



AGGM Austrian Gas Grid Management AG



AGGM Customer Satisfaction 2018

Joint Information Day

Vienna, 28. November 2018

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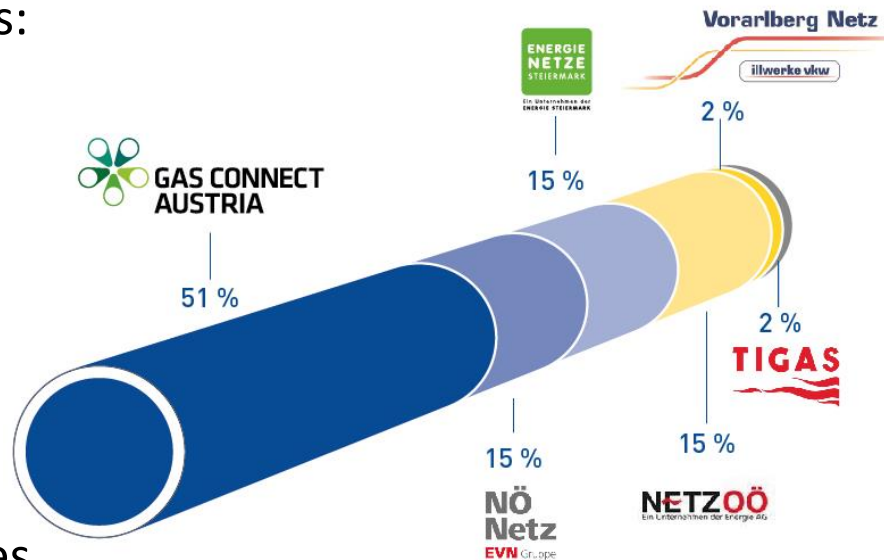
- ▶ **Introduction AGGM – Tasks and goals**
- ▶ **AGGM Customer Satisfaction 2018**



▶ AGGM Austrian Gas Grid Management AG - Development

- ▶ Control area manager/Distribution Area Manager for the eastern market area since October 2002
- ▶ Distribution area manager in the Vorarlberg market area since May 2012
- ▶ Distribution area manager in the Tyrol market area since October 2012
- ▶ **Market area manager** in the Eastern market area since June 2017

▶ Shareholders:



▶ 40 employees

- ▶ 12 of which involved in 24/7 dispatching

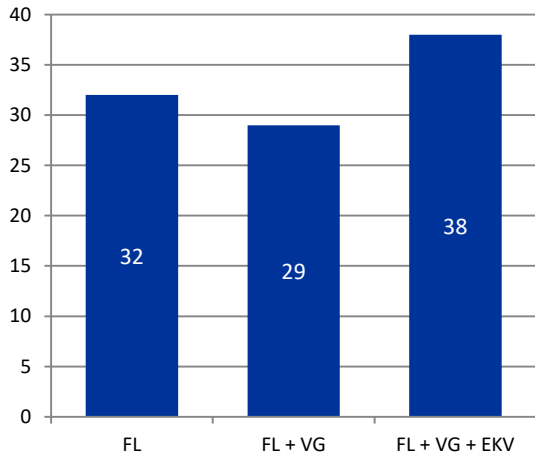
- ▶ AGGM is an independent system operator. We manage Austria's gas networks in close coordination with TSOs and DSOs
- ▶ AGGM's priorities are to ensure the uninterrupted supply of gas to Austrian consumers, balancing and ensuring stability of the Austrian gas network.
- ▶ AGGM's responsibilities and activities are in particular
 - ▶ Network access and capacity management, continuous gas flow control
 - ▶ Coordinated maintenance planning
 - AGGM Integrated Annual Maintenance Plan 2019 you may find under <https://www.aggm.at/en/network-information/maintenance-coordination>
 - ▶ Crisis management in supply emergencies

AGGM tasks and goals

- ▶ One Stop Shop for the **registration of Balance Group Responsible Parties** = <https://www.aggm.at/en/bgr-information/registration-process-in-the-eastern-market-area>

BGRs in the eastern market area

- ▶ 107 BGRs*
 - ▶ 123 Balance Groups
 - ▶ 38 Sub-Balance Groups
 - ▶ 167 Balance Group Members
 - ▶ Contract types:



BGRs in Tyrol & Vorarlberg

- ▶ 26 BGRs*
 - ▶ 26 Balance Groups
 - ▶ 53 Balance Group Members

* 21 BGR are active in all three Austrian market areas

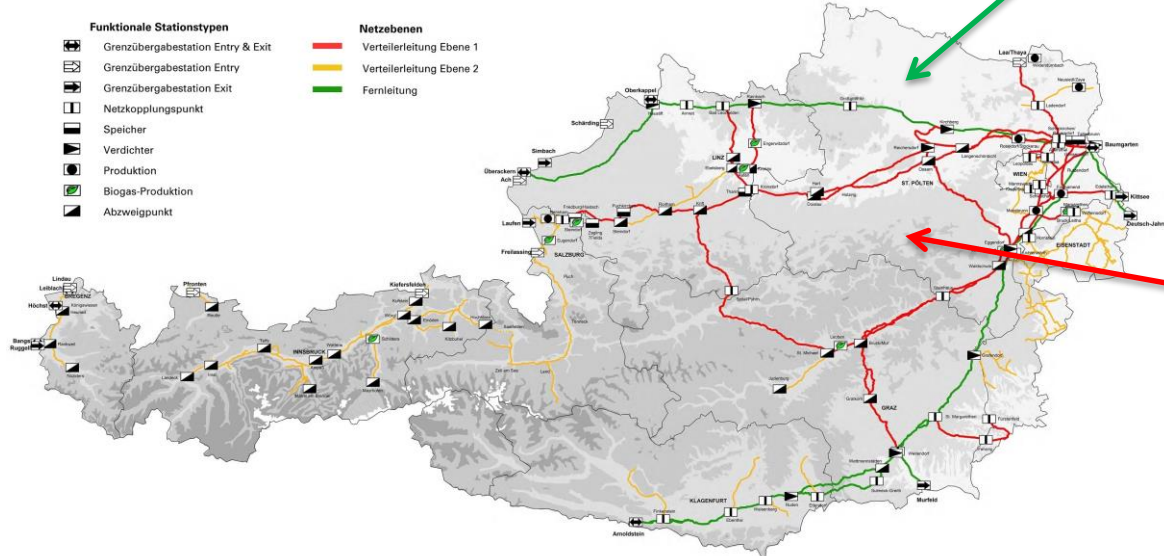
AGGM tasks and goals

AGGM Austrian Gas
Grid Management AG

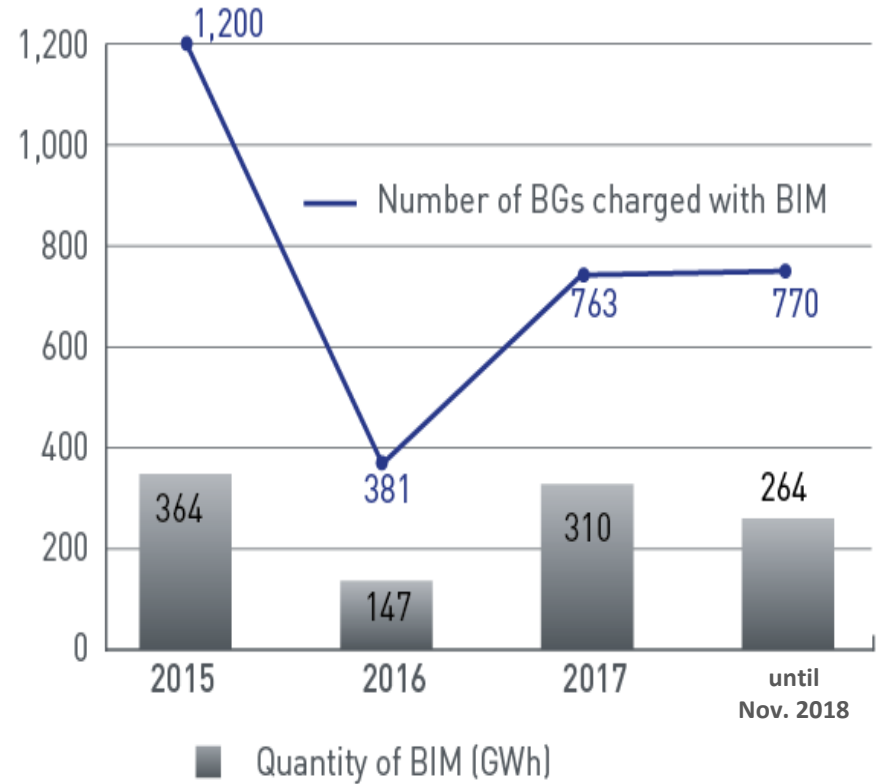
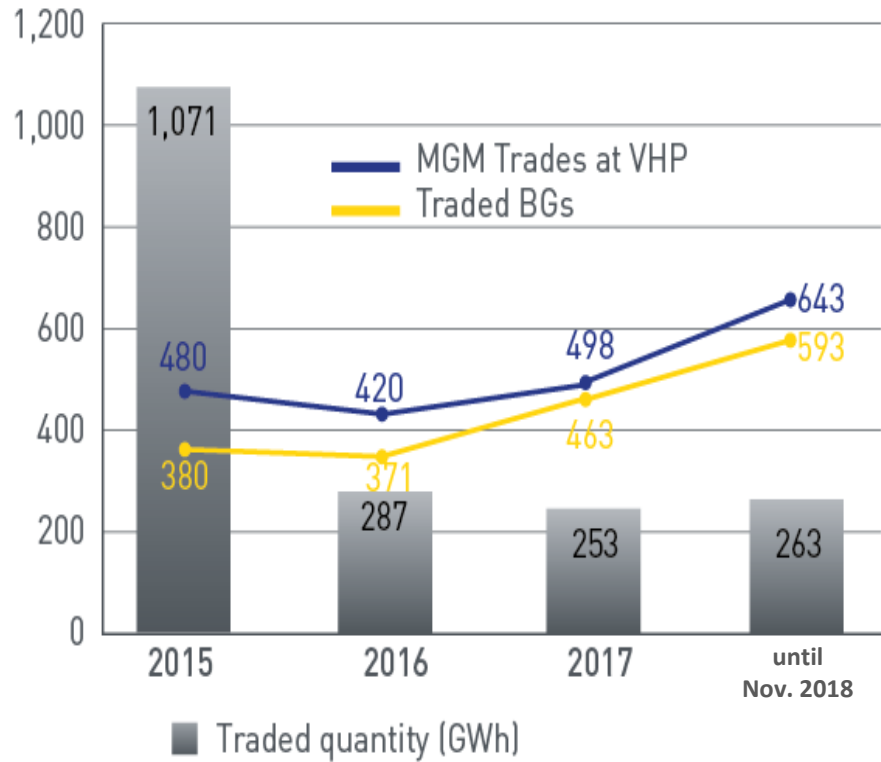
► Infrastructure planning

