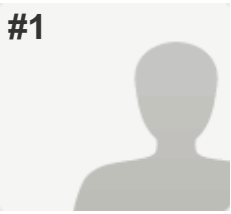


#1



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Friday, December 09, 2016 4:03:33 PM  
**Last Modified:** Friday, December 09, 2016 4:21:15 PM  
**Time Spent:** 00:17:42  
**IP Address:** 217.111.228.86

PAGE 1

**Q1: Which of the following user categories would describe you best?**

I use it every day as an input for my own work (e.g. production of reports or analyses)

**Q2: Could you precise your background/business area?**

MP Association (e.g. EFET, GIE, etc.)

**Q3: Have you participated to the previous survey run in May-June 2016?**

No

**Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?**

I believe the TP is already very user-friendly because the design is very easy to use

**Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q6: 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?**

It's hard to think of any improvement since this platform is awesome and also the people that develop and maintain it are doing a great job

PAGE 2

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

Every day

PAGE 3

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

To have an overview of the gas network in Europe and to fast retrieve any useful information I might need for my daily tasks

**Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)**

(no label)

5

## ENTSOG TP Satisfaction Survey

**Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

---

**Q11: What would make the map more useful in your view?**

Geo-location data. For example coordinates for the points

---

### PAGE 4

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**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label)

5

---

### PAGE 5

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**Q13: 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 ,  
I do not use the TP Map filtering options

---

**Q14: How often do you use these filtering options?**

Once per month

---

**Q15: Which display settings are you using most frequently?**

Show/Hide Projected points and pipelines ,  
Show all pipelines

---

**Q16: How often do you use these display settings?**

Several times per week

---

### PAGE 6

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**Q17: How often do you use the Recently Viewed Items functionality?**

Every time I'm using the ENTSOG TP

---

### PAGE 7

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**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

PAGE 8

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**Q20: What is the purpose you are using the TP Data part for?**

To see a trend over a certain period or to compare different indicators or TSOs' flow directions

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**Q21: Which sub-section of the TP Data part are you using?** TP Transport data part, TP CMP data part

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**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

PAGE 9

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**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label) 3

---

**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label) 3

---

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

**Q29: What would be your top three recommendations to make TP Data part more useful?** *Respondent skipped this question*

---

**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label) 5

---

## ENTSOG TP Satisfaction Survey

**Q31: What would be your top three recommendations to improve completeness of the published data?**

I think the data is published in a reasonable time frame and as complete as possible

---

PAGE 10

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**Q32: How often do you use these TP Export tools?**

Once per week

---

PAGE 11

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**Q33: What is the purpose you are using the TP Export tool for?**

*Respondent skipped this question*

---

**Q34: Please select the type of information that you are downloading via TP Export tool:**

Flow data (Nominations, Re-nominations, Allocations, Physical flow)

,

Capacity data, Interruptions data, CMP data

---

**Q35: 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

---

**Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

---

**Q38: What would be your top three improvements regarding the TP Export tool?**

*Respondent skipped this question*

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PAGE 12

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**Q39: How often do you use the ENTSOG API tool?**

Rarely

---

PAGE 13

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**Q40: What is the purpose that you are using the data obtained via TP API tool for?**

*Respondent skipped this question*

---

**Q41: Please select the type of information that you are downloading via TP API tool:**

Flow data (Nominations, Re-nominations, Allocations, Physical flow)

,

Capacity data, Interruptions data, CMP data

---

## ENTSOG TP Satisfaction Survey

**Q42: 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

**Q43: How many people are using the data obtained automatically via the TP API tool?**

A team comprising up to 5 people

**Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)**

(no label)

5

### PAGE 14

**Q45: How often do you use the TP UMMs section?**

Rarely

### PAGE 15

**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?**

No

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?**

*Respondent skipped this question*

### PAGE 16

**Q50: How often do you use the TP Calendar section?**

Rarely

### PAGE 17

**Q51: What is the purpose you are using the Calendar section for?**

*Respondent skipped this question*

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

PAGE 18

**Q54: How often do you use TP User manual?**

I'm consulting it only when I do not know how to use particular TP functionality or how to obtain particular set of data

PAGE 19

**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

(no label) 4

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

(no label) 4

**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

(no label) 5

**Q58: Could you list three topics which should be better explained in the user manual?**

*Respondent skipped this question*

PAGE 20

**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

**Q60: 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)**

(no label) 5

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

*Respondent skipped this question*

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

*Respondent skipped this question*

PAGE 21

**Q64: Please provide your company:**

Company name or association:

ENTSOG

ENTSOG TP Satisfaction Survey

**Q65: Please provide your country of activities:**

EU

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**Q66: Please specify the business area domain of your company:**

Sys Dev / IT

---

**Q67: Does the response represent your own personal opinion or is it the official position of your company?**

Personal opinion

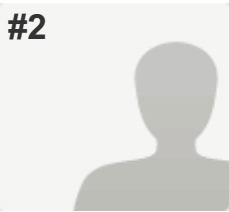
---

**Q68: Please indicate whether your responses could be disclosed :**

Yes, you could disclose my responses

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#2



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Saturday, December 10, 2016 2:00:02 PM  
**Last Modified:** Saturday, December 10, 2016 2:16:23 PM  
**Time Spent:** 00:16:20  
**IP Address:** 217.28.207.163

PAGE 1

- Q1: Which of the following user categories would describe you best?** Other (please specify)  
We are a TSO so I have to check that our data looks good.
- Q2: Could you precise your background/business area?** Other (please specify) TSO
- Q3: Have you participated to the previous survey run in May-June 2016?** No
- Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?**  
-
- Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)**  
(no label) 5
- Q6: 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?**  
-

