

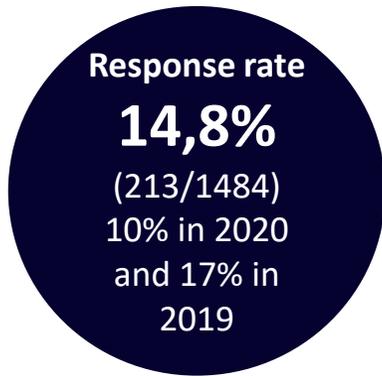
# Results of GRTgaz 2021 customer satisfaction survey

From May 11th to June 2nd 2021

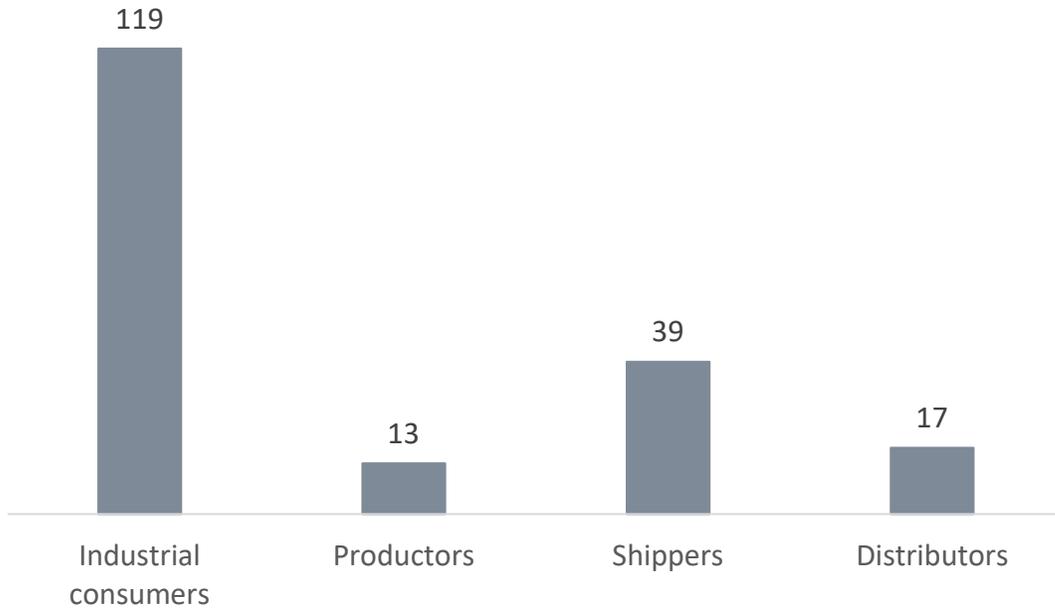
Made with Vocaza, software made for  
customer experience management