- Coordinated network development plan 2018 on TSO-level and long-term planning 2018 on DSO-level currently under consultation, final documents will be published in December 2018
- Further information

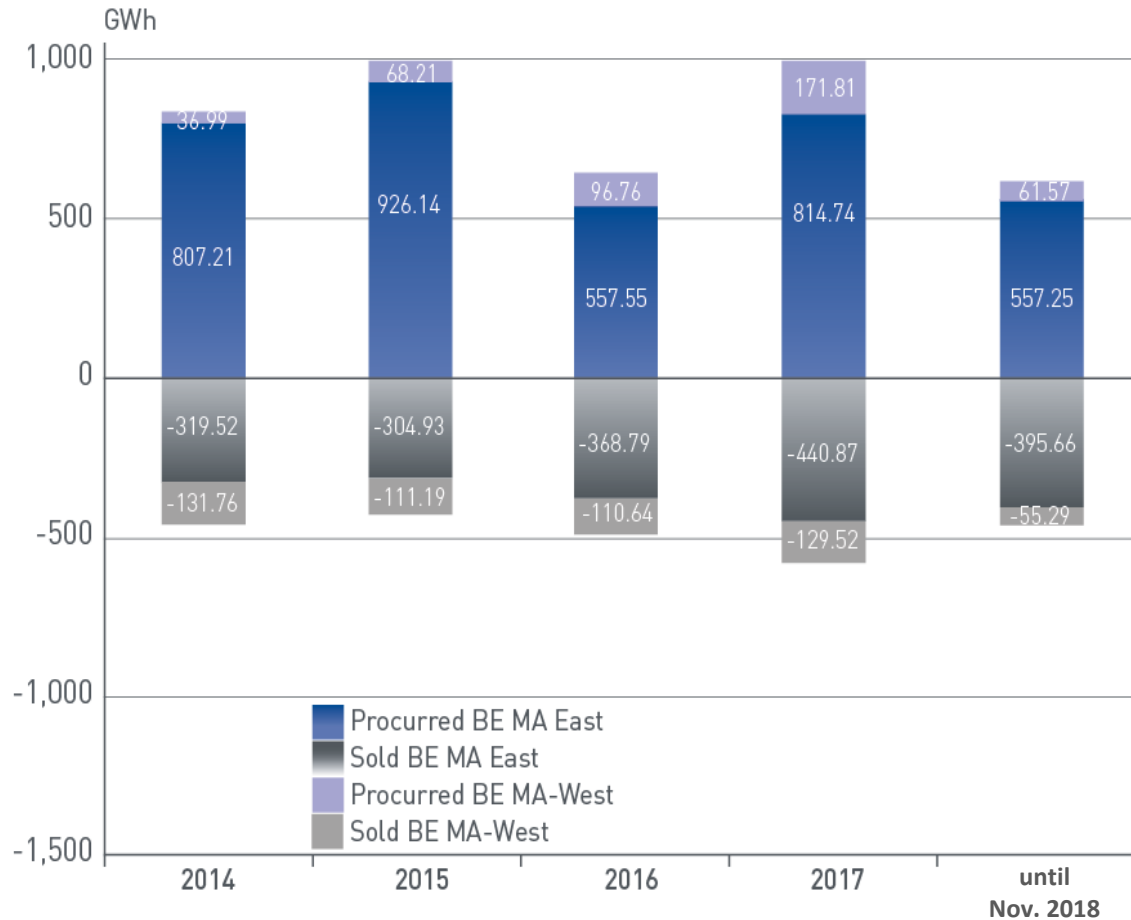
<https://www.aggm.at/en/network-information/network-developments-plans>



