

#1

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, August 01, 2017 3:25:26 PM  
**Last Modified:** Tuesday, August 01, 2017 3:39:08 PM  
**Time Spent:** 00:13:42  
**IP Address:** 80.120.136.22

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Page 1

**Q1 Contact details - mandatory fields**

**First and Last name:** Nicolas TERRACOL  
**Email:** n.terracol@taggmbh.at

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**Q2 Contact details (continued)**

**Job Title:** Capacity Management  
**Street:** Wiedner Hauptstrasse 120  
**Postal Code:** 1050  
**City:** WIEN

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**Q3 Company name - can be omitted in public reports if requested (see Q10 below)**

TAG GmbH

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**Q4 Could you precise your background/business area?** Infrastructure Operator

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**Q5 Please provide your country of activities:** Austria

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**Q6 Which kind of data are you most interested in?** Nomination and re-nomination ,  
 Allocation,  
 Physical flows,  
 Gas quality,  
 CMP data

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**Q7 How often do you use the TP?** Weekly

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## ENTSOG Transparency Platform Satisfaction Survey

**Q8** What is the purpose you are using the TP for?

- Check publication
- Understand causes of variations taking into account the flows at the European level (modification of the physical flow, gas quality, etc)
- Aggregation of historical data

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):

**Yes, you could disclose my responses**

**Q10** Company name - confidentiality

**Please omit my company name**

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label)

**4**

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label)

**4**

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label)

**3**

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label)

**N/A (Don't use - Don't know it)**

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label)

**N/A (Don't use - Don't know it)**

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label)

**4**

## ENTSOG Transparency Platform Satisfaction Survey

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

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**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

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**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

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**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label)

2

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**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

5

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**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

4

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**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

4

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Page 3

**Q24** How would you improve the Transparency map?  
(see <https://transparency.entsog.eu/>)

Respondent skipped this question

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**Q25** How would you improve the Operator section?  
(see <https://transparency.entsog.eu/#/operators>)

Respondent skipped this question

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**Q26** How would you improve the Calendar section?  
(see <https://transparency.entsog.eu/#/umm/calendar>)

Respondent skipped this question

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**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

Respondent skipped this question

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## ENTSOG Transparency Platform Satisfaction Survey

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>) **Respondent skipped this question**

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**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf)) **Respondent skipped this question**

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**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>) **Respondent skipped this question**

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**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entsog.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entsog.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf)) **Respondent skipped this question**

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**Q32** How would you improve the Export tool? (see <https://transparency.entsog.eu/#/points/data?points=>)

- Enable an export format based on granularity (hourly / daily) besides the aggregated export (from>to).
  - Improve time-out features (hourly exports almost never succeed)
  - Improve the filter menu in order to be able to track a given set of data
- 

**Q33** How would you improve the Recently viewed items tool? **Respondent skipped this question**

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**Q34** How would you improve the Data completeness? **Respondent skipped this question**

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**Q35** How would you improve the Data consistency? **Respondent skipped this question**

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**Q36** Do you have any other suggestions for improvement? **Respondent skipped this question**

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Page 4

**Q37** Do you use other sources to find gas transportation data? **No**

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# #2

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, August 01, 2017 3:33:46 PM  
**Last Modified:** Tuesday, August 01, 2017 3:50:26 PM  
**Time Spent:** 00:16:40  
**IP Address:** 195.46.27.228

Page 1

## Q1 Contact details - mandatory fields

**First and Last name:** **Vivi Gourioti**  
**Email:** **v.gouriotou@desfa.gr**

**Q2 Contact details (continued)** **Respondent skipped this question**

## Q3 Company name - can be omitted in public reports if requested (see Q10 below)

DESFA

**Q4 Could you precise your background/business area?** **Infrastructure Operator**

**Q5 Please provide your country of activities:** **Greece**

**Q6 Which kind of data are you most interested in?** **Nomination and re-nomination**,  
**Allocation,**  
**Physical flows**

**Q7 How often do you use the TP?** **Rarely**

## Q8 What is the purpose you are using the TP for?

TO CONDUCT REPORTS

**Q9 Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):** **Yes, you could disclose my responses**

**Q10 Company name - confidentiality** **Please omit my company name**

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) 2

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) 2

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) N/A (Don't use - Don't know it)

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label) 2

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label) N/A (Don't use - Don't know it)

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label) 2

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label) N/A (Don't use - Don't know it)

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label) N/A (Don't use - Don't know it)

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label) N/A (Don't use - Don't know it)

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label) 2

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

N/A (Don't use - Don't know it)

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

N/A (Don't use - Don't know it)

Page 3

**Q24** How would you improve the Transparency map? (see <https://transparency.entsog.eu/>)

MORE FLEXIBLE SCALE CHANGE-ZOOM IN ZOOM OUT

**Q25** How would you improve the Operator section? (see <https://transparency.entsog.eu/#/operators>)

Respondent skipped this question

**Q26** How would you improve the Calendar section? (see <https://transparency.entsog.eu/#/umm/calendar>)

MAKE IT MORE FLEXIBLE, NOT TO HAVE TO RUN THE WHOLE CALENDER THROUGH THE YEARS IN ORDER TO FIND THE DESIRED YEAR. ALSO IT MUST HAVE MEMORY TO INDICATE WHAT YOU SELECTED PREVIOUSLY

