Transparency Platform satisfaction survey

Report of results and conclusions

1. Subject and scope

The purpose of this document is to present a summary of the main results and conclusions from the Transparency Platform satisfaction survey carried out by ENTSOG from June to September 2017 to evaluate the usability and user-friendliness of the TP.

For the full detail of all multiple-choice questions, please see our anonymous overview report.

In addition, all non-confidential individual responses can be found here.

2. Background

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 400 users have registered, on a daily basis, several hundred users visit the page and more than 40 000 files are downloaded every day, either manually or via the automated download tool (API interface).

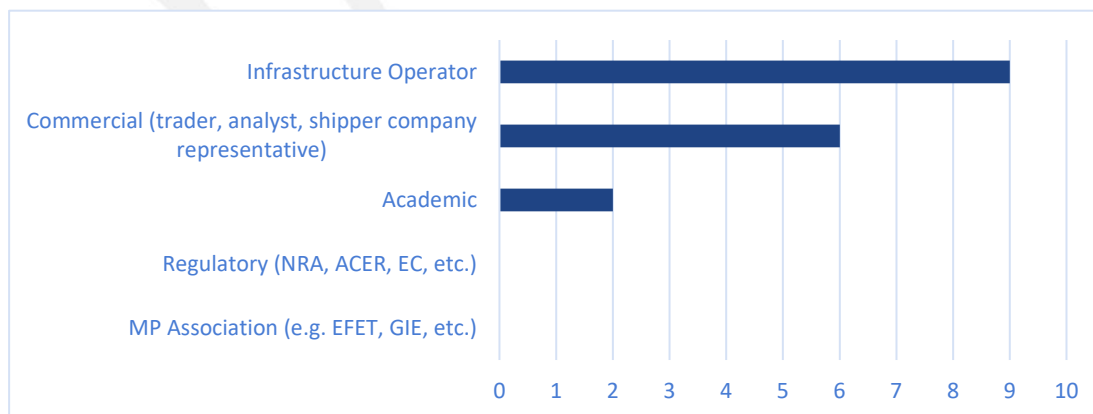### 3. Main results

3.1. Participation[i1]
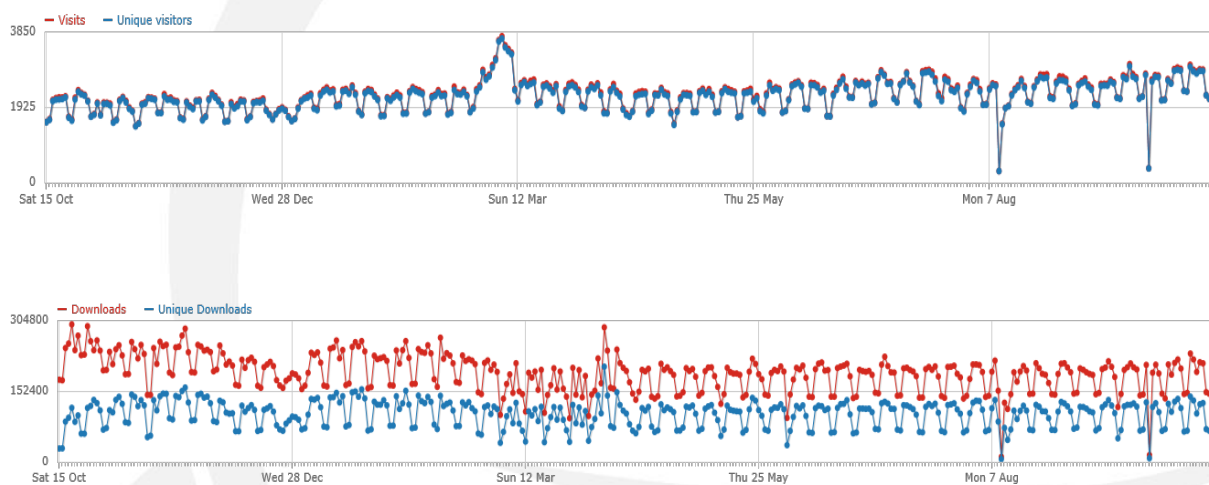

Figure 1

The figure above shows that there were 8 non-TSO responses out of 16 responses.

