

Market Area Manager Panel, Vienna, 31/05/2016

Welcome!



Agenda

- MAM – Facts and Figures
- CEGH Figures
- AGGM – DAM Contribution
- Update Gas Target Model
- Update Amendment of the SoS Regulation
- PRISMA: Facts and Figures & Recent Developments and Experiences
- Any other business



MAM – Facts and Figures

Balance Group Management



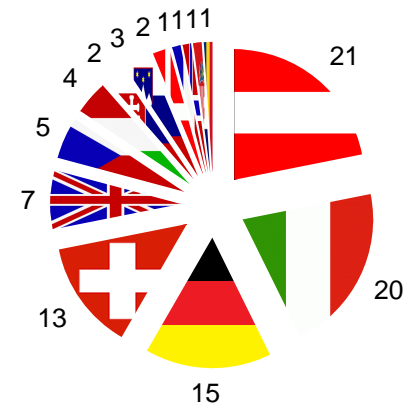
96 registered BGRs in the market area East



113 Balance Groups
40 Sub-Balance Accounts



38 TS
20 TS+DA
38 TS+DA+ECD





MAM – Customer satisfaction survey

Methodology

Research Objectives:

The customer satisfaction survey was carried out for Gas Connect Austria in their role as a market area manager. Already in 2013, customers selected based on transport volumes were asked about their satisfaction. 2014 the survey was extended to all customers and the content was revised. The report at hand contains the results of the 2016 survey conducted with a slightly changed questionnaire. Time comparisons with the previous study have been included in the report if feasible.

Universe:

Clients of Gas Connect Austria in Europe

Sample:

n=35 interviews; max. feasible interviews

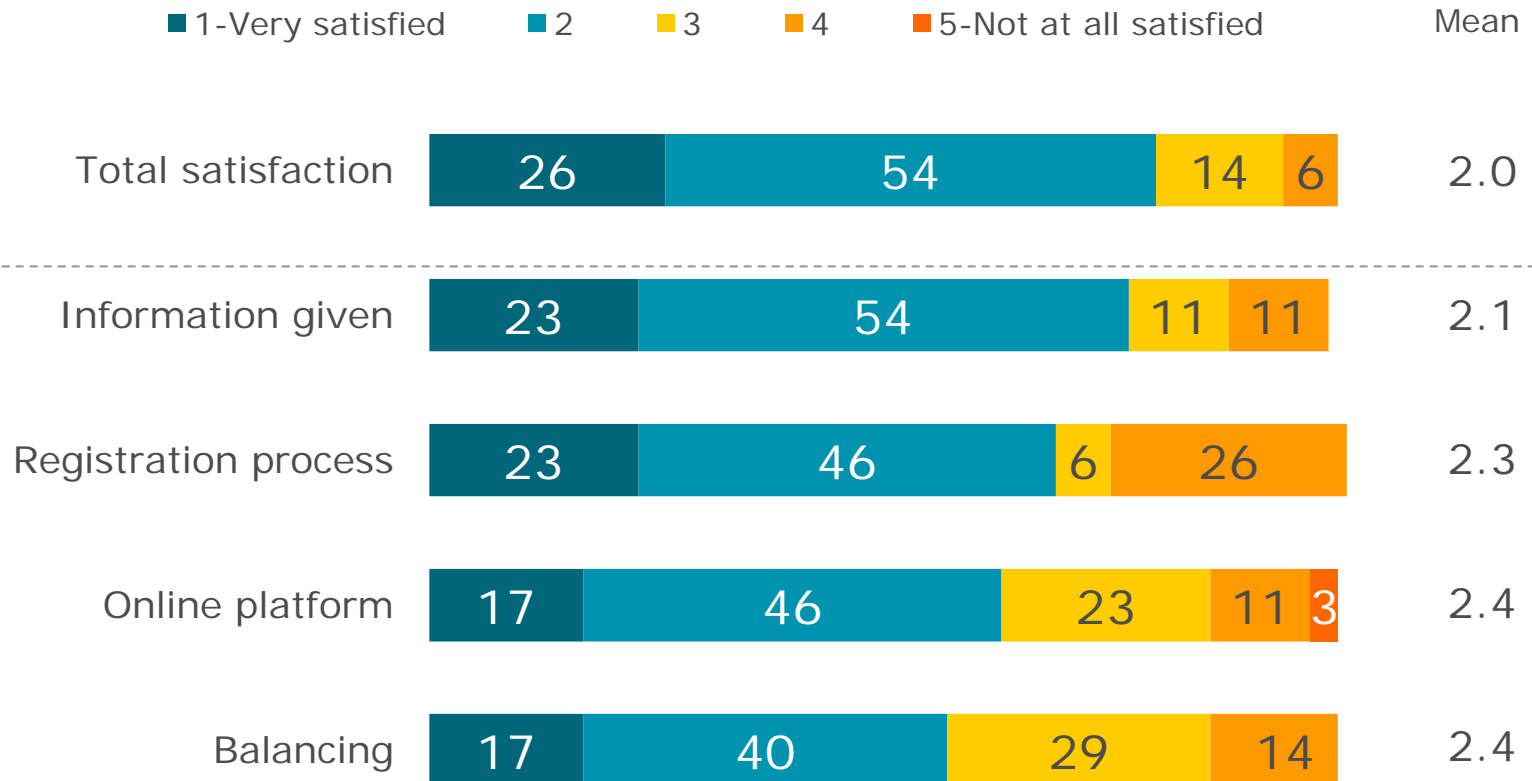
Method:

Online-interviews (CAWI) on address base, in English or German language

Fieldwork:

March – April 2016

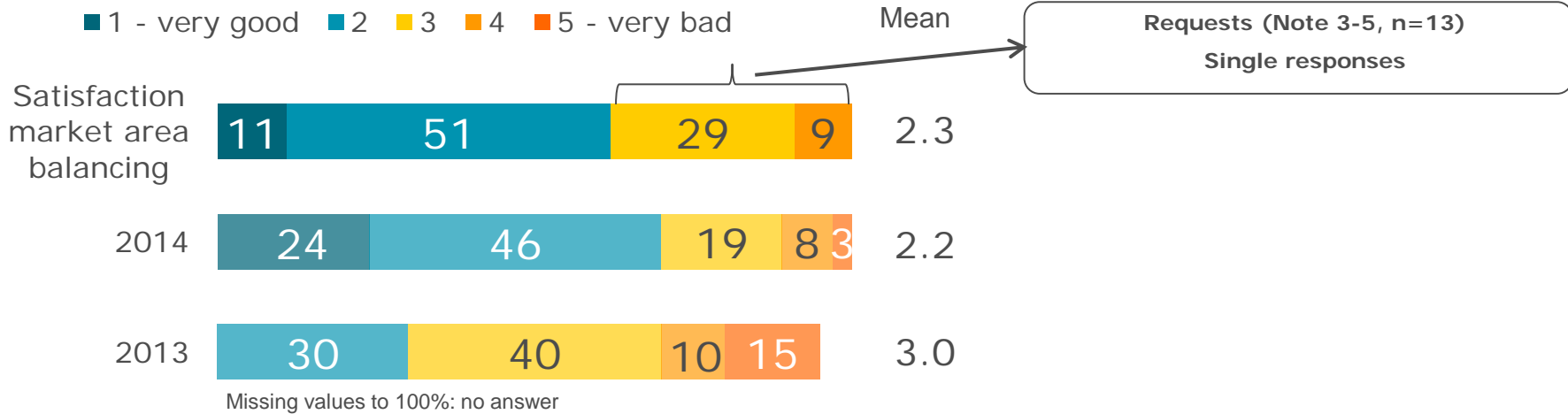
Gas Connect Austria as MAM



Q2: How satisfied are you on the whole with Gas Connect Austria as Market Area Manager?
 Q3: How satisfied are you with *** Gas Connect Austria as Market Area Manager?