PAGE 2

- Q7: How often do you use the TP Map?** Once per week

PAGE 3

- Q8: What is the purpose you are using the TP Map for?**  
Knowledge of the market. Comparing different IP's.
- Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)**  
(no label) 5
- Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**  
(no label) 5



**Q11: What would make the map more useful in your view?**

-

PAGE 4

**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label) 5

PAGE 5

**Q13: Which filtering options are you using most frequently?**

Show/Hide all Connection points ,  
Show/Hide all Balancing zones , Show/Hide TSO

**Q14: How often do you use these filtering options?**

Once per month

**Q15: Which display settings are you using most frequently?**

Show all pipelines,  
Show only medium and large pipelines (>600 mm) ,  
Show only large pipelines (>900 mm) ,  
Show/Hide Location Names

**Q16: How often do you use these display settings?**

Once per month

PAGE 6

**Q17: How often do you use the Recently Viewed Items functionality?**

Every time I'm using the ENTSOG TP

PAGE 7

**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

(no label) 5

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

PAGE 8

**Q20: What is the purpose you are using the TP Data part for?**

Checking that our values is correct.

**Q21: Which sub-section of the TP Data part are you using?**

TP Transport data part

**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label)

5

PAGE 9

**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label)

4

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label)

4

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label)

4

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

**Q29: What would be your top three recommendations to make TP Data part more useful?**

-

**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label)

5

**Q31: What would be your top three recommendations to improve completeness of the published data?**

-

PAGE 10

**Q32: How often do you use these TP Export tools?**

Once per month

PAGE 11

**Q33: What is the purpose you are using the TP Export tool for?**

Validation of own data.

**Q34: 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

**Q35: 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 the TSO(s) from a single country (please indicate below)

,  
If data is pulled for a single country, please specify below:  
Sweden

**Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

**Q38: What would be your top three improvements regarding the TP Export tool?**

-

PAGE 12

**Q39: How often do you use the ENTSOG API tool?**

Never

PAGE 13

**Q40: What is the purpose that you are using the data obtained via TP API tool for?**

*Respondent skipped this question*

**Q41: Please select the type of information that you are downloading via TP API tool:**

*Respondent skipped this question*

**Q42: Please indicate the scope of the information that you are obtaining via TP API tool regarding the TSOs and their region:**

*Respondent skipped this question*

**Q43: How many people are using the data obtained automatically via the TP API tool?**

*Respondent skipped this question*

**Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

PAGE 14

**Q45: How often do you use the TP UMMs section?**

Never

PAGE 15

**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?**

*Respondent skipped this question*

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?**

-

PAGE 16

**Q50: How often do you use the TP Calendar section?**

Never

PAGE 17

**Q51: What is the purpose you are using the Calendar section for?**

*Respondent skipped this question*

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

PAGE 18

**Q54: How often do you use TP User manual?**

I'm consulting it only when I do not know how to use particular TP functionality or how to obtain particular set of data

PAGE 19

ENTSOG TP Satisfaction Survey

**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

(no label) 4

---

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

(no label) 4

---

**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

(no label) 4

---

**Q58: Could you list three topics which should be better explained in the user manual?**

-

---

PAGE 20

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**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

**Q60: 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)**

(no label) 3

---

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

-

---

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

-

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PAGE 21

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**Q64: Please provide your company:**

Company name or association: Swedegas

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**Q65: Please provide your country of activities:**

Sweden

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**Q66: Please specify the business area domain of your company:**

TSO

---

**Q67: Does the response represent your own personal opinion or is it the official position of your company?** Personal opinion

---

ENTSOG TP Satisfaction Survey

**Q68: Please indicate whether your responses could be disclosed :**

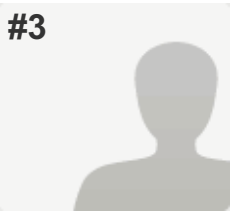
Yes, you could disclose my responses ,

Please indicate the reason why your response should not be disclosed:

-

---

#3



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, December 12, 2016 7:53:47 AM  
**Last Modified:** Monday, December 12, 2016 8:15:30 AM  
**Time Spent:** 00:21:43  
**IP Address:** 93.115.110.1

PAGE 1

**Q1: 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)

**Q2: Could you precise your background/business area?**

Other (please specify) TSO

**Q3: Have you participated to the previous survey run in May-June 2016?**

No

**Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?**

*Respondent skipped this question*

**Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q6: 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?**

*Respondent skipped this question*

PAGE 2

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

Several times per week

PAGE 3

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

*Respondent skipped this question*

**Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

## ENTSOG TP Satisfaction Survey

**Q11: What would make the map more useful in your view?**

*Respondent skipped this question*

### PAGE 4

**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label)

5

### PAGE 5

**Q13: Which filtering options are you using most frequently?**

Show/Hide all Connection points ,  
Show/Hide CAM Relevant Points

**Q14: How often do you use these filtering options?**

Several times per week

**Q15: Which display settings are you using most frequently?**

Show/Hide Projected points and pipelines ,  
Show/Hide Location Names

**Q16: How often do you use these display settings?**

Several times per week

### PAGE 6

**Q17: How often do you use the Recently Viewed Items functionality?**

Never

### PAGE 7

**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

### PAGE 8

**Q20: What is the purpose you are using the TP Data part for?**

*Respondent skipped this question*

**Q21: Which sub-section of the TP Data part are you using?**

TP Tariff data part, TP Point information part,  
TP Transport data part



ENTSOG TP Satisfaction Survey

**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label)

5

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PAGE 9

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**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

