

# 2020 CUSTOMER SATISFACTION SURVEY

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GAZ-SYSTEM FORUM  
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# 2019 CUSTOMER SATISFACTION SURVEY

Customer Satisfaction Survey is a valuable source of information for GAZ-SYSTEM to learn about the expectations and feelings of our business partners and to allow them to evaluate the partnership with our Company. Suggestions and comments provided in the questionnaires are being considered when improving the quality of service, introducing new functionalities in IT systems or reviewing TNC.

As every year, the survey is focused on:

- ▶ Quality of customer service
- ▶ Attitude and competences of employees
- ▶ Communication with the Customer
- ▶ Quality of services
- ▶ Business partnership
- ▶ Electronic communication channels

Customer satisfaction rate regarding the quality of cooperation with GAZ-SYSTEM has been very high since 2010 and is above 4.0.

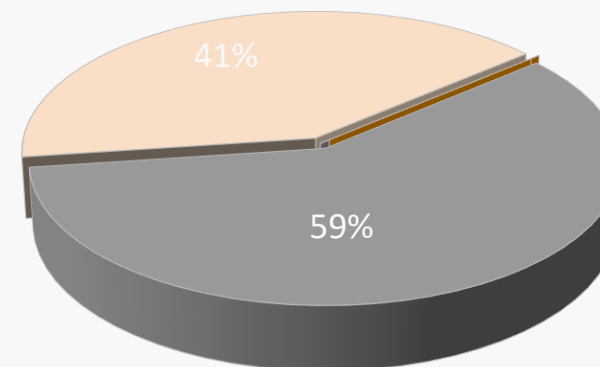


# SUMMARY OF 2019 CUSTOMER SATISFACTION SURVEY RESULTS -CUSTOMER SERVICE QUALITY ASSESSMENT -

The vast majority of customers expressed satisfaction with the quality of customer service provided by GAZ-SYSTEM.

Respondents appreciate such elements as the commitment of employees to assist as well as good and efficient communication. The comments received included opinions which prove that the employees responsible for customer service are in most cases available, and that matters are dealt with without unnecessary delay.

How do you evaluate the customer service quality in GAZ-SYSTEM?



- Definitely satisfied
- Rather satisfied

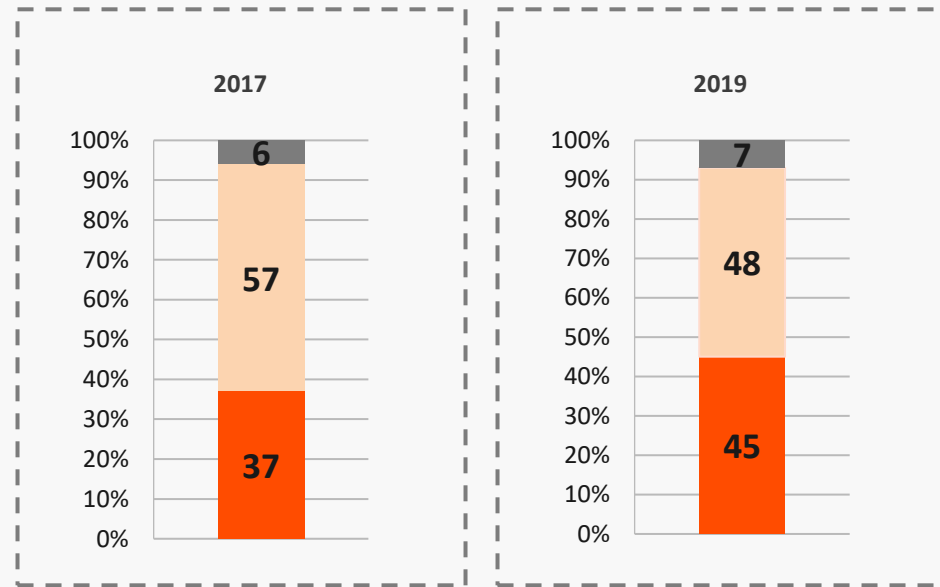
# SUMMARY OF 2019 CUSTOMER SATISFACTION SURVEY RESULTS - SERVICE QUALITY ASSESSMENT -

The quality of services provided by GAZ-SYSTEM is rated very highly.

However, there are still aspects that will allow to improve the quality of services offered.

Suggestions for improvement include the issues of daily balancing, earlier notification of changes, better clarity of information provided.

What is your assessment of the quality of services provided by Gas Transmission Operator GAZ-SYSTEM?



- Definitely satisfied
- Rather satisfied
- Neither satisfied nor dissatisfied

# QUALITY OF CUSTOMER SERVICE AND SERVICES - BENCHMARKING OF RESULTS

Area - Quality of customer service and services	2016	2017	2019
Overall assessment of service quality	84%	89%	96%
Service culture	85%	97%	93%
Willingness to respond to the enquiries	84%	84%	100%
Commitment to resolve issues	82%	91%	97%
Friendliness	84%	84%	100%
Willingness to assist	85%	85%	97%
Indulgence	82%	92%	87%

# 2020 CUSTOMER SATISFACTION SURVEY

Given the huge importance of the Customer Satisfaction Survey for us, we have changed the approach to this year's survey due to the COVID 19 pandemic, to make sure that the survey is carried in a way which is convenient and safe to customers:

- ▶ on-line survey, no need to meet with the interviewer face to face,
- ▶ anonymity of responses guaranteed, personal data can be shared at respondent's discretion
- ▶ opportunity to share respondents opinions and remarks with us



