



**Customer Satisfaction Survey
CSI 2021**

Research Methodology

- **Study technique** : Virtual and telephone surveys.
- **Sample size** : 1318 customers.
- **Margin of error** : +/- 2.68% when $p=50\%$ and $q=50\%$
- **Instrument** : Questionnaire.
- **Target population** : Current Contugas customers.
- **Geographic sector** : Ica region.
- **Dates** : September 2021– 19 January 2022
- **Channels used** : Call Center and Virtual Surveys (SMS, mailing and RRSS)

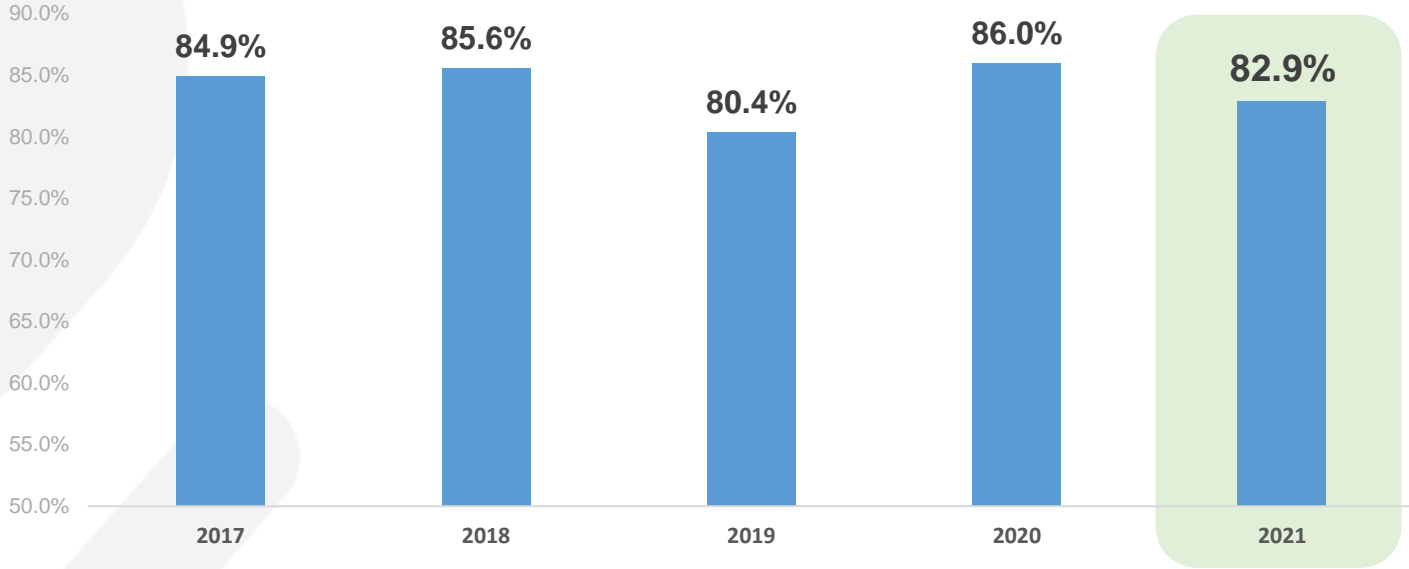


Operating Business Performance

Annual Satisfaction Survey 2021 Results

Between Sep 21 and Jan 22, we measured customer satisfaction in order to identify opportunities to improve our service. **Results are reported in the Sustainability Report.**

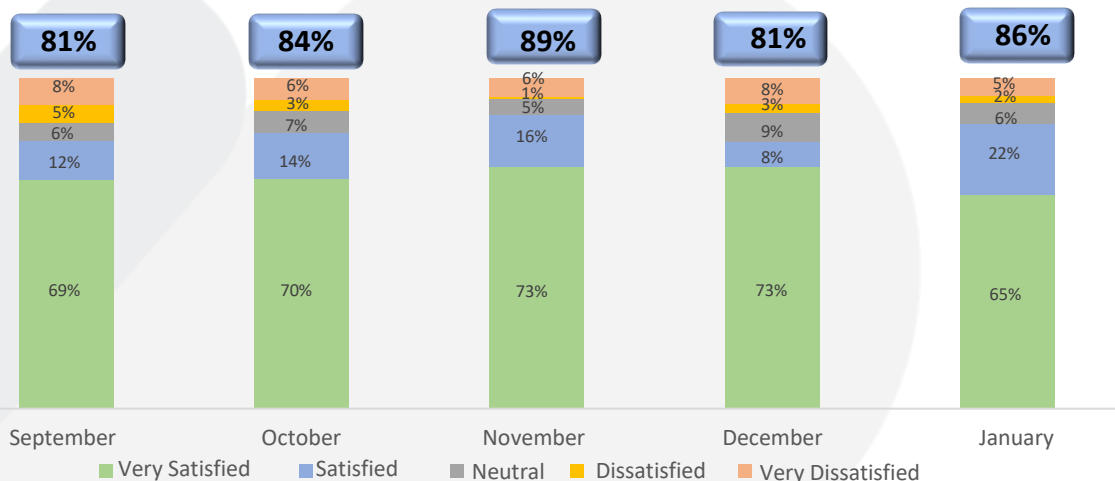
Evolution of Customer Satisfaction Index CSI



