

## ENTSOG TP SATISFACTION SURVEY

*Dear TP user and stakeholder,*

*In order to evaluate the usability of ENTSOG Transparency Platform (ENTSOG TP), we would like to ask you to provide your view on the questions of the ENTSOG TP SATISFACTION SURVEY by 30 January 2017. ENTSOG will publish the results on its website in aggregated form, and reserves the right to make the individual responses public.*

*If needed you can download a printable version of the survey via [this link](#), but only responses submitted via Survey Monkey are accepted. Please note that only answers with responder's name and company name will be considered as valid.*

*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).*

**First, we would like to ask you why you visit the ENTSOG TP, how you consider its general user-friendliness (how intuitive is it to use) and the usefulness of the functionalities provided (do the functionalities add value to the user).**

### **1. Which of the following user categories would describe you best?**

I use the ENTSOG TP

- > From time to time to check specific data issues (e.g. what are the flows on a particular day)
- > I use it from time to time for monitoring purposes
- > I use it every day as an input for my own work (e.g. production of reports or analyses)
- > I use it as a data source for my own IT system, using automated data retrievals on a daily or hourly basis
- > Other (text box option with text)

### **2. Could you precise your background/business area?**

- > Academic
- > Commercial (trader, analyst, shipper company representative)
- > Regulatory (NRA, ACER, EC, etc.)

- > MP Association (e.g. EFET, GIE, etc.)
- > Other (text box option with text)

**3. Have you participated to the previous survey run in May-June 2016?**

- a. Yes
- b. No

**4. Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?**

(free text - 1000 characters at most)

**5. How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP?**

(rate 1 - 5; 5 being very useful)

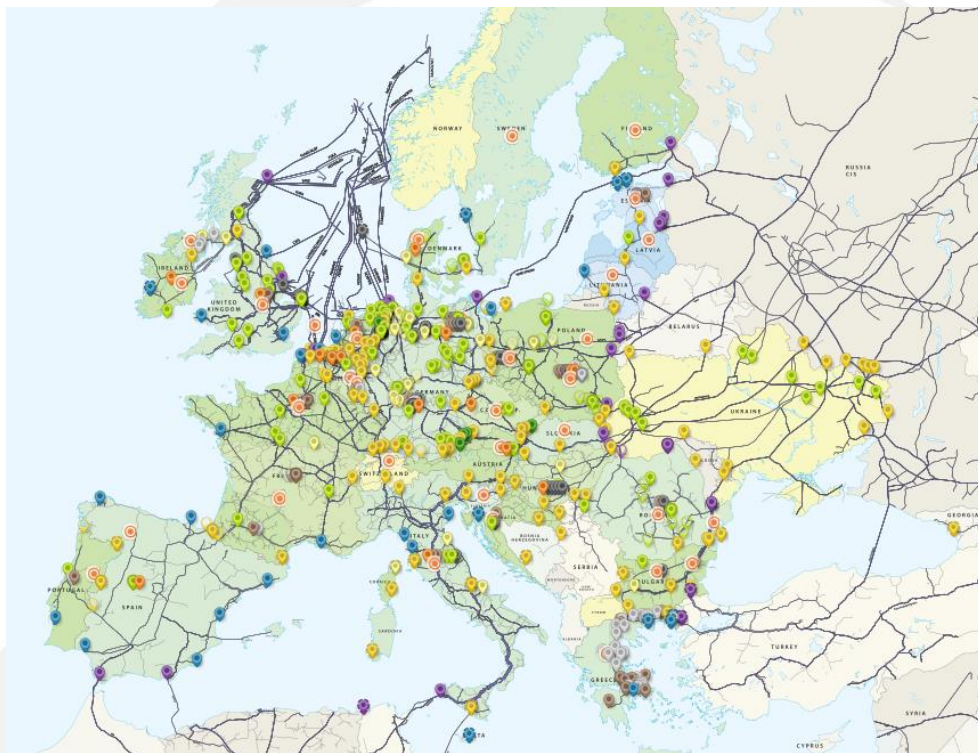
**6. Could you list the top three improvements that would make the ENTSOG TP more useful in your view and explain why you consider those improvements as necessary and useful for the whole market?**

(free text - 1000 characters at most)

The ENTSOG TP offers many functionalities. In the questions below, we describe some of these functionalities and ask you to evaluate them.

