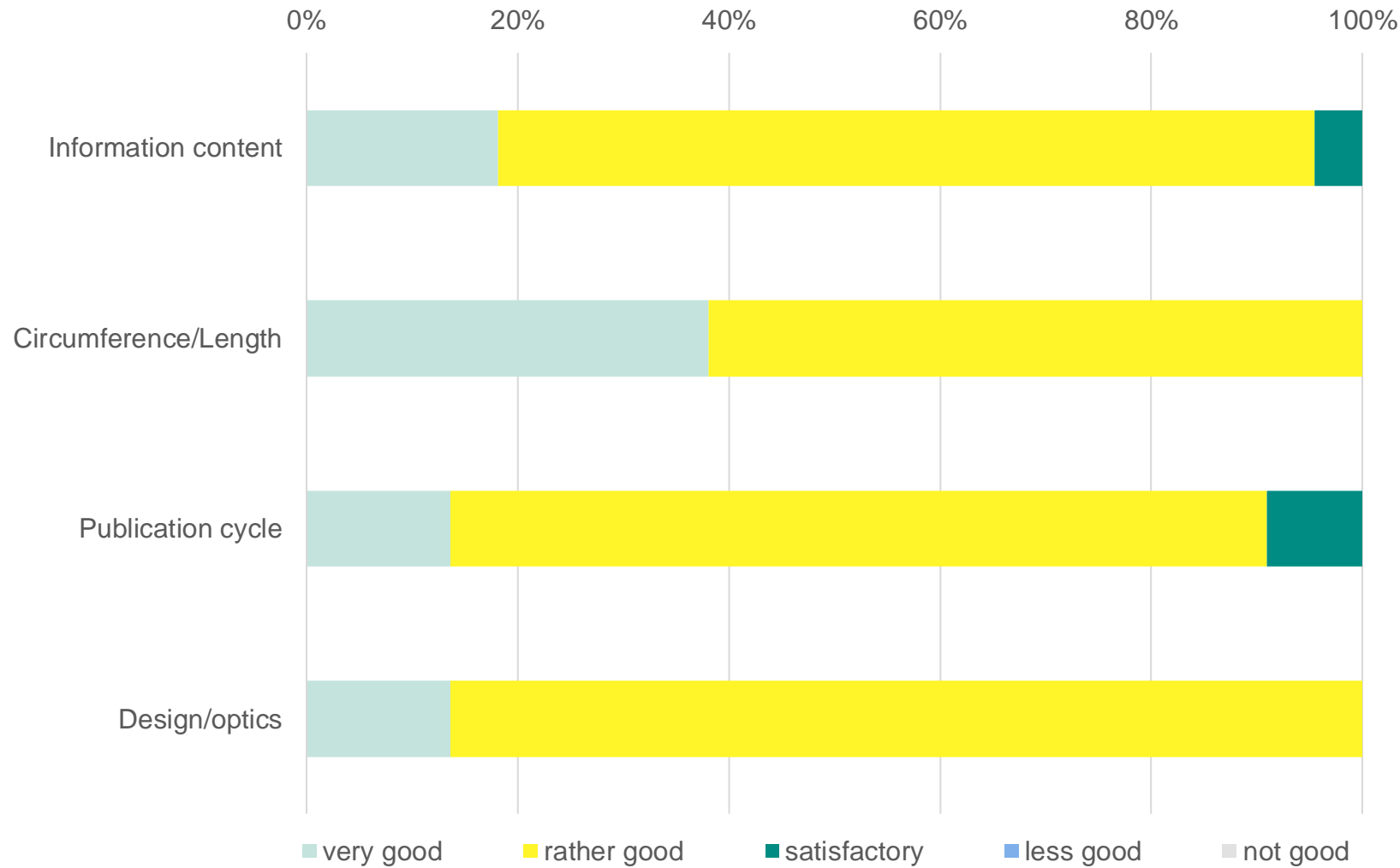


●● ONTRAS

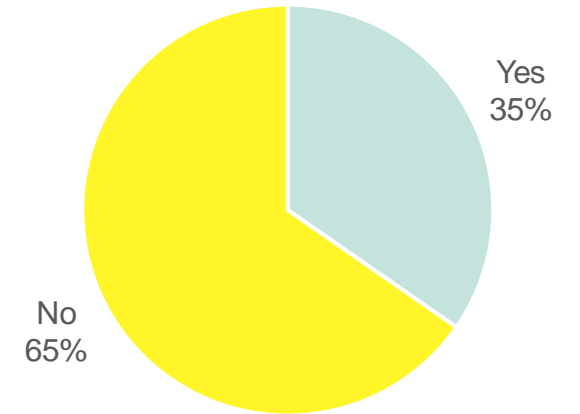
**Extract from the results of
the 2023 customer survey**