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

Respondent skipped this question

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>)

Respondent skipped this question

**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf))

Respondent skipped this question

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>)

Respondent skipped this question

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entsog.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entsog.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf))

Respondent skipped this question

**Q32** How would you improve the Export tool? (see <https://transparency.entsog.eu/#/points/data?points=>)

IT SIMPLY DIDN'T RESPOND - NOT FUNCTIONING

---

**Q33** How would you improve the Recently viewed items tool? **Respondent skipped this question**

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**Q34** How would you improve the Data completeness? **Respondent skipped this question**

---

**Q35** How would you improve the Data consistency? **Respondent skipped this question**

---

**Q36** Do you have any other suggestions for improvement? **Respondent skipped this question**

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Page 4

**Q37** Do you use other sources to find gas transportation data? **Yes**

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#3

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, August 02, 2017 9:09:49 AM  
**Last Modified:** Wednesday, August 02, 2017 9:16:07 AM  
**Time Spent:** 00:06:17  
**IP Address:** 90.85.2.129

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Page 1

**Q1 Contact details - mandatory fields**

**First and Last name:** Nicolas PEUGNIEZ  
**Email:** nicolas.peugniez@grtgaz.com

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**Q2 Contact details (continued)**

**Job Title:** Strategy Analyst  
**Tel:** 0155664277  
**Street:** 6 rue Raoul Nordling  
**Postal Code:** 92270  
**City:** Bois Colombes

---

**Q3 Company name - can be omitted in public reports if requested (see Q10 below)**

GRTgaz

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**Q4 Could you precise your background/business area?** Infrastructure Operator

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**Q5 Please provide your country of activities:** France

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**Q6 Which kind of data are you most interested in?** Nomination and re-nomination ,  
 Allocation,  
 Physical flows,  
 Capacity indicators ,  
 Tariffs,  
 CMP data,  
 Point information incl. product availability

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## ENTSOG Transparency Platform Satisfaction Survey

**Q7** How often do you use the TP? **Monthly**

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**Q8** What is the purpose you are using the TP for?

Single point of access for a comprehensive set of data across countries

Understanding flows configuration at EU level

Ad-hoc analyses of specific configuration (e.g. high flows, congestions, flow/spread correlation ...)

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**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports): **Yes, you could disclose my responses**

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**Q10** Company name - confidentiality **Respondent skipped this question**

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Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) **4**

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**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) **4**

---

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) **4**

---

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

---

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

---

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label) **4**

---

## ENTSOG Transparency Platform Satisfaction Survey

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label)

4

---

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

4

---

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

4

---

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

4

---

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Page 3

**Q24** How would you improve the Transparency map?  
(see <https://transparency.entsog.eu/>)

Respondent skipped this question

---

**Q25** How would you improve the Operator section?  
(see <https://transparency.entsog.eu/#/operators>)

Respondent skipped this question

---

**Q26** How would you improve the Calendar section?  
(see <https://transparency.entsog.eu/#/umm/calendar>)

Respondent skipped this question

---

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

Respondent skipped this question

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## ENTSOG Transparency Platform Satisfaction Survey

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>) **Respondent skipped this question**

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**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf)) **Respondent skipped this question**

---

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>) **Respondent skipped this question**

---

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entsog.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entsog.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf)) **Respondent skipped this question**

---

**Q32** How would you improve the Export tool? (see <https://transparency.entsog.eu/#/points/data?points=>) **Respondent skipped this question**

---

**Q33** How would you improve the Recently viewed items tool? **Respondent skipped this question**

---

**Q34** How would you improve the Data completeness? **Respondent skipped this question**

---

**Q35** How would you improve the Data consistency? **Respondent skipped this question**

---

**Q36** Do you have any other suggestions for improvement? **Respondent skipped this question**

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Page 4

**Q37** Do you use other sources to find gas transportation data? **Yes,**  
If yes, what are the main advantages of those platforms?:  
sm@rtgrtgaz for GRTgaz data  
-

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# #4

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 07, 2017 9:59:58 AM  
**Last Modified:** Monday, August 07, 2017 10:11:38 AM  
**Time Spent:** 00:11:40  
**IP Address:** 217.28.199.90

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Page 1

## Q1 Contact details - mandatory fields

**First and Last name:** Alexander Ehrensvärd  
**Email:** alexander.ehrensvard@swedegas.se

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## Q2 Contact details (continued)

**Job Title:** System Engineer  
**Mobile:** +46727018900  
**Street:** Kilsgatan 4  
**Postal Code:** 411 04  
**City:** Gothenburg

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## Q3 Company name - can be omitted in public reports if requested (see Q10 below)

Swedegas

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**Q4 Could you precise your background/business area?** Academic

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**Q5 Please provide your country of activities:** Sweden

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**Q6 Which kind of data are you most interested in?** Nomination and re-nomination, Allocation, Physical flows, Gas quality

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**Q7 How often do you use the TP?** Weekly

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**Q8 What is the purpose you are using the TP for?**

Monitoring that we are uploading the data in a correct way.

