Return rates by customer category (2025)

	Shippers	Consumers	Distributors	Producers
Number of contacts	781	1404	41	295
Number of respondents*	40	77	11	27

5%	**5%**	**27%**	**9%**

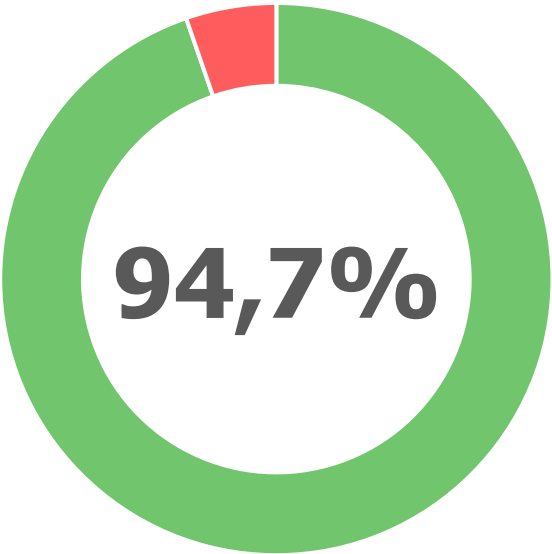| *2024* (reminder)	*29 resp. (9%)*	*116 resp. (11%)*	*8 resp. (30%)*	*24 resp. (24%)*
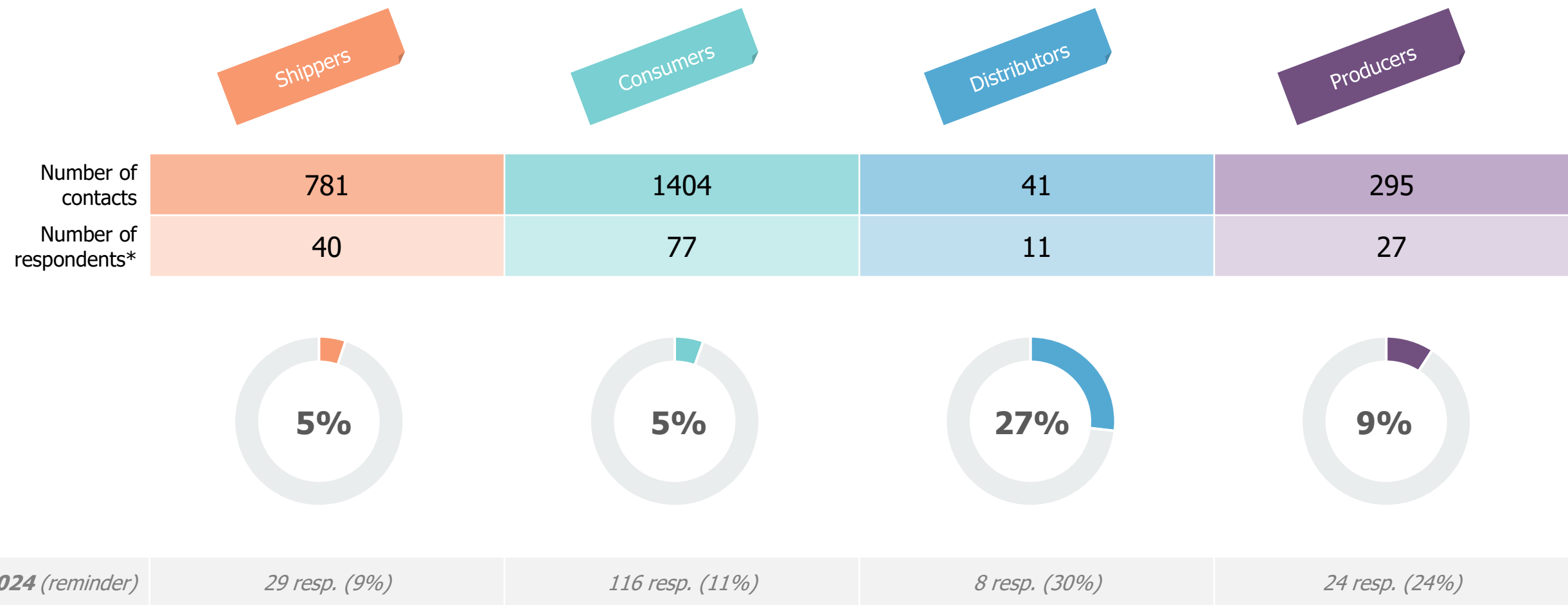
* 145 unique respondents: each respondent may be associated with several customer typologies. Therefore, their answers are counted multiple times, once for each typology they identify with
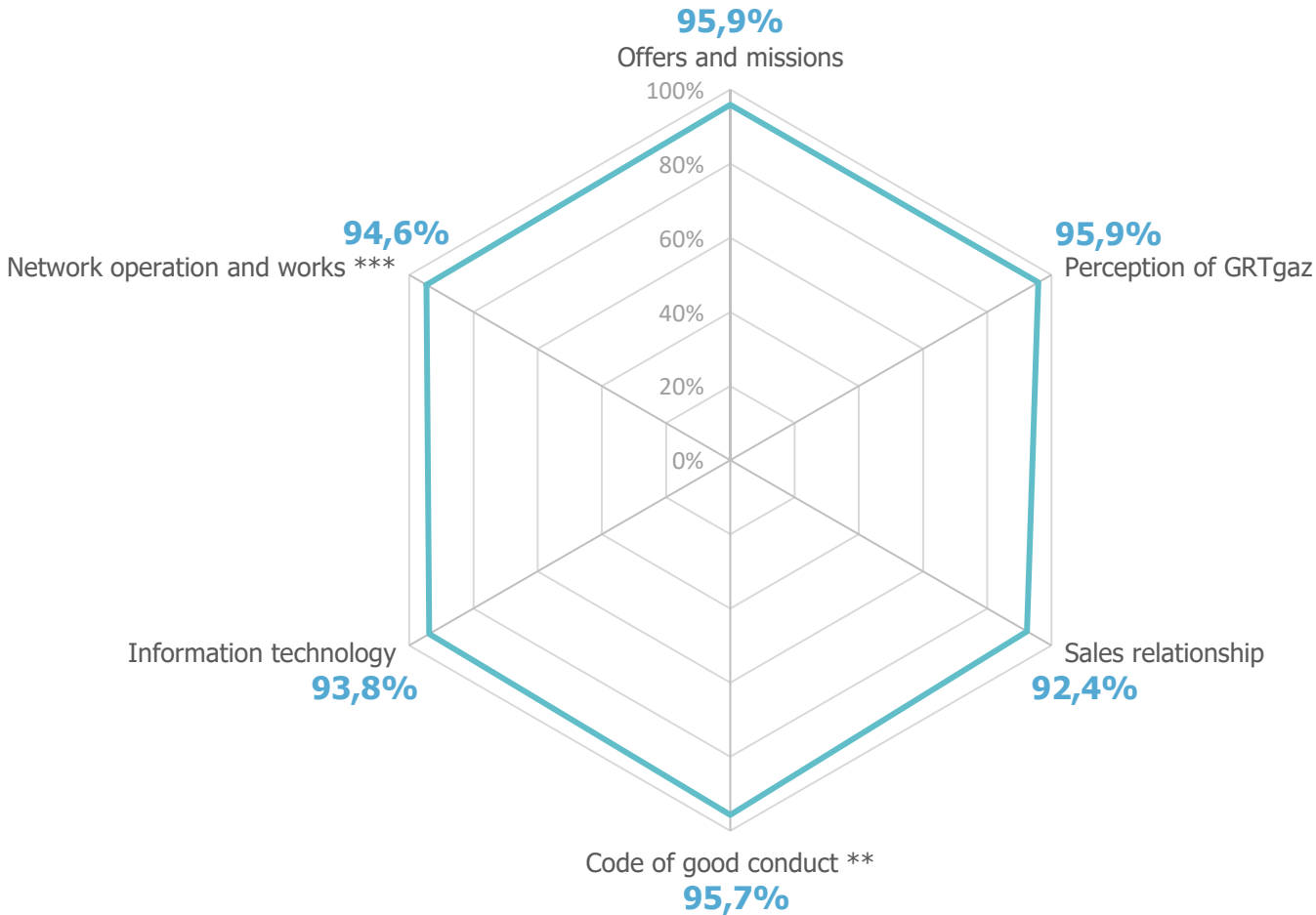
Summary