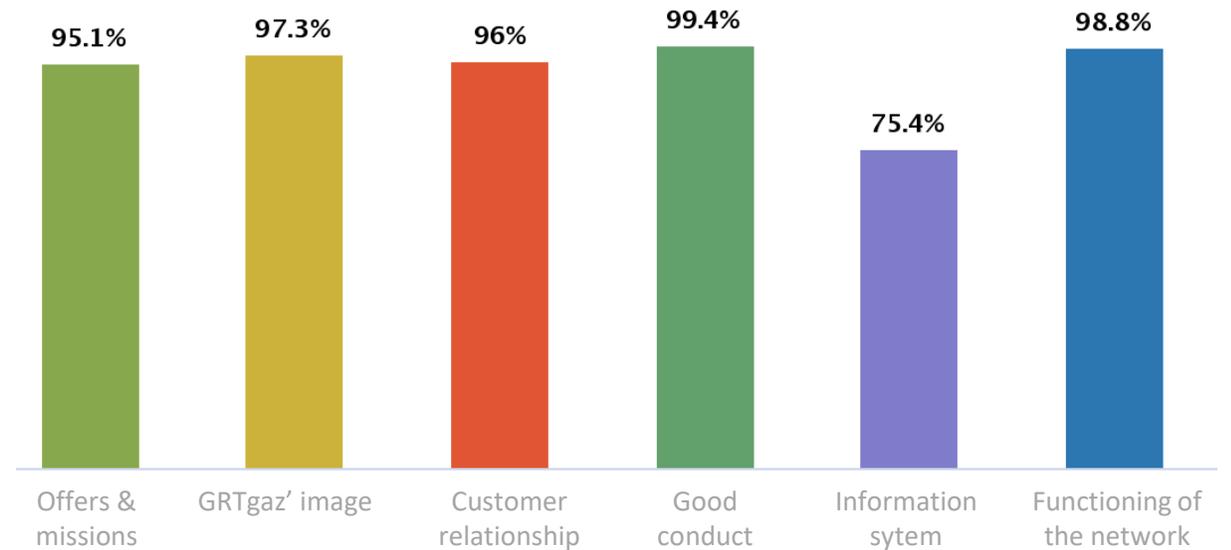
# THE SURVEY



### Number of respondents per category



### Satisfaction rate by section

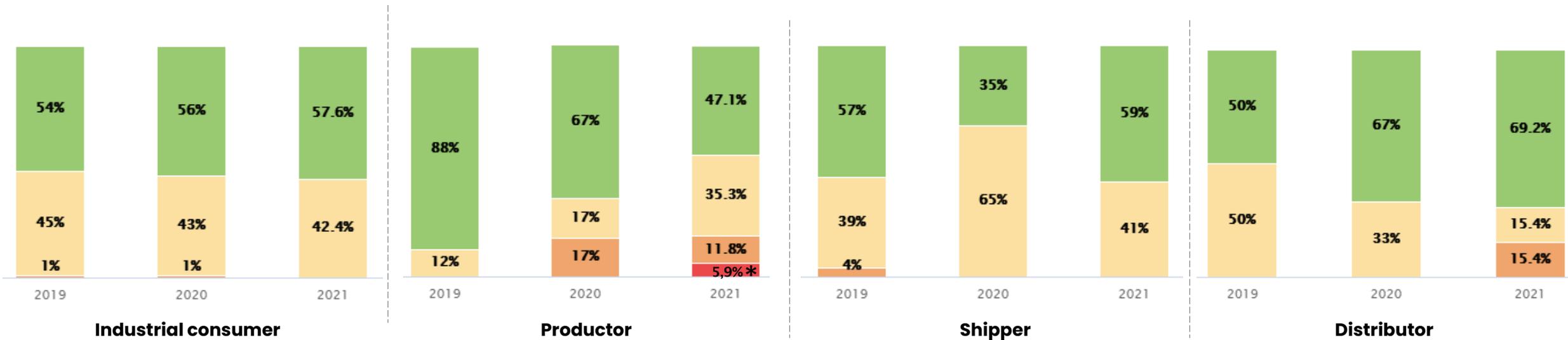


# 1ST SECTION : GRTGAZ' IMAGE



Overall, you would say that of GRTgaz you have a ...