► Balancing and market area control



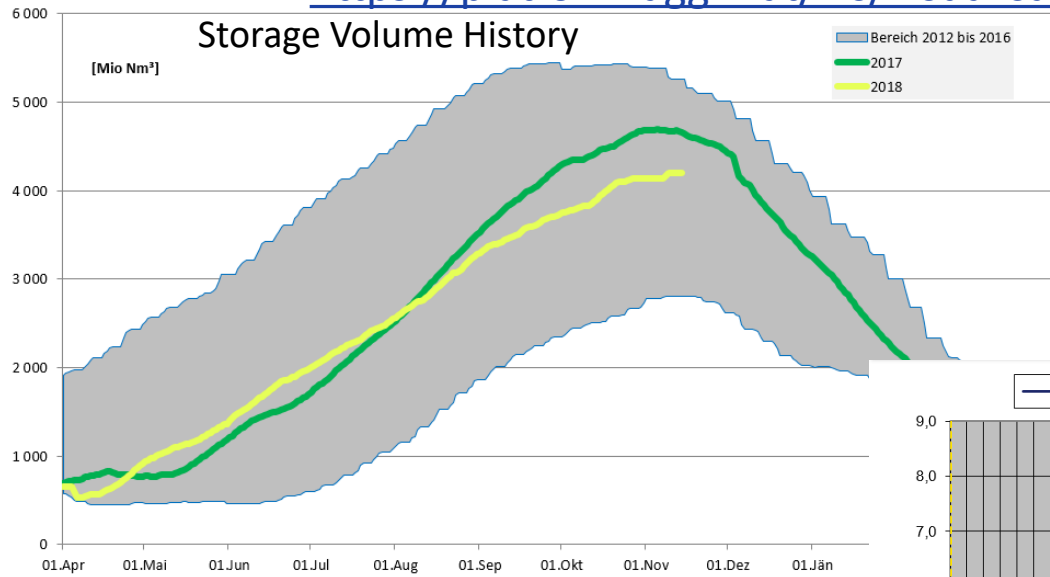
► Balancing and market area control



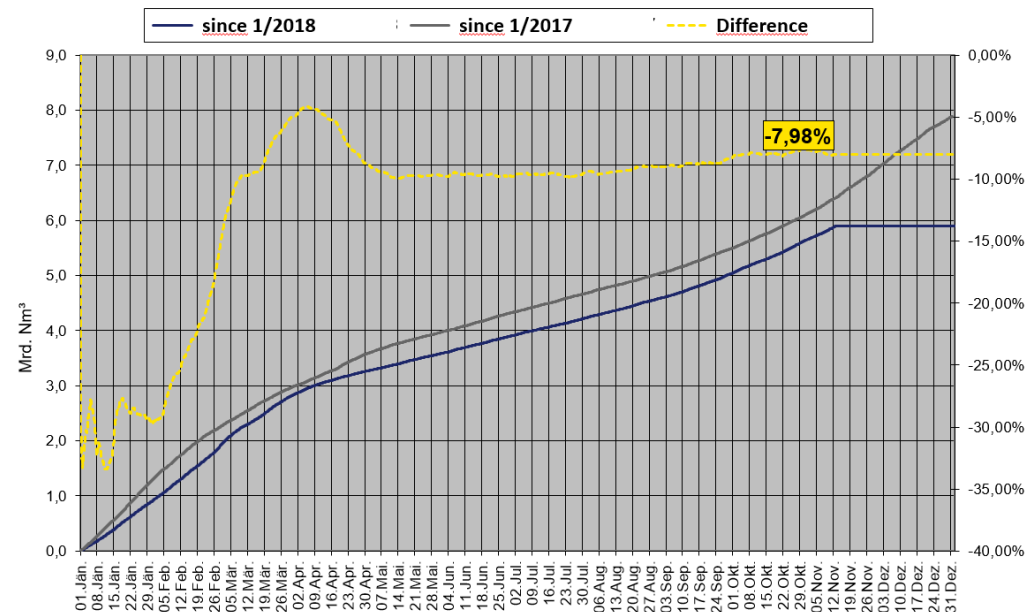
AGGM tasks and goals

- ▶ Providing transparency data – AGGM-Platform

- <https://platform.aggm.at/vis/visualisation/overview>



Market Area East – Total Consumption



▶ AGGM Competence Center Training (CCT)

- ▶ The aim of our one-day CCT is to provide you with a deep understanding of the entire Austrian gas market. On request, we also organise Inhouse CCTs in your company
- ▶ More information concerning the schedule, registration and fees
<https://www.aggm.at/en/events/competence-center-training>

▶ Additional AGGM services for grid operators:

- Since 2015: Joint procurement of natural gas for grid operation
- Since 2016: Balancing of the Liechtenstein market area