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[1] 2 TSOs indicated by mistake a wrong business area. One of the TSOs had chosen academic instead of infrastructure operator and thus the correct number of academic is 2 instead of 3. The other TSO has chosen regulatory instead of infrastructure operator and thus no regulatory body has participated in this satisfaction survey. Please note that their original business area is included in the individual responses.

ENTSOG Conclusion: Due to the very limited number of responses, participation in the survey is not representative of the whole range of TP users and their opinion.

Reference to TP user statistics from the 15/10/2016 – 15/10/2017

- Visits: 342.417
- Downloads: 28.775.308 (in total), 15.775.119 (unique)
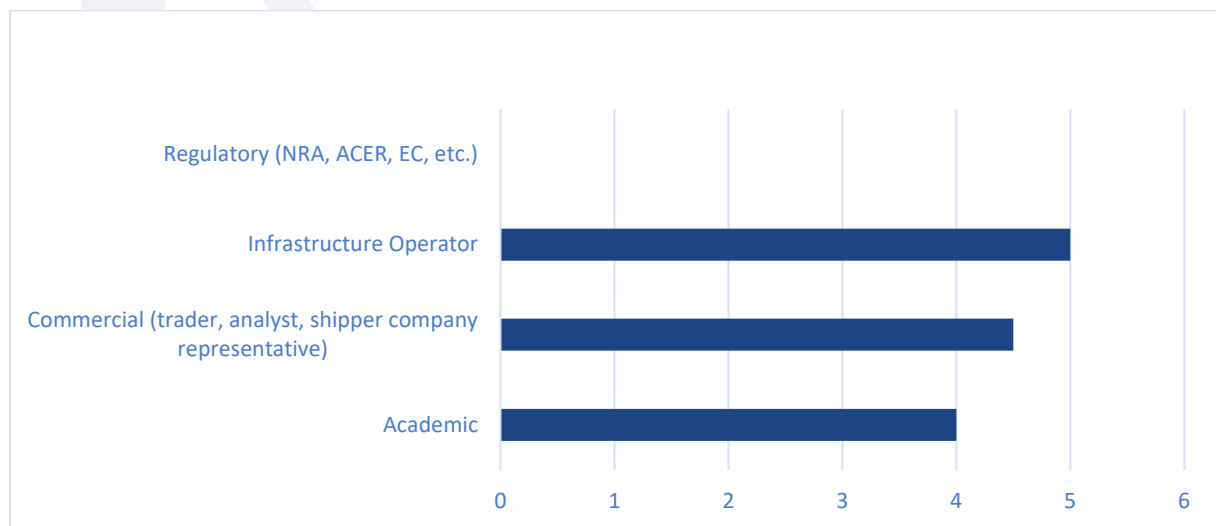

3.2. User friendliness

Figure 2

On a scale from 1-5, results indicate an average user-friendliness of 4.5, without significant differences among respondents, which is a bit higher compared to the previous survey (4.3).

As for the top three improvements regarding friendliness, suggestions varied:

> From commercial bodies:

- Section Map: Possibility to see the flow figures
- Data completeness: Not all TSOs are publishing hourly flow data at relevant points
- Calendar: Planned interruptions not available for all TSOs at the TP (calendar)
- Export Tool: Performance of the export tool
- Operator Section: Request for different units
- Latest interruption: design rework of the UMM
- Request for intense work with NRA and TSO to provide accurate data

From TSOs:

- Data consistency: For some IPs data about nominations and actual flows do not match
- Performance in general
- More flexibility regarding zooming

ENTSOG Conclusions/actions:

> The data completeness will be a primary focus for the Transparency Brussels team. ENTSOG will continue to actively support the TSOs to solve any issues related to the data completeness.