### ENTSOG TP Map

On the ENTSOG TP, a map of Europe can be displayed, showing all relevant points, existing and projected transmission infrastructure.



*Screenshot 1: Image of the Transparency Platform with all relevant points and zones selected*

### 7. How often do you use the TP Map?

- > Every day
  - > Once per week
  - > Several times per week
  - > Once per month
  - > Several times per month
  - > Rarely
  - > Never
- (Single choice, radio button)

**8. What is the purpose you are using the TP Map for?**

(free text - 1000 characters at most)

**9. How do you evaluate the usefulness of the map?**

(rate 1 - 5; 5 being very useful)

**10. How do you evaluate the user-friendliness of the map?**

(rate 1 - 5; 5 being very user-friendly)

**11. What would make the map more useful in your view?**

(free text - 1000 characters at most)

**12. How helpful are the display settings and filtering options of the map?**

(rate 1 - 5; 5 being very helpful)

I don't know this functionality or I don't use it;

**13. Which filtering options are you using most frequently?**

- > Show/Hide all Connection points
- > Show/Hide all Balancing zones
- > Show/Hide Projected Points
- > Show/Hide Connection Type
- > Show/Hide EU Crossing
- > Show/Hide Connected Infrastructure Type
- > Show/Hide TSO
- > Show/Hide Balancing zone
- > Show/Hide Country
- > Show/Hide CAM Relevant Points
- > Show/Hide Country
- > I do not use the TP Map filtering options

(Multiple choice, check boxes)

**14. How often do you use these filtering options?**

- > Every day
- > Once per week
- > Several times per week

- > Once per month
- > Several times per month
- > Rarely
- > Never

(Single choice, radio button)

**15. Which display settings are you using most frequently?**

- > Show/Hide Gas fields
- > Show/Hide Drilling platforms
- > Show/Hide Projected points and pipelines
- > Show all pipelines
- > Show only medium and large pipelines (>600 mm)
- > Show only large pipelines (>900 mm)
- > Show/Hide Country Names
- > Show/Hide Location Names
- > I do not use the TP Map display settings

(Multiple choice, check boxes)

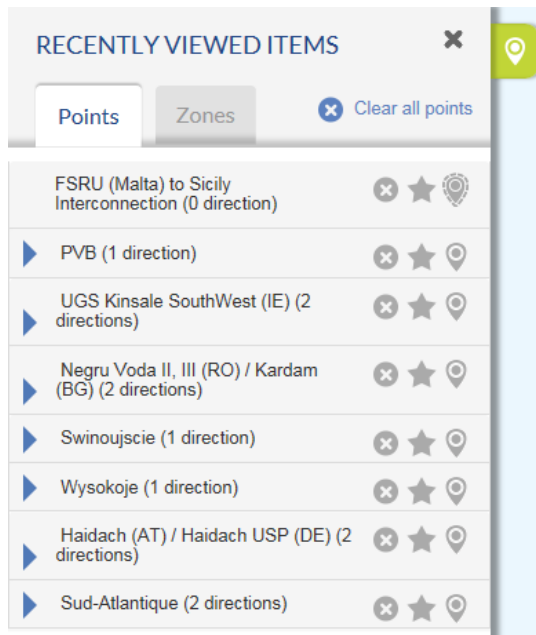
**16. How often do you use these display settings?**

- > Every day
- > Once per week
- > Several times per week
- > Once per month
- > Several times per month
- > Rarely
- > Never

(Single choice, radio button)

## Recently Viewed Items

The ENTSOG TP offers a functionality where you can see and easily access the information for your Recently Viewed Items on the Platform.