Base: all respondents, n=35

Market area balancing



Sequences known

■ Yes ■ No



Q4: How do you rate the market area balancing with regard to your needs?

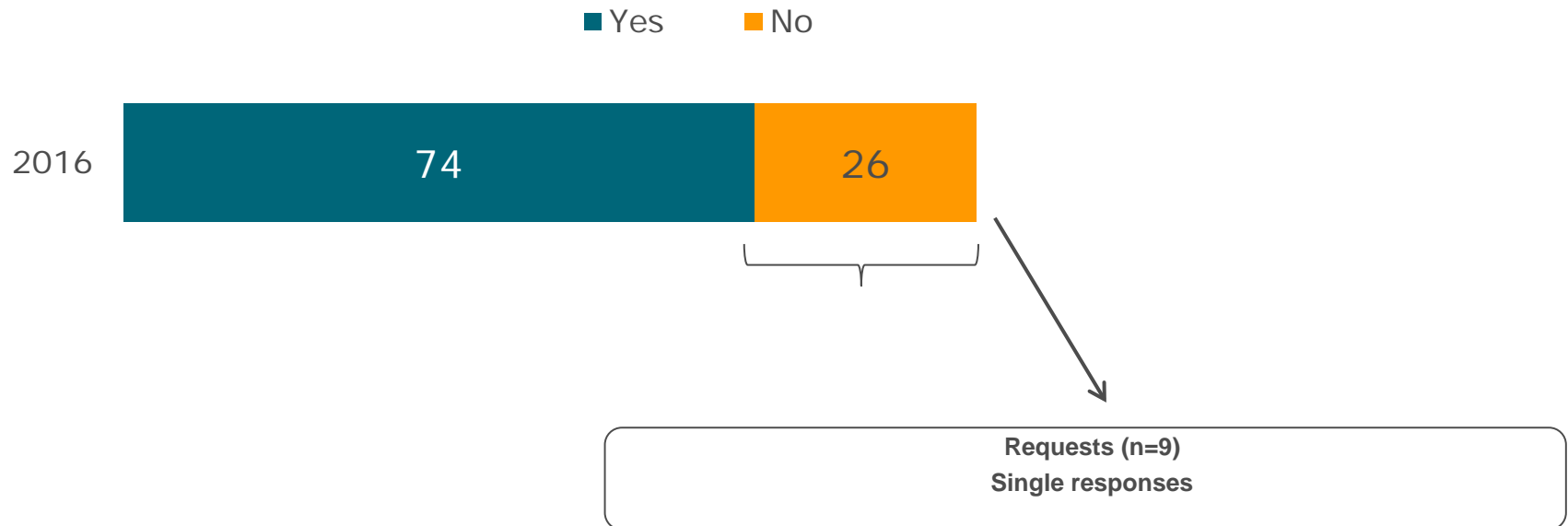
Q5: Which modifications of the market area balancing would you like to get?

Q6: Do the scheduled sequences of the balancing give you enough time for your portfolio management?

Q7: Which modifications would you like to have?