● Very good image 
 ● Rather good image 
 ● Rather bad image 
 ● Very bad image



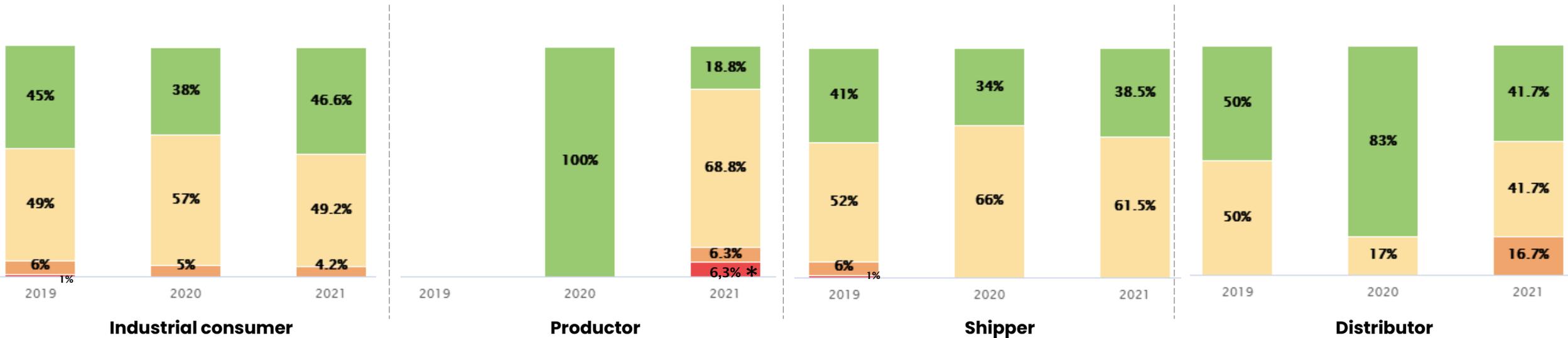
\* 1 person unsatisfied

# 2<sup>ND</sup> SECTION : OFFERS & MISSIONS OF GRTGAZ

Satisfaction rate  
**95,1%**  
 98% in 2019  
 et 2020

Overall, what is your satisfaction level regarding the offer and services that GRTgaz provides ?

● Very satisfied   
 ● Rather satisfied   
 ● Rather unsatisfied   
 ● Not satisfied at all