---

**Q29: What would be your top three recommendations to make TP Data part more useful?**

*Respondent skipped this question*

---

**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label)

4

---

**Q31: What would be your top three recommendations to improve completeness of the published data?**

*Respondent skipped this question*

---

PAGE 10

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**Q32: How often do you use these TP Export tools?**

Rarely

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PAGE 11

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**Q33: What is the purpose you are using the TP Export tool for?**

*Respondent skipped this question*

---

**Q34: Please select the type of information that you are downloading via TP Export tool:**

Flow data (Nominations, Re-nominations, Allocations, Physical flow)

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## ENTSOG TP Satisfaction Survey

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**Q35: 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 several TSOs from South-East Europe

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**Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)**

(no label) 5

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**Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

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**Q38: What would be your top three improvements regarding the TP Export tool?** *Respondent skipped this question*

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### PAGE 12

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**Q39: How often do you use the ENTSOG API tool?** Rarely

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### PAGE 13

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**Q40: What is the purpose that you are using the data obtained via TP API tool for?** *Respondent skipped this question*

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**Q41: Please select the type of information that you are downloading via TP API tool:** Capacity data, Interruptions data

---

**Q42: 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 several TSOs from South-East Europe

---

**Q43: How many people are using the data obtained automatically via the TP API tool?** A team comprising up to 5 people

---

**Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)**  
(no label) 5

---

### PAGE 14

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**Q45: How often do you use the TP UMMs section?** Several times per month

---

### PAGE 15

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**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?** No

---

ENTSOG TP Satisfaction Survey

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?** *Respondent skipped this question*

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PAGE 16

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**Q50: How often do you use the TP Calendar section?** Never

---

PAGE 17

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**Q51: What is the purpose you are using the Calendar section for?** *Respondent skipped this question*

---

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)** *Respondent skipped this question*

---

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)** *Respondent skipped this question*

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PAGE 18

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**Q54: How often do you use TP User manual?** I'm consulting it only when I do not know how to use particular TP functionality or how to obtain particular set of data

---

PAGE 19

---

**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

(no label) 4

---

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

(no label) 4

---

**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

(no label) 5

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## ENTSOG TP Satisfaction Survey

**Q58: Could you list three topics which should be better explained in the user manual?**

*Respondent skipped this question*

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PAGE 20

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**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

---

**Q60: 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)**

(no label)

5

---

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

*Respondent skipped this question*

---

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

*Respondent skipped this question*

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PAGE 21

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**Q64: Please provide your company:**

Company name or association:

Transgaz SA

---

**Q65: Please provide your country of activities:**

Romania

---

**Q66: Please specify the business area domain of your company:**

Regulations Office

---

**Q67: Does the response represent your own personal opinion or is it the official position of your company?**

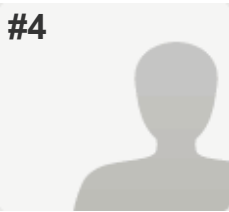
Personal opinion

---

**Q68: Please indicate whether your responses could be disclosed :**

Yes, you could disclose my responses

#4



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, January 17, 2017 6:46:10 AM  
**Last Modified:** Tuesday, January 17, 2017 8:22:10 AM  
**Time Spent:** 01:35:59  
**IP Address:** 212.73.97.30

PAGE 1

**Q1: 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)

**Q2: Could you precise your background/business area?**

Regulatory (NRA, ACER, EC, etc.)

**Q3: Have you participated to the previous survey run in May-June 2016?**

No

**Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?**

To create multilanguage support, since Manual\_Final\_v\_2\_0.pdf

**Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q6: 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?**

To enter the accounting of the zone prices of consumption of gas.  
 To create the short reference book of zone consumption of gas with the instruction annual, seasonal and daily a consumption maximum.

PAGE 2

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

Rarely

PAGE 3

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

The choice of the interesting points.  
 Visualization of the transport count on zones.

**Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

**Q11: What would make the map more useful in your view?**

Multilanguage support of the text.

---

PAGE 4

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**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label) 5

---

PAGE 5

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**Q13: Which filtering options are you using most frequently?**

Show/Hide Connected Infrastructure Type ,  
Show/Hide Connection Type ,  
Show/Hide Projected Points

---

**Q14: How often do you use these filtering options?**

Rarely

---

**Q15: Which display settings are you using most frequently?**

Show only large pipelines (>900 mm) ,  
Show only medium and large pipelines (>600 mm)

---

**Q16: How often do you use these display settings?**

Rarely

---

PAGE 6

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**Q17: How often do you use the Recently Viewed Items functionality?**

Rarely

---

PAGE 7

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**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

PAGE 8

**Q20: What is the purpose you are using the TP Data part for?**

Correlation of events and functional analysis.

**Q21: Which sub-section of the TP Data part are you using?**

TP Transport data part, TP Point information part,  
TP CMP data part

**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label)

5

PAGE 9

**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

**Q29: What would be your top three recommendations to make TP Data part more useful?**

To fill in data on tariffs.

**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label)

4

**Q31: What would be your top three recommendations to improve completeness of the published data?**

To add the database with information on tariffs and their dynamics. To enter the reference to analytical information preceding solutions of the regulator.

