

storengy.com

MAKING IT CLEAR

2009 overview of our customer relationships

Ever attentive to its customers, Storengy has conducted a new survey aiming to measure satisfaction and collect suggestions for improvement. Close-up on the results of the 2009 survey.



In spring 2009, Storengy contacted all its existing and prospective customers by e-mail. 80% of you completed this annual satisfaction survey.

7.1/10 for overall satisfaction

The overall level of satisfaction is 7.1. The quality of the sales relationship continues to be a strong point. Also, you consider as satisfactory the overall quality of service, the information provided, whether commercial or operational in nature, as well as contract management. All of this is a sign of the solid foundation on which our relationship is built, however, this result must not conceal potential margins for progress.

Continuous improvement...

Having greater visibility of unavailability is one of the great expectations highlighted by this survey. Work is under way in this area with GRTgaz in order to improve the coordination of work in the framework of a three-year programme. Efforts involving allocation processes have borne fruit since 84% of you claimed to be satisfied or very satisfied with

them. Here again, there are many expectations and Storengy is working continuously to make improvements. New measures have been taken for 2010 in the framework of the Storage Steering Committee which brings together the market's stakeholders.

The offering's presentation and structure are obviously sensitive points. Yet, the past few months have been marked by a number of changes (division of the Centre Group, "derestriction" of storage rights, creation of the Saline Multi product, etc.). We need to appraise expectations in terms of communication with this fact in mind. No doubt, in the future, the workshops and other Users' clubs will help to associate you with changes made to our offering and allow you to anticipate the setting up of new products.

Suggestions and new expectations

This very enriching survey allowed us to gather some concrete suggestions which the Storengy teams are working to implement whenever possible. This is already the case, for example in the improvements made to the SICS in August 2009 in terms of mainte-

Business information on the website: **7.4 / 10**



Maintenance and works: **6.1 / 10**



Regulatory allocation process: **6.6 / 10**



Auction: **7.4 / 10**



Upgradeability of the storage offer: **5.9 / 10**



■ Satisfied or very satisfied in 2009.
■ Satisfied or very satisfied in 2007.

nance and operational management. The secondary market, an opportunity to offer "virtual" storage, and, even, to offer more flexible products (e.g. tunnel-free) are also at the heart of your expectations. An initial response was made in August with the setting up of a subscription contract to the 2kingas platform.

On the basis of these comments, the Commercialisation Division continues its work with a view to improving the quality of service for all storage sites. You will be informed about all new features over the coming months either in this newsletter or by your Account Manager. ■

Agenda

- Information meeting about the open season: 17 November 2009
- Open season: mid-December 2009
- Customer convention: January 2010
- Allocation process: February 2010
- Auction: March 2010

For further information:
access@storengy.com



Environmentally-friendly development

In 2012, the Saint-Clair-sur-Epte storage site (Serene Nord group) will offer a total volume of 1.3 billion m³.

Straddling three regions (Ile-de-France, Normandy and Picardie), the Saint-Clair-sur-Epte storage site has been operational since 1982. It is currently the object of a major renovation and development project which will help to increase the site's total capacity by 30%. This 3-phase programme started in 2007 with the construction of an administrative building which will also house the new control room. The second phase (2008 to 2011) plans for the installation of three electrocompressors (4 MW each), the replacement of the dehydration system and the drilling of three new wells. During the third phase of work (2010 to 2012), three other wells will be drilled and two old wells will be recommissioned, bringing to 21 the number of wells in operation. The desulfurisation units will be replaced. This complete

programme will help bring the total storage volume to 1.3 billion m³ and will increase performance. A project of this scale requires a long period of collaboration with stakeholders: local authorities, administrations, associations and local residents, in order to ensure the safety of people and property, preserve the tranquillity of local residents and minimise the installation's impact on the natural environment. 4.5 ha of land have already been replanted to compensate for the felling of 3.8 ha of trees during the construction of the administrative building. Saint-Clair-sur-Epte is situated in the Vexin regional nature park and lies within a Natura 2000* perimeter, which prompts even greater respect for the environment and landscapes. ■

* European ecological network which aims to preserve biological diversity and promote regions.

In Brief

Users'club on the SICS

On 30 June 2009, the Storengy's commercial team organised a Users'club for costumers-users of the SICS, the contract operational management IT program. The objective was to draw up an inventory and announce short-term changes, in particular in reply to the requests formulated in the satisfaction survey (exportable format day-to-day maintenance, numerical value of minimum and maximum stock, etc.).

The 14 people present were also invited to express themselves on the subject of the system redesign planned for 2012.

This exchange on the practices and needs of each individual has helped to define lines of work. Users will be informed regularly about the project's progress.

Live

Stublach, an award for safety

Storengy UK, which is developing the future Stublach underground storage site in northwest England, has been rewarded for the quality of its safety management.

The Gas Industry Safety Award is one of the prizes awarded by IGEM (Institution of Gas Engineers & Managers) and the SBGI (Society of British Gas Industries) during the British gas industry's annual Awards ceremony. In spring 2009, Storengy UK was awarded this prize for excellent safety performance and for the effectiveness of the procedures implemented.

After more than 600,000 hours of work spanning more than two years, there were no major accidents at the worksite. Yet, every day, between 70 and 200 people were working on site, which gives a good idea of the challenge! "We made compliance with HSE policy an absolute priority" explains Jacques Badet, General Manager of the British subsidiary. A few examples of these good practices:

nobody is able to access the site without a "security passport" issued by a certified body; the wearing of all PPE* was mandatory and controlled regularly; and weekly meetings with the company's HSE managers helped to evaluate their risk management system and reinforce prevention. ■

* personal protection equipment.