Overall rate *

94,7%

95,9%
Offers and missions

95,9%
Perception of GRTgaz

94,6%
Network operation and works ***

92,4%
Sales relationship

93,8%
Information technology

95,7%
Code of good conduct **

100%
80%
60%
40%
20%
0%

* Average calculated on the basis of the overall positive image rate and the satisfaction rates for the following criteria:
- Offer and Missions
- Sales Relationship
- Code of good conduct
- Information technology
- Network operation and works

** Average calculated on the basis of the criteria of transparency, non-discriminatory practices, independence and respect for confidentiality.
*** Weighted average of all satisfaction criteria for network operation and works

Summary by customer category

	Shippers	Consumers	Distributors	Producers
Offers and missions	97,5%	94,8%	90,9%	92,6%
Perception of NaTran	100,0%	96,1%	100,0%	88,9%
Sales relationship	95,0%	90,9%	90,9%	88,9%
Code of good conduct **	97,5%	97,1%	100,0%	88,9%
Information technology	92,5%	94,8%	81,8%	92,6%
Network operation and works ***	93,8%	98,0%	98,7%	84,6%
Overall rate *	**96,0%** *(-1,1 pts)*	**95,3%** *(-2,8 pts)*	**93,7%** *(+4,1 pts)*	**89,4%** *(+3,4 pts)*

The figures in italics and in parentheses indicate the changes compared with 2024. Increases are shown in green and decreases in red.

* Average calculated on the basis of the overall positive image rate and the satisfaction rates for the following criteria:
- Offer and Missions
- Sales relationship
- Code of good conduct
- Information technology
- Network operation and works

** Average calculated on the basis of the criteria of transparency, non-discriminatory practices, independence and respect for confidentiality.
*** Weighted average of all satisfaction criteria for network operation and works
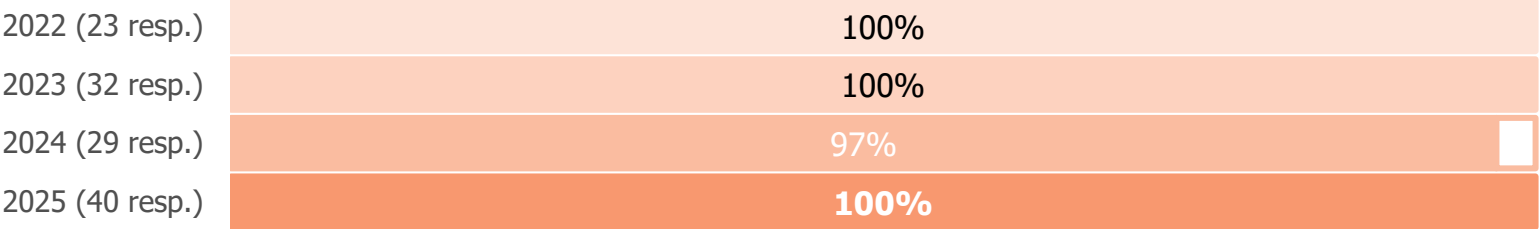
Perception of NaTran

Overall, you would say of NaTran that you have a [very good image + quite good image]

Shippers

(!) few resp.   2022 (23 resp.) — 100%
                 2023 (32 resp.) — 100%
(!) few resp.   2024 (29 resp.) — 97%
                 2025 (40 resp.) — **100%**

Consumers

2022 (105 resp.) — 99%
2023 (107 resp.) — 99%
2024 (116 resp.) — 100%
2025 (77 resp.) — **96%**

Distributors

                 2022 (8 resp.) — 100%
                 2023 (7 resp.) — 100%
(!) few resp.   2024 (8 resp.) — 88%
                 2025 (11 resp.) — **100%**

Producers

                 2022 (15 resp.) — 87%
                 2023 (26 resp.) — 96%
(!) few resp.   2024 (24 resp.) — 83%
                 2025 (27 resp.) — **89%**

5
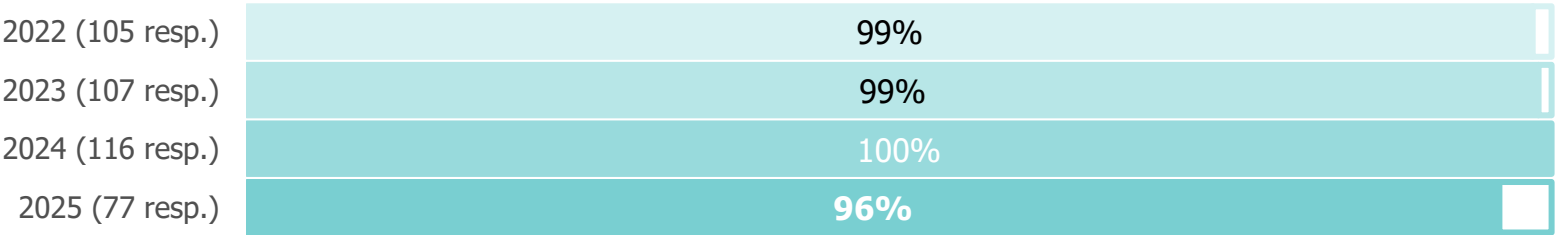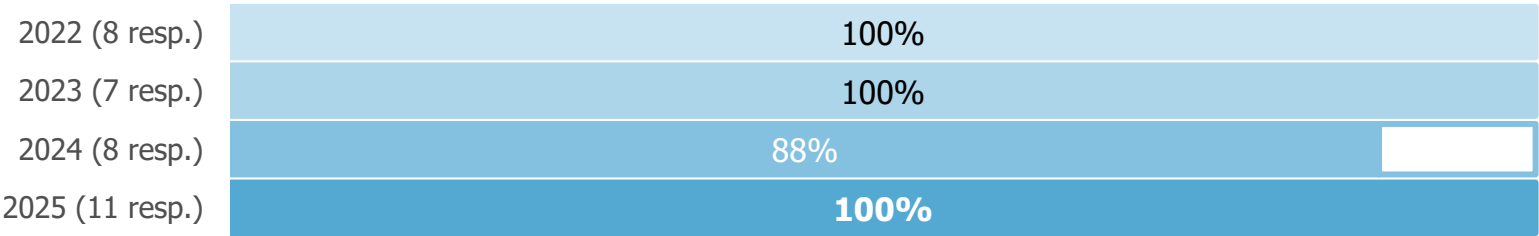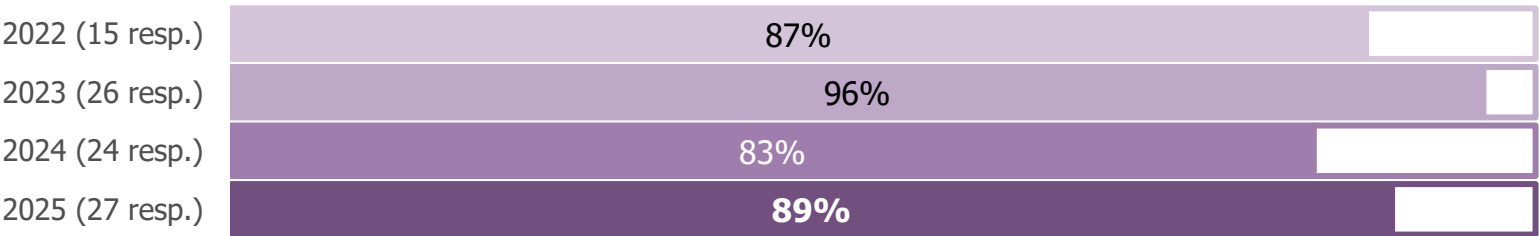
Offers and Missions of NaTran

Overall, what is your level of satisfaction with the offer and services delivered by NaTran?

