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MAKING IT CLEAR



CLIENT SATISFACTION SURVEY 2011

Listening to our clients, providing responses

The objective of the annual client satisfaction survey is to listen to our clients and prospects in order to be aware of their appreciation of Storengy's storage offer. One aim is to develop the commercial offer and general quality of our services according to the suggestions formulated.

18 of the 24 current client companies and 3 of our prospects responded. "With a response rate of 75 %, this survey provides good visibility on satisfaction and improvements required", comments Estelle Barranger, account manager at Storengy's Commercial Department.

General satisfaction: 7.6/10

As in 2010, general satisfaction reaches 7.6/10 marks. Once more, Storengy distinguishes itself through the quality of its commercial relations. Other specific strengths: the invoicing process, the operational and commercial information available on the website and the SICS* nomination platform. As we observe

a slight decrease, the development of the commercial offer, the allocation process and the commercial convention are options for improvement.

Adapting the commercial offer to the market uncertainties

Currently, under the influence of the gas bubble in Europe, storage is subject to various assessments. Thus the prices of the storage offers are judged insufficiently attractive. The lack of visibility on a general strategy for the sales of available capacities is considered as bothersome by some clients. These concerns have given rise to the implementa-

tion of a mechanism for exceptional discounts during the 2012/2013 allocation process.

Furthermore, this mechanism is generally rated complex or even tiresome, and some stakeholders ask for a work group with the DGEC** in order to analyse how the procedure could be simplified.

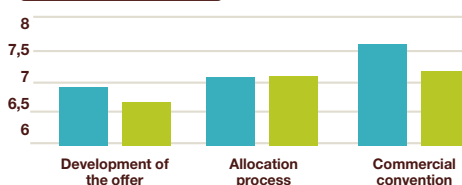
Furthermore, a decrease in client satisfaction was observed concerning the commercial convention of January 2011. In order to respond to some of these remarks, Storengy has decided to strengthen the exchange on these topics and to provide better visibility on the conditions of access to the storage facilities. The organisation of the Storage Convention for the year 2012/2013 in mid-December illustrates this intention (see on the back). Several collective exchange meetings should take place in 2012 under the form of workshops. ■

* Storage Access Contract Information System.
** General Energy and Climate Directorate.

Strong points



Points to improve



■ 2010 ■ 2011



Electro-compressors of the latest generation

The first ICL electro-compressor in France was successfully commissioned at the Céré-la-Ronde storage site in October 2011. Representing a technological leap forward, this equipment with a power of 7.2 MW supports the site's current compression facilities (two turbine compressors). Seven more ICL electro-compressors will be commissioned by Storengy at several sites in France (Saint-Illiers, Beynes) and the United Kingdom (Stublach) until 2013.

ICLs (Integrated Compressor Lines) are a technology developed by General Electric's Oil & Gas Division. This innovative technology has many advantages in terms of industrial performance, operation flexibility and reduced maintenance operations. The electric drive of this compressor is more environmentally friendly by significantly reducing emissions. The Céré-la-Ronde development project is about to be accomplished in compliance with the planned budgets and schedules.

Agenda

- 3rd to 24 February 2012: allocation proces
- As of 1st March 2012: workshops (allocation process feedback...)

In few words...

New colleagues



• Florence Dufour joined Storengy as Director of the Business Development & Commercial Division.



• The Commercial Department, headed by Valérie Beaudichon, is being reinforced. Nicolas Bernasconi joins the Marketing & Markets Department.



Irène Corral Hernandez is appointed account manager, together with Estelle Barranger, Hélène Bizet, Céline Brun and Raphaëlle Nayral.

Live

STORAGE CONVENTION

The 2012/2013 campaign is launched

No less than 110 participants representing Storengy's clients and prospects have attended the Storage Convention on 14 December, prior to the opening of the 2012/2013 offer. As mentioned by Business Development & Commercial Director Florence Dufour in her opening address, this Convention was brought one and a half month forward compared to the preceding years in order to provide better visibility in terms of schedules and offers.

After a detailed balance of the sales realized over the period 2011/2012 and feedback about the utilization of the storage facilities, Soizic Adam (Marketing and Markets Department) presented the outlines of Storengy's commercial offer in France for

2012/2013. In order to comply with the regulatory envelope, Storengy will provide more than 110 TWh to the allocation process. Thus there will be no sales of extra capacities.

110 TWh to commercialise

Subsequently, Storengy outlined the characteristics of its offer. It is marked by the creation of a new product, Serene Littoral (characteristics identical to Serene Sud, but with a location at the North Atlantic PITS*), and a device for exceptional discounts. Eventually, an update was provided about maintenance scheduling, which is established in consultation with the storage sites, Storengy's Projects Division, and GRTgaz in order to minimise periods

of storage downtime. There are no maintenance operations scheduled during the winter withdrawal period.

Storengy is considering to develop the temporal flexibility of its products (multi-annual and intra-annual contracts), as well as its operational flexibility (review of the product / group / PITS / PEG scheme and creation of new services).

All over the year 2012, workshops, exchange meetings and various communication and training measures will take place. All documents regarding the new offer are available on www.storengy.com. ■

* Transmission-Storage Interconnection Point.