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## ENTSOG Transparency Platform Satisfaction Survey

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):

**Yes, you could disclose my responses**

**Q10** Company name - confidentiality

**Respondent skipped this question**

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label)

**4**

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label)

**4**

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label)

**5**

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label)

**N/A (Don't use - Don't know it)**

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label)

**4**

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label)

**5**

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label)

**4**

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label)

**5**

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label) 5

---

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label) 5

---

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label) 5

---

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label) 4

---

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label) 5

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Page 3

**Q24** How would you improve the Transparency map? (see <https://transparency.entsog.eu/>)

-

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**Q25** How would you improve the Operator section? (see <https://transparency.entsog.eu/#/operators>)

-

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**Q26** How would you improve the Calendar section? (see <https://transparency.entsog.eu/#/umm/calendar>)

-

---

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

-

---

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>)

-

---

**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf))

-

---

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>)

-

---

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entsog.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entsog.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf))

-

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**Q32** How would you improve the Export tool? (see <https://transparency.entsog.eu/#/points/data?points=>)

-

---

**Q33** How would you improve the Recently viewed items tool?

-

---

**Q34** How would you improve the Data completeness?

-

---

**Q35** How would you improve the Data consistency?

-

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**Q36** Do you have any other suggestions for improvement?

-

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Page 4

**Q37** Do you use other sources to find gas transportation data?

**No**

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#5

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, August 28, 2017 1:51:22 PM  
**Last Modified:** Monday, August 28, 2017 2:14:41 PM  
**Time Spent:** 00:23:19  
**IP Address:** 185.30.100.4

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Page 1

**Q1** Contact details - mandatory fields

**First and Last name:** Joey Alfrink  
**Email:** jal@danskecommodities.com

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**Q2** Contact details (continued)

**Job Title:** Portfolio Manager  
**Mobile:** +4527776178  
**Street:** Vaerkmestergade 3  
**Postal Code:** 8000  
**City:** Aarhus

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**Q3** Company name - can be omitted in public reports if requested (see Q10 below)

Danske Commodities

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**Q4** Could you precise your background/business area? **Commercial (trader, analyst, shipper company representative)**

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**Q5** Please provide your country of activities:

**Austria,**  
**Belgium,**  
**Czech Republic,**  
**Denmark,**  
**France,**  
**Germany,**  
**Hungary,**  
**Ireland,**  
**Italy,**  
**Luxembourg,**  
**The Netherlands,**  
**Poland,**  
**Slovakia,**  
**Slovenia,**  
**Spain,**  
**United Kingdom**

**Q6** Which kind of data are you most interested in?

**Nomination and re-nomination,**  
**Allocation,**  
**Physical flows,**  
**Capacity indicators,**  
**Interruptions,**  
**UMMs,**  
**Tariffs**

**Q7** How often do you use the TP? **Daily**

**Q8** What is the purpose you are using the TP for?

- Seeing historic and current flows

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports): **Yes, you could disclose my responses**

**Q10** Company name - confidentiality **Please omit my company name**

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) **2**

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**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) **2**

---

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) **2**

---

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label) **3**

---

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label) **1**

---

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label) **2**

---

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label) **3**

---

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

---

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

---

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

---

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

2

\* In case your answer is 1 or 2 > Please indicate what is missing::

Operator information doesn't seem updated (e.g. imbalance price formula)

---

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

3

---

---

Page 3

**Q24** How would you improve the Transparency map? (see <https://transparency.entsog.eu/>)

ability to see data (e.g. flow or nominations) in map view (i.e. not being redirected to separate page)

---

**Q25** How would you improve the Operator section? (see <https://transparency.entsog.eu/#/operators>)

If you provide operator information, make sure that the information is complete and updated. Otherwise I would not trust the information and not use it.

---

**Q26** How would you improve the Calendar section? (see <https://transparency.entsog.eu/#/umm/calendar>)

Filter function for TSOs or specific points.

---

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

Doesn't seem to be updated. I can't see data after 15/01/2016.

---

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>)

I'd like the possibility to save specific "views". For example it would be useful to be able to select say 3 different points in a certain (moving) time window and save this view. So, when I check the next day I only need 1 click to see the same 3 points.

---

**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf)) **Respondent skipped this question**

---

## ENTSOG Transparency Platform Satisfaction Survey

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entso.eu/#/helps/submitform>)

Respondent skipped this question

---

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entso.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entso.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf))

Respondent skipped this question

---

**Q32** How would you improve the Export tool? (see <https://transparency.entso.eu/#/points/data?points=>)

Respondent skipped this question

---

**Q33** How would you improve the Recently viewed items tool?

Respondent skipped this question

---

**Q34** How would you improve the Data completeness?

Respondent skipped this question

---

**Q35** How would you improve the Data consistency?

Respondent skipped this question

---

**Q36** Do you have any other suggestions for improvement?

Respondent skipped this question

---

Page 4

**Q37** Do you use other sources to find gas transportation data?

**Yes,**

If yes, what are the main advantages of those platforms?:

I check the TSO websites if I don't trust the entsog data.