\* 1 person unsatisfied

# 2<sup>ND</sup> SECTION : OFFERS & MISSIONS OF GRTGAZ IN FAVOR OF THE ENERGY TRANSITION

New question

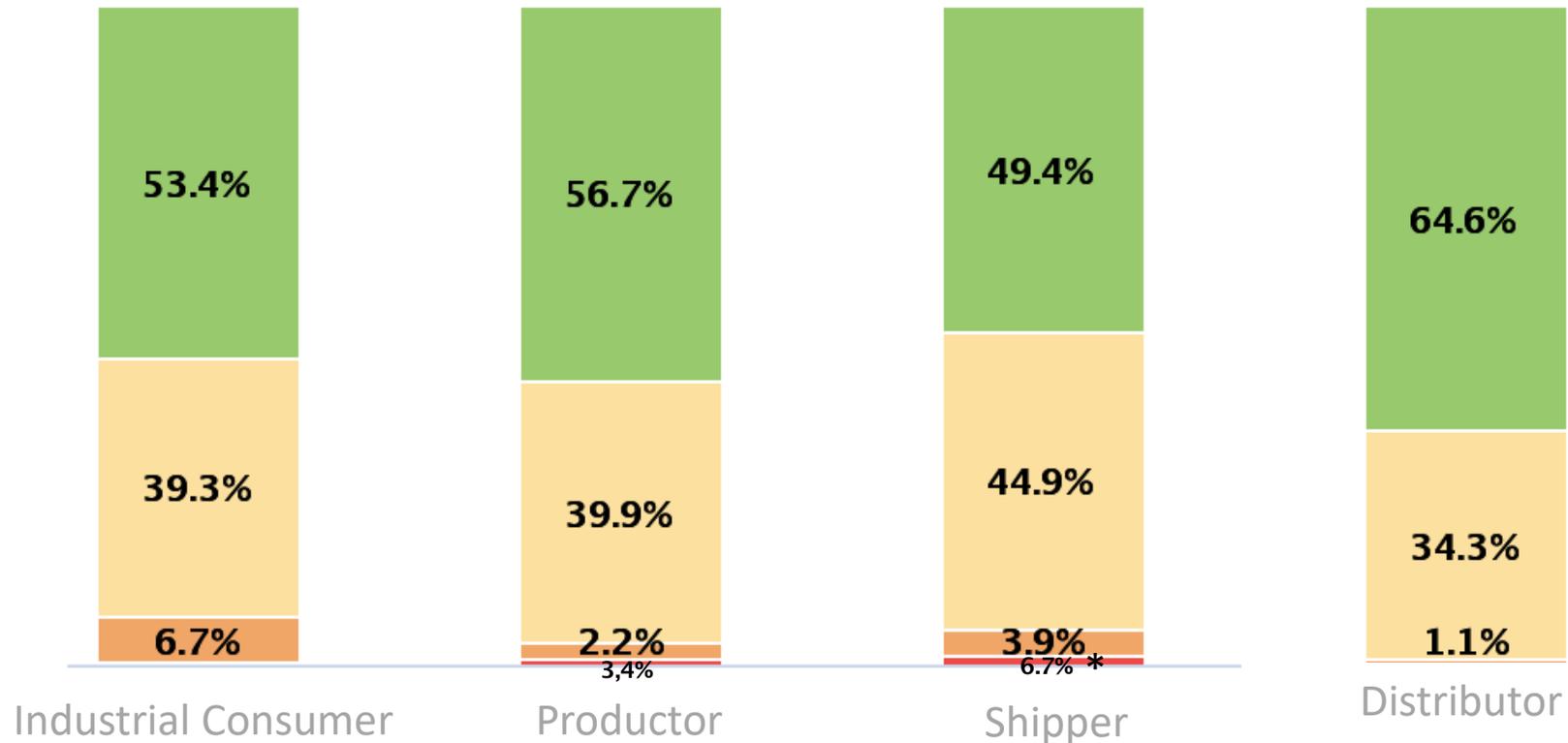


Satisfaction  
rate

91%

Are you satisfied with GRTgaz' actions in favor of the energy transition ?

● Very satisfied ● Rather satisfied ● Rather unsatisfied ● Not satisfied at all



\* 2 people unsatisfied.

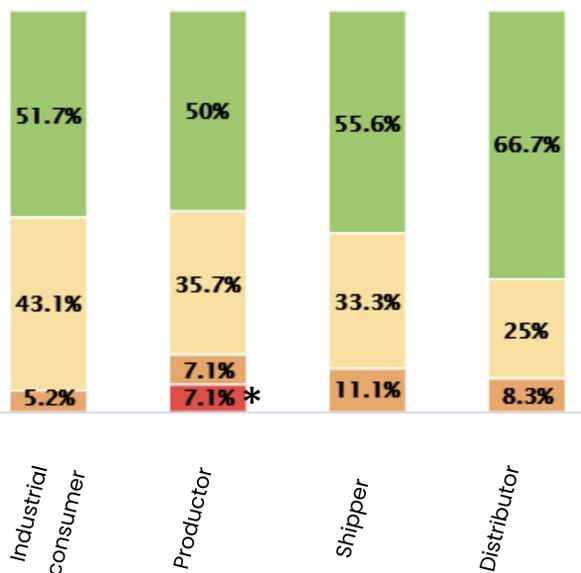
Classification GRTgaz : Public [ ] Interne [X] Restreint [ ] Secret [ ]

# 3<sup>RD</sup> SECTION : GOOD CONDUCT

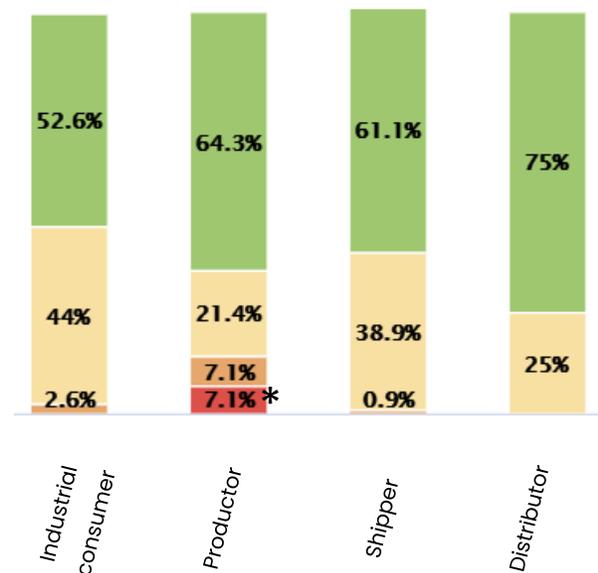
Satisfaction rate  
**99,4%**  
93% in 2020 and 97,4% in 2019