PAGE 10

**Q32: How often do you use these TP Export tools?**

Never

PAGE 11

<b>Q33: What is the purpose you are using the TP Export tool for?</b>	<i>Respondent skipped this question</i>
<b>Q34: Please select the type of information that you are downloading via TP Export tool:</b>	<i>Respondent skipped this question</i>
<b>Q35: Please indicate the scope of the information that you are obtaining via TP Export tool regarding the TSOs and their region:</b>	<i>Respondent skipped this question</i>
<b>Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)</b>	<i>Respondent skipped this question</i>
<b>Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)</b>	<i>Respondent skipped this question</i>
<b>Q38: What would be your top three improvements regarding the TP Export tool?</b>	<i>Respondent skipped this question</i>

PAGE 12

<b>Q39: How often do you use the ENTSOG API tool?</b>	Never
---	-------

PAGE 13

<b>Q40: What is the purpose that you are using the data obtained via TP API tool for?</b>	<i>Respondent skipped this question</i>
<b>Q41: Please select the type of information that you are downloading via TP API tool:</b>	<i>Respondent skipped this question</i>
<b>Q42: Please indicate the scope of the information that you are obtaining via TP API tool regarding the TSOs and their region:</b>	<i>Respondent skipped this question</i>
<b>Q43: How many people are using the data obtained automatically via the TP API tool?</b>	<i>Respondent skipped this question</i>
<b>Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)</b>	<i>Respondent skipped this question</i>

PAGE 14

<b>Q45: How often do you use the TP UMMs section?</b>	Rarely
---	--------

PAGE 15



**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?** No

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

(no label) 5

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?** *Respondent skipped this question*

PAGE 16

**Q50: How often do you use the TP Calendar section?** Rarely

PAGE 17

**Q51: What is the purpose you are using the Calendar section for?** *Respondent skipped this question*

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)**

(no label) 5

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

PAGE 18

**Q54: How often do you use TP User manual?** Every time when I'm using the ENTSOG TP

PAGE 19

**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

(no label) 5

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

(no label) 5

ENTSOG TP Satisfaction Survey

**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

(no label)

5

---

**Q58: Could you list three topics which should be better explained in the user manual?**

Перевести на русский язык (а также на все другие европейские языки).

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PAGE 20

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**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label)

5

---

**Q60: 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)**

(no label)

3

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**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

There are no those.

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**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

Only wish of further successful promotion of this project.

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PAGE 21

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**Q64: Please provide your company:**

Company name or association:

ФГУП "ЦДУ ТЭК" Минэнерго России

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**Q65: Please provide your country of activities:**

Россия

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**Q66: Please specify the business area domain of your company:**

Information support of a control system of fuel and energy complex.

---

**Q67: Does the response represent your own personal opinion or is it the official position of your company?**

Personal opinion

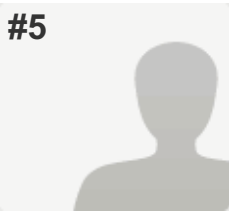
---

**Q68: Please indicate whether your responses could be disclosed :**

Yes, you could disclose my responses

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#5



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Tuesday, January 17, 2017 10:13:32 AM  
**Last Modified:** Tuesday, January 17, 2017 10:27:21 AM  
**Time Spent:** 00:13:49  
**IP Address:** 80.120.136.22

PAGE 1

<b>Q1: Which of the following user categories would describe you best?</b>	Other (please specify) responsible for the publication of data from TSO - use almost every day
<b>Q2: Could you precise your background/business area?</b>	Other (please specify) TSO
<b>Q3: Have you participated to the previous survey run in May-June 2016?</b>	No
<b>Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?</b>	
1- dedicated section with favorite points 2- better time response when switching views (add/withdraw curve, change hourly/daily, change period, etc) 3- clarity of the graphs	
<b>Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)</b>	
(no label)	4
<b>Q6: 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?</b>	<i>Respondent skipped this question</i>

PAGE 2

<b>Q7: How often do you use the TP Map?</b>	Once per week
---	---------------

PAGE 3

<b>Q8: What is the purpose you are using the TP Map for?</b>	
See the situation in on IP and compare data with data from the adjacent TSOs	
<b>Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)</b>	
(no label)	4

## ENTSOG TP Satisfaction Survey

**Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**

(no label)

3

**Q11: What would make the map more useful in your view?**

Some areas are very dense, maybe a functionality with a kind of graphical magnifying glass along with a fly-by approach could help to make it less compact.

### PAGE 4

**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label)

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

### PAGE 5

**Q13: Which filtering options are you using most frequently?**

*Respondent skipped this question*

**Q14: How often do you use these filtering options?**

*Respondent skipped this question*

**Q15: Which display settings are you using most frequently?**

*Respondent skipped this question*

**Q16: How often do you use these display settings?**

*Respondent skipped this question*

### PAGE 6

**Q17: How often do you use the Recently Viewed Items functionality?**

Every time I'm using the ENTSOG TP

### PAGE 7

**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

(no label)

4

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

(no label)

4

### PAGE 8

**Q20: What is the purpose you are using the TP Data part for?**

Check the consistency of the published data

**Q21: Which sub-section of the TP Data part are you using?**

TP Transport data part, TP CMP data part

**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label)

5

PAGE 9

**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label)

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

**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label)

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

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label)

3

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label)

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

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label)

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

**Q29: What would be your top three recommendations to make TP Data part more useful?**

The CMP view could have also a graphical overview.

**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label)

4

**Q31: What would be your top three recommendations to improve completeness of the published data?**

*Respondent skipped this question*

PAGE 10

**Q32: How often do you use these TP Export tools?**

Once per week

PAGE 11

**Q33: What is the purpose you are using the TP Export tool for?**

Check consistency of the published data

**Q34: 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

**Q35: Please indicate the scope of the information that you are obtaining via TP Export tool regarding the TSOs and their region:**

*Respondent skipped this question*

**Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)**

(no label)

4

**Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)**

(no label)

2

**Q38: What would be your top three improvements regarding the TP Export tool?**

The filter possibilities are not really sufficient (entry/exit; TSO), and the export is a mix of a lot of information.

