

SERVICE QUALITY

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1) INTRODUCTION

GNL Italia's constant objective is the adoption of a policy aimed at achieving and maintaining a high standard of service quality in order to guarantee an appropriate degree of reliability to all Users in the provision of the regasification service, in compliance with safety requirements, respect for the environment and using the best available technologies.

This chapter constitutes an initial approach to the issue of service quality: GNL Italia's goal is to make known and ensure the right of Users to access a regasification service that abides by the principles of efficiency, continuity and impartiality by identifying areas of intervention in order to achieve and maintain service quality standards. Such quality standards cover both technical quality (construction, management and maintenance of regasification infrastructure) and commercial quality pertaining to the relationship with Users.

2) BASIC PRINCIPLES

A common understanding of the concept of "service quality" requires that the users of the service acknowledge that their requirements have been met by the party providing the service. It is advisable, therefore, to carry out a survey among Users in order to identify the quality indicators to which they attribute a greater degree of significance.

These objectives can be achieved by taking into account a number of simple but fundamental principles, identified below.

2.1) Service efficiency

This objective, which makes it possible to adapt the regasification service to market requirements, requires the identification of the most effective organisational, procedural and technology solutions.

2.2) Continuity

GNL Italia undertakes to provide a regular and continuous service to its Users. In the event of service interruptions due to maintenance work on the Terminal, GNL Italia shall work to minimise any resulting inconvenience, by immediately informing Users of the situation and restoring normal operating conditions as quickly as possible.

2.3) Impartiality of treatment

GNL Italia's conduct with regard to its Users is based on the principles of objectivity, neutrality, transparency and impartiality. In this context, the Regasification Code identifies the set of criteria for non-discriminatory access to the regasification service.

2.4) Health, Safety and the Environment

The safety and health of people and the protection of the environment are of primary concern to GNL Italia, which is committed to continuous improvement in this respect.

In order to optimise the management of health, safety and environmental issues, the Terminal Operator has put in place specific management systems – in line with international reference standards – such as UNI EN ISO 14001 certification for the regasification plant, supplemented by a plant safety management system, in compliance with Legislative Decree No. 344/99.

Every year, as part of the "Health, Safety and Environment Report" published on the Snam Rete Gas website, GNL Italia presents the initiatives taken and the achievements of the enterprise during the previous 12 months in terms of health, safety and the environment, with particular reference to energy consumption, atmospheric emissions, waste production, accidents and the associated risk types, as well as prevention and monitoring activities to protect the health and safety of workers.

2.5) Participation

A procedure is in place for updating the Regasification Code that is open to the participation of authorised parties. Such parties may propose amendments to the document, as described in the "Amendment of the Regasification Code" chapter.

2.6) Information

All Users may request information on their Regasification Agreement, their administrative/accounting situation and on any other issues pertaining to the management of the relationship with the Terminal Operator.

3) AREAS OF INTERVENTION

To assess compliance with the above objectives, a number of areas follow in which parameters and indicators – that suitably reflect the technical and commercial quality standards – can be identified and monitored.

In order to identify such parameters, GNL Italia shall refer – in addition to the applicable legal provisions – to best practices which are the result of extensive experience in the provision of natural gas regasification services, in comparison with other operators at European and international level with whom GNL Italia constantly interacts, and with quality management systems that are in line with the best international reference standards.

In this regard, it should be noted that the aforementioned scheme requires the Regasification Company to gradually develop measurement and monitoring systems which require focused investments and a reasonable time for implementation.

3.1) Commercial quality standards

Some of the key areas that define the service quality provided by GNL Italia from a commercial perspective can be grouped into:

1. Procedures and response times for requests related to:

- access to the regasification service;
- invoicing;
- allocations;
- regasification capacity allocation/transactions;
- other items.

2. Replying to complaints regarding regasification service invoices.
3. Compliance with the timelines set out in the document.
4. Assessment of User satisfaction, by means of specific surveys.

3.2) Technical quality standards

As far as technical quality is concerned, the definition of a service quality standard can be divided into the following areas:

1. Compliance with the limits set out in the document on the number of days of service interruption for scheduled maintenance work at the Terminal.
2. Quality control of gas provided by GNL Italia to its Users at the Redelivery Point by means of increasingly extensive and reliable monitoring systems.
3. The use of measurement equipment, owned by the Terminal Operator, which ensures greater levels of precision and reliability.

3.3) Standards

Annex 14/A describes the commercial and technical quality standards of the service provided by GNL Italia and defined since the Regasification Code came into force.

GNL Italia shall monitor the standards contained in Annex 14/A and shall, by 31 December each year, provide the Authority with information and data regarding the performance with regard to the standards during the previous Thermal Year.