Base: all respondents, n=35

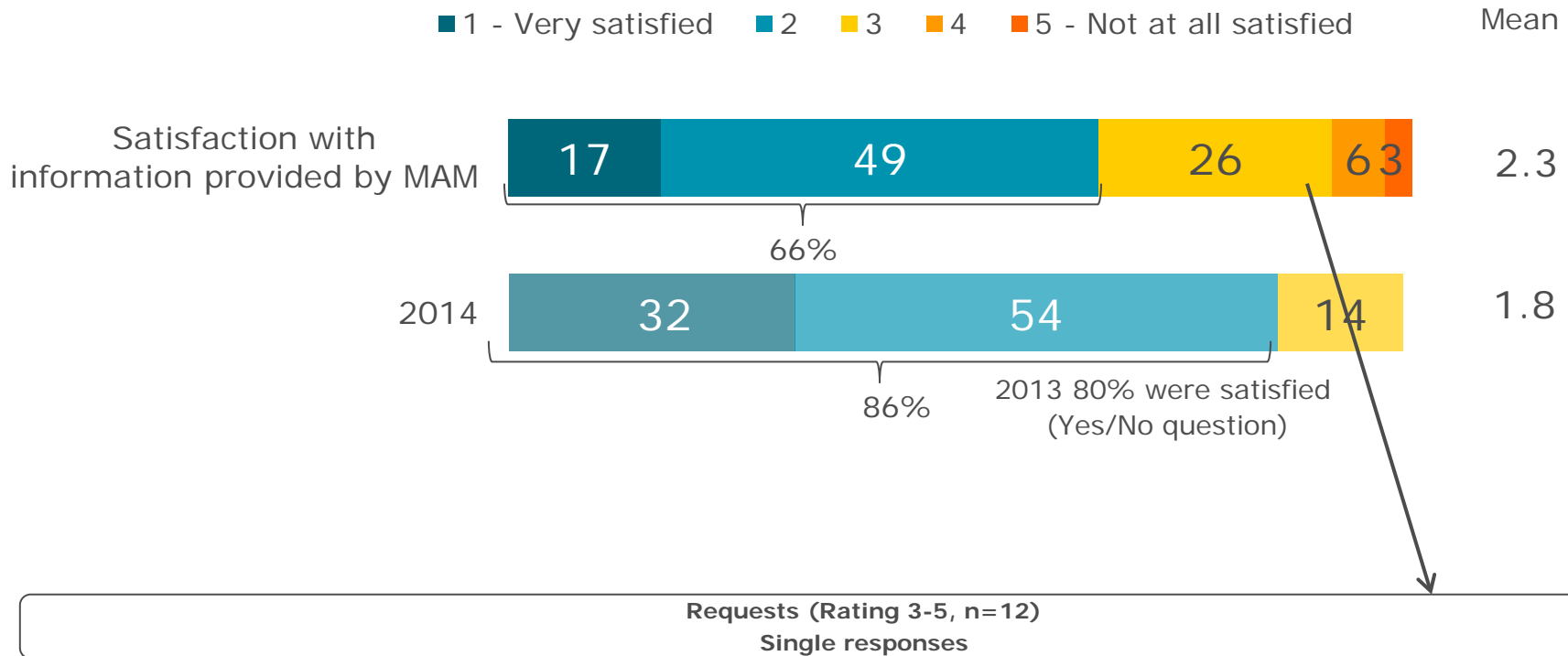
Balancing



Q8: Is the MAM's balancing on behalf and for account of BGRs helpful for your portfolio management?
Q9: Which modifications should would you like to have?