Moreover, it would be great to have the possibility to choose the granularity of the export: today, the values are compressed "start date - end date" ; value. It would be nice to have the possibility to export this data as a time series, specifying the granularity (hour/day).

PAGE 12

**Q39: How often do you use the ENTSOG API tool?**

Never

PAGE 13

**Q40: What is the purpose that you are using the data obtained via TP API tool for?**

*Respondent skipped this question*

**Q41: Please select the type of information that you are downloading via TP API tool:**

*Respondent skipped this question*

**Q42: Please indicate the scope of the information that you are obtaining via TP API tool regarding the TSOs and their region:**

*Respondent skipped this question*

**Q43: How many people are using the data obtained automatically via the TP API tool?**

*Respondent skipped this question*

**Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

PAGE 14

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**Q45: How often do you use the TP UMMs section?** Rarely

---

PAGE 15

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**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?** No

---

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)** *Respondent skipped this question*

---

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)** *Respondent skipped this question*

---

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?** *Respondent skipped this question*

---

PAGE 16

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**Q50: How often do you use the TP Calendar section?** Never

---

PAGE 17

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**Q51: What is the purpose you are using the Calendar section for?** *Respondent skipped this question*

---

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)** *Respondent skipped this question*

---

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)** *Respondent skipped this question*

---

PAGE 18

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**Q54: How often do you use TP User manual?** Rarely

---

PAGE 19

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**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)** *Respondent skipped this question*

---

## ENTSOG TP Satisfaction Survey

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)** *Respondent skipped this question*

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**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)** *Respondent skipped this question*

---

**Q58: Could you list three topics which should be better explained in the user manual?** *Respondent skipped this question*

---

PAGE 20

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**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label) 4

---

**Q60: 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)**

(no label) 4

---

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?** *Respondent skipped this question*

---

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?** *Respondent skipped this question*

---

PAGE 21

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**Q64: Please provide your company:**

Company name or association: Trans Austria Gasleitung GmbH

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**Q65: Please provide your country of activities:**

Austria

---

**Q66: Please specify the business area domain of your company:**

TSO

---

**Q67: Does the response represent your own personal opinion or is it the official position of your company?** Personal opinion

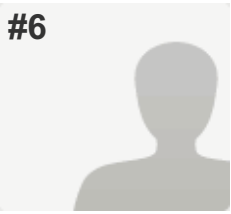
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**Q68: Please indicate whether your responses could be disclosed :** Yes, you could disclose my responses

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#6



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Wednesday, January 25, 2017 10:36:45 AM  
**Last Modified:** Wednesday, January 25, 2017 11:13:26 AM  
**Time Spent:** 00:36:41  
**IP Address:** 78.5.223.83

PAGE 1

<b>Q1: Which of the following user categories would describe you best?</b>	I use it from time to time for monitoring purposes
<b>Q2: Could you precise your background/business area?</b>	Commercial (trader, analyst, shipper company representative) , Other (please specify) TSO
<b>Q3: Have you participated to the previous survey run in May-June 2016?</b>	No
<b>Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?</b>	<i>Respondent skipped this question</i>
<b>Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)</b> (no label)	4
<b>Q6: 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?</b>	<i>Respondent skipped this question</i>

PAGE 2

<b>Q7: How often do you use the TP Map?</b>	Once per week
---	---------------

PAGE 3

<b>Q8: What is the purpose you are using the TP Map for?</b>	<i>Respondent skipped this question</i>
<b>Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)</b> (no label)	4

## ENTSOG TP Satisfaction Survey

**Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**

(no label)

4

**Q11: What would make the map more useful in your view?**

*Respondent skipped this question*

### PAGE 4

**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label)

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

### PAGE 5

**Q13: Which filtering options are you using most frequently?**

Show/Hide all Connection points

**Q14: How often do you use these filtering options?**

Once per week

**Q15: Which display settings are you using most frequently?**

*Respondent skipped this question*

**Q16: How often do you use these display settings?**

*Respondent skipped this question*

### PAGE 6

**Q17: How often do you use the Recently Viewed Items functionality?**

Never

### PAGE 7

**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

### PAGE 8

**Q20: What is the purpose you are using the TP Data part for?**

Checking the correctness of the displayed data and/or to research - for comparison/analysis - other TSOs data

## ENTSOG TP Satisfaction Survey

**Q21: Which sub-section of the TP Data part are you using?** TP CMP data part, TP Point information part,  
TP Transport data part

---

**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**  
(no label) 4

---

### PAGE 9

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**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**  
(no label) 4

---

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**  
(no label) 4

---

**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**  
(no label) I don't know this functionality or I don't use it

---

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**  
(no label) 3

---

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**  
(no label) I don't know this functionality or I don't use it

---

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**  
(no label) I don't know this functionality or I don't use it

---

**Q29: What would be your top three recommendations to make TP Data part more useful?** *Respondent skipped this question*

---

**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**  
(no label) 4

---

**Q31: What would be your top three recommendations to improve completeness of the published data?** *Respondent skipped this question*

---

### PAGE 10

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**Q32: How often do you use these TP Export tools?** Once per month

---

### PAGE 11

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**Q33: What is the purpose you are using the TP Export tool for?** *Respondent skipped this question*

