

ENTSOG TP SATISFACTION SURVEY

Dear TP user and stakeholder,

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 20 September 2017. ENTSOG will publish the results on its website in aggregated form, and reserves the right make the individual responses public.

If needed you can download a printable version of the survey via this link, but only responses submitted online via SurveyMonkey 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 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).

No	Question	Type	Details for answers
1	Contact details (will always remain anonymous) * mandatory fields *	Open text	
2	Contact details (continued)		
3	Company name (can be omitted in public reports if requested)	Open text	
4	Background/Business	Multiple choice	Academic, commercial, regulatory, EU association, infrastructure operator
5	Country	Multiple choice	List of member states + other
6	Which kind of data are you most interested in?	Multiple choice	Multi-check box: Nomination and re-nomination; Allocation; Physical flows, Gas quality; Capacity indicators, Interruptions, UMMs, Tariffs, CMP data, Point information incl. product availability, Other + text box
7	How often do you use the TP?	Multiple choice	Daily, weekly, monthly, rarely
8	What do you use the TP for?	Open text	
9	Omit my responses in public reports (answers will not be included in the aggregated results)	Checkbox	
10	Please omit my company name	Checkbox	
	Please rate user-friendliness and usefulness of:		
11	Transparency platform in general	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
12	Transparency map	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?

13	Operator section	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
14	Calendar section	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
15	Latest interruptions	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
16	TP data section	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
17	TP User manual	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
18	TP - "Submit a question" form	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
19	Automatic download (API)	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
20	Export tool	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
21	Recently viewed items	1 to 5	1 is poor, 5 is excellent + “Don’t use/Don’t know it”?
22	Data completeness	1 to 5*	1 is poor, 5 is excellent + “Don’t use/Don’t know it”? * Please add details in new open text box about what is missing if you answer 1 or 2
23	Data consistency	1 to 5*	1 is poor, 5 is excellent * Please add details in new open text box about what is missing if you answer 1 or 2
	How would you improve the..?		
24	Transparency map	Open text	
25	Operator section	Open text	
26	Calendar section	Open text	
27	Latest interruptions	Open text	
28	TP data section	Open text	
29	TP User Manual	Open text	
30	TP - "Submit a question" form	Open text	
31	Automatic download (API)	Open text	
32	Export tool	Open text	

33	Recently viewed items	Open text	
34	Data completeness	Open text	
35	Data consistency	Open text	
36	Other	Open text	
37	Do you use other sources to find gas transportation data?	Yes/N	
	If yes, what are the main advantages of those platforms?	Open 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