According to you, GRTgaz, as an operator, is

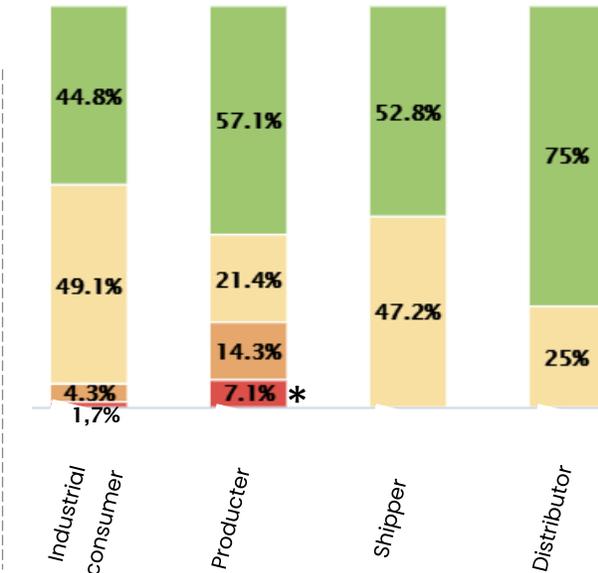
... transparent



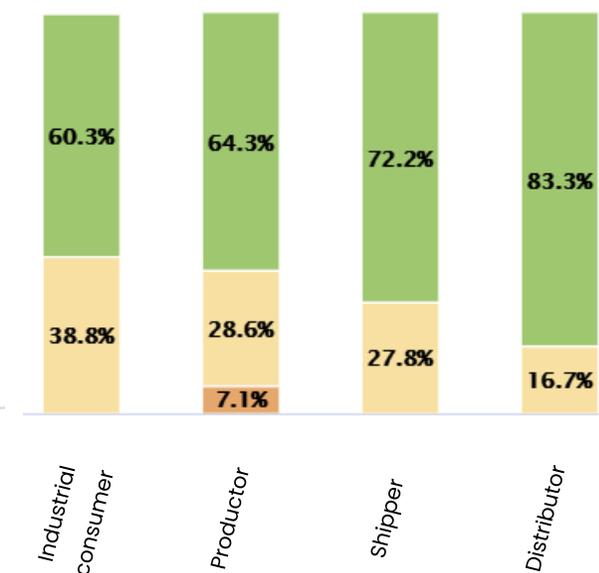
... non-discriminatory



...independent



...respectful of confidentiality



● Very satisfied   
 ● Rather satisfied   
 ● Rather unsatisfied   
 ● Not satisfied at all

