

ACER 2015 STAKEHOLDER SATISFACTION SURVEY

Dear reader,

According to its founding Regulation, the Agency is required to consult extensively and at an early stage with market participants, transmission system operators, consumers, end-users and, where relevant, competition authorities.

Since our establishment five years ago, we have strived to involve stakeholders in all our activities, well beyond the legal requirement. We are now interested in receiving feedback from all our stakeholders on the way in which we have performed our mandate, as this will help us improve our work.

Therefore, I invite you to participate in the Agency's annual Satisfaction Survey.

I would appreciate a few minutes of your time to provide your assessment of ACER's regulatory activities, working methods and efficiency (for example in relation to the timely provision of inputs), transparency, engagement with stakeholders and publications.

The survey will be open until 15 February.

PARTICIPATE IN ACER'S STAKEHOLDER SURVEY NOW

Thank you in advance for your valuable time and input!

Kind regards,

Alberto Pototschnig
Director

DATA PRIVACY & CONFIDENTIALITY

The Agency for the Cooperation of Agency Regulators shall comply with its obligations under the relevant Data Protection provisions, and will treat all the information collected in this survey in full confidentiality. Your inputs will remain anonymous. For information on how the confidentiality of your response is ensured, please click [here](#).

The survey results are intended solely for internal use as input for our efforts to further improve the way we work. In no way, therefore, will the survey replicate the Commission's (formal) evaluation of the Agency's activities and working methods, which is performed every four years according to Article 34 of Regulation (EC) No 713/2009.