

Transparency Platform satisfaction survey

Report of results and conclusions

1. Subject and scope

The purpose of this document is to present a summary of the main results and conclusions from the [Transparency Platform satisfaction survey](#) carried out by ENTSOG at the end of 2016 in order to evaluate the usability and user-friendliness of the TP.

For the full detail of all multiple-choice questions, please see our [anonymous overview report](#).

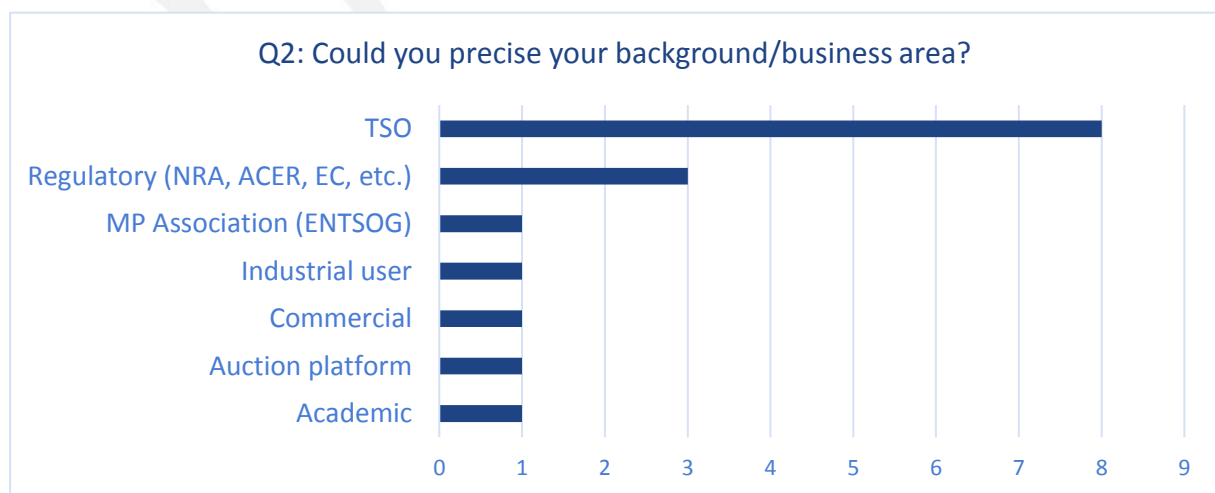
In addition, all non-confidential individual responses can be found [here](#).

2. Background

ENTSOG established the ENTSOG TP in 2013 to fulfil the requirements of Annex I, Chapter 3 of Regulation (EC) No 715/2009, and it has been available in its present form since October 2014. More than 300 users have registered, on a daily basis several hundred users visit the page and more than 40000 files are downloaded every day, either manually or via the automated download tool (API interface).

3. Main results

3.1. Participation



¹

Figure 1

¹ MP stands for market participant.

The figure above shows that there were only 7 non TSO participants, from which only 1 is non-confidential (Russian Ministry of Energy).

ENTSOG Conclusion: Due to the very limited number of responses, participation in the survey is not representative of the whole range of TP users and their opinion.