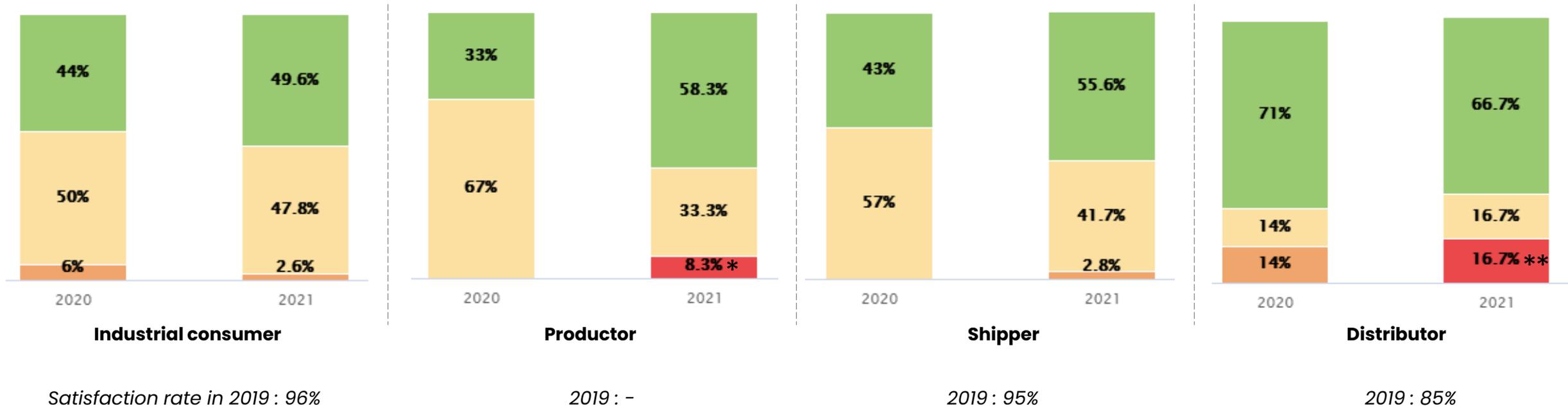
\* 1 person unsatisfied

# 4<sup>TH</sup> SECTION : CUSTOMER RELATIONSHIP

Satisfaction rate  
**96%**  
100% in 2020 and 94 in 2019

Overall, what is your satisfaction level regarding your customer relationship with GRTgaz ?

● Very satisfied   ● Rather satisfied   ● Rather unsatisfied   ● Not satisfied at all



\* 1 person unsatisfied  
\*\* 2 people unsatisfied.

# 4<sup>TH</sup> SECTION : CUSTOMER RELATIONSHIP CUSTOMER-ORIENTED COMPANY

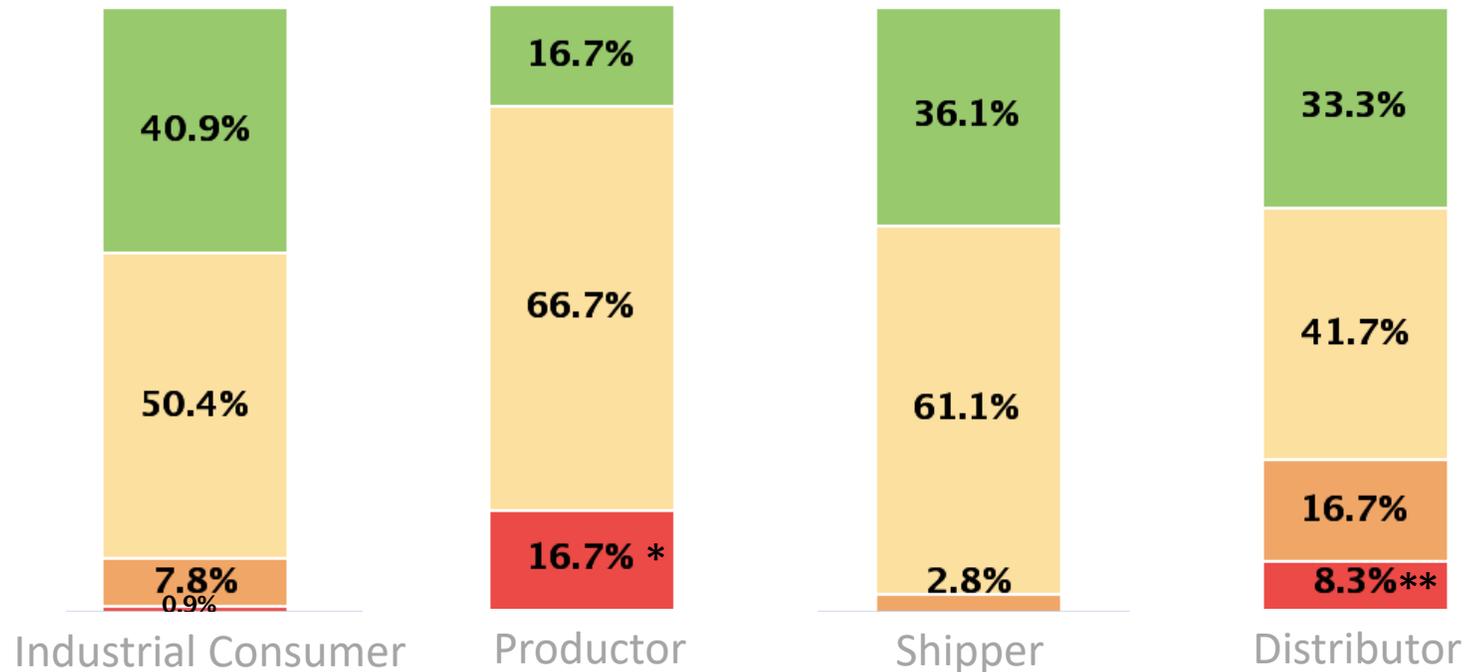
New question



Rate of agreement  
**90,8%**

Do you view GRTgaz as a customer-oriented company ?