Shippers

⚠ few resp.	2022 (23 resp.)	100%
	2023 (32 resp.)	100%
⚠ few resp.	2024 (29 resp.)	100%
	2025 (40 resp.)	**97%**

Consumers

	2022 (104 resp.)	99%
	2023 (107 resp.)	100%
	2024 (116 resp.)	100%
	2025 (77 resp.)	**95%**

Distributors

	2022 (8 resp.)	100%
	2023 (7 resp.)	100%
⚠ few resp.	2024 (8 resp.)	88%
	2025 (11 resp.)	**91%**

Producers

	2022 (15 resp.)	93%
	2023 (26 resp.)	96%
⚠ few resp.	2024 (24 resp.)	79%
	2025 (27 resp.)	**93%**
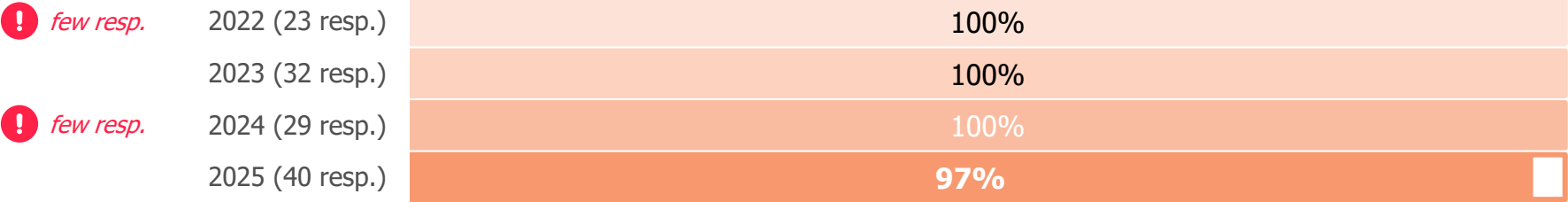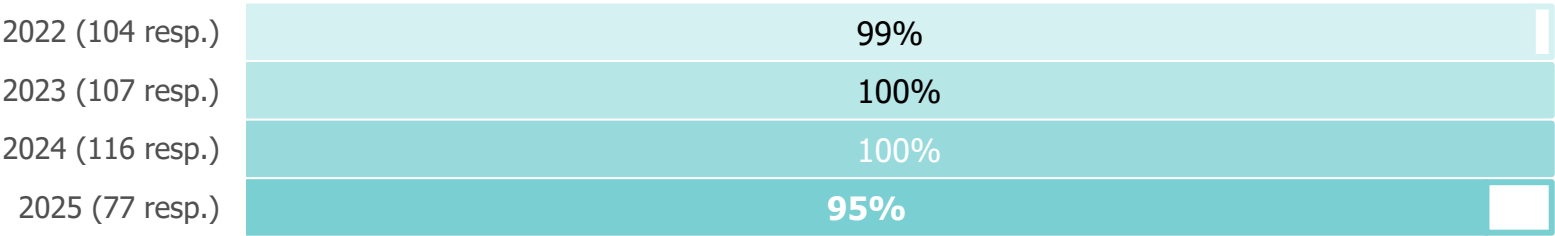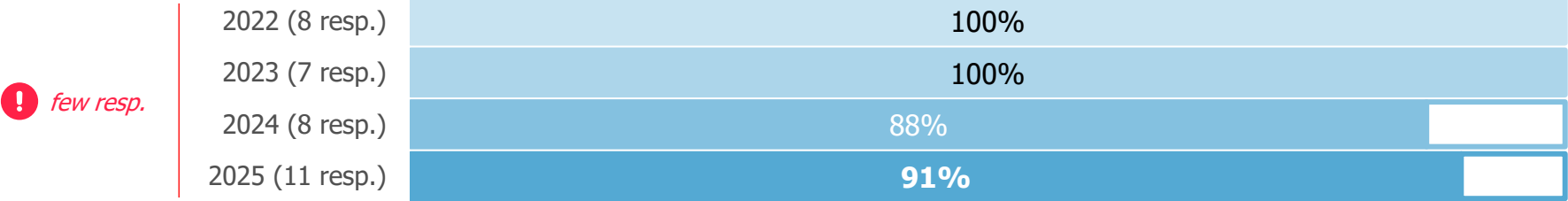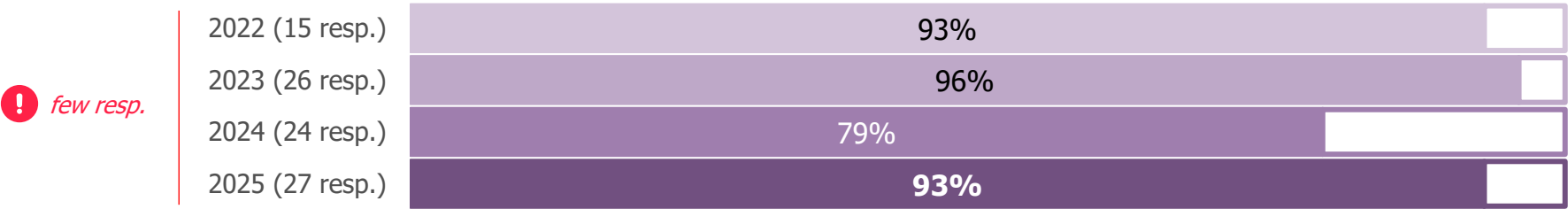
Offers and Missions : actions in favour of the energy transition

Are you satisfied with NaTran's actions in favour of the energy transition (spokesperson, R&D, reductions in CO2 emissions related to transport, etc.)?

Shippers
⚠ *few resp.* — 2022 (22 resp.) — 86%
2023 (32 resp.) — 91%
⚠ *few resp.* — 2024 (29 resp.) — 100%
2025 (40 resp.) — **97%**

Consumers
2022 (102 resp.) — 82%
2023 (107 resp.) — 91%
2024 (116 resp.) — 95%
2025 (77 resp.) — **92%**

Distributors
2022 (8 resp.) — 86%
2023 (7 resp.) — 86%
⚠ *few resp.* — 2024 (8 resp.) — 88%
2025 (11 resp.) — **100%**