Base: all respondents, n=35

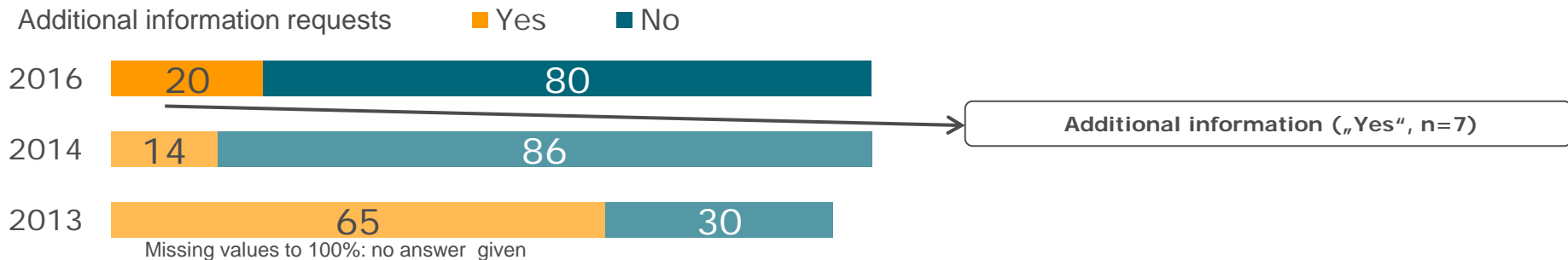
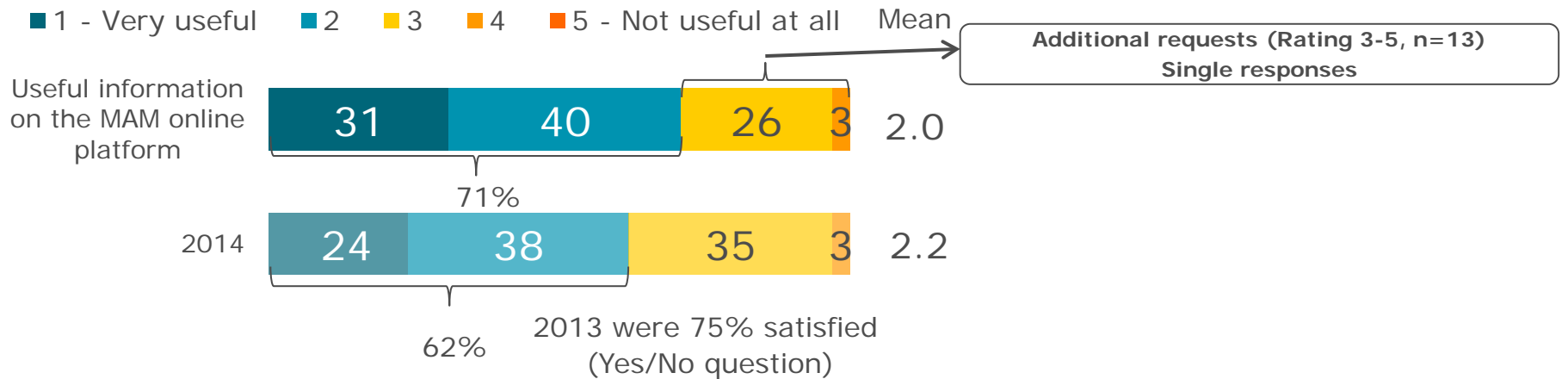
Information provided by the Market Area Manager



Q10: How satisfied are you with the information regarding balancing that you get from the Market Area Manager?
 Q11: Which additional information would you like to get?

Base: all respondents, n=35

Information on the MAM online platform



Q12: How useful is the information on the **Market Area Manager** online platform?

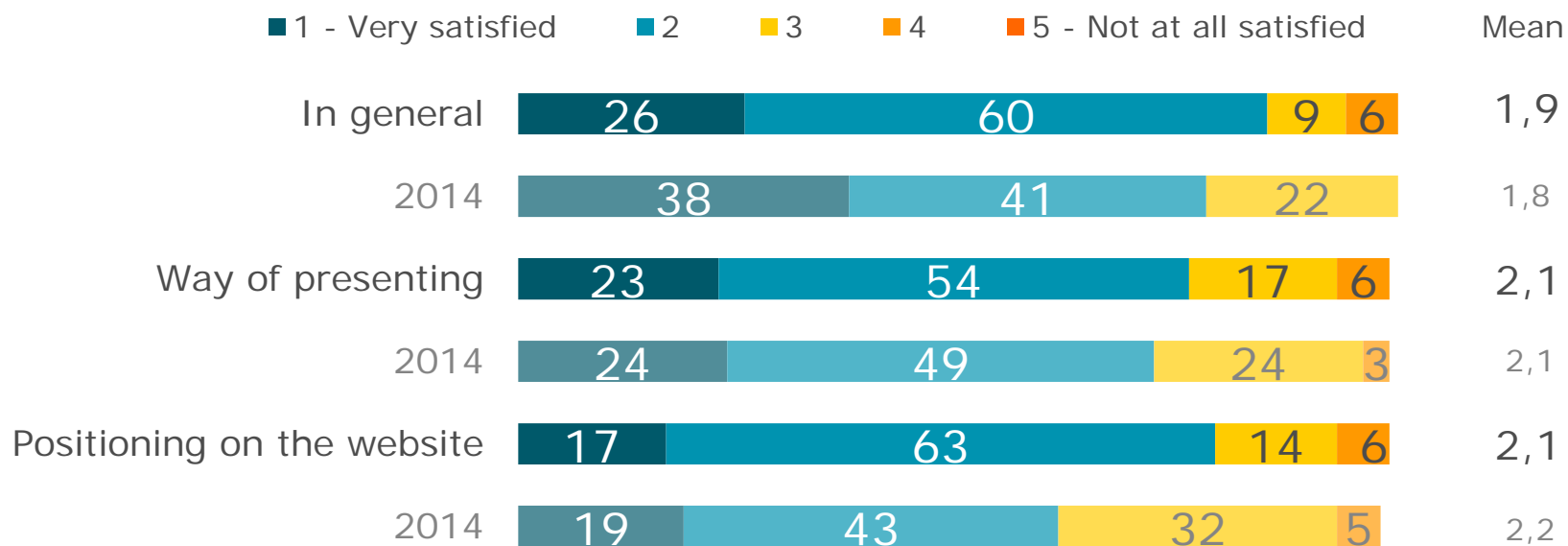
Q13: Which additional information would you like to get on the platform?