---

#6

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Sunday, September 10, 2017 3:15:57 PM  
**Last Modified:** Sunday, September 10, 2017 4:18:14 PM  
**Time Spent:** 01:02:17  
**IP Address:** 80.67.244.26

---

Page 1

**Q1** Contact details - mandatory fields

**First and Last name:** Valery Stavinskiy  
**Email:** valery.stavnsky@route4gas.com

---

**Q2** Contact details (continued)

**Job Title:** project manager

---

**Q3** Company name - can be omitted in public reports if requested (see Q10 below)

Route4Gas SIA

---

**Q4** Could you precise your background/business area? **Commercial (trader, analyst, shipper company representative)**

---

**Q5** Please provide your country of activities:

**Austria,**  
**Belgium,**  
**Bulgaria,**  
**Croatia,**  
**Republic of** ,  
**Cyprus**  
**Czech Republic,**  
**Finland,**  
**France,**  
**Germany,**  
**Greece,**  
**Hungary,**  
**Ireland,**  
**Italy,**  
**Latvia,**  
**Lithuania,**  
**Luxembourg,**  
**Malta,**  
**The** ,  
**Netherlands**  
**Poland,**  
**Portugal,**  
**Romania,**  
**Slovakia,**  
**Slovenia,**  
**Spain,**  
**Sweden,**  
**United Kingdom,**  
**Estonia,**  
**Denmark**

---

## ENTSOG Transparency Platform Satisfaction Survey

**Q6** Which kind of data are you most interested in?

**Physical flows,**  
**Capacity indicators** ,  
**Interruptions,**  
**Tariffs,**  
**Point information incl. product availability** ,  
**Allocation,**  
**Nomination and re-nomination**

---

**Q7** How often do you use the TP?

**Daily**

---

**Q8** What is the purpose you are using the TP for?

We are using TP as one of key sources of reliable information about gas transmission activities in EU for our online analytic tool, which is currently under development and hopefully will be available by the end of 2017 (please visit our website [Route4gas.com](http://Route4gas.com) for details)

---

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):

**Yes, you could disclose my responses**

---

**Q10** Company name - confidentiality

**Respondent skipped this question**

---

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) **3**

---

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) **4**

---

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) **3**

---



## ENTSOG Transparency Platform Satisfaction Survey

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label)

4

---

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label)

5

---

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label)

4

---

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label)

4

---

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label)

4

---

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label)

3

---

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

5

---

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

3

\* In case your answer is 1 or 2 > Please indicate what is missing::

data for consumption, production is missing for a number of market areas In Gaspool and NCG a number of data duplication or partial duplication takes place, which makes data utilisation much more complicated, and less reliable Switzerland must be included in TP database sicne it is located in the very heart of EU and multiple streams cross in various directions area UK-NI-Ireland is not transparent on TP. Some streams are reflected incorrectly Cumulative data calculation is missing on TP, that could be a convenient analytic and data verification tool

---

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

4

---

Page 3

**Q24** How would you improve the Transparency map? (see <https://transparency.entsog.eu/>)

pop-up menu are not closing automatically when you move out pointer. cross in the right-up corner must be pushed.

side menu with filters is in very smalls cripts in default mode, and can be zoomed only together with all map

all information is quite slow, takes some time to get feedback from TP

---

**Q25** How would you improve the Operator section? (see <https://transparency.entsog.eu/#/operators>)

many operators do not provide correct information about their tariffs.

tariffs from TSO are provided in different units. would be more convenient to enforce TSO to unify tariffs units system

Information on some websites of TSO (links are given in Operators section for Tariff data) is available in national languages only without english translation

---

**Q26** How would you improve the Calendar section?  
(see <https://transparency.entsog.eu/#/umm/calendar>)

Respondent skipped this question

---

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

Respondent skipped this question

---

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>)

Would be very informative to provide cumulative data for selected period.

Would be convenient to offer charts download in PDF for selected data and period

scale up and down does not work well, sometimes we cannot zoom in ok out the chart (especially on MAC computers)

---

**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf))

Respondent skipped this question

---

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>)

now it contains a limited amount of allowed symbols. And to write a big wuestion several forms filling is required

---

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entso.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entso.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf))

Respondent skipped this question

**Q32** How would you improve the Export tool? (see <https://transparency.entso.eu/#/points/data?points=>)

takes long time and very often for big data fails to download CSV file.