Producers
2022 (14 resp.) — 100%
2023 (26 resp.) — 92%
⚠ *few resp.* — 2024 (24 resp.) — 84%
2025 (27 resp.) — **92%**
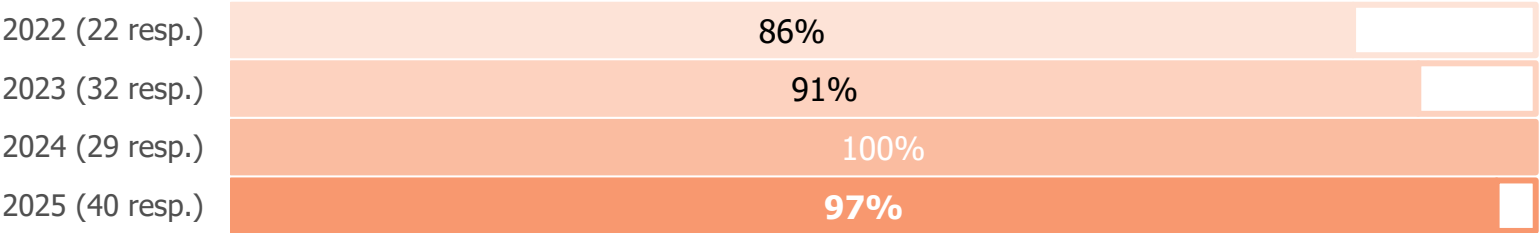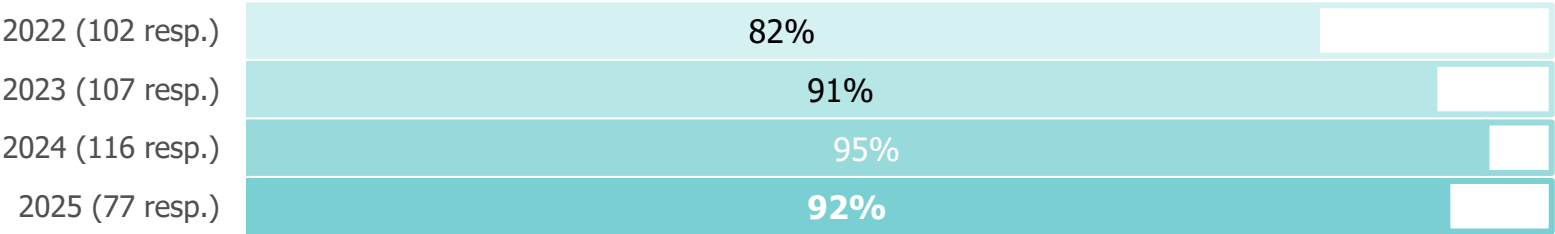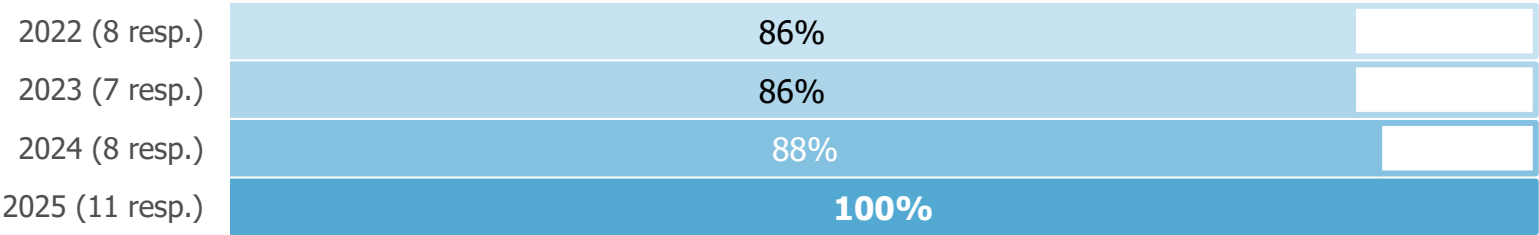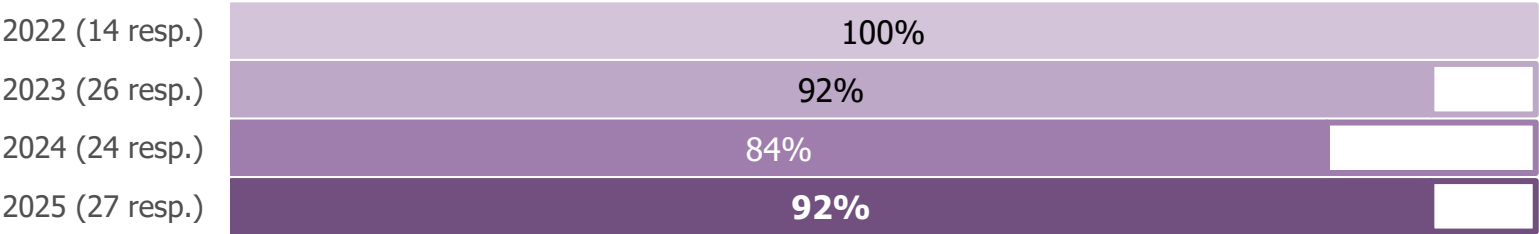
Compliance with the Code of Good Conduct

According to you, NaTran is an operator with…

	…transparency	…non-discriminatory practices	…independence	…that respects confidentiality
Shippers	96% 94% 100% **97%**	96% 100% 97% **98%**	96% 100% 100% **97%**	100% 100% 100% **98%**
Consumers	98% 96% 97% **94%**	97% 97% 97% **100%**	98% 95% 97% **96%**	99% 99% 97% **98%**
Distributors	88% 100% 75% **100%**	100% 100% 88% **100%**	100% 100% 88% **100%**	100% 100% 100% **100%**
Producers	86% 84% 88% **89%**	93% 100% 84% **82%**	93% 88% 87% **89%**	100% 100% 96% **96%**

Shippers:
- 2022 (22 resp.) ⚠ *few resp.*
- 2023 (32 resp.)
- 2024 (29 resp.) ⚠ *few resp.*
- 2025 (40 resp.)

Consumers:
- 2022 (101 resp.)
- 2023 (107 resp.)
- 2024 (116 resp.)
- 2025 (77 resp.)

Distributors:
- 2022 (8 resp.)
- 2023 (7 resp.) ⚠ *few resp.*
- 2024 (8 resp.)
- 2025 (11 resp.)

Producers:
- 2022 (14 resp.)
- 2023 (26 resp.) ⚠ *few resp.*
- 2024 (24 resp.)
- 2025 (27 resp.)

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Sales relationship

In general, concerning sales relationship, are you [very satisfied + rather satisfied]?

Shippers

Year	Satisfaction	
(!) few resp.	2022 (20 resp.)	100%
	2023 (32 resp.)	97%
(!) few resp.	2024 (29 resp.)	100%
	2025 (40 resp.)	**95%**

Consumers

Year	Satisfaction
2022 (101 resp.)	92%
2023 (107 resp.)	98%
2024 (116 resp.)	99%
2025 (77 resp.)	**91%**

Distributors

	Year	Satisfaction
	2022 (8 resp.)	100%
	2023 (7 resp.)	100%
(!) few resp.	2024 (8 resp.)	88%
	2025 (11 resp.)	**91%**

Producers

	Year	Satisfaction
	2022 (14 resp.)	93%
(!) few resp.	2023 (26 resp.)	92%
	2024 (24 resp.)	84%
	2025 (27 resp.)	**89%**

Perception of NaTran's employees

Would you say that NaTran employees are...