---

ENTSOG TP Satisfaction Survey

<b>Q34: Please select the type of information that you are downloading via TP Export tool:</b>	Flow data (Nominations, Re-nominations, Allocations, Physical flow) , Capacity data, CMP data
<b>Q35: Please indicate the scope of the information that you are obtaining via TP Export tool regarding the TSOs and their region:</b>	I'm pulling data for the TSO(s) from a single country (please indicate below) , I'm pulling data for several TSOs from South-East Europe
<b>Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)</b> (no label)	5
<b>Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)</b> (no label)	4
<b>Q38: What would be your top three improvements regarding the TP Export tool?</b>	<i>Respondent skipped this question</i>

PAGE 12

<b>Q39: How often do you use the ENTSOG API tool?</b>	Never
---	-------

PAGE 13

<b>Q40: What is the purpose that you are using the data obtained via TP API tool for?</b>	<i>Respondent skipped this question</i>
<b>Q41: Please select the type of information that you are downloading via TP API tool:</b>	<i>Respondent skipped this question</i>
<b>Q42: Please indicate the scope of the information that you are obtaining via TP API tool regarding the TSOs and their region:</b>	<i>Respondent skipped this question</i>
<b>Q43: How many people are using the data obtained automatically via the TP API tool?</b>	<i>Respondent skipped this question</i>
<b>Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)</b>	<i>Respondent skipped this question</i>

PAGE 14

<b>Q45: How often do you use the TP UMMs section?</b>	Never
---	-------

PAGE 15

## ENTSOG TP Satisfaction Survey

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**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?**

*Respondent skipped this question*

---

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

---

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

---

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?**

*Respondent skipped this question*

---

### PAGE 16

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**Q50: How often do you use the TP Calendar section?**

Never

---

### PAGE 17

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**Q51: What is the purpose you are using the Calendar section for?**

*Respondent skipped this question*

---

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

---

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

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### PAGE 18

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**Q54: How often do you use TP User manual?**

Never

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### PAGE 19

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**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

*Respondent skipped this question*

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**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

*Respondent skipped this question*

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**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

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## ENTSOG TP Satisfaction Survey

**Q58: Could you list three topics which should be better explained in the user manual?**

*Respondent skipped this question*

PAGE 20

**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label)

4

**Q60: 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)**

(no label)

4

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

*Respondent skipped this question*

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

*Respondent skipped this question*

PAGE 21

**Q64: Please provide your company:**

Company name or association:

Snam SpA (commercial department)

**Q65: Please provide your country of activities:**

Italy

**Q66: Please specify the business area domain of your company:**

Transportation System Operator for Gas

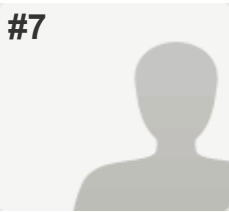
**Q67: Does the response represent your own personal opinion or is it the official position of your company?**

Personal opinion

**Q68: Please indicate whether your responses could be disclosed :**

Yes, you could disclose my responses

#7



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Thursday, January 26, 2017 11:28:44 AM  
**Last Modified:** Thursday, January 26, 2017 11:46:58 AM  
**Time Spent:** 00:18:14  
**IP Address:** 193.58.45.232

PAGE 1

<b>Q1: Which of the following user categories would describe you best?</b>	I use it from time to time for monitoring purposes
<b>Q2: Could you precise your background/business area?</b>	Commercial (trader, analyst, shipper company representative)
<b>Q3: Have you participated to the previous survey run in May-June 2016?</b>	Yes
<b>Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?</b>	<i>Respondent skipped this question</i>
<b>Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)</b>  (no label)	4
<b>Q6: 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?</b>	<i>Respondent skipped this question</i>

PAGE 2

<b>Q7: How often do you use the TP Map?</b>	Never
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PAGE 3

<b>Q8: What is the purpose you are using the TP Map for?</b>	<i>Respondent skipped this question</i>
<b>Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)</b>	<i>Respondent skipped this question</i>
<b>Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)</b>	<i>Respondent skipped this question</i>
<b>Q11: What would make the map more useful in your view?</b>	<i>Respondent skipped this question</i>

PAGE 4

**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label)

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

PAGE 5

**Q13: Which filtering options are you using most frequently?**

*Respondent skipped this question*

**Q14: How often do you use these filtering options?**

*Respondent skipped this question*

**Q15: Which display settings are you using most frequently?**

*Respondent skipped this question*

**Q16: How often do you use these display settings?**

*Respondent skipped this question*

PAGE 6

**Q17: How often do you use the Recently Viewed Items functionality?**

Never

PAGE 7

**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

PAGE 8

**Q20: What is the purpose you are using the TP Data part for?**

- to have a quick look at the data before download it
- to check missing data

**Q21: Which sub-section of the TP Data part are you using?**

TP Transport data part



ENTSOG TP Satisfaction Survey

**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label)

5

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PAGE 9

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**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label)

4

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**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label)

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

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**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label)

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

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**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label)

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

---

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label)

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

---

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label)

4

---

**Q29: What would be your top three recommendations to make TP Data part more useful?**

*Respondent skipped this question*

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**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label)

4

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**Q31: What would be your top three recommendations to improve completeness of the published data?**

*Respondent skipped this question*

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PAGE 10

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**Q32: How often do you use these TP Export tools?**

Several times per month

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PAGE 11

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**Q33: What is the purpose you are using the TP Export tool for?**

*Respondent skipped this question*

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## ENTSOG TP Satisfaction Survey

**Q34: Please select the type of information that you are downloading via TP Export tool:** Flow data (Nominations, Re-nominations, Allocations, Physical flow)  
,  
Capacity data

