

2023

**PRESENTATION
OF THE
SATISFACTION
SURVEY**

SHIPPER CUSTOMERS



SURVEY FRAMEWORK

A barometer satisfaction survey is conducted every 2 years among our Transport and Storage shipper customers.

These results enable us to:

- assess the level of customer satisfaction with the products and services on offer, as well as with commercial and contractual relations,
- identify concrete actions for improvement.

Thank you for your confidence in us. We strive every day to meet your expectations, with a view to continuous improvement.

42

SHIPPER CUSTOMERS
surveyed
41 in 2021

4

THEMES
addressed

Overall satisfaction and image of Teréga

Storage Offer

Transport Offer

Customer Relations

2

TERÉGA

Overall satisfaction and image of Teréga

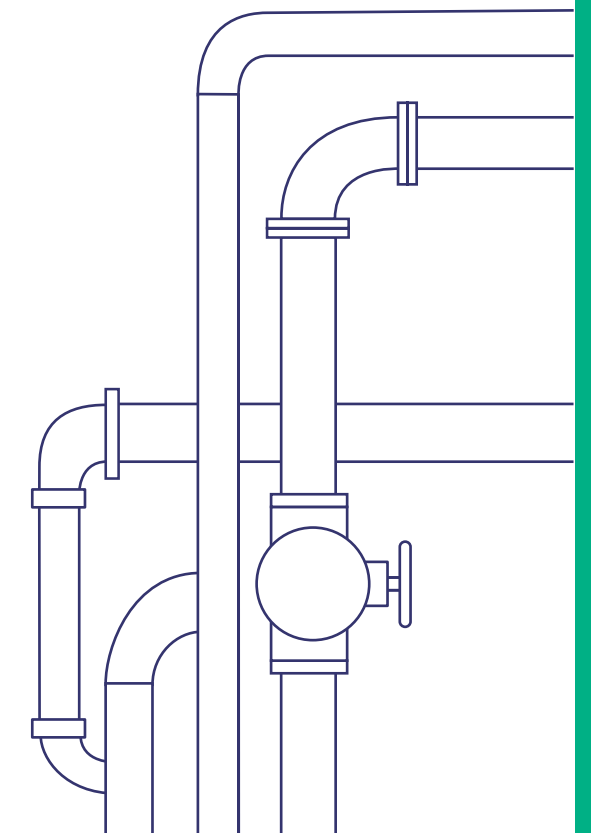
100% of “Satisfied” to “Very satisfied” customers
100% in 2021
+10% very satisfied

8.8
Average score
8.7 in 2021

91% of customers perceive us as a TSO that **adapts to market** changes.
90% in 2021

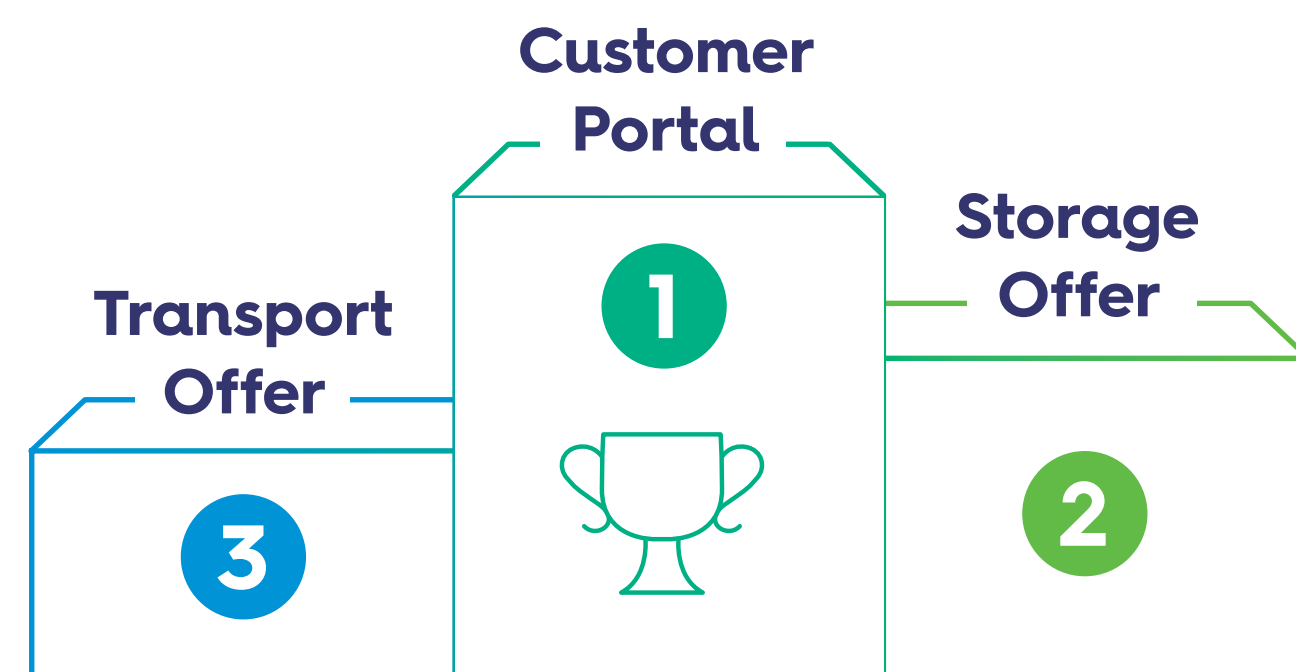
100% of customers consider us:

- **Reliable** 100% in 2021
- **Meeting their needs** 100% in 2021
- **Non-discriminatory** 100% in 2021



Evolution of services

62% of customers say our services are improving
55% in 2021



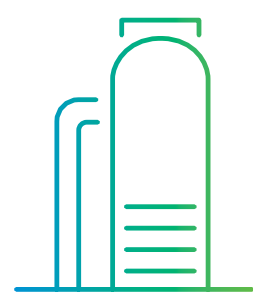
65% have a positive perception of our action on **energy transition**
(+ 10% vs 2021)

90% have a positive perception of our **innovative** character
(+ 9% vs 2021)



Overall satisfaction

Storage Offer



100%

of "Satisfied"
to "Very satisfied"
customers

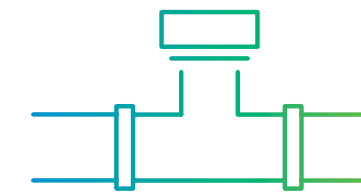
96% in 2021

+35% very satisfied

8.8

Average score
8.3 in 2021

Transport Offer



100%

of "Satisfied"
to "Very satisfied"
customers

100% in 2021

8.6

Average score
8.6 in 2021

ABOUT CUSTOMER RELATIONS

Overall satisfaction

98%

of "Satisfied"
to "Very satisfied"
customers

95% in 2021

+15% very satisfied



Perception

Accessibility and
ability to listen

100%

of "Satisfied"
to "Very satisfied"
customers

Quality of
responses

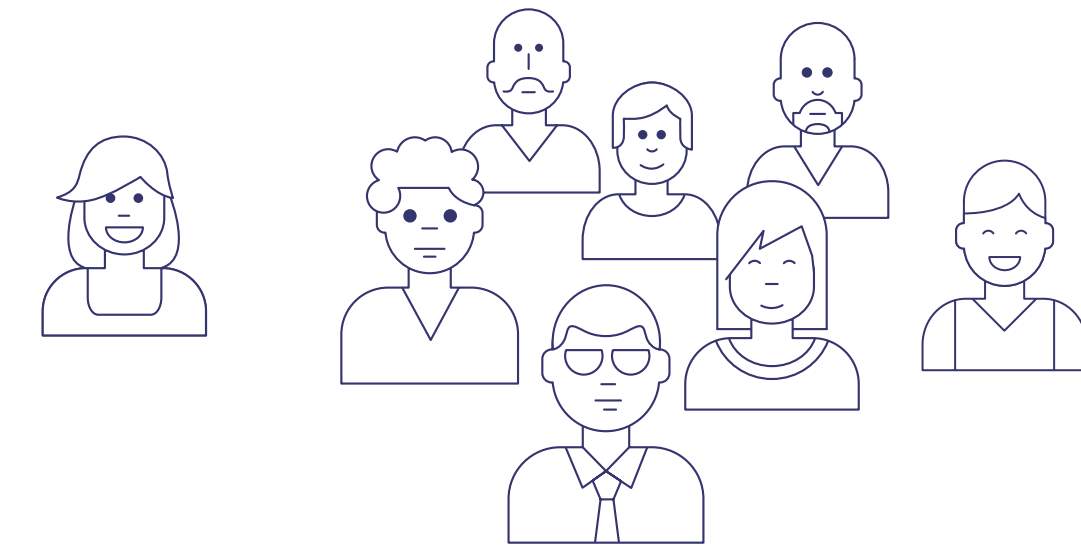
100%

of "Satisfied"
to "Very satisfied"
customers

Response
deadlines

100%

of "Satisfied"
to "Very satisfied"
customers



ABOUT THE CUSTOMER PORTAL

**Adapted
to your needs**

95%

of "Satisfied"
to "Very satisfied" users

**Improvements over
the last 2 years**

100%

of "Satisfied"
to "Very satisfied" users

**Maintenance and
reduction/vigilance APIs**

100%

of "Satisfied"
to "Very satisfied" users

**Notification
help screen**

100%

of "Satisfied"
to "Very satisfied" users

ACTION PLAN

**Continuing
the momentum**

to satisfy user expectations.

For any questions related to Teréga's Transport and Storage services

OFFERS SERVICE: ots@terega.fr

For any question related to the administrative and operational life of your contract

SUBSCRIPTION / BILLING /
GUARANTEE

Tel. +33 (0)5 59 13 34 15
gestion-commerciale@terega.fr

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MATCHING / STATEMENT

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