Screenshot 2: Example of recently viewed items for a user

**17. How often do you use the Recently Viewed Items functionality?**

- > Every time I'm using the ENTSOG TP
- > Rarely
- > Never

(Single choice, radio button)

**18. How do you evaluate the usefulness of the Recently Viewed Items functionality?**

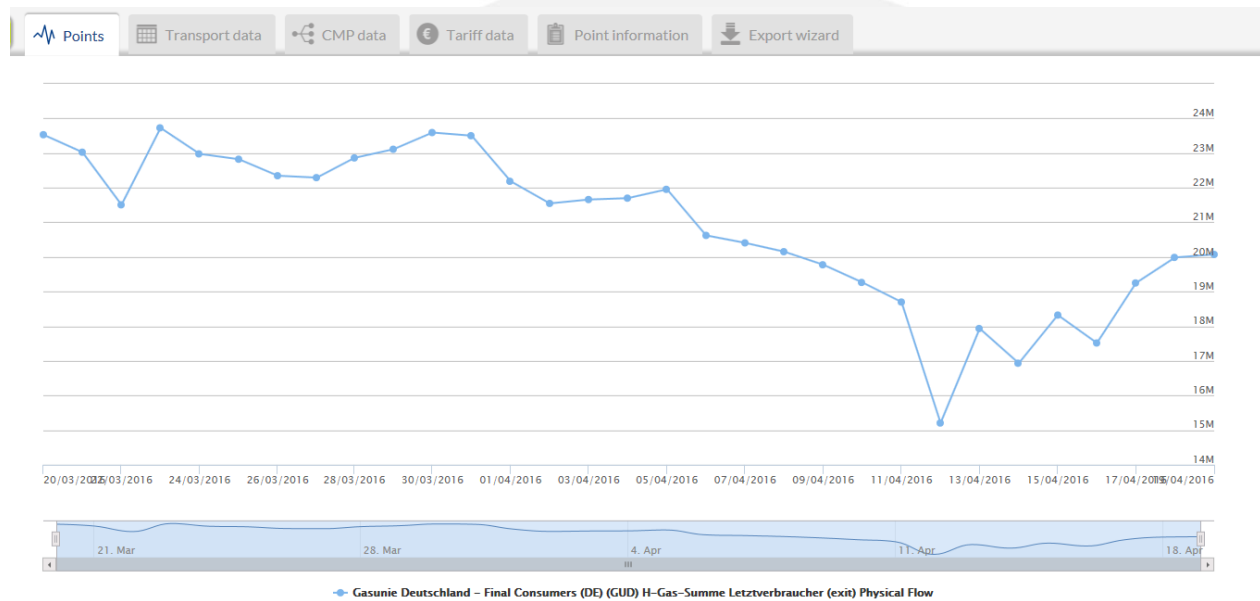
(rate 1 - 5; 5 being very useful)

**19. How do you evaluate the user-friendliness of the Recently Viewed Items functionality?**

(rate 1 - 5; 5 being very user-friendly)

### ENTSOG TP Data section

A very important feature on the ENTSOG TP is the part where the data for the relevant points is displayed. The information in ENTSOG TP Data part are the data which the TSOs are required to publish under Annex I, Chapter 3 of Regulation (EC) No 715/2009. The data is available in the form of charts, graphs or tables.