● Totally agree ● Somewhat agree ● Somewhat disagree ● Totally disagree



\* 2 people unsatisfied

\*\* 1 person unsatisfied

Satisfaction rate  
**91,4%**

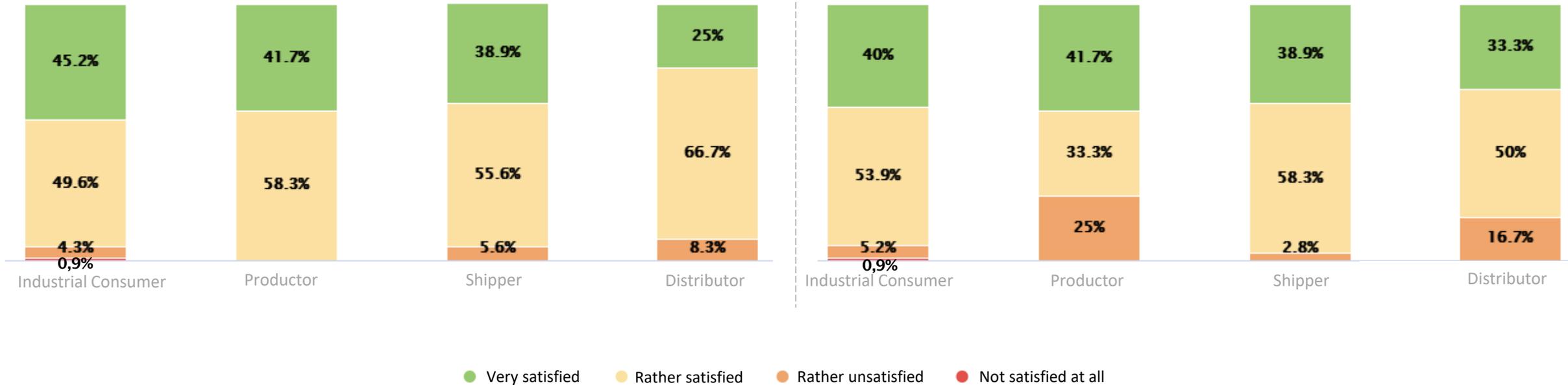
# 5<sup>TH</sup> SECTION : INFORMATION SYSTEM

New question 

About data provided by GRTgaz, what is your satisfaction level regarding :