Q14: Would you like to get further information that is currently not available from other sources?

Q15: On which issues would you like to get more information?

Base: all respondents, n=35

Information about maintenance works

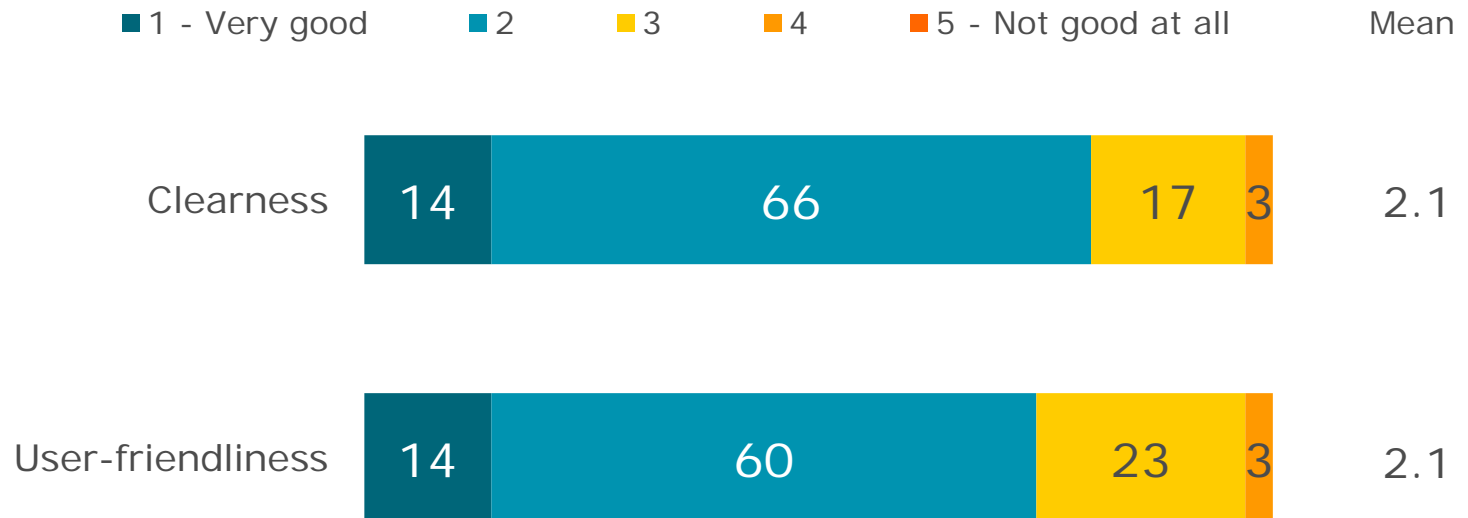


Improvement requests (at least once rating 3-5, n=9)
Single responses

Q16: How satisfied are you with the information about maintenance works in the market area, namely...?
Q17: Which improvements would you like?