**Q33** How would you improve the Recently viewed items tool?

Respondent skipped this question

**Q34** How would you improve the Data completeness?

more intensive work with regional TSOs and NRAs required to make them more accurate in data provision.

for German Gaspool and NCG operators better structuring of data is required. for those areas, where several operators report the same values, clear instruction to TP user is required

**Q35** How would you improve the Data consistency?

more intensive work with regional TSOs and NRAs required to make them more accurate in data provision.

**Q36** Do you have any other suggestions for improvement?

Respondent skipped this question

Page 4

**Q37** Do you use other sources to find gas transportation data?

**Yes,**

If yes, what are the main advantages of those platforms?:

availability of cumulative data availability of consumption and production data for those countries, which do not report to ENTSOG yet (e.g. Czechia, Slovakia, Austria, Ireland, Finland, Spain, Sweden, Denmark, Baltic States)  
More adequate data for German Gaspool/NCG operators (reported consumption in TP in unreasonably small) information available for those countries, which are missing in TP, like Switzerland, Former Yugoslavia countries, Albania

#7

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, September 13, 2017 9:27:04 AM  
**Last Modified:** Wednesday, September 13, 2017 9:41:19 AM  
**Time Spent:** 00:14:15  
**IP Address:** 91.239.241.10

---

Page 1

**Q1 Contact details - mandatory fields**

**First and Last name:** **Andrii Prokofiev**  
**Email:** **prokofev-ag@utg.ua**

---

**Q2 Contact details (continued)**

**Job Title:** **Gas expert**  
**Street:** **Klovskiy Uzviz 9/1**  
**Postal Code:** **01021**  
**City:** **Kyiv**

---

**Q3 Company name - can be omitted in public reports if requested (see Q10 below)**

PJSC "UKRTRANSGAZ"

---

**Q4 Could you precise your background/business area?** **Infrastructure Operator**

---

**Q5 Please provide your country of activities:** **Non-EU Member State, please specify below** ,  
 Comments /  
 Other::  
 Ukraine

---

**Q6 Which kind of data are you most interested in?** **Nomination and re-nomination** ,  
**Physical flows,**  
**Capacity indicators**

---

**Q7 How often do you use the TP?** **Daily**

---

**Q8** What is the purpose you are using the TP for?

- to find actual information on gas flows in the EU countries;
- to get historical data from different IPs in one place;
- to find data on capacities of the IPs;
- analysis of sources of gas supply from different sources of different countries.

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):

**Yes, you could disclose my responses**

**Q10** Company name - confidentiality

**Please omit my company name**

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) **5**

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) **5**

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) **4**

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label) **N/A (Don't use - Don't know it)**

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label) **5**

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label)

5

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

5

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

4

\* In case your answer is 1 or 2 > Please indicate what is missing::

For some IPs data about nominations and actual flows do not match. E.g. for IP Greifswald the nominations for exit to OPAL pipeline are always lower (by approximately 30%) than actual physical flow. I understand that this information is received from TSOs, however, can this issue be somehow raised?

Page 3

**Q24** How would you improve the Transparency map?  
(see <https://transparency.entsog.eu/>)

Respondent skipped this question

**Q25** How would you improve the Operator section?  
(see <https://transparency.entsog.eu/#/operators>)

Respondent skipped this question

**Q26** How would you improve the Calendar section?  
(see <https://transparency.entsog.eu/#/umm/calendar>)

Respondent skipped this question

## ENTSOG Transparency Platform Satisfaction Survey

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entso.eu/#/umm/latest\\_interruptions](https://transparency.entso.eu/#/umm/latest_interruptions))

Respondent skipped this question

**Q28** How would you improve the TP data section? (see <https://transparency.entso.eu/#/points/data>)

Respondent skipped this question

**Q29** How would you improve the TP user manual? (see [https://transparency.entso.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entso.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf))

Respondent skipped this question

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entso.eu/#/helps/submitform>)

Respondent skipped this question

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entso.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entso.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf))

Respondent skipped this question

**Q32** How would you improve the Export tool? (see <https://transparency.entso.eu/#/points/data?points=>)

Respondent skipped this question

**Q33** How would you improve the Recently viewed items tool?

Respondent skipped this question

**Q34** How would you improve the Data completeness?

Respondent skipped this question

**Q35** How would you improve the Data consistency?

Respondent skipped this question

**Q36** Do you have any other suggestions for improvement?

Respondent skipped this question

Page 4

**Q37** Do you use other sources to find gas transportation data?

**Yes,**

If yes, what are the main advantages of those platforms?:

We usually use the web-pages of the TSOs, as sometimes they publish additional information in comparison to Entso TP. However, TP of Entso is the most user-friendly one.