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**Q35: 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 several TSOs from North-West Europe

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**Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)**  
(no label) 5

---

**Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)**  
(no label) 5

---

**Q38: What would be your top three improvements regarding the TP Export tool?** *Respondent skipped this question*

---

### PAGE 12

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**Q39: How often do you use the ENTSOG API tool?** Never

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### PAGE 13

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**Q40: What is the purpose that you are using the data obtained via TP API tool for?** *Respondent skipped this question*

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**Q41: Please select the type of information that you are downloading via TP API tool:** *Respondent skipped this question*

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**Q42: Please indicate the scope of the information that you are obtaining via TP API tool regarding the TSOs and their region:** *Respondent skipped this question*

---

**Q43: How many people are using the data obtained automatically via the TP API tool?** *Respondent skipped this question*

---

**Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)** *Respondent skipped this question*

---

### PAGE 14

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**Q45: How often do you use the TP UMMs section?** Never

---

### PAGE 15

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## ENTSOG TP Satisfaction Survey

**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?**

*Respondent skipped this question*

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?**

*Respondent skipped this question*

### PAGE 16

**Q50: How often do you use the TP Calendar section?**

Never

### PAGE 17

**Q51: What is the purpose you are using the Calendar section for?**

*Respondent skipped this question*

**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

### PAGE 18

**Q54: How often do you use TP User manual?**

Never

### PAGE 19

**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

*Respondent skipped this question*

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

*Respondent skipped this question*

**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q58: Could you list three topics which should be better explained in the user manual?**

*Respondent skipped this question*

**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label) 4

**Q60: 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)**

(no label) 4

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

*Respondent skipped this question*

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

*Respondent skipped this question*

**Q64: Please provide your company:**

Company name or association: Fluxys Belgium

**Q65: Please provide your country of activities:**

Belgium

**Q66: Please specify the business area domain of your company:**

TSO

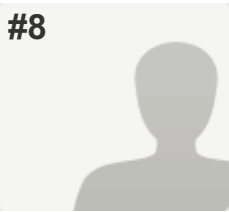
**Q67: Does the response represent your own personal opinion or is it the official position of your company?**

Personal opinion

**Q68: Please indicate whether your responses could be disclosed :**

Yes, you could disclose my responses

#8



**COMPLETE**

**Collector:** Web Link 1 (Web Link)  
**Started:** Monday, January 30, 2017 1:33:23 PM  
**Last Modified:** Monday, January 30, 2017 1:52:32 PM  
**Time Spent:** 00:19:09  
**IP Address:** 193.58.45.232

PAGE 1

**Q1: Which of the following user categories would describe you best?**

I use it every day as an input for my own work (e.g. production of reports or analyses)

**Q2: Could you precise your background/business area?**

Commercial (trader, analyst, shipper company representative)

**Q3: Have you participated to the previous survey run in May-June 2016?**

No

**Q4: Could you list the top three improvements that would make the ENTSOG TP more user-friendly in your view?**

- for API Excel, give a list of all points with their ID and full name (sometimes difficult to find)
- give the possibility to change unit in the user interface

**Q5: How do you evaluate the usefulness of the data and tools provided by the ENTSOG TP? (rate 1 - 5; 5 being very useful)**

(no label)

5

**Q6: 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?**

- for capacity data, the notion of "interruptible" differ from one TSO to another, this could be improved

PAGE 2

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

Several times per week

PAGE 3

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

Search for a specific IP (or zone) and find the related data (as far as I'm concerned, mainly capacities).

**Q9: How do you evaluate the usefulness of the map? (rate 1 - 5; 5 being very useful)**

(no label)

5

## ENTSOG TP Satisfaction Survey

**Q10: How do you evaluate the user-friendliness of the map? (rate 1 - 5; 5 being very user-friendly)**

(no label)

4

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**Q11: What would make the map more useful in your view?**

It is sometimes difficult to click on a specific border when there are multiple occurrence (due to several TSO active for example).

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### PAGE 4

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**Q12: How helpful are the display settings and filtering options of the map? (rate 1 - 5; 5 being very helpful)**

(no label)

5

---

### PAGE 5

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**Q13: 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

---

**Q14: How often do you use these filtering options?**

Once per week

---

**Q15: Which display settings are you using most frequently?**

Show/Hide Projected points and pipelines ,  
Show all pipelines

---

**Q16: How often do you use these display settings?**

Once per month

---

### PAGE 6

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**Q17: How often do you use the Recently Viewed Items functionality?**

Rarely

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### PAGE 7

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**Q18: How do you evaluate the usefulness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very useful)**

(no label)

5

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**Q19: How do you evaluate the user-friendliness of the Recently Viewed Items functionality? (rate 1 - 5; 5 being very user-friendly)**

(no label) 4

---

PAGE 8

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**Q20: What is the purpose you are using the TP Data part for?**

Source data for simulations.

---

**Q21: Which sub-section of the TP Data part are you using?**

TP Transport data part, TP Point information part,  
TP Tariff data part, TP CMP data part,  
TP Operators section

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**Q22: How do you evaluate the usefulness of the TP Data part as a whole? (rate 1 - 5; 5 being very useful)**

(no label) 5

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PAGE 9

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**Q23: How do you evaluate the usefulness of the TP Transport data part? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q24: How do you evaluate the usefulness of the TP Point information data part? (rate 1 - 5; 5 being very useful)**

(no label) 3

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**Q25: How do you evaluate the usefulness of the TP Data Chart part? (rate 1 - 5; 5 being very useful)**

(no label) 5

---

**Q26: How do you evaluate the usefulness of the TP CMP data part? (rate 1 - 5; 5 being very useful)**

(no label) 4

---

**Q27: How do you evaluate the usefulness of the TP Operators section? (rate 1 - 5; 5 being very useful)**

(no label) 4

---

**Q28: How do you evaluate the user-friendliness of the TP Data part? (rate 1 - 5; 5 being very user-friendly)**

(no label) 4

---

**Q29: What would be your top three recommendations to make TP Data part more useful?**

- ability to change unit (kWh/h, GWh/day, bcm/year, etc...)