	...listening	...pedagogue	...reactive	...relevant	...Business Partners
	(seeking a relationship based on listening and mutual trust)	*(take the time to explain and make an effort to simplify, are transparent)*	*(in responding to customer requests)*	*(in providing answers)*	*(supporting you in developing and optimizing your business)*
Shippers	95%	90%	96%	98%	76%
Consumers	92%	93%	87%	90%	62%
Distributors	91%	82%	82%	91%	45%
Producers	82%	81%	74%	82%	74%

NEW New question
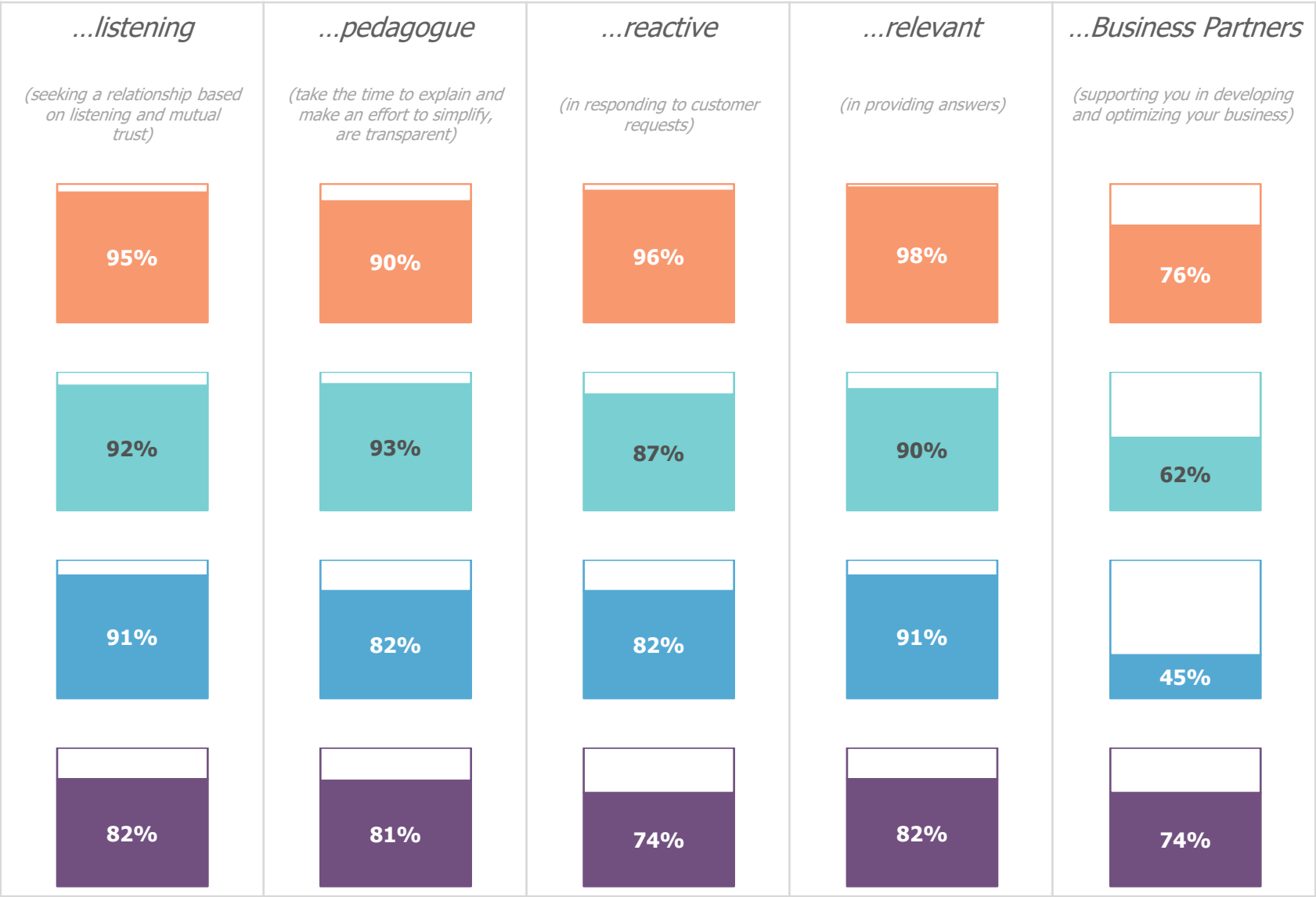
- 2025 (40 resp.)
- 2025 (77 resp.)
- 2025 (11 resp.) ❗ *few resp.*
- 2025 (27 resp.) ❗ *few resp.*

Sales relationship: NaTran is a customer-oriented company

Do you consider NaTran to be a customer-oriented company?

Shippers

Year	%
⚠ *few resp.* 2022 (19 resp.)	100%
2023 (32 resp.)	94%
⚠ *few resp.* 2024 (29 resp.)	90%
2025 (40 resp.)	**96%**

Consumers

Year	%
2022 (100 resp.)	92%
2023 (107 resp.)	96%
2024 (116 resp.)	95%
2025 (77 resp.)	**93%**

Distributors

Year	%
2022 (8 resp.)	100%
2023 (7 resp.)	100%
⚠ *few resp.* 2024 (8 resp.)	75%
2025 (11 resp.)	**82%**

Producers

Year	%
2022 (14 resp.)	93%
⚠ *few resp.* 2023 (26 resp.)	84%
2024 (24 resp.)	71%
2025 (27 resp.)	**74%**
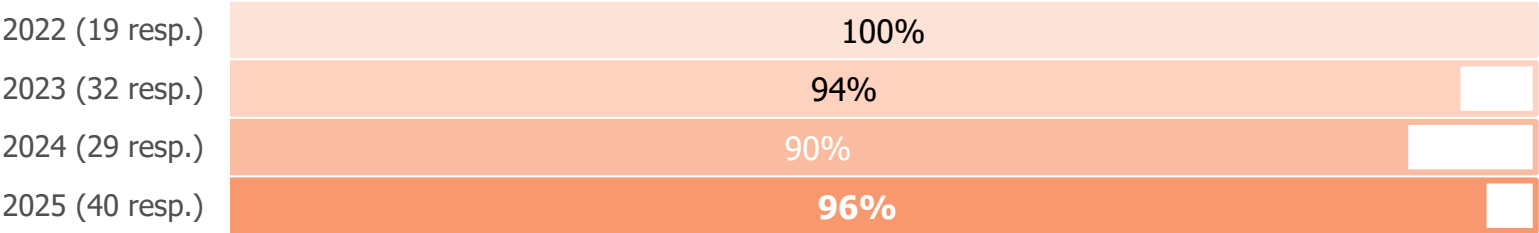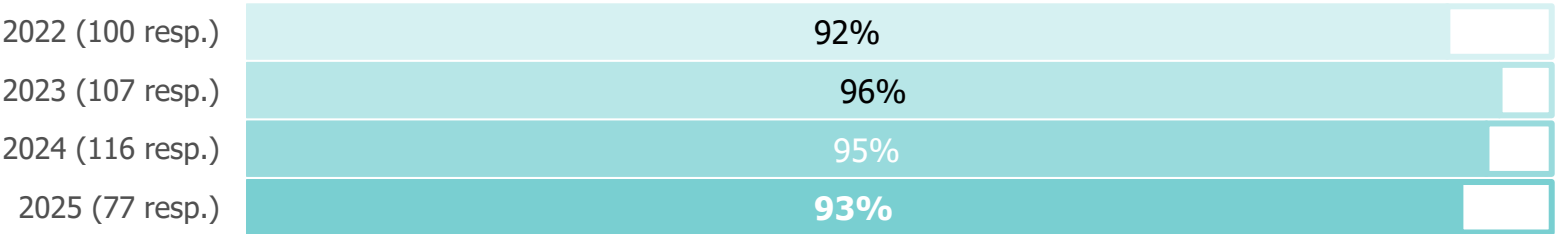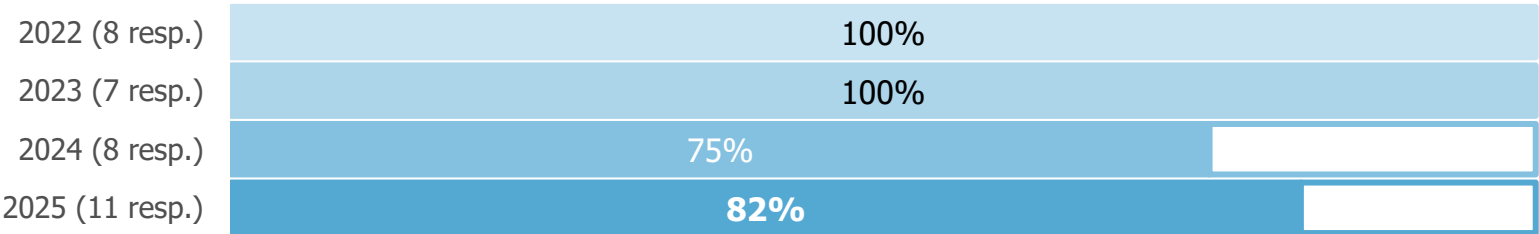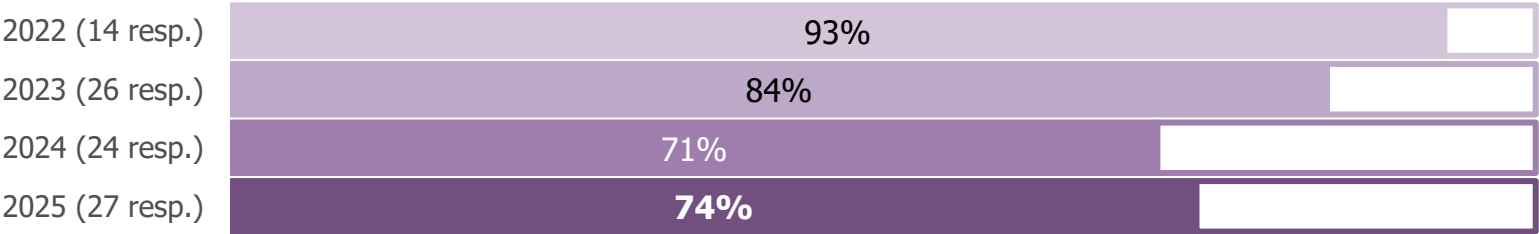
Information Technology

