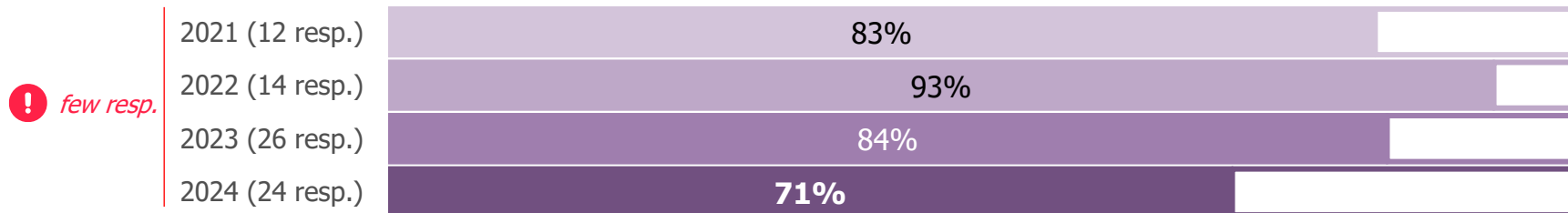
Consumers



Distributors



Producers





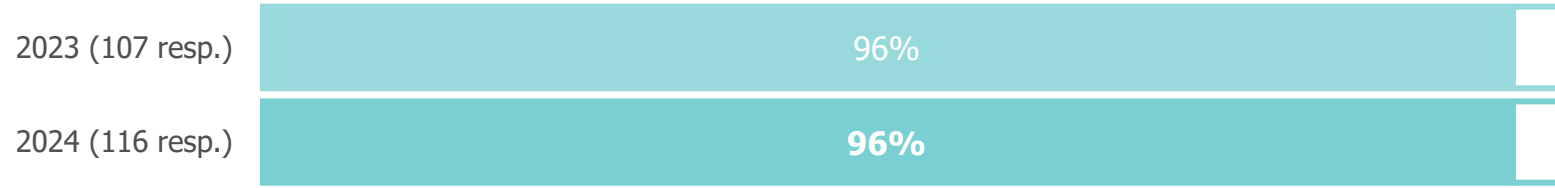
Information Technology

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

Shippers



Consumers



Distributors



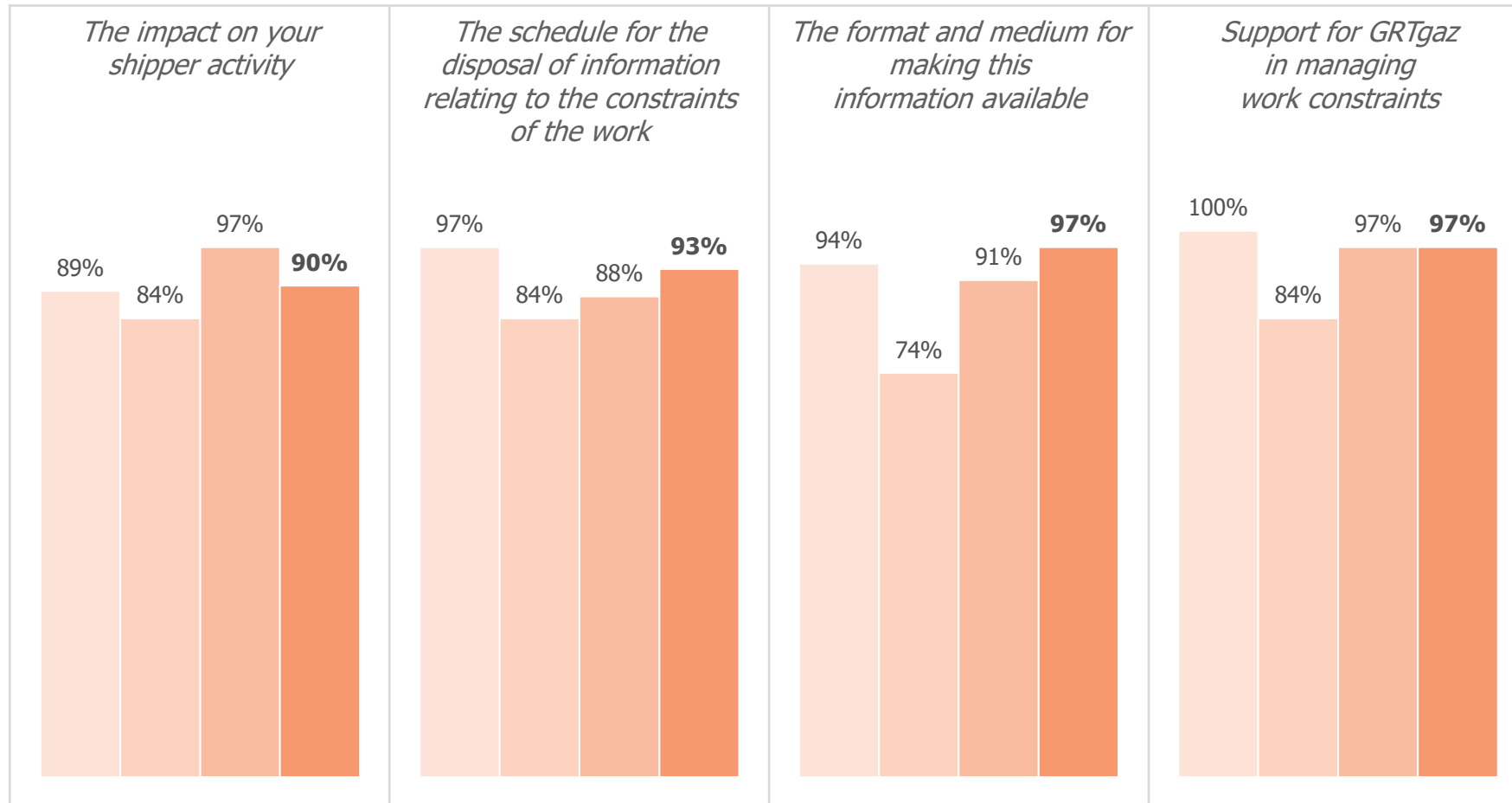
Producers





Network Operation and Works (1/2)

With regard to the 2023 GRTgaz network maintenance work program, what is your level of satisfaction with the following points:



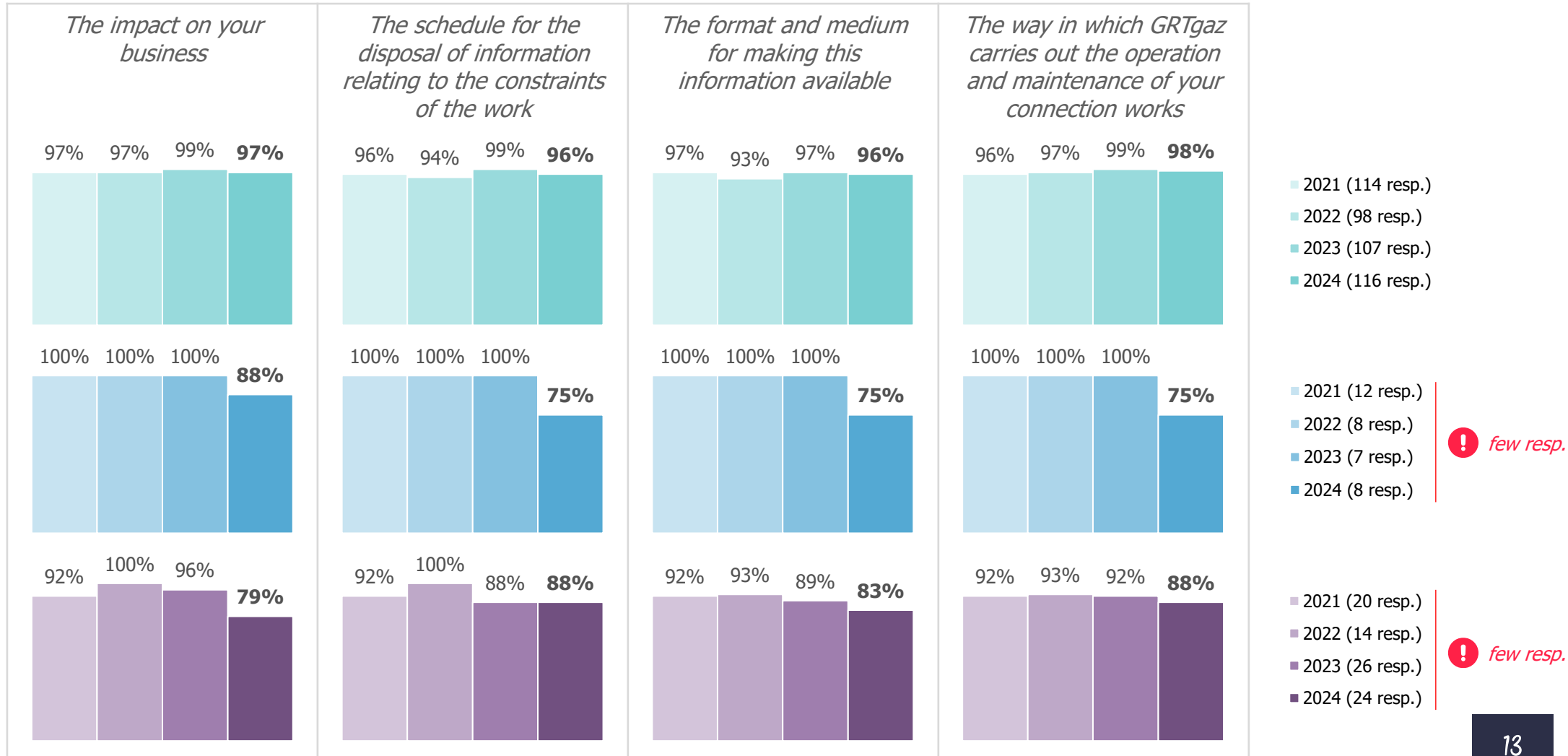
Shippers

- 2021 (36 resp.)
- 2022 (19 resp.) ! few resp.
- 2023 (32 resp.)
- 2024 (29 resp.) ! few resp.



Network Operation and Works (2/2)

With regard to the 2023 GRTgaz network maintenance work program, what is your level of satisfaction with the following points:



Consumers

Distributors

Producers