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**Q30: How do you evaluate the completeness of the data published? (rate 1 - 5; 5 being very satisfied of data completeness)**

(no label) 4

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## ENTSOG TP Satisfaction Survey

**Q31: What would be your top three recommendations to improve completeness of the published data?**

- the more, the better... but mainly pipe imports are missing.

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PAGE 10

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**Q32: How often do you use these TP Export tools?**

Never

---

PAGE 11

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**Q33: What is the purpose you are using the TP Export tool for?**

*Respondent skipped this question*

---

**Q34: Please select the type of information that you are downloading via TP Export tool:**

*Respondent skipped this question*

---

**Q35: Please indicate the scope of the information that you are obtaining via TP Export tool regarding the TSOs and their region:**

*Respondent skipped this question*

---

**Q36: How do you evaluate the usefulness of the TP Export tool? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

---

**Q37: How do you evaluate the user-friendliness of the TP Export tool? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

---

**Q38: What would be your top three improvements regarding the TP Export tool?**

*Respondent skipped this question*

---

PAGE 12

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**Q39: How often do you use the ENTSOG API tool?**

I'm pulling data regularly several times per week

---

PAGE 13

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**Q40: What is the purpose that you are using the data obtained via TP API tool for?**

- improve the help section by giving exhaustive tables with IPs id, name, etc
  - improve the help section by giving all parameters name
  - eventually, give more examples
- 

**Q41: Please select the type of information that you are downloading via TP API tool:**

Tariff data, Capacity data,  
Flow data (Nominations, Re-nominations,  
Allocations, Physical flow)

---



ENTSOG TP Satisfaction Survey

**Q42: 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 several TSOs from South-East Europe  
,  
I'm pulling data for several TSOs from Central Europe  
,  
I'm pulling data for several TSOs from South-West Europe  
,  
I'm pulling data for several TSOs from North-West Europe  
,  
I'm pulling data for all EU TSOs

**Q43: How many people are using the data obtained automatically via the TP API tool?**

A team comprising up to 15 people

**Q44: How do you evaluate the usefulness of the automatic download tool? (rate 1 - 5; 5 being very useful)**  
(no label)

5

PAGE 14

**Q45: How often do you use the TP UMMs section?**

Never

PAGE 15

**Q46: Are you subscribed for RSS notifications for publication and updates of the UMM data?**

*Respondent skipped this question*

**Q47: How do you evaluate the usefulness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very useful)**

*Respondent skipped this question*

**Q48: How do you evaluate the user-friendliness of the functionality for Urgent Market Messages (UMM) publication? (rate 1 - 5; 5 being very user-friendly)**

*Respondent skipped this question*

**Q49: What would be your top three recommendations to make the UMMs functionality more useful?**

*Respondent skipped this question*

PAGE 16

**Q50: How often do you use the TP Calendar section?**

Never

PAGE 17

## ENTSOG TP Satisfaction Survey

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**Q51: What is the purpose you are using the Calendar section for?** *Respondent skipped this question*

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**Q52: How do you evaluate the usefulness of the Calendar section? (rate 1 - 5; 5 being very useful)** *Respondent skipped this question*

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**Q53: How do you evaluate the user-friendliness of the Calendar section? (rate 1 - 5; 5 being very user-friendly)** *Respondent skipped this question*

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### PAGE 18

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**Q54: How often do you use TP User manual?** I read it once

---

### PAGE 19

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**Q55: How do you evaluate the level of details of the TP user manual? (rate 1 - 5; 5 being the right level of details)**

(no label) 4

---

**Q56: How do you evaluate the comprehensiveness of the TP user manual? (rate 1 - 5; 5 being very comprehensive)**

(no label) 4

---

**Q57: How do you evaluate the usefulness of the TP user manual? (rate 1 - 5; 5 being very useful)**

(no label) 4

---

**Q58: Could you list three topics which should be better explained in the user manual?** *Respondent skipped this question*

---

### PAGE 20

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**Q59: How do you evaluate the general user-friendliness of the ENTSOG TP? (rate 1 - 5; 5 being very user-friendly)**

(no label) 5

---

**Q60: 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)**

(no label) 4

---

**Q61: Which features of the ENTSOG TP are not necessary from your point of view?**

- urgent messages
  - calendar view
-

**Q62: Do you have any other recommendations, suggestions or remarks on the ENTSOG TP functionalities?**

- I frequently use the "Entsog capacity map", which I find very useful, with the numbers and associated capacities for a given year. It would be a very nice addition to have the possibility to generate such a map with data for a given gas day...

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**Q64: Please provide your company:**

Company name or association: Fluxys SA

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**Q65: Please provide your country of activities:**

Mainly Belgium. But studies for whole Europe.

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**Q66: Please specify the business area domain of your company:**

Strategy and prospective studies

---

**Q67: Does the response represent your own personal opinion or is it the official position of your company?**

Personal opinion

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**Q68: Please indicate whether your responses could be disclosed :**

Yes, you could disclose my responses

---