#8

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 19, 2017 1:44:28 PM  
**Last Modified:** Tuesday, September 19, 2017 1:58:16 PM  
**Time Spent:** 00:13:48  
**IP Address:** 217.28.199.90

---

Page 1

**Q1 Contact details - mandatory fields**

**First and Last name:** Martin Fahlvik  
**Email:** martin.fahlvik@swedegas.se

---

**Q2 Contact details (continued)**

**Job Title:** System Engineer

---

**Q3 Company name - can be omitted in public reports if requested (see Q10 below)**

Swedegas

---

**Q4 Could you precise your background/business area?** Academic

---

**Q5 Please provide your country of activities:** Denmark,  
Sweden

---

**Q6 Which kind of data are you most interested in?** Nomination and re-nomination ,  
Allocation,  
Physical flows,  
Gas quality,  
Capacity indicators ,  
Interruptions,  
UMMs,  
Point information incl. product availability

---

**Q7 How often do you use the TP?** Monthly

---



**Q8** What is the purpose you are using the TP for?

Getting data for analysis or correcting data.

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):

**Yes, you could disclose my responses**

**Q10** Company name - confidentiality

**Respondent skipped this question**

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label)

**5**

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label)

**4**

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label)

**4**

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label)

**N/A (Don't use - Don't know it)**

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label)

**3**

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label)

**4**

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label)

**3**

## ENTSOG Transparency Platform Satisfaction Survey

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

---

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

4

---

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

3

---

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

3

---

Page 3

**Q24** How would you improve the Transparency map?  
(see <https://transparency.entsog.eu/>)

Respondent skipped this question

---

**Q25** How would you improve the Operator section?  
(see <https://transparency.entsog.eu/#/operators>)

Respondent skipped this question

---

**Q26** How would you improve the Calendar section? (see <https://transparency.entsog.eu/#/umm/calendar>)

Integrate information from Energinet, <https://gasmarketmessage.dk/>, the data is available through RSS. Maybe it's better if you do it through some API.

---

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

Nordpool has a really nice UMM overview where you can choose a graph to display the impact of a transmission interrupt/capacity across borders. I think that could benefit your users as well.

<https://umm.nordpoolgroup.com/#/messages?view=chart&chartType=transmission&publicationDate=lastweek&eventDate=nextyear>

---

## ENTSOG Transparency Platform Satisfaction Survey

**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>) **Respondent skipped this question**

---

**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf)) **Respondent skipped this question**

---

**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>) **Respondent skipped this question**

---

**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entsog.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entsog.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf)) **Respondent skipped this question**

---

**Q32** How would you improve the Export tool? (see <https://transparency.entsog.eu/#/points/data?points=>) **Respondent skipped this question**

---

**Q33** How would you improve the Recently viewed items tool? **Respondent skipped this question**

---

**Q34** How would you improve the Data completeness? **Respondent skipped this question**

---

**Q35** How would you improve the Data consistency? **Respondent skipped this question**

---

**Q36** Do you have any other suggestions for improvement? **Respondent skipped this question**

---

Page 4

**Q37** Do you use other sources to find gas transportation data? **No**

---

#9

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, September 19, 2017 10:44:23 PM  
**Last Modified:** Tuesday, September 19, 2017 11:31:39 PM  
**Time Spent:** 00:47:15  
**IP Address:** 193.155.194.149

---

Page 1

**Q1 Contact details - mandatory fields**

**First and Last name:** Stephen Rose  
**Email:** stephen.rose@rwe.com

---

**Q2 Contact details (continued)**

**Job Title:** Head of Gas Market Design and Regulation  
**Tel:** +44 (0) 1793 892068  
**Mobile:** +44 (0) 7989 494269  
**Street:** Whitehill Way  
**Postal Code:** SN5 6PB  
**City:** Swindon

---

**Q3 Company name - can be omitted in public reports if requested (see Q10 below)**

RWE Supply & Trading

---

**Q4 Could you precise your background/business area?** Commercial (trader, analyst, shipper company representative)

---

**Q5** Please provide your country of activities:

**Belgium,**  
**Croatia,**  
**Czech Republic,**  
**Denmark,**  
**France,**  
**Germany,**  
**Hungary,**  
**Italy,**  
**The Netherlands** ,  
**Romania,**  
**Slovakia,**  
**Spain,**  
**United Kingdom,**  
**Non-EU Member State, please specify** ,  
**below**  
**European interests (stakeholder association), please**  
**specify below**  
 ,  
**Austria,**  
 Comments /  
 Other::  
 Ukraine EFET, Eurogas

**Q6** Which kind of data are you most interested in?

**Capacity indicators** ,  
**Interruptions,**  
**UMMs,**  
**Physical flows,**  
**Nomination and re-nomination**

**Q7** How often do you use the TP?

**Weekly**

**Q8** What is the purpose you are using the TP for?

The map is used when assessing new markets and the calendar is used to monitor planned maintenance and UMMs. We also use it to assess the extent to which core data relevant to price formation and market operation is readily available across the EU.

