

2019

**SATISFACTION
SURVEY**



TERĒGA

LE GAZ, ACCÉLÉRATEUR D'AVENIR

TERÉGA LISTENS TO ITS CUSTOMERS

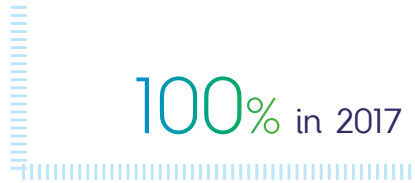
In the autumn of 2019, Teréga conducted a satisfaction survey among its Shipping customers to measure their level of satisfaction with our service offer.

Some key figures on
the **41 respondents**
representing **35 companies**

OVERALL SATISFACTION WITH TERÉGA

98%

of our customers
were **“Satisfied”**
to **“Very Satisfied”**
in 2019



High, stable satisfaction

How is Teréga perceived among the different TSOs (Transport & Storage Operators)?

■ In the
top 5
64%



■ In the
top 10
36%



TERÉGA BRAND IMAGE

Reliability



Meeting customer needs

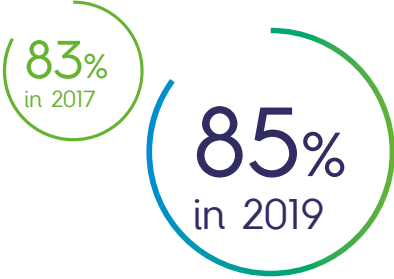


Fairness & non-discrimination



Teréga is recognised as one of the best TSOs (Transport & Storage Operators), above all through its storage services, responsiveness and customer proximity.

Adaptation of Teréga



Improvement in services provided



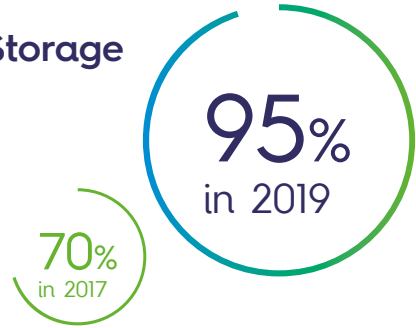
Energy transition stakeholder



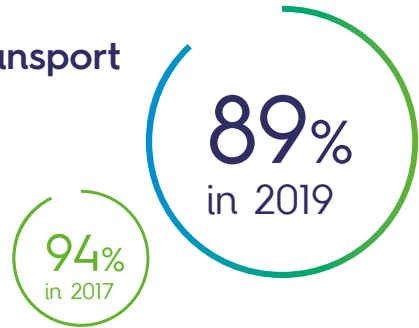
The level of services provided is considered excellent and stable. Above all, customers prefer consistent predictability, stability and quality.

PRODUCTS & SERVICES

Products and services - Storage



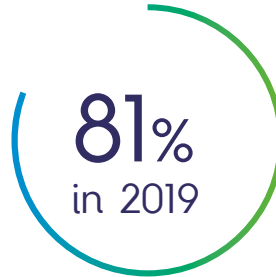
Products and services - Transport



Satisfaction and awareness of Transport and Storage products and services remain very high.

NEW CUSTOMER PORTALS

Customer portal
(portail.terega.fr)



Storeplace
(Storage Auction Platform)



Your expectations:

- ▶ Accelerate the development of our portal
- ▶ Better access to data through API
- ▶ Improving our maintenance publications

TEREGA SUPPORT

Implementation of 24/7



Quality of solutions



Shippers Meeting



Training Sessions



For any question relating to Teréga's transport offer

OFFER SERVICE: ots@terega.fr

For any question relating to the operation and administration of your contract

CUSTOMER SERVICE/BILLING
WARRANTY

backoffice@terega.fr

GAS TRANSPORTATION
COMMERCIAL DISPATCHING

middleoffice@terega.fr



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