Screenshot 3: Example of data displayed in chart form

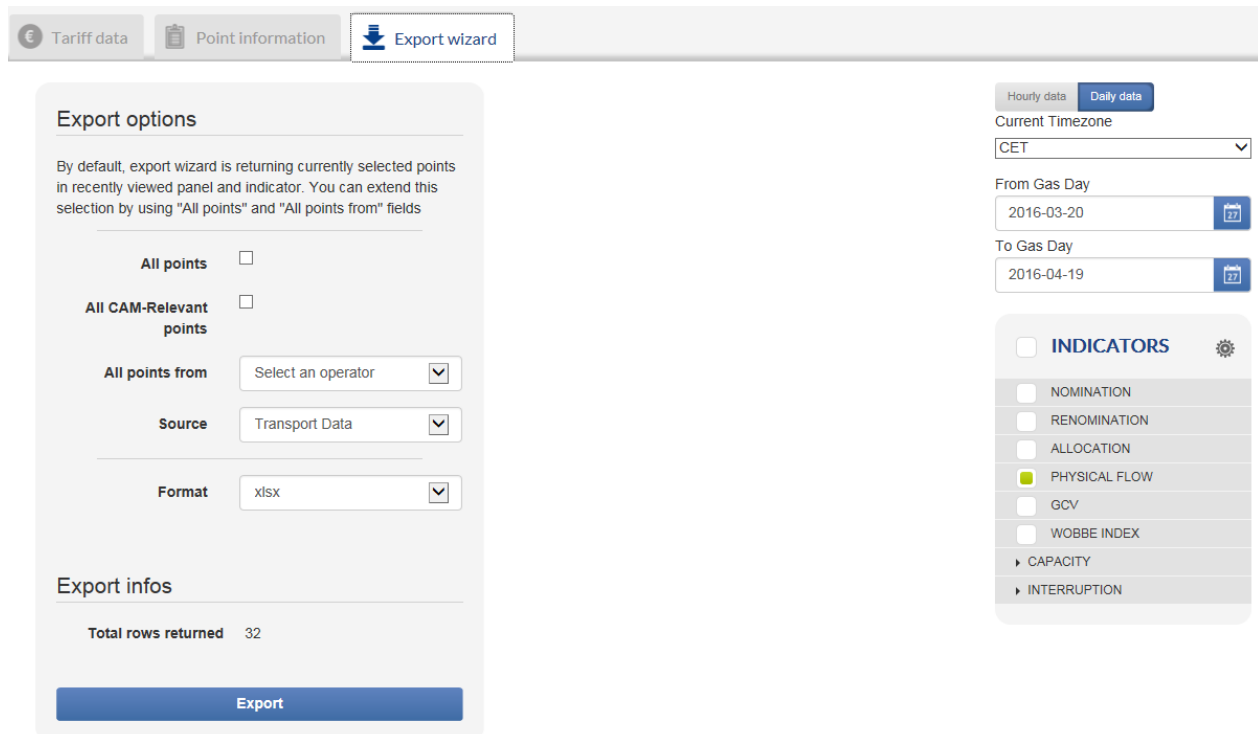
20. **What is the purpose you are using the TP Data part for?**  
(free text - 1000 characters at most)
21. **Which sub-section of the TP Data part you are using?**
  - > TP Transport data part
  - > TP Point information part
  - > TP Tariff data part
  - > TP CMP data part
  - > TP Operators section
 (Multiple choice, check-boxes)
22. **How do you evaluate the usefulness of the TP Data part as a whole?**  
(rate 1 - 5; 5 being very useful)  
I don't know this functionality or I don't use it;

- 23. How do you evaluate the usefulness of the TP Transport data part?**  
(rate 1 - 5; 5 being very useful)  
I don't know this functionality or I don't use it;
- 24. How do you evaluate the usefulness of the TP Point information data part?**  
(rate 1 - 5; 5 being very useful)  
I don't know this functionality or I don't use it;
- 25. How do you evaluate the usefulness of the TP Data Chart part?**  
(rate 1 - 5; 5 being very useful)  
I don't know this functionality or I don't use it;
- 26. How do you evaluate the usefulness of the TP CMP data part?**  
(rate 1 - 5; 5 being very useful)  
I don't know this functionality or I don't use it;
- 27. How do you evaluate the usefulness of the TP Operators section?**  
(rate 1 - 5; 5 being very useful)  
I don't know this functionality or I don't use it;
- 28. How do you evaluate the user-friendliness of the TP Data part?**  
(rate 1 - 5; 5 being very user-friendly)
- 29. What would be your top three recommendations to make TP Data part more useful?**  
(free text - 1000 characters at most)
- 30. How do you evaluate the completeness of the data published?**  
(rate 1 - 5; 5 being 100 % complete)
- 31. What would be your top three recommendations to improve completeness of the published data?**  
(free text - 1000 characters at most)



## ENTSOG TP Export Tool

The ENTSOG TP offers the functionality to download your data queries via an Export Wizard.



