

# 2017

**SATISFACTION  
SURVEY**



**Teréga**

LE GAZ, ACCÉLÉRATEUR D'AVENIR

# TERÉGA PUTS ITS CUSTOMERS AT THE CENTRE OF ITS STRATEGIC APPROACH

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As a company committed to staying in touch with market challenges and expectations, Teréga periodically consults its customers in order to evaluate its performance and services and ensure that they are meeting customers' needs effectively. Hence in autumn 2017, Teréga conducted a satisfaction survey amongst its Shipping customers, to measure their level of satisfaction with our service offering.

A few key figures for the 56  
respondents representing  
34 companies

# OVERALL SATISFACTION WITH TERÉGA

100%

of our customers  
are satisfied to very satisfied  
with Teréga.

**100%** 2015

The proportion of  
“Very satisfied” customers  
has markedly **increased**  
to **58%**



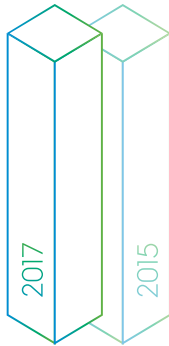
equivalent  
to **+19%**

# TERÉGA IMAGE

Reliability

100%

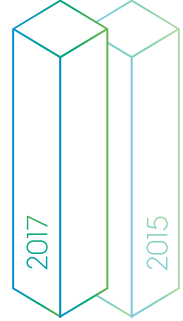
100% 2015



Transparency

94%

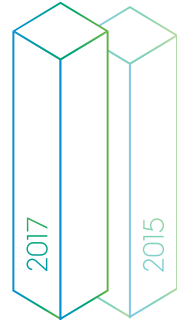
94% 2015



Meets customers' needs

95%

93% 2015



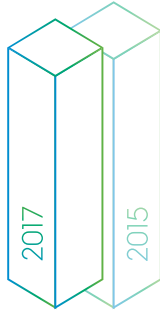
**RENOWNED  
FOR RELIABILITY  
AND  
PROFESSIONALISM.**

**SERVICE PROVISION  
VALUED FOR ITS  
STRONG CUSTOMER  
FOCUS.**

Dynamic  
Teréga  
adaptation

83%

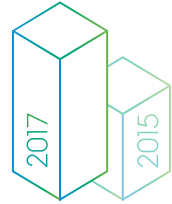
89% 2015



Improvement  
of services

49%

32% 2015



Innovation

80%

NEW



Player in  
Energy  
Transition

34%

NEW



**COMMERCIAL  
MOMENTUM  
AND GROWING  
INNOVATION.**

**A STRONGER  
PRESENCE  
ESTABLISHED WITH  
NATIONAL AND  
EUROPEAN BODIES,  
WHICH NOW NEEDS  
TO BE STRENGTHENED  
FURTHER.**

**THE MAJORITY  
OF CUSTOMERS  
ARE STILL FAIRLY  
UNAWARE OF  
TERÉGA'S ROLE  
IN THE ENERGY  
TRANSITION.**

# PRODUCTS AND SERVICES

Storage products and new services offering flexibility

100%

98% 2015

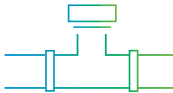


Operational and commercial relationship

Transport service offering

96%

96% 2015



96%

98% 2015

**INCREASED FLEXIBILITY IN OUR STORAGE OFFERING WHICH IS HIGHLY VALUED.**

**GREATER CONTRACTUAL FLEXIBILITY NEEDED IN TRANSPORT, ESPECIALLY IN RELATION TO THE AVAL OFFERING.**

**RECOGNISED QUALITY OF OPERATIONAL AND COMMERCIAL INTERACTIONS.**

# DIGITAL INTERFACE



Our IS publishing portals

84%

75% 2015

Mobile app users

30%

NEW

Mobile App Ergonomics Content

85%

NEW

**A PERCEIVABLE IMPROVEMENT IN THE CURRENT INTERFACE, WHICH SHOULD BE CONTINUED. OUR CUSTOMERS ARE AWAITING THE FUTURE CUSTOMER PORTAL WHICH IS BEING DEVELOPED.**

**SUPPORTING MAJOR**

# CHANGE

Quality of  
the support from  
Teréga

98%

94% 2015

Standard of  
consultation  
with Teréga

97%

NEW

Acces to  
information

93%

96 % 2015

**OUR CUSTOMERS ARE COUNTING ON TERÉGA  
TO SUPPORT THEM CLOSELY THROUGH THE MAJOR  
STRUCTURAL CHANGES OF 2018.**



**TERÉGA**

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[terega.fr](http://terega.fr)