Base: all respondents, n=35

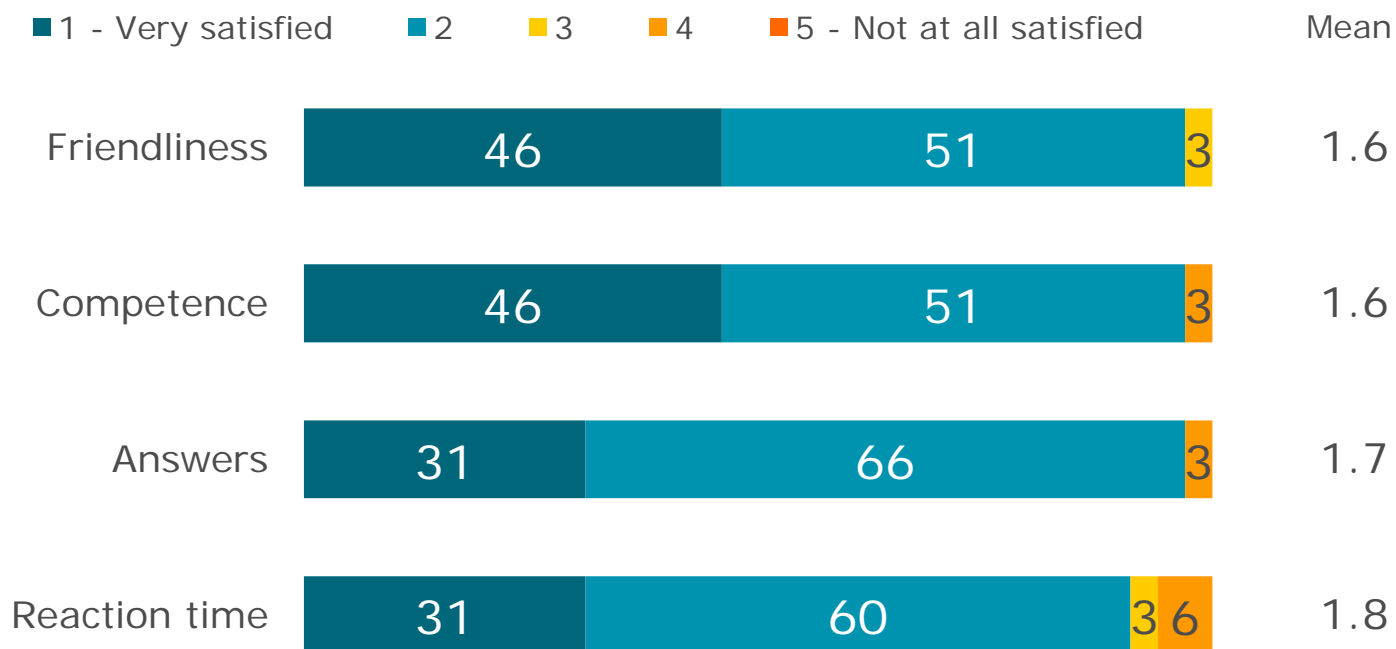
Rating Online Platform



Q18: Last year the online platform was re-launched.
How do you rate the new platform regarding clearness and user-friendliness?

