



AGGM Austrian Gas Grid Management AG

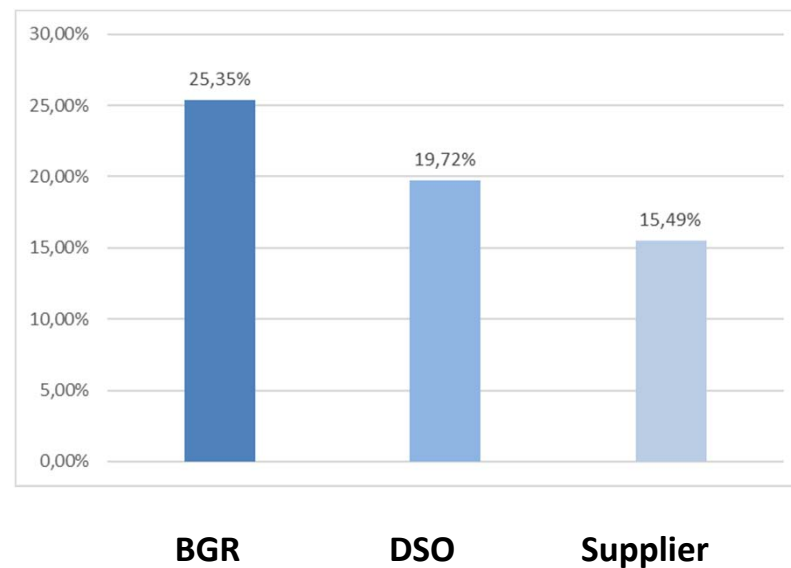
# AGGM CUSTOMER SATISFACTION 2018

## ▶ Objectives, Methodology, Sample

- ▶ Evaluation of current customer satisfaction and optimisation needs for **AGGM in its role as market and distribution area manager**.
- ▶ Already in 2012 and 2014 customers were asked about their satisfaction. The report at hand contains the results of the 2018 survey conducted with a changed questionnaire due to the additional tasks of AGGM. Possible time comparisons with the previous study are therefore limited and have been included in the report only if feasible.
- ▶ Online survey in mid-September - mid-October 2018, 292 stakeholders invited directly, additional possibility to participate via website, participation of 71 stakeholders

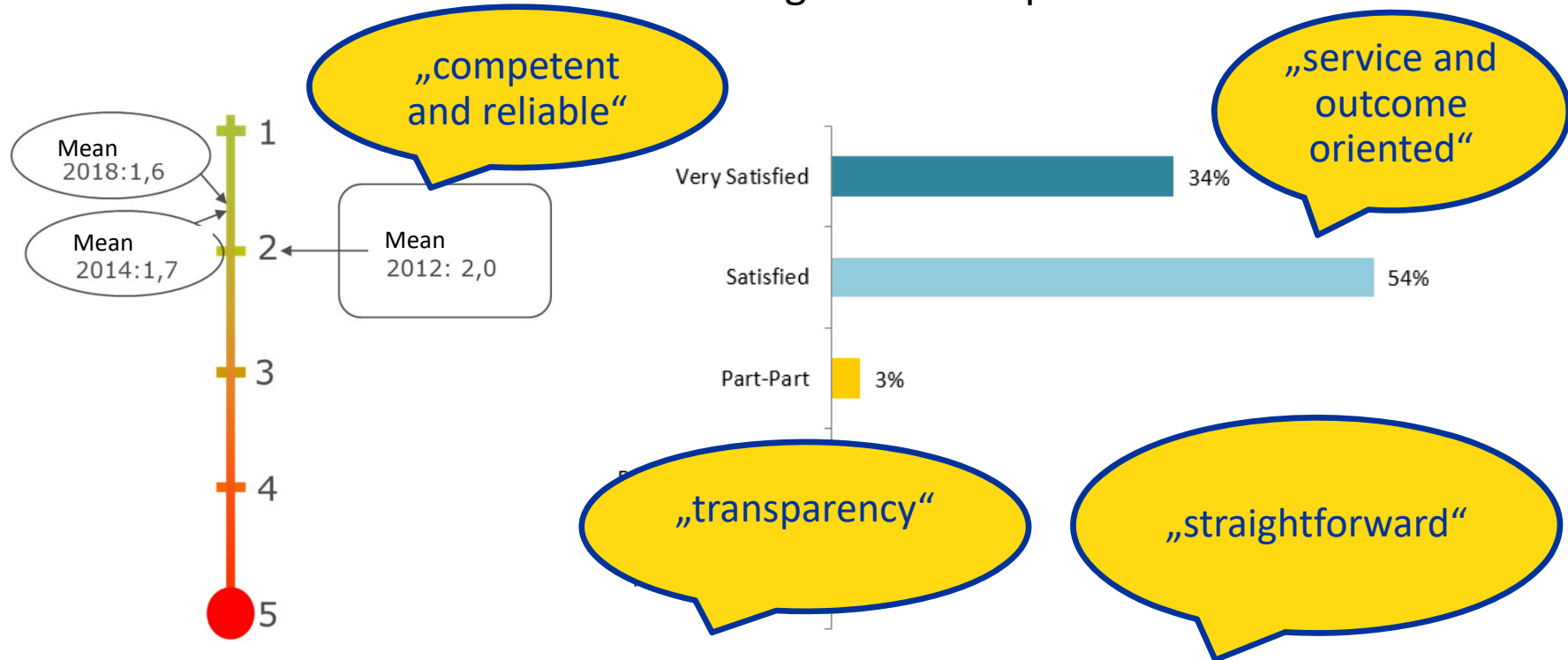
## ▶ Respondents:

- ▶ Balance group responsible parties, Distribution System Operators and Suppliers are the largest customer segments in the survey, but also transmission system operators, storage operators, producers, large consumers, authorities provided feedback



Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey

- ▶ Satisfaction has been maintained at a high level compared to 2012 and 2014.

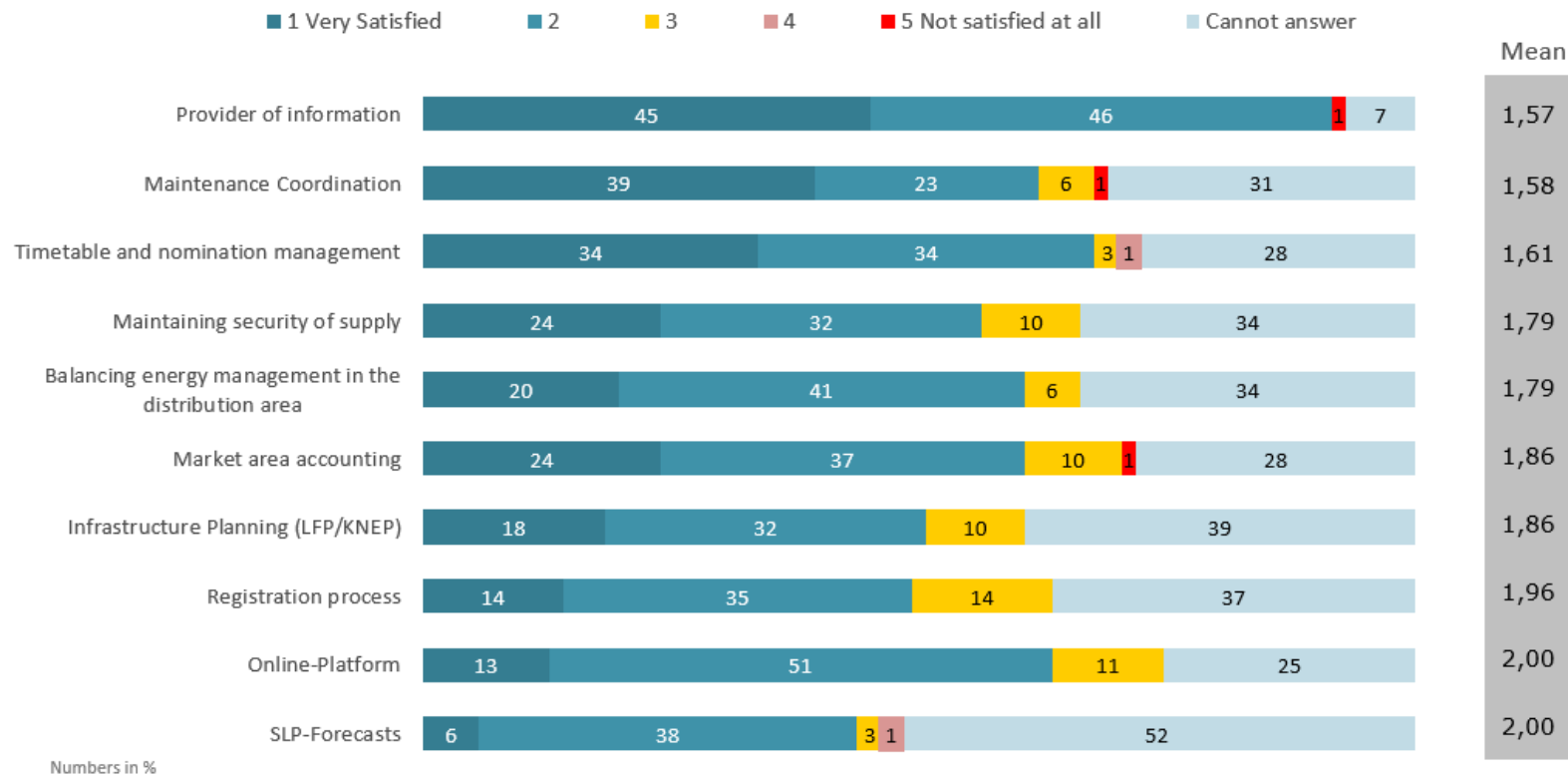


- ▶ Question: How satisfied are you overall with the products and services of AGGM?
- ▶ Question: Why are you very satisfied ... with the AGGM's products and services?

Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey

# Performance of AGGM

- ▶ AGGM scores above all in the areas of information provision, maintenance coordination and nomination management.
- ▶ potential for optimisation concerning the registration process, online platform and SLP-forecasts, as well as in market area balancing.

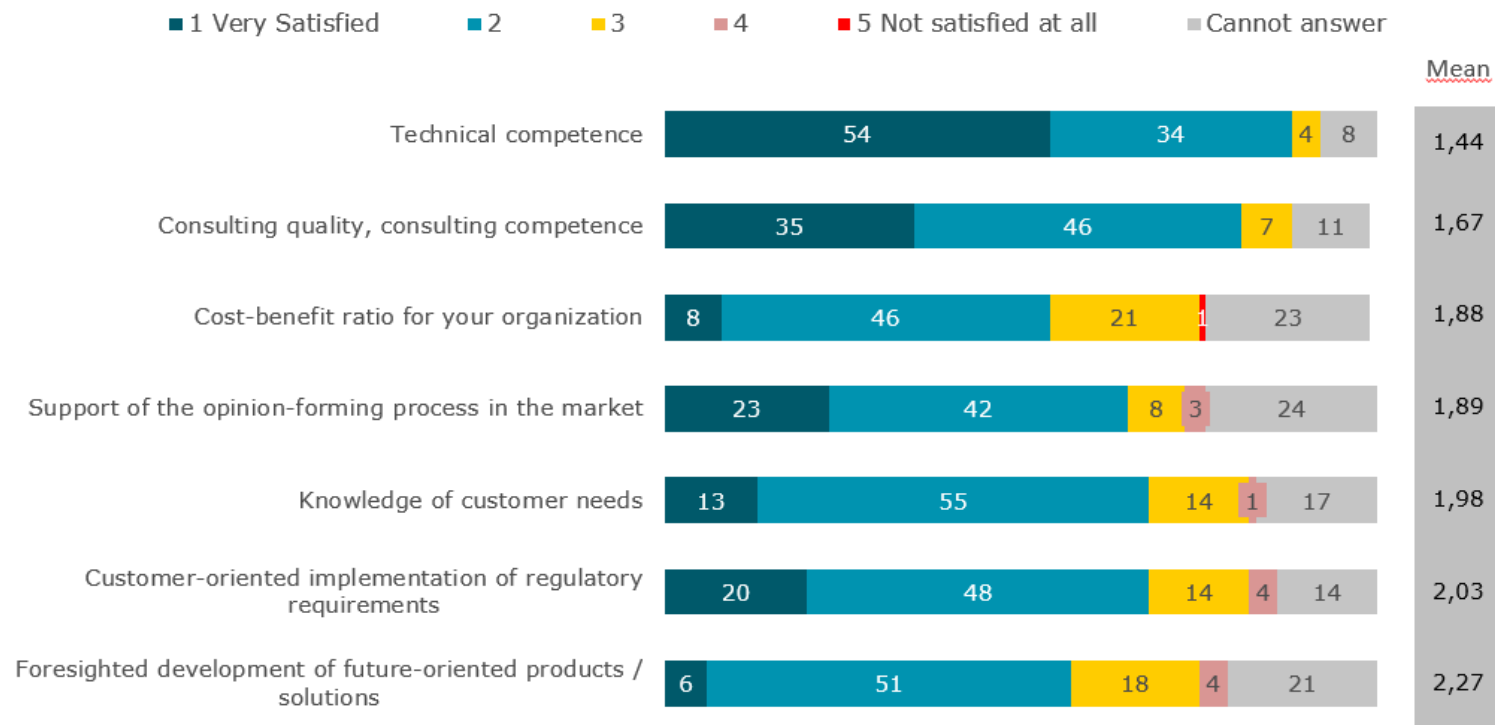


Question: How do you assess the AGGM with regard to the following aspects?

Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey

# Assessment of expertise of AGGM

- AGGM is seen as technically and advisory capacity very competent. There is still potential for supporting the opinion-forming process in the market, as well as for forward-looking development.



Numbers in %

Question: How do you assess the AGGM with regard to the following aspects?  
Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey



# Your input quoted



Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey



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