**Quality of data**

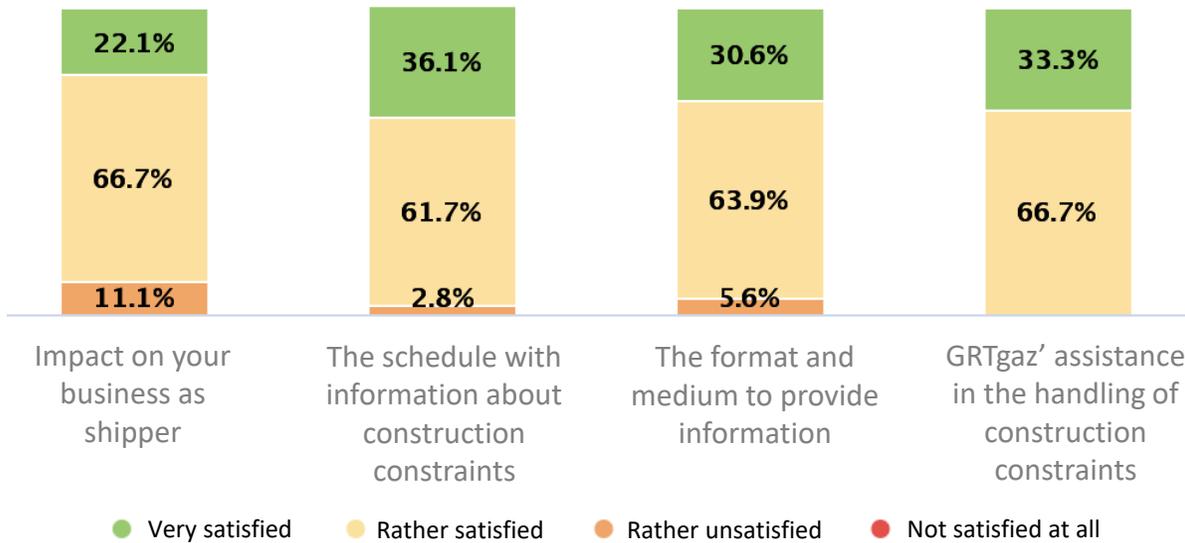
**Timeliness**



# 6<sup>TH</sup> SECTION : FUNCTIONING OF THE NETWORK AND CONSTRUCTION

Shippers

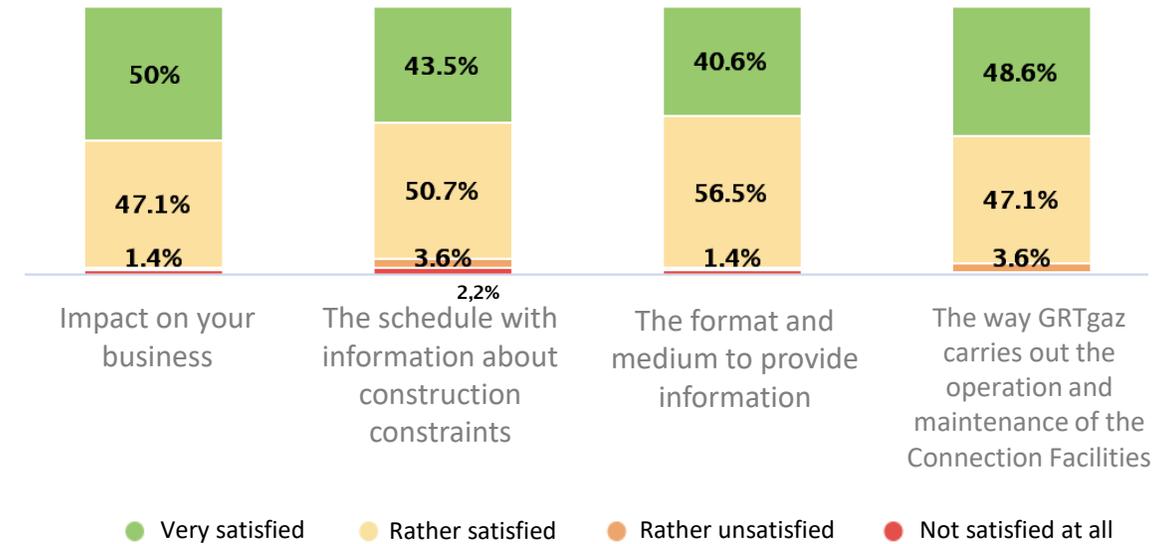
About GRTgaz 2020 network maintenance program, what is your satisfaction level regarding :



Industrial consumers, Distributors & Producers

**Respondants are very satisfied of** the construction work done.

About construction work done on GRTgaz facilities in 2020, what is your satisfaction level regarding :



A photograph of three people jumping joyfully in a snowy outdoor setting. The person on the left is a woman with glasses and a brown jacket. The person in the middle is a man with glasses and a blue jacket. The person on the right is a man with glasses and a black t-shirt. They are all smiling and have their arms raised. The background shows a snowy landscape with trees and a building. A sign in the background reads "Caution! Cross Traffic Does NOT Stop for Pedestrians".

# Vocaza

Vocaza

[info@vocaza.com](mailto:info@vocaza.com)

+33 (0)4 32 44 83 40

[www.vocaza.com](http://www.vocaza.com)

Paris

Avignon

Grenoble