Screenshot 4: Image of the Export Wizard section

### 32. How often do you use these TP Export tool?

- > Every day
- > Several times per day
- > Once per week
- > Several times per week
- > Once per month
- > Several times per month
- > Rarely
- > Never

(Single choice, radio button)

### 33. What is the purpose you are using the TP Export tool for?

(free text – 1000 characters at most)

**34. Please select the type of information that you are downloading via TP Export tool?**

- > Flow data (Nominations, Re-nominations, Allocations, Physical flow)
- > Gas quality data
- > Capacity data
- > Interruptions data
- > Tariff data
- > CMP data

(Multiple choice, check boxes)

**35. Please indicate the scope of the information that you are obtaining via TP Export tool regarding the TSOs and their region**

- > I'm pulling data for all EU TSOs
- > I'm pulling data for several TSOs from North-West Europe
- > I'm pulling data for several TSOs from South-West Europe
- > I'm pulling data for several TSOs from Central Europe
- > I'm pulling data for several TSOs from South-East Europe
- > I'm pulling data for the TSO(s) from a single country, namely .....(free text field)

(Multiple choice, check boxes)

**36. How do you evaluate the usefulness of the TP Export tool?**

(rate 1 - 5; 5 being very useful)

**37. How do you evaluate the user-friendliness of the TP Export tool?**

(rate 1 - 5; 5 being very user-friendly)

**38. What would be your top three improvements regarding the TP Export tool?**

(free text - 1000 characters at most)

**ENTSOG TP API**

The ENTSOG TP offers possibility for automated data downloads through an API interface.

**39. How often do you use the ENTSOG TP API tool?**

- > I'm pulling data regularly several times per day
- > I'm pulling data on daily basis

- > I'm pulling data once per week
- > I'm pulling data regularly several times per week
- > I'm pulling data once per month
- > I'm pulling data regularly several times per month
- > Rarely
- > Never

(Single choice, radio button)

**40. What is the purpose that you are using the data obtained via TP API tool for?**  
(free text field)

**41. Please select the type of information that you are downloading via TP API tool?**

- > Flow data (Nominations, Re-nominations, Allocations, Physical flow)
- > Gas quality data
- > Capacity data
- > Interruptions data
- > Tariff data
- > CMP data

(Multiple choice, check boxes)

**42. Please indicate the scope of the information that you are obtaining via TP API tool regarding the TSOs and their region**

- > I'm pulling data for all EU TSOs
- > I'm pulling data for several TSOs from North-West Europe
- > I'm pulling data for several TSOs from South-West Europe
- > I'm pulling data for several TSOs from Central Europe
- > I'm pulling data for several TSOs from South-East Europe
- > I'm pulling data for the TSO(s) from a single country, namely .....(free text field)

(Multiple choice, check boxes)

**43. How many people are using the data obtained automatically via the TP API tool**

- > Only me
- > A team comprising up to 5 people
- > A team comprising up to 15 people
- > Bigger team comprising more than 20 people

(Single choice, radio button)

- 44. How do you evaluate the usefulness of the automatic download tool?**  
(rate 1 - 5; 5 being very useful)