Base: all respondents, n=35

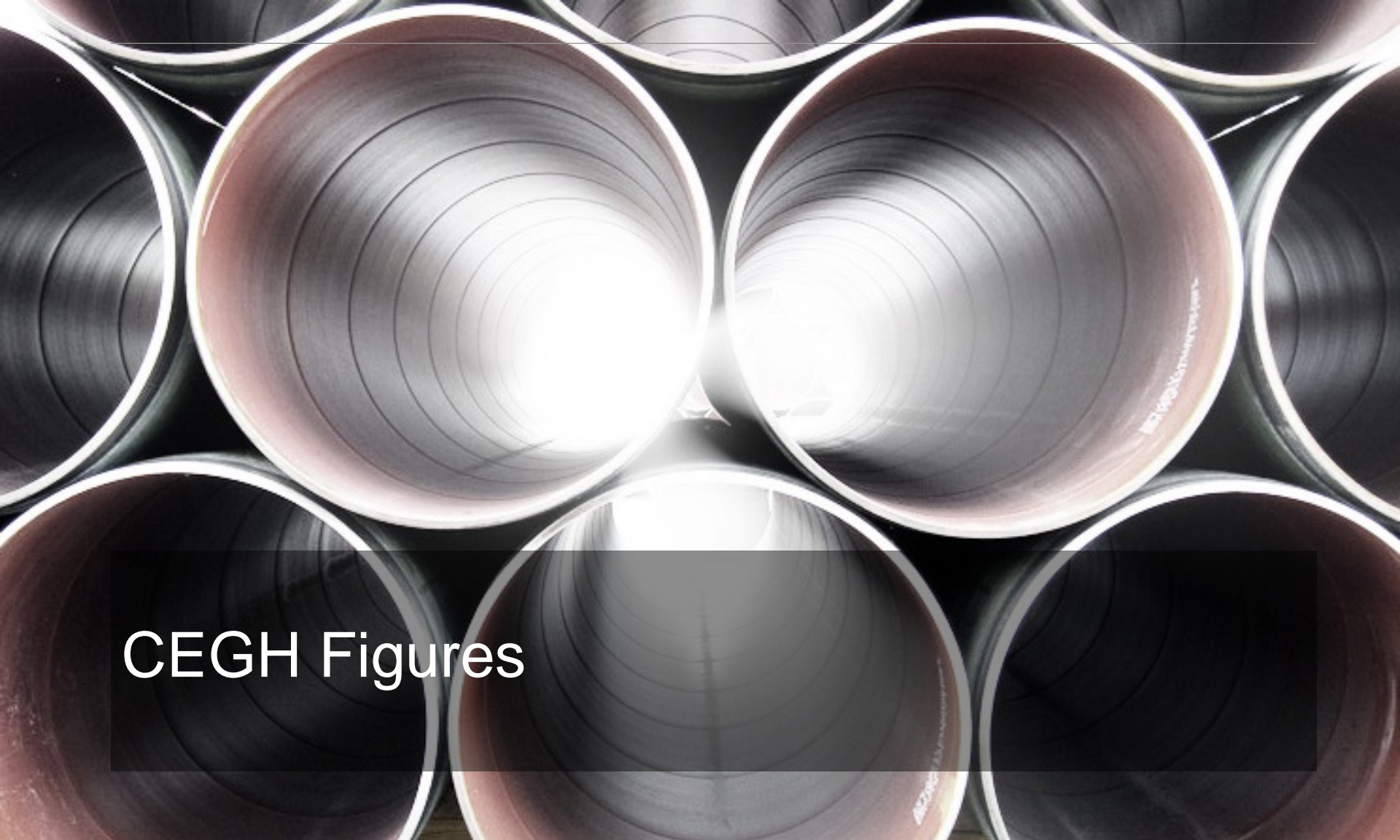
Information provided by Gas Connect Austria



Improvement requests (at least once rating 3-5, n=3)
Single responses

Q19: If you needed information from the Market Area Manager as a contact point, how satisfied were you with ***?
Q20: How can we improve our service?

Base: all respondents, n=35




CEGH Figures

➡ See separate slides



AGGM – DAM Contribution

➔ See separate slides



Update Gas Target Model

 See separate slides

A top-down view of several large, dark-colored pipes stacked together, creating a pattern of concentric circles and radial lines. The lighting is dramatic, with bright highlights on the inner surfaces of the pipes.

Update Amendment of the SoS Regulation

➡ See separate slides



PRISMA: Facts and Figures & Recent Developments and Experiences

 See separate slides



Energy, everywhere.

Goodbye.