3.2. User friendliness

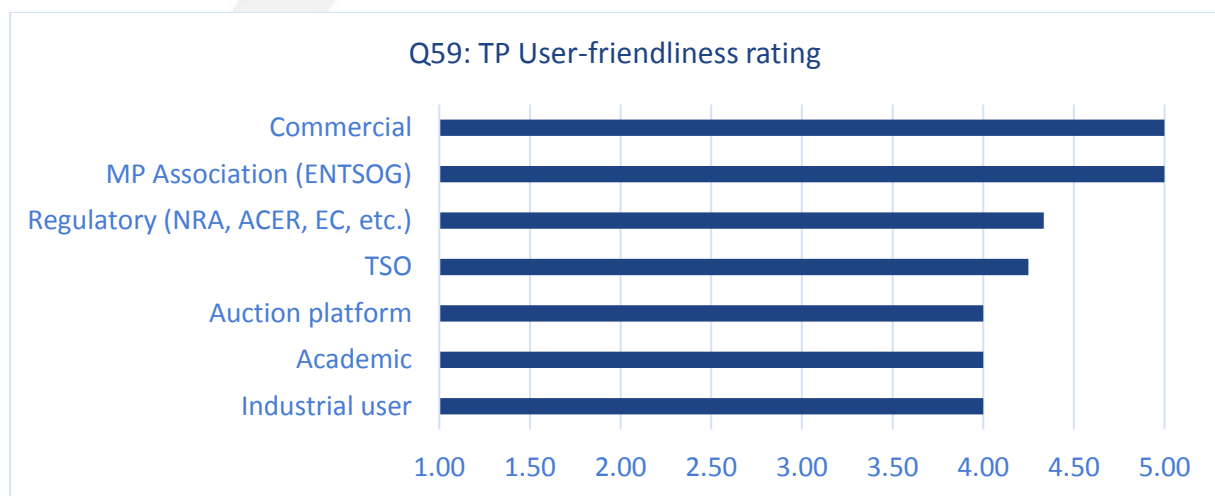


Figure 2

On a scale from 1-5, results indicate an average user-friendliness of 4.3, without significant differences among respondents.

As for the top three improvements regarding friendliness, suggestions varied:

- > From regulatory bodies:
 - Anonymous: establish and publish data quality statistics regularly
 - Ministry of Energy (Russia): add multi-language support
- > From TSOs:
 - API Excel: give a list of all points with their ID and full name
 - Possibility to change unit in the user interface
 - Dedicated section with favourite points
 - Improved visual rendering (in terms of time response) and clarity of the graphs
 - Rename interruptions indicators in order to reflect the reality more clearly and appropriately.

Firm Interruption Unplanned - Interrupted %	Firm Interruption Unplanned - Booked
Interruptible Interruption Actual - Booked	Firm Interruption Planned - Interrupted
Firm Interruption Unplanned - Booked	Firm Interruption Planned - Interrupted %
Firm Interruption Unplanned - Interrupted	Interruptible Interruption Actual - Interrupted
Interruptible Interruption Planned - Booked	Interruptible Interruption Actual - Interrupted %
Firm Interruption Planned - Booked	Interruptible Interruption Planned - Interrupted %
Interruptible Interruption Actual - Booked	Interruptible Interruption Planned - Interrupted

- Default view of the Calendar section does not always show the name of the affected point.

ENTSOG Conclusions/actions:

- > The publication of data quality statistics would be a transparency requirements monitoring task outside the scope of the current mandate to ENTSOG.
- > For ease of comparability, the TP is only in English. Additionally, the use of only English supports running the ENTSOG TP on a cost-efficient basis.
- > Regarding units, ENTSOG prefers to keep one single set of units (as established in the Interoperability Network code) as a way to promote harmonisation.
- > A dedicated section with favourite points already exists for registered users.
- > A list of points with EIC and names is already available in the download section.
- > ENTSOG will investigate the cost and need to carry out the following improvements:
 - Time response of the charts
 - Renaming of interruption indicators
 - Default view of the calendar to show always the name of affected points.

The following figure summarises the user friendliness of the different TP parts as perceived by the users:

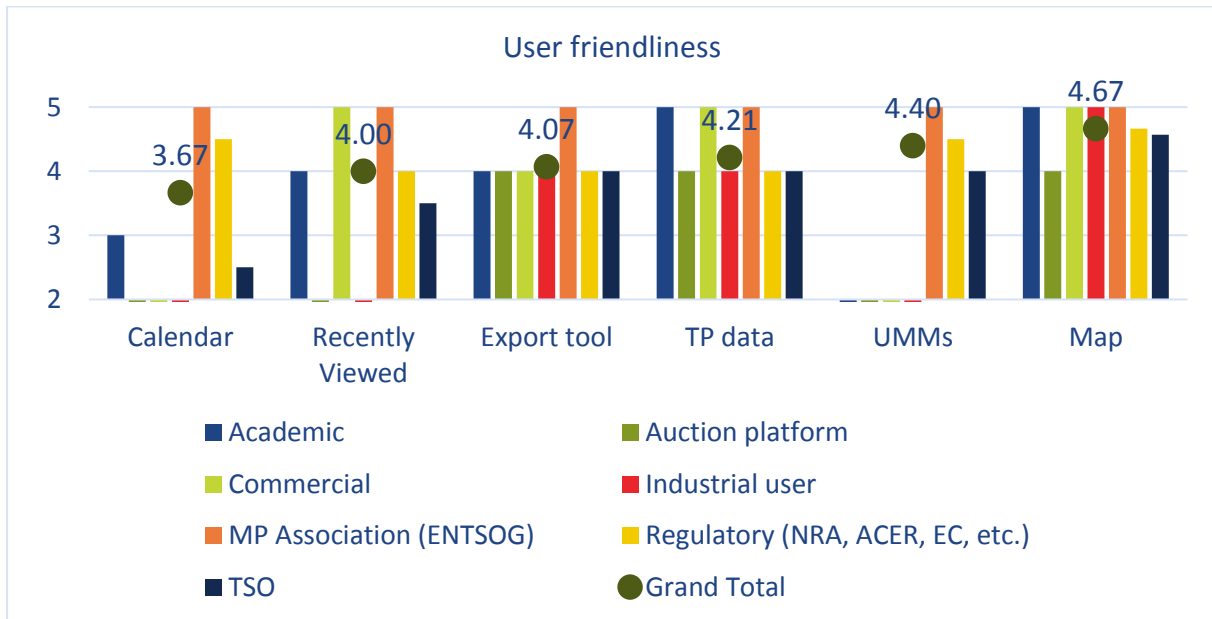


Figure 3

3.3. Usefulness

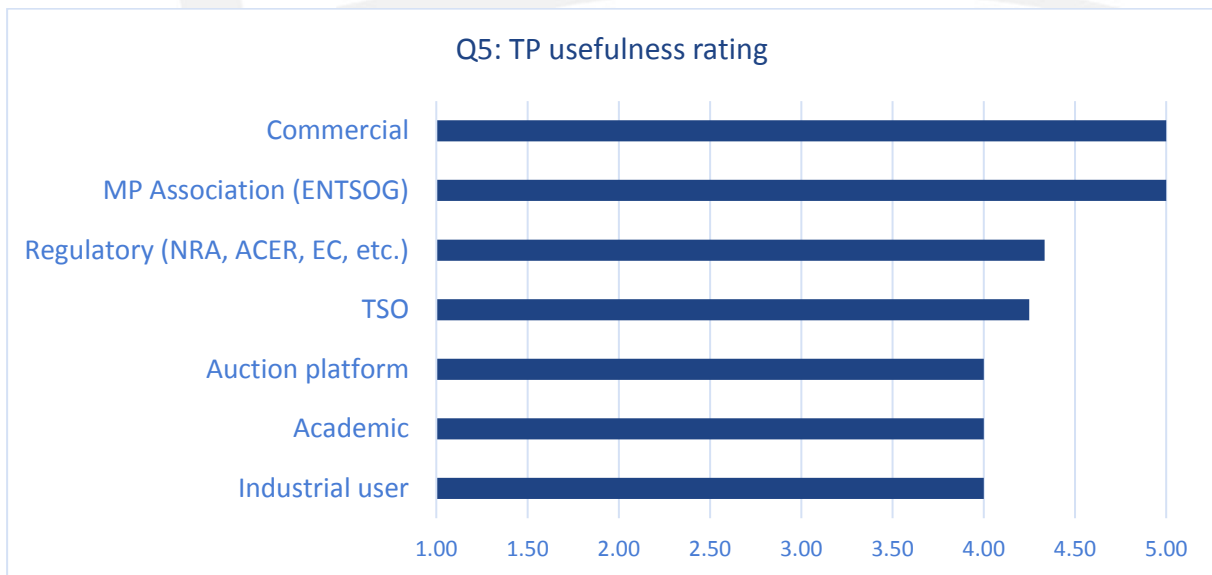


Figure 4

On a scale from 1-5, results indicate an average usefulness of 4.3, without significant differences among participants' categories.

ENTSOG conclusion: Usefulness of TP features is highly linked to the friendliness and vice versa. In future surveys the questionnaire will be simplified by combining the two concepts in one question.