Overall, what is your level of satisfaction with the IT?

Shippers ⚠ *few resp.*

2023 (32 resp.)	91%
2024 (29 resp.)	93%
2025 (40 resp.)	**93%**

Consumers

2023 (107 resp.)	96%
2024 (116 resp.)	96%
2025 (77 resp.)	**95%**

Distributors ⚠ *few resp.*

2023 (7 resp.)	100%
2024 (8 resp.)	100%
2025 (11 resp.)	**82%**

Producers ⚠ *few resp.*

2023 (26 resp.)	88%
2024 (24 resp.)	96%
2025 (27 resp.)	**93%**
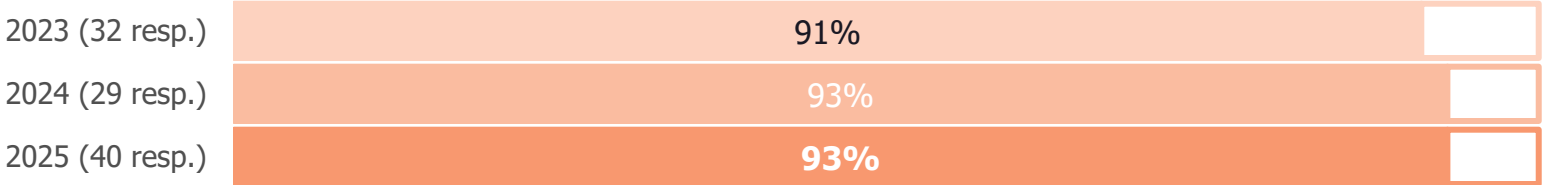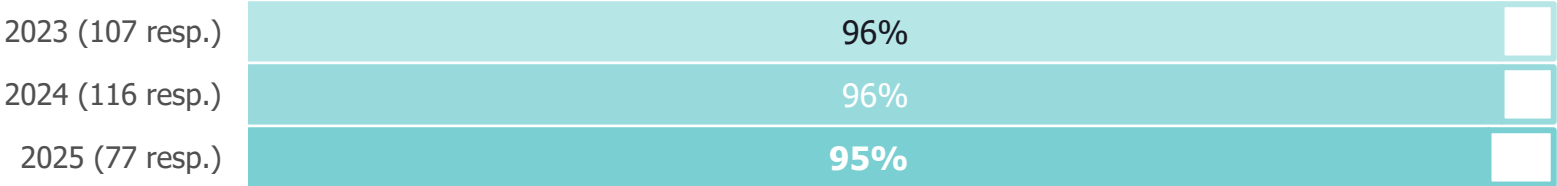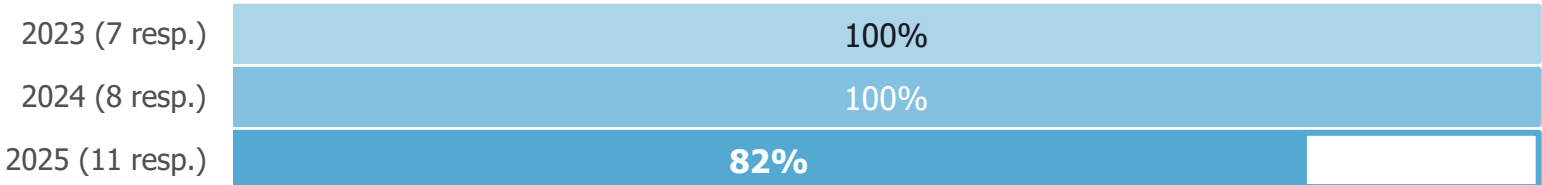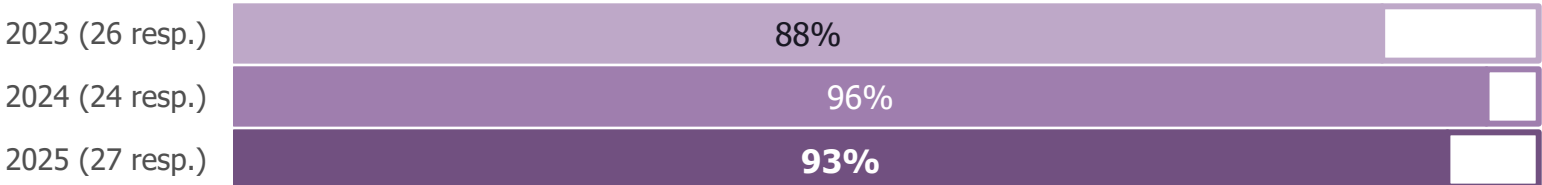
Available tools : frequency of use (2025)

And how often do you use... [NEW] New question

- ■ At least once a week
- ■ Less than once a week
- ■ Never
- ■ No answer

Shippers (40 resp.)

Tool	At least once a week	Less than once a week	Never	No answer
www.natrangroupe.com	31%	48%	20%	3%
Ingrid	61%	30%	8%	3%
Smart	38%	25%	38%	

Consumers (77 resp.)