How do you rate the digital ONTRAS newsletter?

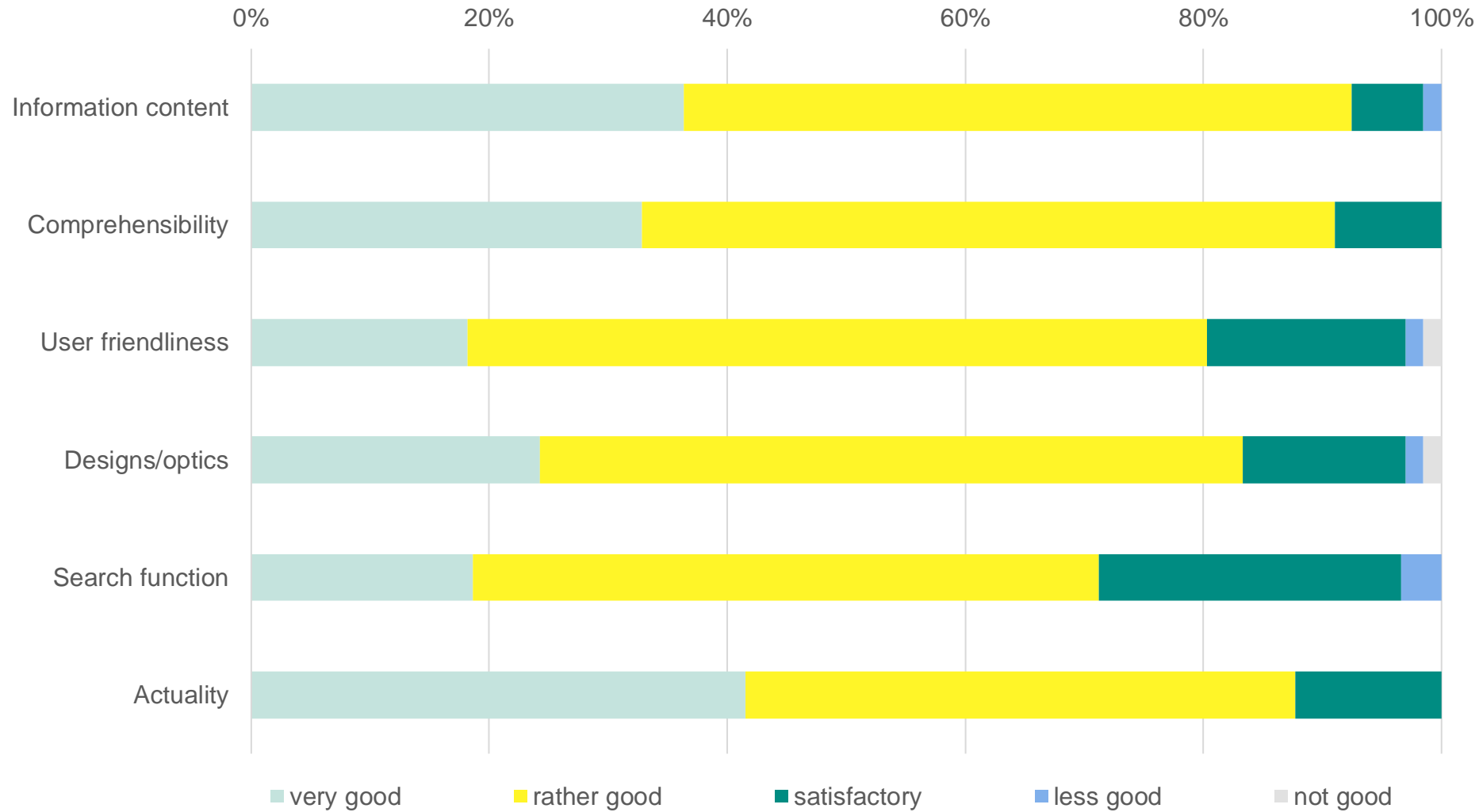


Awareness Newsletter

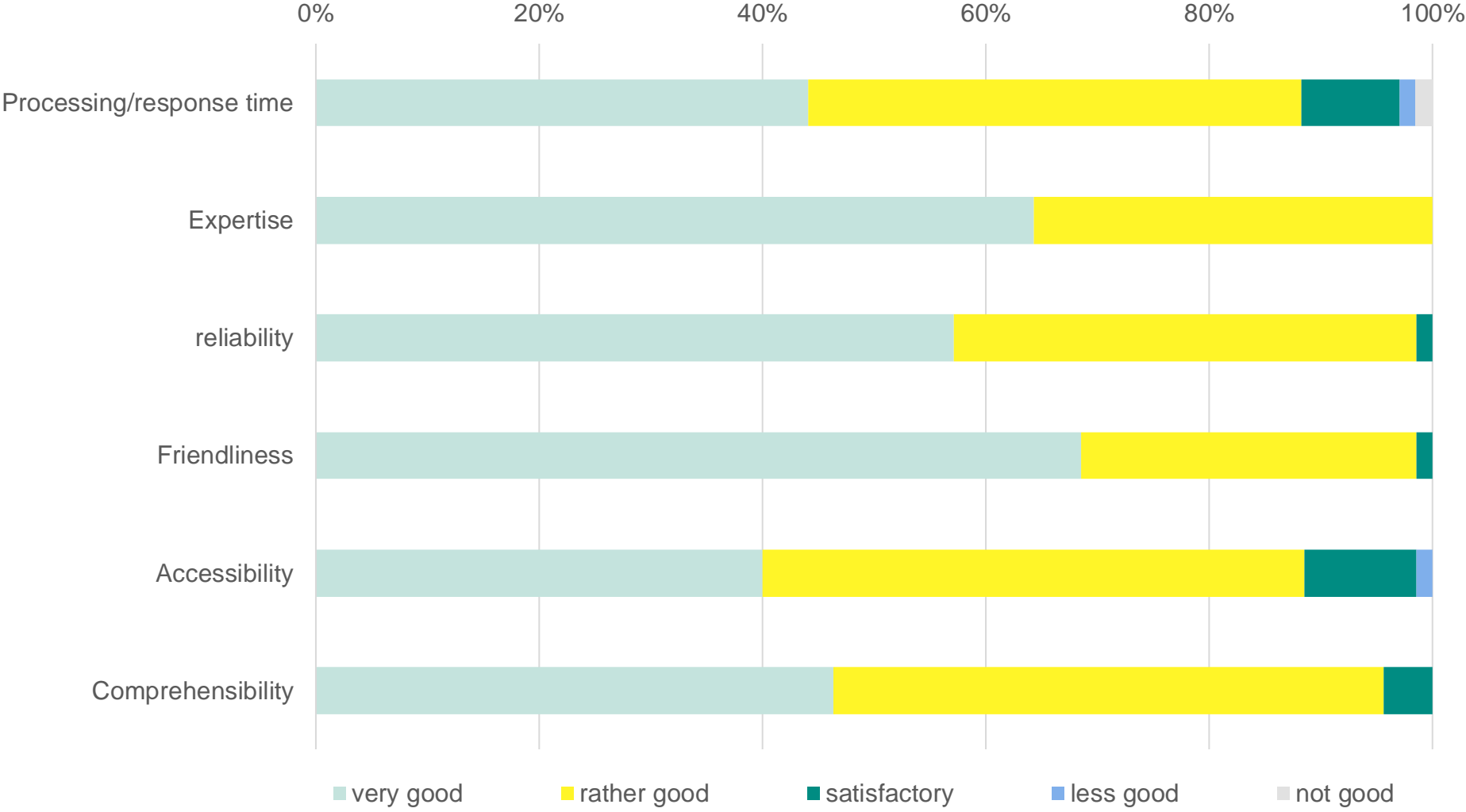


93% very good to good

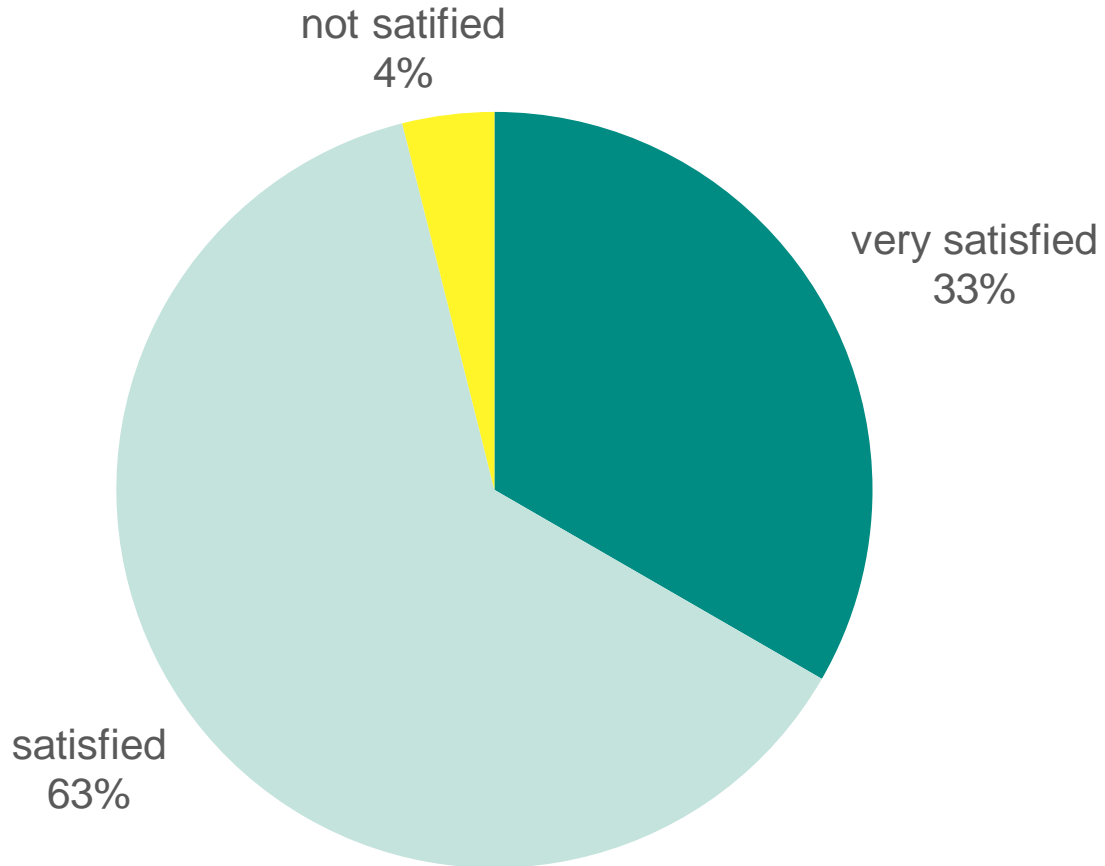
How would you rate our website with regard to the following criteria?



How would you rate the following aspects of our customer service?



How satisfied are you with the communication and information provided by ONTRAS regarding the development of hydrogen infrastructure and the impact on existing contractual/transport relationships?



Please let us know which part of the communication you consider to be in need of improvement.

Involvement of relevant companies in the region

Experience

Where do you see the biggest challenges in the hydrogen market ramp-up?

Economic efficiency	Necessary customers	Financing the hydrogen core network	temporal correlation	Lack of framework conditions
Switch from natural gas to H2 in the private sector	Availability	(Final) price	Transformation	Availability of suitable exit points
"Matching" between generation and consumption	Functionality of the downstream systems up to the end consumer	Flexibility	Cavern storage	Pressure difference between electrolyser and gas network

Thank you!

●● ONTRAS

Capacity marketing and cooperations
E capacity@ontras.com
T +49 (0)341 27111-4545