## ENTSOG TP UMM section

The ENTSOG TP offers possibility for the TSOs to publish Urgent Market Messages, as required by Article 4 (2) of Regulation (EU) No 1227/2011.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	1 Ontras Outage Within Day Capacity auctions	2	3	4	5
6	7	8 ONTRAS outage within-day capacity auctions and outage of FCFS-booking	9 ONTRAS Outage communication regarding nomination and matching	10	11	12
13	14 bayernets	15	16 Outage within-day capacity auctions and FCFS-booking	17	18	19
20	21 Please note due to a technical problem the Within Day auction at the bayernets network point Uberackern 2 Entry has been suspend on 21 March 2016 at 11am (transportation period 3pm-6am) on PRISMA.	22 bayernets	23 bayernets GmbH	24	25	26 ONTRAS outage within-day capacity auctions
27 bayernets GmbH	28	29 bayernets GmbH	30	31	1	2

Screenshot 5: Example of UMM overview section

UMM DETAILS
✕

**Balancing Zone**

**Message Type**  
updated

**Company**  
ENTSOG

**Affected Point**

**Asset Type Affected**  
ENTSOG Transparency Platform

**Asset Unit Affected**  
ENTSOG Transparency Platform

**Starting time of capacity change (gas day)**  
2016-01-18

**Ending time of capacity change (gas day)**  
2016-01-19

**Duration Uncertainty**  
2

**Causes**  
Due to maintenance and database updates, the ENTSOG TP will not be available on 18.01.2016.

**Flow Capacity Influenced (kWh/d)**  
0

**Available capacity during outage or unplanned event (kWh/d)**  
0

**Additional Information**  
UPDATE 19/01/2016: The ENTSOG TP is now available again after the update of the database. We have a small backlog of data publications that are currently being processed. This process will be finished tomorrow morning, 20.01.2016. If you have any questions, please contact us at transparency@entsog.eu. Best regards Kathrine Nygaard Stannov, Transparency Adviser  
Due to maintenance and database updates, the ENTSOG TP will not be available on 18.01.2016. Data submissions from the TSOs will not be stopped, but will be kept in a separate area of the data warehouse, and published as soon as the updates are finished.

**Creation / Update Date :**  
2016-01-19T15:15:54+01:00

*Screenshot 6: Example of Urgent Market Message*

**45. How often do you use TP UMMs section?**

- > Every day
- > Several times per day
- > Once per week
- > Several times per week
- > Once per month
- > Several times per month
- > Rarely
- > Never

(Single choice, radio button)

**46. Are you subscribed for RSS notifications for publication and updates of the UMM data?**

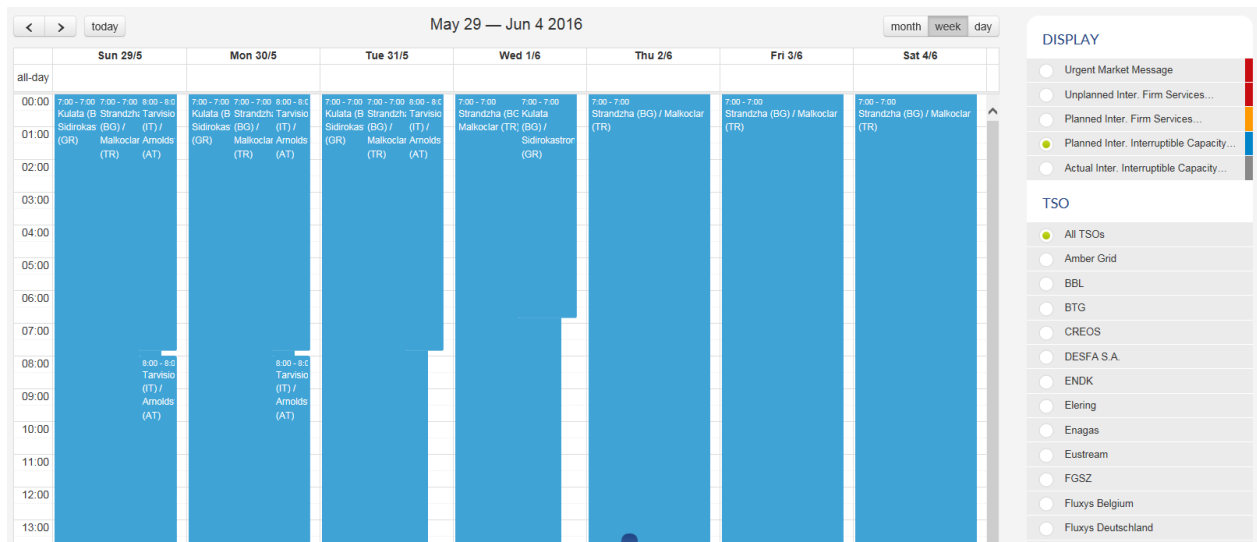
- > Yes
- > No
- > I'm not aware about this possibility