Tool	At least once a week	Less than once a week	Never	No answer
www.natrangroupe.com	9%	34%	48%	9%
Ingrid	38%	43%	16%	4%

Distributors (11 resp.)
⚠ Effectifs faibles

Tool	At least once a week	Less than once a week	Never	No answer
www.natrangroupe.com		45%	45%	9%
Ingrid	9%	63%	27%	

Producers (27 resp.)
⚠ Effectifs faibles

Tool	At least once a week	Less than once a week	Never	No answer
www.natrangroupe.com	7%	37%	37%	19%
Ingrid	52%	29%	11%	7%
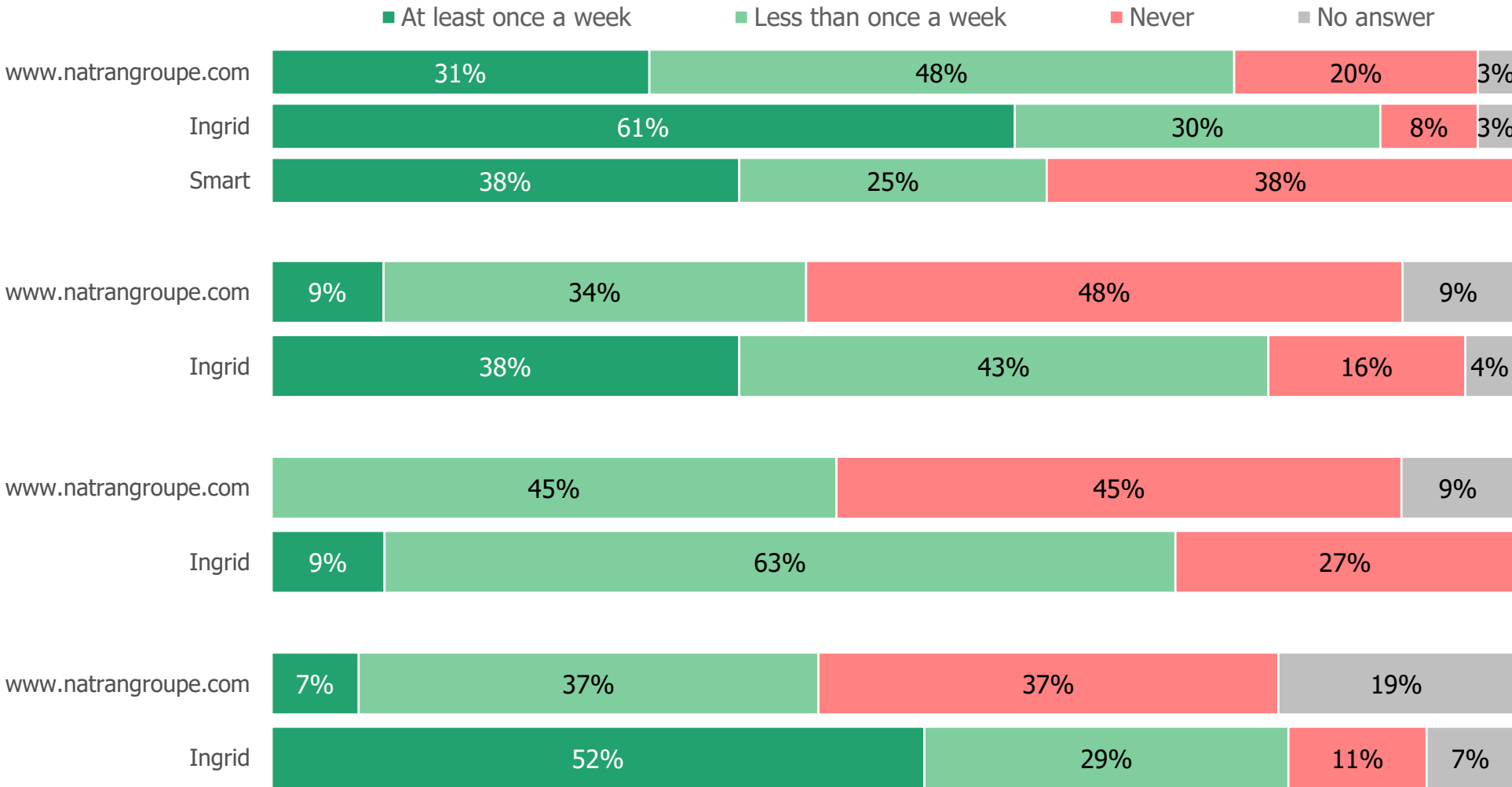
Satisfaction with the available tools

How satisfied are you with the following tools?

Shippers

Consumers

Distributors

Producers

www.natran.com

Shippers	100%	92%	96%	**93%**
Consumers	99%	92%	96%	**98%**
Distributors	100%	100%	100%	**83%**
Producers	100%	94%	94%	**94%**

Ingrid

Shippers		85%		**90%**
Consumers	98%	89%	88%	**94%**
Distributors		100%	100%	**75%**
Producers	75%	88%	90%	**96%**

Smart

| Shippers | 100% | 100% | 85% | **96%** |
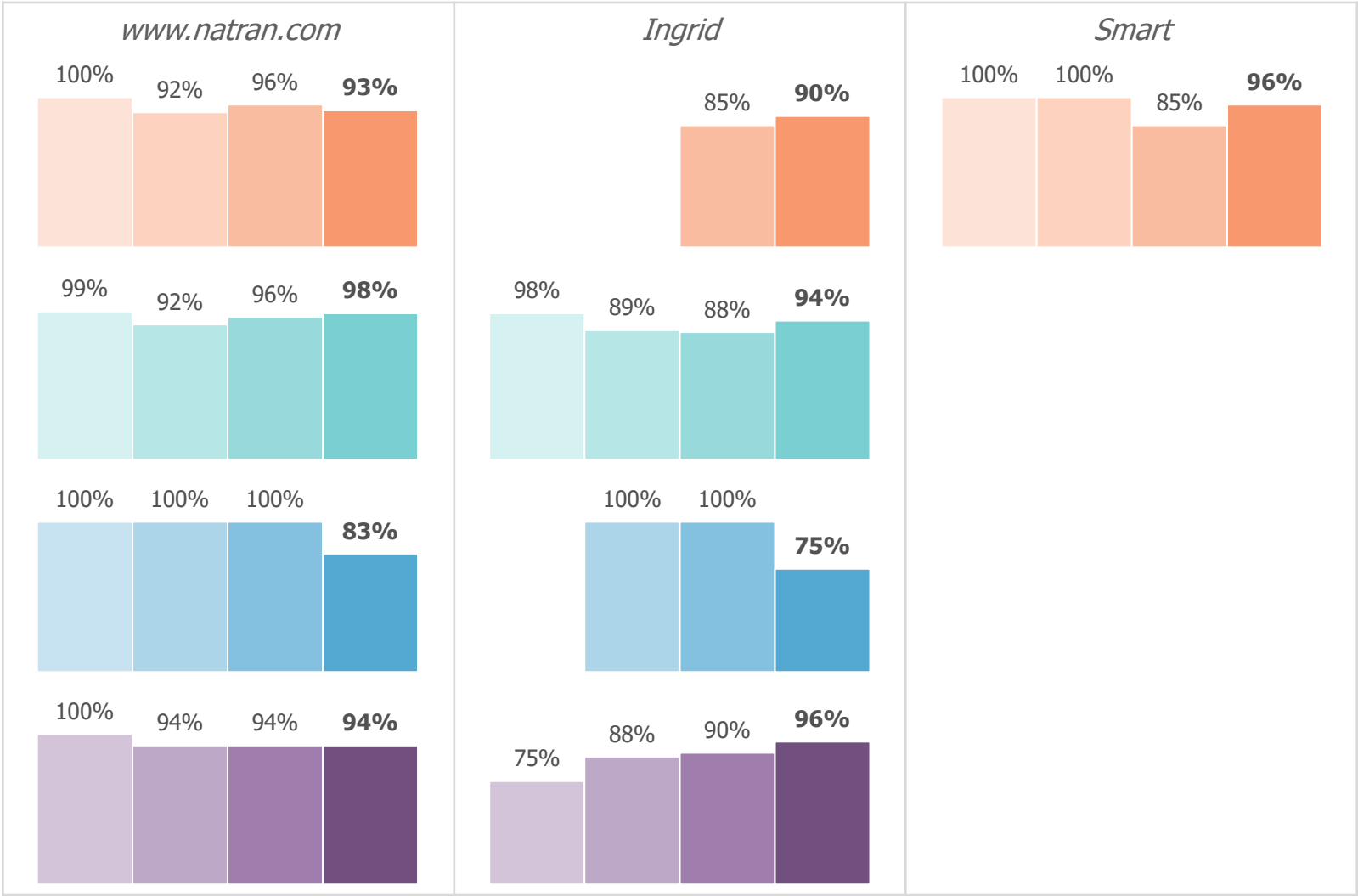
Legend:
- 2022 (12 to 21 resp.) ❗ *few resp.*
- 2023 (16 to 30 resp.)
- 2024 (20 to 27 resp.) ❗ *few resp.*
- 2025 (25 to 37 resp.)