New, convenient and anonymous form of on-line survey



Quick and easy way to respond



Excellent opportunity to share comments and suggestions

New IES functionalities

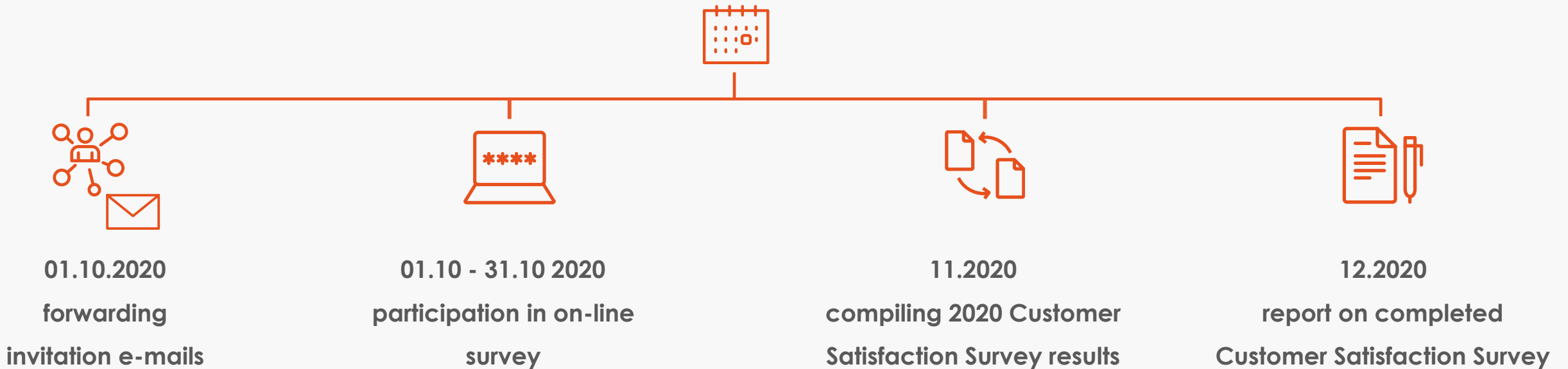
Revised procedures

New website design

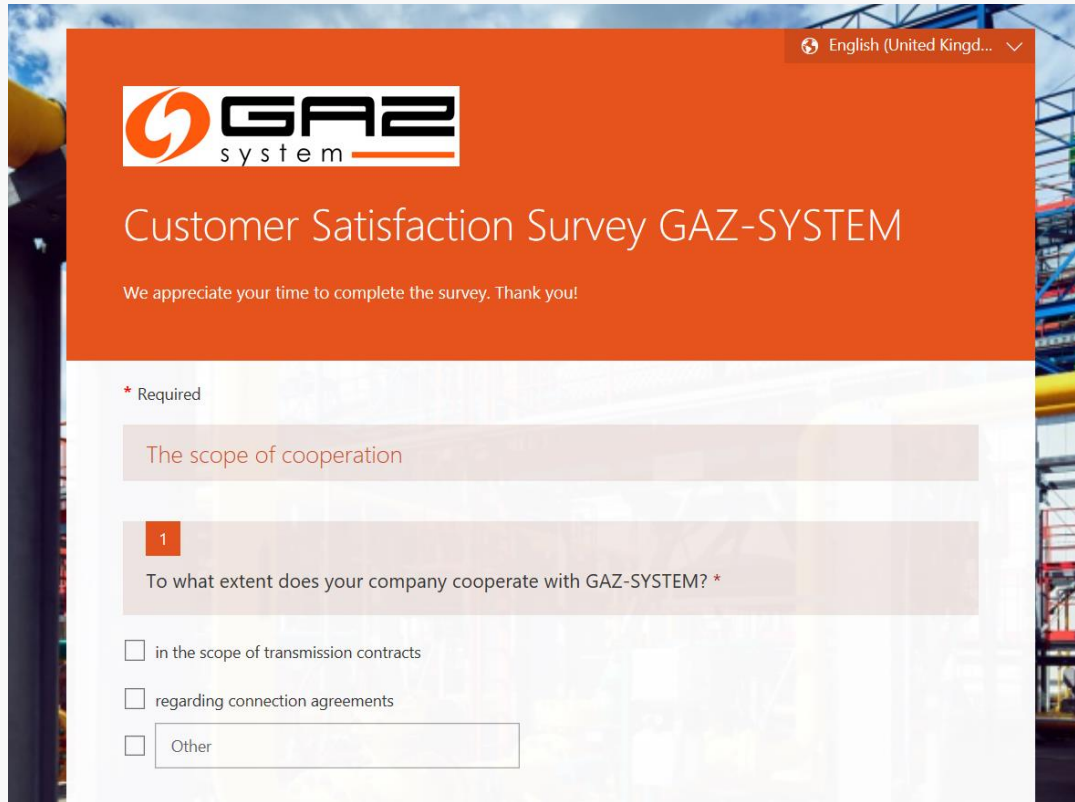
Training and meetings

# 2020 CUSTOMER SATISFACTION SURVEY

## Schedule



# 2020 CUSTOMER SATISFACTION SURVEY



The screenshot shows the GAZ-SYSTEM logo at the top left. Below it, the text reads "Customer Satisfaction Survey GAZ-SYSTEM" and "We appreciate your time to complete the survey. Thank you!". A language dropdown menu is set to "English (United Kingd...". The form includes a "Required" section with a question: "To what extent does your company cooperate with GAZ-SYSTEM? \*". Below this question are three radio button options: "in the scope of transmission contracts", "regarding connection agreements", and "Other".

Survey link will be provided in  
the invitation e-mail:

**[2020 CUSTOMER SATISFACTION  
SURVEY QUESTIONNAIRE](#)**



Contact on 2020 Customer  
Satisfaction Survey

**[klient@gaz-system.pl](mailto:klient@gaz-system.pl)**

You are most welcomed to participate  
in the 2020 Customer Satisfaction Survey!

Your voice matters!





THANK YOU FOR YOUR ATTENTION.