> ENTSOG is already working on the performance upgrades of the TP.

> ENTSOG and TSOs will analyse the benefit for the market for the proposal and will investigate the cost to carry out the following improvements:

- Optimisation of the export functionality
- Possibility to display the physical flows on the map
- Possible improvements regarding the look & feel of the map (zooming)

The following figure summarises the user friendliness of the different TP parts as perceived by the users:
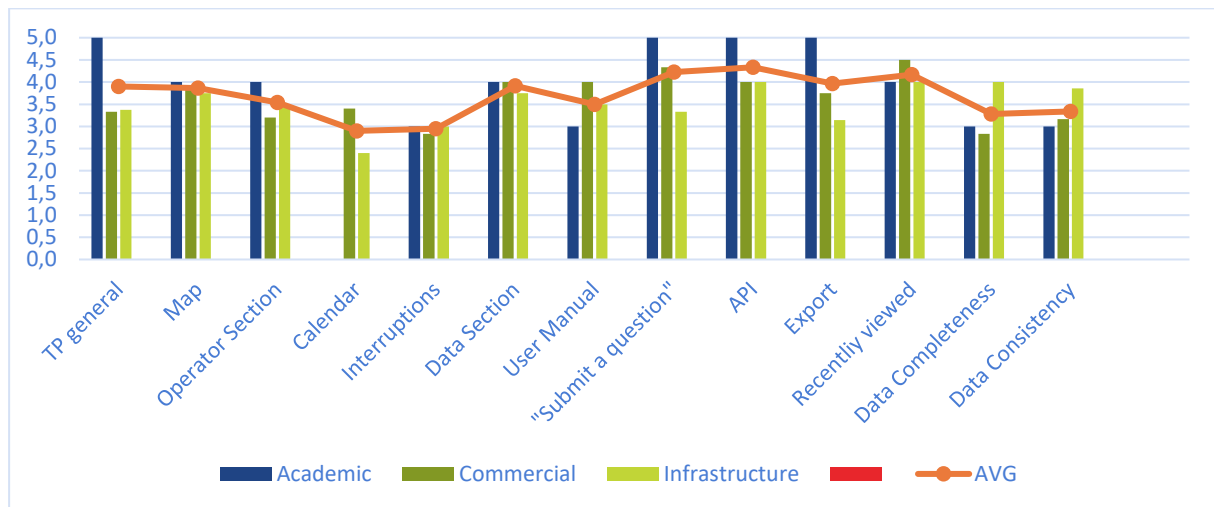
Figure 3

4. Summary of conclusions

> Considering the high number of ENTSOG TP users, the number of responses received (17) is not representative to assess the general satisfaction of TP users, however the answers provide an indication of potential improvements.

> ENTSOG takes notes of the suggestions received and will evaluate the benefits for the whole market and investigate the costs of those improvements within the scope of the Transparency Guidelines. The suggestions will be presented in the next public workshop on Transparency in 2017.

> ENTSOG will support the TSOs to improve the data completeness provided to the ENTSOG TP. Internal checks and reports will be implemented to facilitate the data consistency and completeness.

> Nevertheless, it should be highlighted that the absence of data for relevant points regarding hourly flows is not an issue of data completeness. The obligation to publish hourly data for relevant points does only apply to TSOs with an hourly settlement regime. TSOs with a daily settlement regime have agreed to publish the hourly physical flows for cross-border IPs on a voluntary basis, this does not include any other relevant points.

> The possibility for more data in downloads will be also investigated.

ENTSOG has reassessed carrying out the satisfaction survey as a source for receiving stakeholder input. A vital part for the usefulness of the survey is a higher interest and participation from the market. In this aspect, promotional activities to gain awareness about the ENTSOG TP amongst the market participants will be considered. In future, a replica of this survey will be running on a continuous basis. Thus, several permanent links to the survey will be introduced, including on the ENTSOG TP (section "Help").