- 2022 (50 to 67 resp.)
- 2023 (60 to 68 resp.)
- 2024 (74 to 86 resp.)
- 2025 (40 to 65 resp.)

- 2022 (4 to 5 resp.)
- 2023 (3 to 5 resp.) ❗ *few resp.*
- 2024 (5 to 6 resp.)
- 2025 (6 to 8 resp.)

- 2022 (5 to 8 resp.)
- 2023 (16 to 18 resp.)
- 2024 (15 to 20 resp.) ❗ *few resp.*
- 2025 (17 to 24 resp.)

Network Operation and Works (1/2)

With regard to the NaTran network maintenance work program over the last 12 months, what is your level of satisfaction with the following points:

| The impact on your shipper activity | The schedule for the disposal of information relating to the constraints of the work | The format and medium for making this information available | Support for NaTran in managing work constraints (webinar, etc.) |
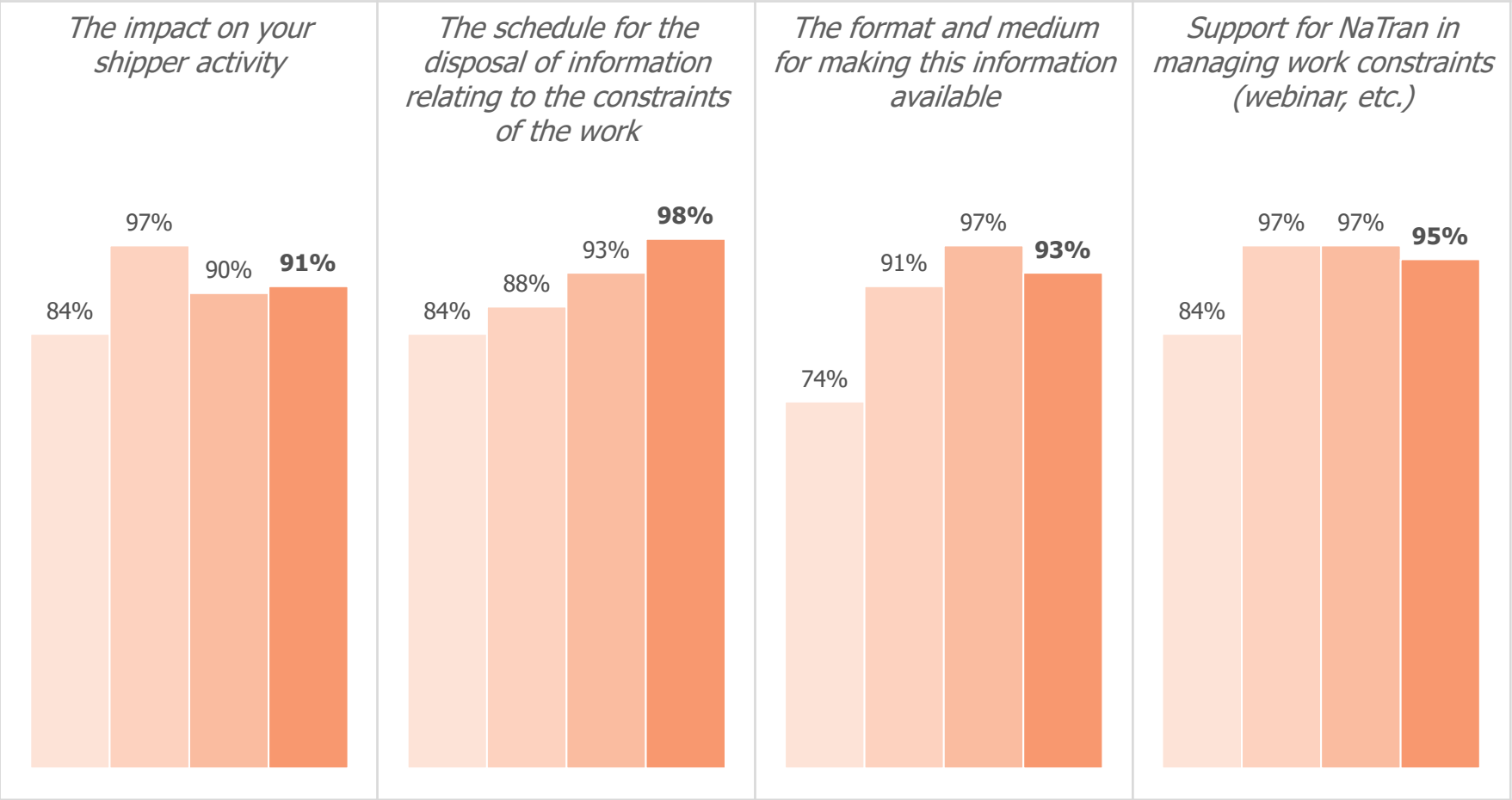
Shippers

Legend:
- 2022 (19 resp.) ❗ *few resp.*
- 2023 (32 resp.)
- 2024 (29 resp.) ❗ *few resp.*
- 2025 (40 resp.)

The impact on your shipper activity: 84%, 97%, 90%, **91%**

The schedule for the disposal of information relating to the constraints of the work: 84%, 88%, 93%, **98%**

The format and medium for making this information available: 74%, 91%, 97%, **93%**

Support for NaTran in managing work constraints (webinar, etc.): 84%, 97%, 97%, **95%**

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Network Operation and Works (2/2)

With regard to the work carried out on NaTran structures over the last 12 months, what is your level of satisfaction with the following points:

	The impact on your business	The schedule for the disposal of information relating to the constraints of the work	The format and medium for making this information available	The way in which NaTran carries out the operation and maintenance of your connection works

Consumers

The impact on your business	The schedule for the disposal of information	The format and medium	The way in which NaTran
97% 99% 97% **98%**	94% 99% 96% **99%**	93% 97% 96% **98%**	97% 99% 98% **97%**

- 2022 (98 resp.)
- 2023 (107 resp.)
- 2024 (116 resp.)
- 2025 (77 resp.)

Distributors

The impact on your business	The schedule	The format and medium	The way in which NaTran
100% 100% 88% **100%**	100% 100% 75% **91%**	100% 100% 75% **100%**	100% 100% 75% **100%**

- 2022 (8 resp.)
- 2023 (7 resp.)
- 2024 (8 resp.)
- 2025 (11 resp.)

⚠ *few resp.*

Producers

The impact on your business	The schedule	The format and medium	The way in which NaTran
100% 96% 79% **85%**	100% 88% 88% **78%**	93% 89% 83% **89%**	93% 92% 88% **78%**

- 2022 (14 resp.)
- 2023 (26 resp.)
- 2024 (24 resp.)
- 2025 (27 resp.)

⚠ *few resp.*

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