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- ▶ Introduction AGGM – Tasks and goals
- ▶ **AGGM Customer Satisfaction 2018**

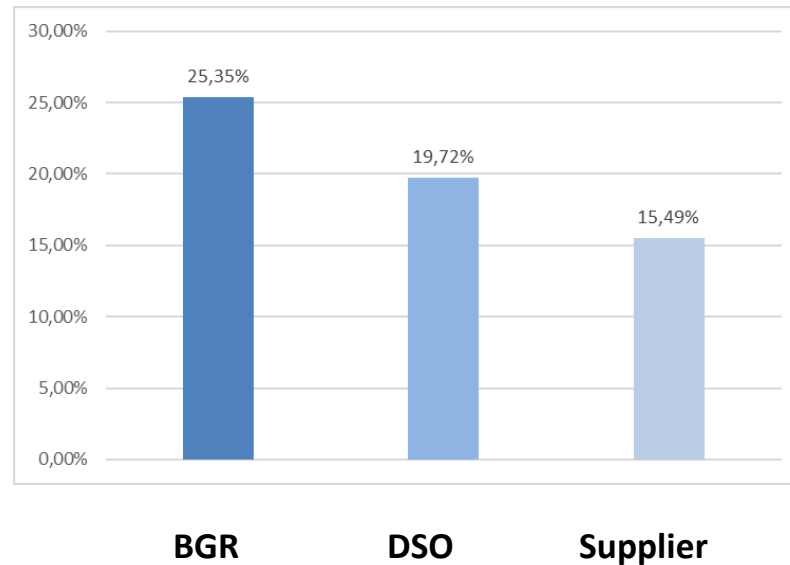


▶ Objectives, Methodology, Sample

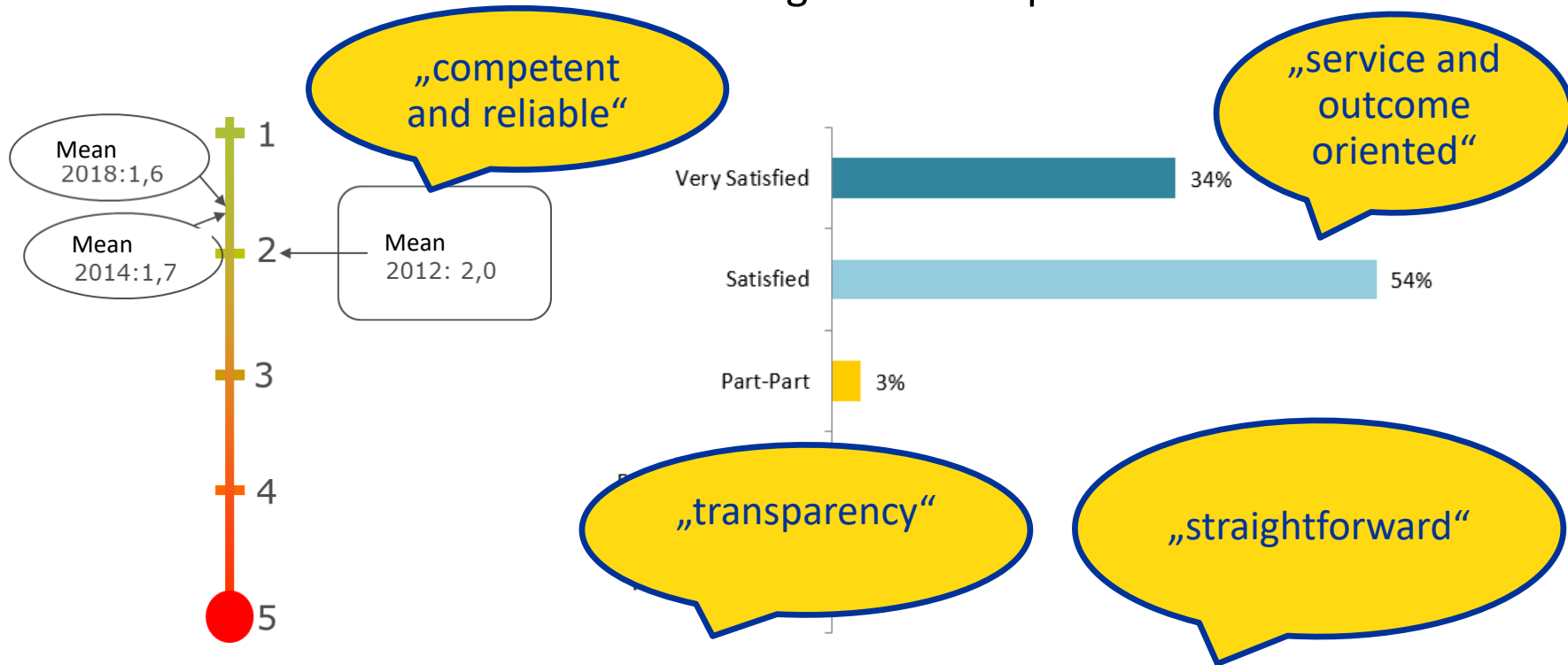
- ▶ Evaluation of current customer satisfaction and optimisation needs for **AGGM in its role as market and distribution area manager**.
- ▶ Already in 2012 and 2014 customers were asked about their satisfaction. The report at hand contains the results of the 2018 survey conducted with a changed questionnaire due to the additional tasks of AGGM. Possible time comparisons with the previous study are therefore limited and have been included in the report only if feasible.
- ▶ Online survey in mid-September - mid-October 2018, 292 stakeholders invited directly, additionally possibility to participate via website, participation of 71 stakeholders