## ENTSOG Transparency Platform Satisfaction Survey

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports):

**Yes, you could disclose my responses**

**Q10** Company name - confidentiality

**Please omit my company name**

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) **4**

**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) **5**

**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) **3**

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label) **4**

**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label) **3**

**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label) **4**

**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label) **4**

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label) **4**

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label)

N/A (Don't use - Don't know it)

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label)

3

\* In case your answer is 1 or 2 > Please indicate what is missing::

Planned interruption of firm services (typically planned annual maintenance) does not seem to be available for all TSOs. Maintenance data which is published on TSOs' individual websites is not always replicated on the ENTSOG TP e.g. GCA, Interconnector UK. The same most probably applies to other categories of other interruption that can be displayed (e.g. UMM, actual interruption). Because data seems to be missing the TSOs' websites are the first point of reference for maintenance data whereas if all TSOs were publishing such data consistently on the TP, which is what they are legally obliged to do, the ENTSOG TP would become the principal point of reference. An audit of which TSO's are providing what interruption data when would be welcome. Also not all TSOs are publishing hourly flow data at relevant points on the ENTSOG TP, e.g, Plinarco, Transgaz and GN Ireland

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

3

Page 3

**Q24** How would you improve the Transparency map?  
(see <https://transparency.entsog.eu/>)

Respondent skipped this question

**Q25** How would you improve the Operator section? (see <https://transparency.entsog.eu/#/operators>)

The standardised section links for each TSO do not always work or do not take you to the specific EU Gas Transparency Template (e.g. Net4Gas, Energinet, FGSZ). Also, once in the page for each TSO the links to specific pages do not always work or are not specific (e.g. Net4Gas, Ontras traiff link). These TSOs have been highlighted by way of example but the same situation is likely to occur with many other TSOs.

**Q26** How would you improve the Calendar section? (see <https://transparency.entso.eu/#/umm/calendar>)

The calendar section is useful but due to the incompleteness of data it is not our first point of reference.

We think it could be improved by:

- a) allowing users to select multiple TSOs for one or more categories of interruption
- b) allowing users to save predefined multiple choices
- c) including a link to the TSOs website for each interruption instance shown
- d) enabling the outcomes of selections to be downloaded in xls form
- e) rectifying the problem whereby if you select a category in display (e.g. UMM) the change the month and finally select a TSO month defaults back to the current month
- f) allowing SSOs to include maintenance data

ENTSOG should consider holding a public consultation on how interruption information on the calendar section is structured and displayed to make it most useful in terms of its relevance to market operation and price formation.

---

**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entso.eu/#/umm/latest\\_interruptions](https://transparency.entso.eu/#/umm/latest_interruptions))

See Q26. Plus the latest interruption section (Calendar tab, actual and planned interruption sub tab) does not seem to be up to date as the latest data is for January 2016

---

**Q28** How would you improve the TP data section? (see <https://transparency.entso.eu/#/points/data>)

The default "To" gas day for date range selection should default to the following day, not the current day, so as to reveal within day hourly data on the graph/spreadsheet.

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**Q29** How would you improve the TP user manual? (see [https://transparency.entso.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entso.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf)) **Respondent skipped this question**

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**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entso.eu/#/helps/submitform>) **Respondent skipped this question**

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**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entso.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entso.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf)) **Respondent skipped this question**

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**Q32** How would you improve the Export tool? (see <https://transparency.entso.eu/#/points/data?points=>) **Respondent skipped this question**

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**Q33** How would you improve the Recently viewed items tool? **Respondent skipped this question**

---

**Q34** How would you improve the Data completeness?

See Q22

---



**Q35** How would you improve the Data consistency?

**Respondent skipped this question**

---

**Q36** Do you have any other suggestions for improvement?

**Respondent skipped this question**

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Page 4

**Q37** Do you use other sources to find gas transportation data?

**Yes,**

If yes, what are the main advantages of those platforms?:

TSOs' websites as not all data seems to be available on the ENTSOG TP and it may be published on the TSOs websites first.

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# #10

**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, September 20, 2017 2:16:54 PM  
**Last Modified:** Wednesday, September 20, 2017 2:59:27 PM  
**Time Spent:** 00:42:33  
**IP Address:** 165.225.80.136

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Page 1

## Q1 Contact details - mandatory fields

**First and Last name:** Alexander Yankovskiy  
**Email:** alexander.yankovskiy@gazprom-mt.com

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## Q2 Contact details (continued)

**Job Title:** Regulatory Affairs Advisor  
**Mobile:** +447506490868

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## Q3 Company name - can be omitted in public reports if requested (see Q10 below)

Gazprom Marketing & Trading

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**Q4 Could you precise your background/business area?** Commercial (trader, analyst, shipper company representative)

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**Q5 Please provide your country of activities:**

- Austria,
- Belgium,
- Bulgaria,
- Czech Republic,
- Denmark,
- France,
- Germany,
- Ireland,
- Italy,
- The Netherlands,
- Slovakia,
- United Kingdom

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## ENTSOG Transparency Platform Satisfaction Survey

**Q6** Which kind of data are you most interested in?

**Nomination and re-nomination**,  
**Allocation**,  
**Physical flows**,  
**Gas quality**,  
**Capacity indicators**,  
**Interruptions**,  
**UMMs**,  
**Tariffs**,  
**CMP data**,  
**Point information incl. product availability**

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**Q7** How often do you use the TP? **Daily**

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**Q8** What is the purpose you are using the TP for?

