

Press release

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GASPOOL brings network operators up to date on current topics and developments in its market area

Berlin (Germany). GASPOOL has received positive responses to its customer communications activities from around 250 participants taking part in the company's latest round of Network Operator Forum events. Over the last few weeks GASPOOL Balancing Services GmbH has held customer information events in Frankfurt, Berlin, Hamburg and Leipzig for the ninth time now to provide first-hand information on the latest developments and current topics to network operators in the GASPOOL market area.

"Personally engaging with our customers is important to us, which is why we are going to work on further improving this successful event format to reflect our customers' needs even more closely," says GASPOOL director Jörg Ehmke. A key focus of this year's Network Operator Forum events was to discuss the experiences made in implementing the new German gas balancing rules (the so-called "GabiGas 2.0" rules) and to analyse them in detail. GASPOOL also provided a high-level outlook on upcoming changes likely to be introduced by the 10th edition of the Cooperation Agreement – the network code governing third-party access to the German gas networks – scheduled to come into force in 2018. At the Berlin Network Operator Forum,

external expert Claudius Burg from network company Netze BW gave a presentation on the use of standard load profiles in demand forecasting.

Once the presentations had ended, GASPOOL's customer service team had time to meet customers personally, pick up new suggestions and answer questions.

During the events, GASPOOL surveyed participants to learn more about their wishes and requirements. More than 90 per cent rated GASPOOL's Network Operator Forum events as good or very good, both in terms of content and organisation. The customer survey has identified one area in which further action needs to be taken: the provision of general information not covered by the company's transparency requirements. It has turned out that the quarterly newsletter GASPOOL sends out to customers reached only some 60 per cent of the events' participants directly.

The presentations given as part of the events are published on the GASPOOL website at www.gaspool.de.

About GASPOOL

GASPOOL Balancing Services GmbH is a Berlin-based joint venture of GASCADE Gastransport GmbH, Gastransport Nord GmbH, Gasunie Deutschland Transport Services GmbH, Nowega GmbH and ONTRAS Gastransport GmbH.

The object of our company is the operation of the GASPOOL market area in Germany, which connects around 350 downstream natural gas transportation networks. Following the integration of the market area H-Gas Norddeutschland, Jordgas Transport GmbH also joined the market area cooperation.