▶ Respondents:

- ▶ Balance group responsible parties, Distribution System Operators and Suppliers are the largest customer segments in the survey, but also transmission system operators, storage operators, producers, large consumers, authorities provided feedback



- ▶ Satisfaction has been maintained at a high level compared to 2012 and 2014.

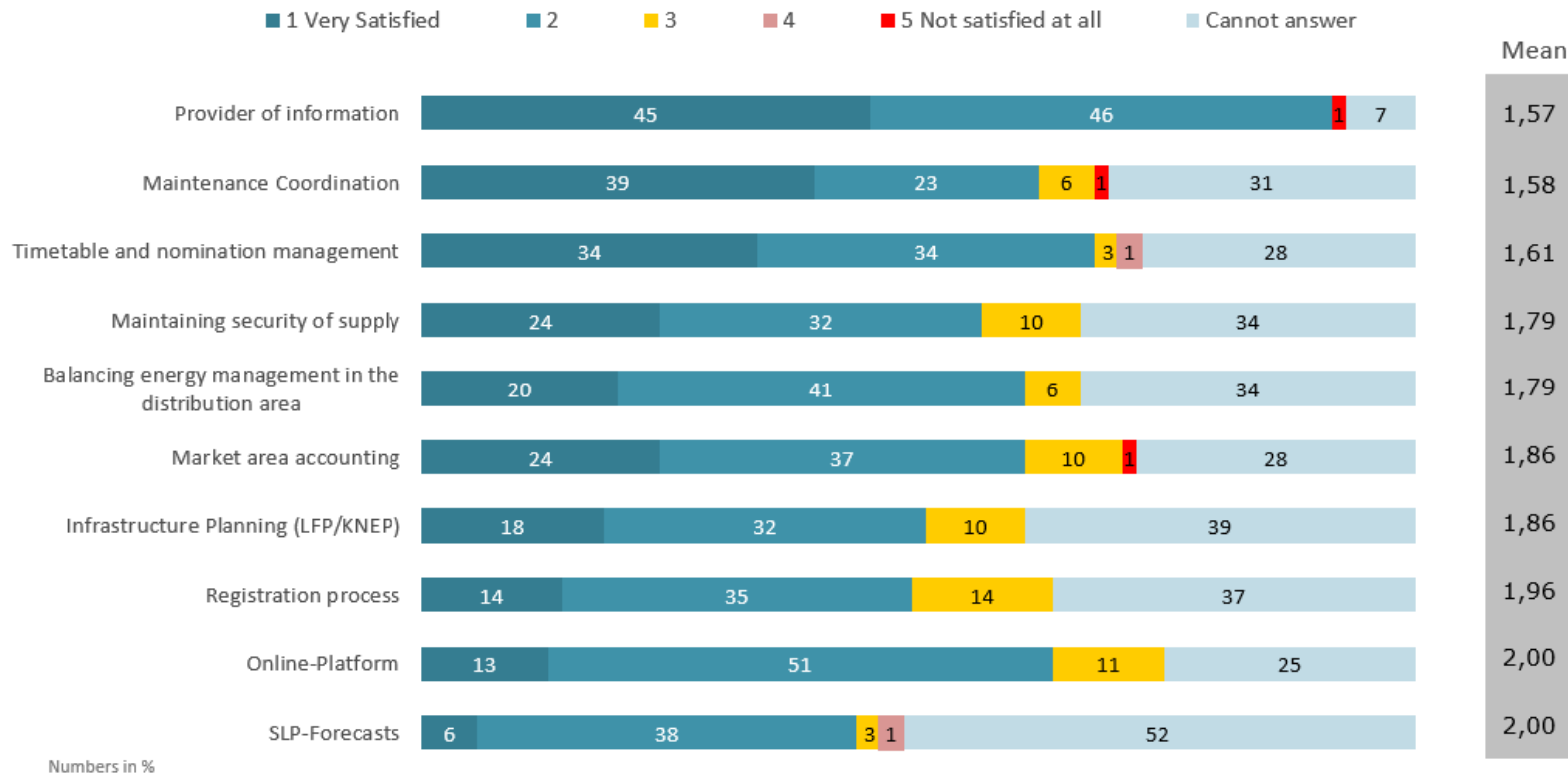


- ▶ Question: How satisfied are you overall with the products and services of AGGM?
- ▶ Question: Why are you very satisfied ... with the AGGM's products and services?

Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey

Performance of AGGM

- ▶ AGGM scores above all in the areas of information provision, maintenance coordination and nomination management.
- ▶ potential for optimisation concerning the registration process, online platform and SLP-forecasts, as well as in market area balancing.

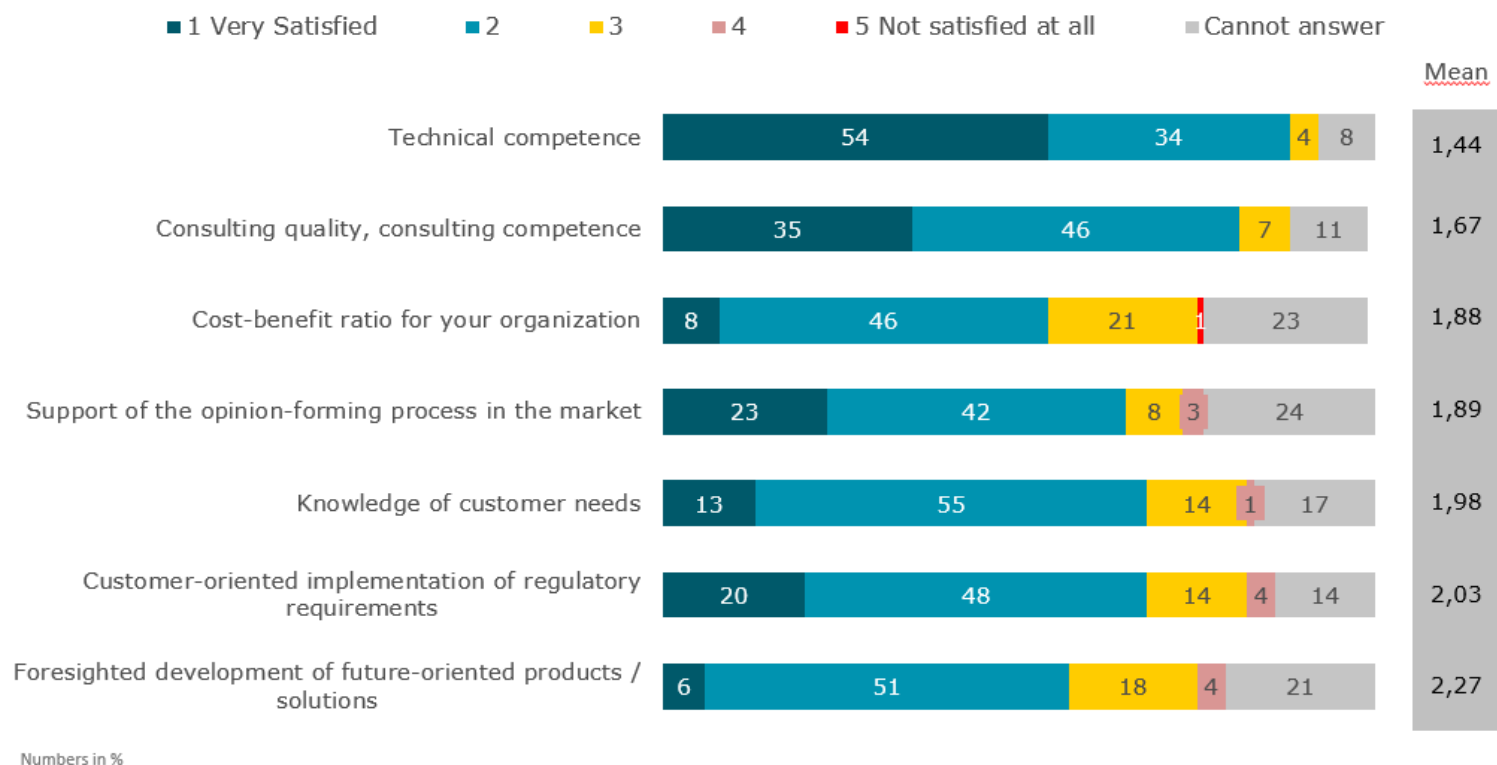


Question: How do you assess the AGGM with regard to the following aspects?

Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey

Assessment of expertise of AGGM

- AGGM is seen as technically and advisory capacity very competent. There is still potential for supporting the opinion-forming process in the market, as well as for forward-looking development.