It's mainly used for flows and capacities tracking

---

**Q9** Please indicate whether your responses could be disclosed in public reports (answers to be included or not in the aggregated reports): **Yes, you could disclose my responses**

---

**Q10** Company name - confidentiality **Please omit my company name**

---

Page 2

**Q11** How do you evaluate the user-friendliness and usefulness of the Transparency Platform in general? (1 is poor > 5 is excellent)

(no label) **5**

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**Q12** How do you evaluate the user-friendliness and usefulness of the Transparency Map? (1 is poor > 5 is excellent)

(no label) **5**

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**Q13** How do you evaluate the user-friendliness and usefulness of the Operator section? (1 is poor > 5 is excellent)

(no label) **5**

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## ENTSOG Transparency Platform Satisfaction Survey

**Q14** How do you evaluate the user-friendliness and usefulness of the Calendar section? (1 is poor > 5 is excellent)

(no label) 5

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**Q15** How do you evaluate the user-friendliness and usefulness of the Latest interruptions section? (1 is poor > 5 is excellent)

(no label) 5

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**Q16** How do you evaluate the user-friendliness and usefulness of the TP data section? (1 is poor > 5 is excellent)

(no label) 5

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**Q17** How do you evaluate the user-friendliness and usefulness of the TP user manual? (1 is poor > 5 is excellent)

(no label) 5

---

**Q18** How do you evaluate the user-friendliness and usefulness of the TP "Submit a question" form? (1 is poor > 5 is excellent)

(no label) 5

---

**Q19** How do you evaluate the user-friendliness and usefulness of the Automatic download (API) tool? (1 is poor > 5 is excellent)

(no label) N/A (Don't use - Don't know it)

---

**Q20** How do you evaluate the user-friendliness and usefulness of the Export tool? (1 is poor > 5 is excellent)

(no label) 5

---

**Q21** How do you evaluate the user-friendliness and usefulness of the Recently viewed items tool? (1 is poor > 5 is excellent)

(no label) 5

---

**Q22** How do you evaluate the Data completeness? (1 is poor > 5 is excellent) (\*)

(no label) 3

\* In case your answer is 1 or 2 > Please indicate what is missing::

The ENTSOG platform is a great tool, however, the data provided by the TSOs is not always correct, consistent and complete. This relates to the flows, capacity and maintenance data.

---

**Q23** How do you evaluate the Data consistency? (1 is poor > 5 is excellent) (\*)

(no label)

3

\* In case your answer is 1 or 2 > Please indicate what is missing::

The ENTSOG platform is a great tool, however, the data provided by the TSOs is not always correct, consistent and complete. This relates to the flows, capacity and maintenance data.

---

Page 3

**Q24** How would you improve the Transparency map? (see <https://transparency.entsog.eu/>)

-

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**Q25** How would you improve the Operator section? (see <https://transparency.entsog.eu/#/operators>)

Check regularly the correctness of the links in TSOs' descriptions

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**Q26** How would you improve the Calendar section? (see <https://transparency.entsog.eu/#/umm/calendar>)

Check the correctness of the maintenance data provided by the TSOs

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**Q27** How would you improve the Latest interruptions section? (see [https://transparency.entsog.eu/#/umm/latest\\_interruptions](https://transparency.entsog.eu/#/umm/latest_interruptions))

-

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**Q28** How would you improve the TP data section? (see <https://transparency.entsog.eu/#/points/data>)

Provide more detailed information on capacity available at certain countries by its type (FZK, DZK, etc.)

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**Q29** How would you improve the TP user manual? (see [https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual\\_Final\\_v\\_3\\_0.pdf](https://transparency.entsog.eu/pdf/ENTSOG%20-%20PDWS%20-%20TP%20User%20Manual_Final_v_3_0.pdf))

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**Q30** How would you improve the TP "Submit a question" form? (see <https://transparency.entsog.eu/#/helps/submitform>)

-

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**Q31** How would you improve the Automatic download (API)? (see [https://transparency.entsog.eu/pdf/TP\\_REG715\\_Documentation\\_TP\\_API\\_v1.2.pdf](https://transparency.entsog.eu/pdf/TP_REG715_Documentation_TP_API_v1.2.pdf))

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**Q32** How would you improve the Export tool? (see <https://transparency.entso.eu/#/points/data?points=>)

-

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**Q33** How would you improve the Recently viewed items tool?

-

---

**Q34** How would you improve the Data completeness?

Do some random checks of the data provided by the TSOs

---

**Q35** How would you improve the Data consistency?

Do some random checks of the data provided by the TSOs

---

**Q36** Do you have any other suggestions for improvement?

The maintenance information is very important for the market participants, so it would be very useful if ENTSOG could set a certain standard for the TSOs on the completeness and consistency of this data. The reflection of this data in the calendar section, as well as the "capacity" section, is essential

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Page 4

**Q37** Do you use other sources to find gas transportation data?

**Yes,**

If yes, what are the main advantages of those platforms?:

TSOs websites

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