Operating Business Performance

Annual Satisfaction Survey 2021 Results

CSI Call Center



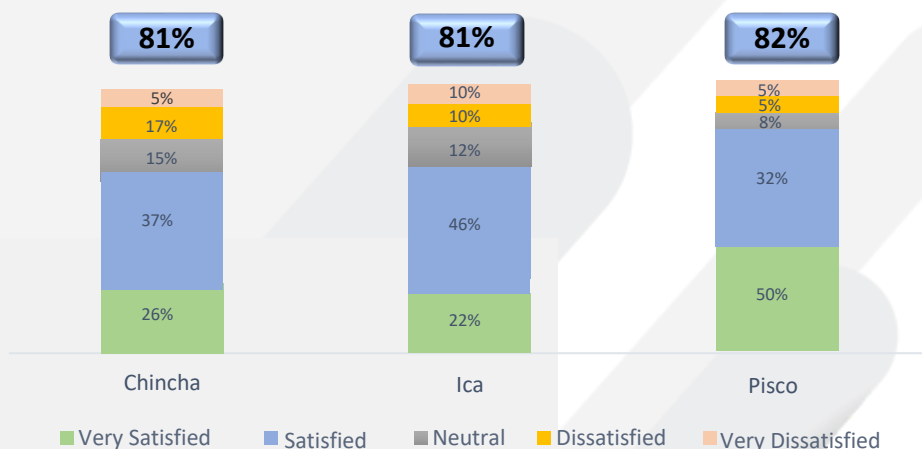
TOP 2 BOX Average 83%

Sent out	9,008
Replies	1,087
% effectiveness	12%

- Period: September 2021 - January 2022 Means of collection: RRSS Surveys, e-mails, SMS and Call Center.
- Universe: 58,800 active customers
- Sample: 1.309
- Error: +/- 2.68%; p=50% and q=50%
- Own methodology.

To obtain the final result, the effectiveness of each channel is taken into account. **The resulting CSI was 82.88%**

CSI Virtual Channel



TOP 2 BOX Weighted average 70%

Sent out	49,523
Replies	222
% effectiveness	0.45%

Channel	Channel effectiveness	Weighing	Partial CSI by channel	CSI Weighted
Call center	12%	96.42%	83%	80.36%
Virtual Surveys	0.45%	3.58%	70%	2.52%
	12.52%	100%	Total CSI	82.88%

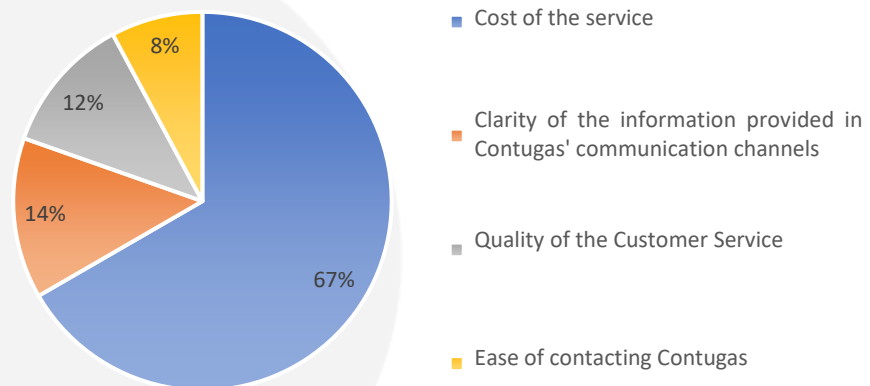
Note: Nasca and Marcona are excluded due to lack of representative sample.

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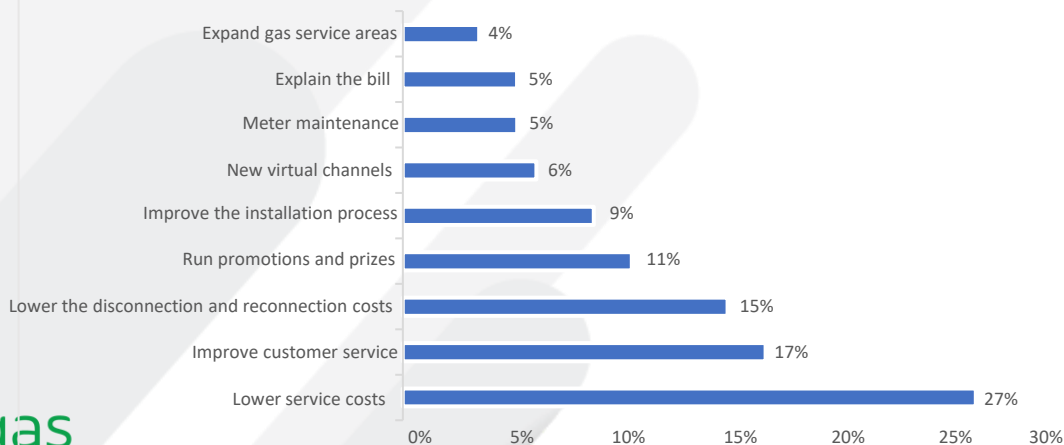
Annual Satisfaction Survey 2021

Results

Reasons for Dissatisfaction



Main suggestions



- The main reason for dissatisfaction is service costs. When we read the suggestions, customers mention the high cost of disconnection and reconnection, as well as installation and usage (described as "service costs"). They mentioned that the service is more expensive than the LPG.
- In line with the above, the main suggestions are related to service costs, disconnection and reconnection, as well as improving customer service.