As for the top three improvements for making the TP more useful, suggestions varied:

- > Regulatory (anonymous):

- Implement CMP, pipe-in-pipe, and Booking Platform filters also in the export tool and export files
- Make the section CMP unavailable firm capacity more readable and exhaustive
- Specifying whether TSOs include operational values
- Establish and publish data quality statistics regularly
- Auction results including premia, bundling and firmness (FZK, bFZK...)
- > Ministry of Energy (Russia):
 - Include gas consumption by price zone.
 - Gas consumption statistics (daily, monthly and yearly max per zone).
- > TSOs:
 - For capacity data, the notion of "interruptible" differ from one TSO to another, this could be improved
 - Improved data quality - completeness and correctness
 - Improved interruption indicators naming
- > Commercial (Slovenia)
 - Stretching ENTSOG mandate to make it a one-stop-shop of European gas for market participants (e.g. LNG, retail consumption, temperatures, REMIT reporting ...)
- > Academic (Germany)
 - Additional filters of data
 - Correctness of locations and other data

ENTSOG Conclusions/actions:

- > Operational remarks on data are already included when necessary
- > Publication of auction results is a responsibility of the Auction Platforms. Only auctions with a premium are presented on the ENTSOG TP.
- > Including gas consumption figures would be out of the scope of ENTSOG's mandate within the Transparency Guidelines.
- > ENTSOG is committed to continuous improvement of data quality and correctness.
- > ENTSOG will investigate the cost and need to carry out the following improvements:
 - Implement the suggested additional filters in the export tool.
 - Improve readability of the CMP section
 - Improvements regarding the notion of interruptions and the related indicators

The following figure summarises the user friendliness of the different TP parts as perceived by the users:

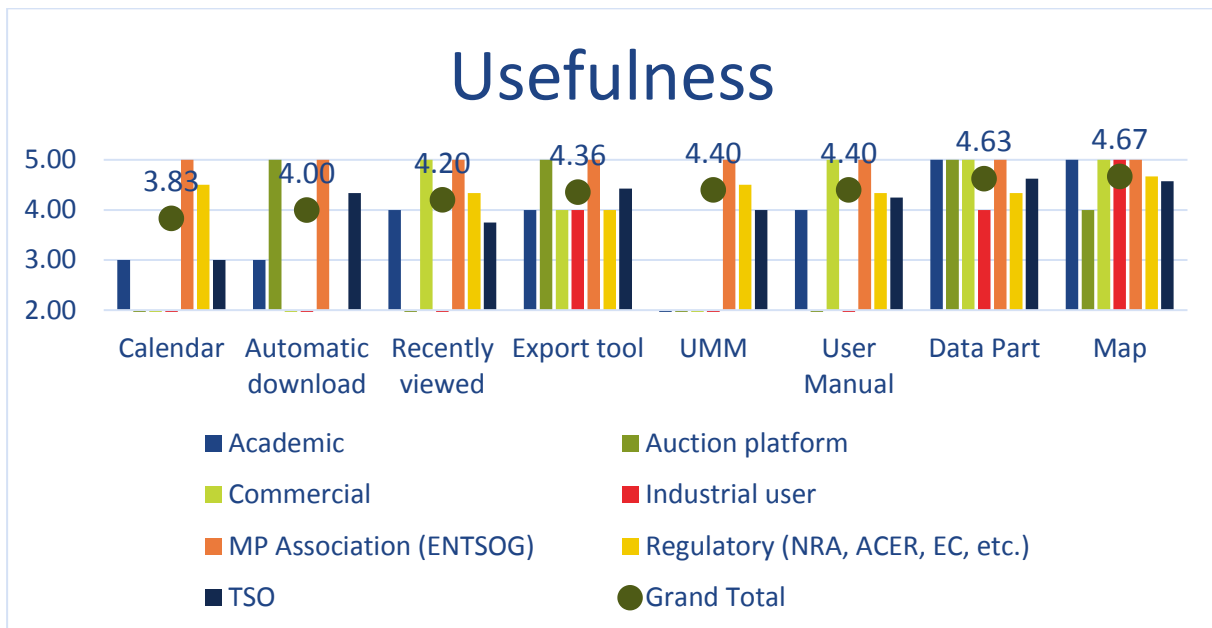


Figure 5

4. Summary of conclusions

- > The number of responses (16) received is insufficient to assess the general satisfaction of TP users.
- > ENTSOG takes notes of the suggestions received and will investigate the costs and evaluate the benefits of those improvements for the whole market, within the scope of the mandate given to ENTSOG in the Transparency Guidelines. The progress will be presented in the next public workshop on Transparency in 2017.
- > ENTSOG will consider maintaining carrying out the satisfaction survey as a source for receiving stakeholder input. A vital part for the usefulness of the survey is a higher interest and participation from the market. In this aspect, a simplification of the questionnaire could help.