Question: How do you assess the AGGM with regard to the following aspects?
Source : federkraft, AGGM-Customers, September/October 2018, n=71, AGGM Online-Survey

Your input quoted

SLP-Forecast:

„first forecast comes
too late“

Market Area Balancing

x-ante-balancing acti
unacceptable

Events:

lates of

**Thank you
for participation
and valuable
feedback!!!**

AGGM-Platform:

„increase availability“

„improve structure“

Bernhard Painz

AGGM Austrian Gas Grid Management AG

Floridsdorfer Hauptstraße 1

floridotower

1210 Wien / Vienna

Austria

Tel. +43 (1) 27 560-0

Bernhard.painz@aggm.at

www.aggm.at



RELAUNCH AGGM PLATFORM

**Joint Information Day
Vienna, 28. November 2018**

- ▶ MAM 2017 transferred to AGGM
- ▶ Need for adjustments to AGGM requirements
 - ▶ Personal adaption of Platform
 - ▶ AGGM CI
 - ▶ One source of MAM and DAM data
- ▶ Need for adjustments by market participants
 - ▶ Overview of data
 - ▶ Archive for out-dated data
 - ▶ Integration of MA West data



Austrian Gas Grid Management AG

Overview My account

www.aggm.at

Market Area Data

- Publication
- MAM Balancing
- Archive

Market Area Data

Here you can display your own representation of your required time series.

Timeseriesgroup: * Granularity: * Period: *

Available timeseries:

Selected timeseries:

Valid from: *

MET
[Today](#)

Valid to: *

MET
[Today](#)

Fields with an asterisk (*) are required fields.

[Save favorite](#) [Show](#)

▶ Publication of MA-Data

- ▶ Option for individual configuration of all published data
- ▶ pre-grouping of data such as Entry/Exit Points, Balancing Information, Storage Information, and other data
- ▶ Comprehensive selection of data
- ▶ Granularity and corresponding aggregation of data: hour, day, month, year
- ▶ *Save favourite*: link of chosen data



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[Today](#)

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Save favorite

Show

▶ Publication of E/X-Points - Displays

- ▶ Standard: Technical Capacity, Sum Capacity Booked, Sum Capacity Nominations, Sum Capacity Renominations, physical flow
 - Capacities are aggregated by AGGM
 - Aggregation of capacities of the TSOs
- ▶ E/X- Capacities
- ▶ Gasquality: Wobbe Index, Gross Calorific Value

Market Area Data

- Publication
- MAM Balancing
- Archive

EIC Codes

BGRs in the Eastern market area

News and REMIT

Downloads

Market Area Data

Timeseriesgroup:

Technical Capacity

Granularity:

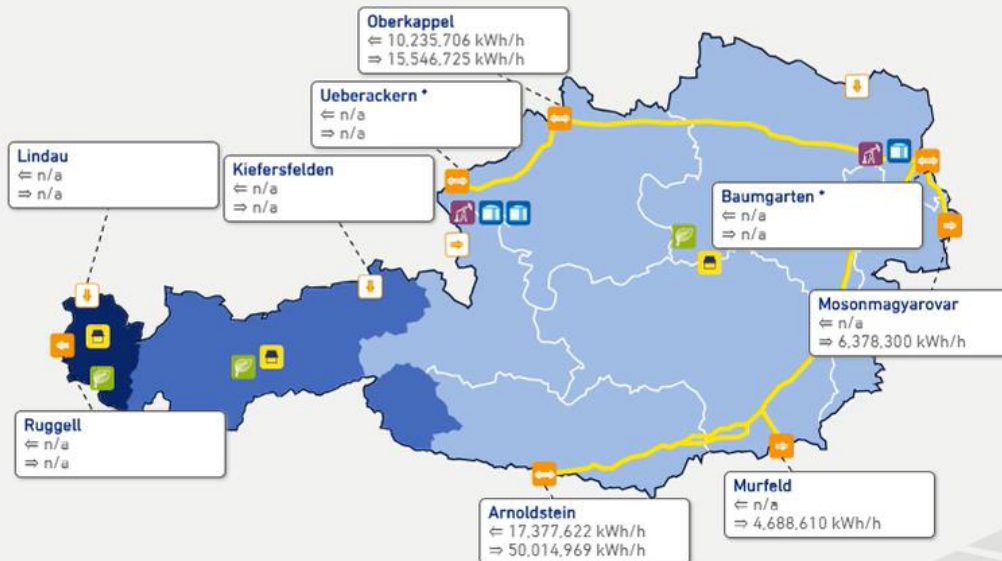
Hour

Date:

Nov 28, 2018 06:00

MET

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* The data of relevant points is aggregated by AGGM.

Legend

- Entry/Exit
- Exit
- Entry
- Supply of Consumers (EKV)
- Biogasproduction
- Production
- Storage

- ▶ MA-Data Interface
 - ▶ High performance retrieving data
 - ▶ Request Token

- ▶ AGGM UMMs published at [CEGH Remit Platform](#)

Donata Kremsner MA

AGGM Austrian Gas Grid Management AG

Floridsdorfer Hauptstraße 1

floridotower

1210 Wien / Vienna

Austria

Tel. +43 (1) 27 560-28832

donatamaria.kremsner@aggm.at

www.aggm.at