(Single choice, radio button)

- 47. How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication?**  
(rate 1 - 5; 5 being very useful)
- 48. How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication?**  
(rate 1 - 5; 5 being very user-friendly)
- 49. What would be your top three recommendations to make the UMMs functionality more useful?**  
(free text - 1000 characters at most)

## ENTSOG TP Calendar

The ENTSOG TP provides fast access to all interruptions information, including UMMs data, through its Calendar section.



Screenshot 7: Example of Planned Interruptions, Interruptible Capacity

### 50. How often do you use Calendar section?

- > Every day
- > Several times per day
- > Once per week
- > Several times per week
- > Once per month
- > Several times per month
- > Rarely
- > Never

(Single choice, radio button)

### 51. What is the purpose you are using the Calendar section for?

(free text – maximum 1000 at most)

### 52. How do you evaluate the usefulness of the Calendar section?

(rate 1 - 5; 5 being very useful)

### 53. How do you evaluate the user-friendliness of the Calendar section?

(rate 1 - 5; 5 being very user-friendly)



## ENTSOG TP User Manual

To improve the user experience with the ENTSOG TP, ENTSOG Team provides a user manual that describes the Platform's functionalities.



*Screenshot 8: Front page of the TP user manual*

**54. How often do you use TP User manual?**

- > Every time when I'm using the ENTSOG TP
- > I read it once
- > I'm consulting it only when I do not know how to use particular TP functionality or how to obtain particular set of data
- > Rarely
- > Never

(Single choice, radio button)

**55. How do you evaluate the level of details of the TP user manual?**

(rate 1 - 5; 5 being the right level of details)

**56. How do you evaluate the comprehensiveness of TP user manual?**

(rate 1 - 5; 5 being very comprehensive)

- 57. How do you evaluate the usefulness of the TP user manual?**  
(rate 1 - 5; 5 being very useful)
- 58. Could you list three topics which should be better explained in the user manual?**  
(free text - 1000 characters at most)

**Finally, we would like to ask you some general questions about the ENTSOG TP.**

- 59. How do you evaluate the general user-friendliness of the ENTSOG TP?**  
(rate 1 - 5; 5 being very user-friendly)
- 60. Is the ENTSOG TP well-known in your field of activities or your professional background?**  
(rate 1-5; 1 being unknown, 5 being very well-known)
- 61. Which features of the ENTSOG TP are not necessary from your point of view?**  
(free text - 1000 characters at most)
- 62. Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**  
(free text - 1000 characters at most)

**Responder information**                      *\*The required information is mandatory.*

- 63. Please provide your name** (free text)\*
- 64. Please provide your company name** (free text)\*
- 65. Please provide your country of activities** (free text)\*
- 66. Please provide specify the business area domain of your company** (free text)\*
- 67. Does the response represent your own personal opinion or is it the official position of your company?** (radio button for the two options)\*

**Confidentiality**

*ENTSOG reserves the right to make the responses received to this survey public (except those where the responder indicated not to have their responses disclosed).*

- 68. Please indicate if your responses should not be disclosed and why** (free text)

***Thank you for taking the time to complete this survey. We truly value the information you have provided. Your responses will contribute to our efforts to make the ENTSOG Transparency Platform a more useful and powerful tool.***

***Best regards,***

***ENTSOG Team***