

A photograph of an industrial facility, likely a refinery or chemical plant, featuring large, dark-colored pipes and machinery. The scene is illuminated by the warm, golden light of a setting or rising sun, creating a strong lens flare effect. The sky is clear and blue. In the background, there are trees and a tall light tower. The overall atmosphere is industrial and serene.

Status of service development

Commercial desk at Gasgrid Finland

- commercial@gasgrid.fi
 - Target response time within 3 working days
 - Operating during office hours (no weekend duty) -> in urgent issues contact our control room (24/7)



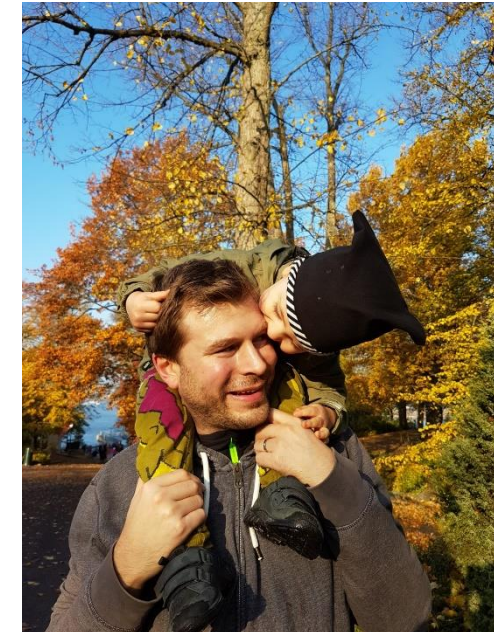
Anni Nuppenen
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Mika Myötyri
Specialist, Gas Market



Tiina Niinimäki
Business Developer



Ville Rahkonen
Head of Customers and Services

Towards more systematic service improvement process



Collect improvement needs



Assess the needs against criteria



Decide about implementation



Implement



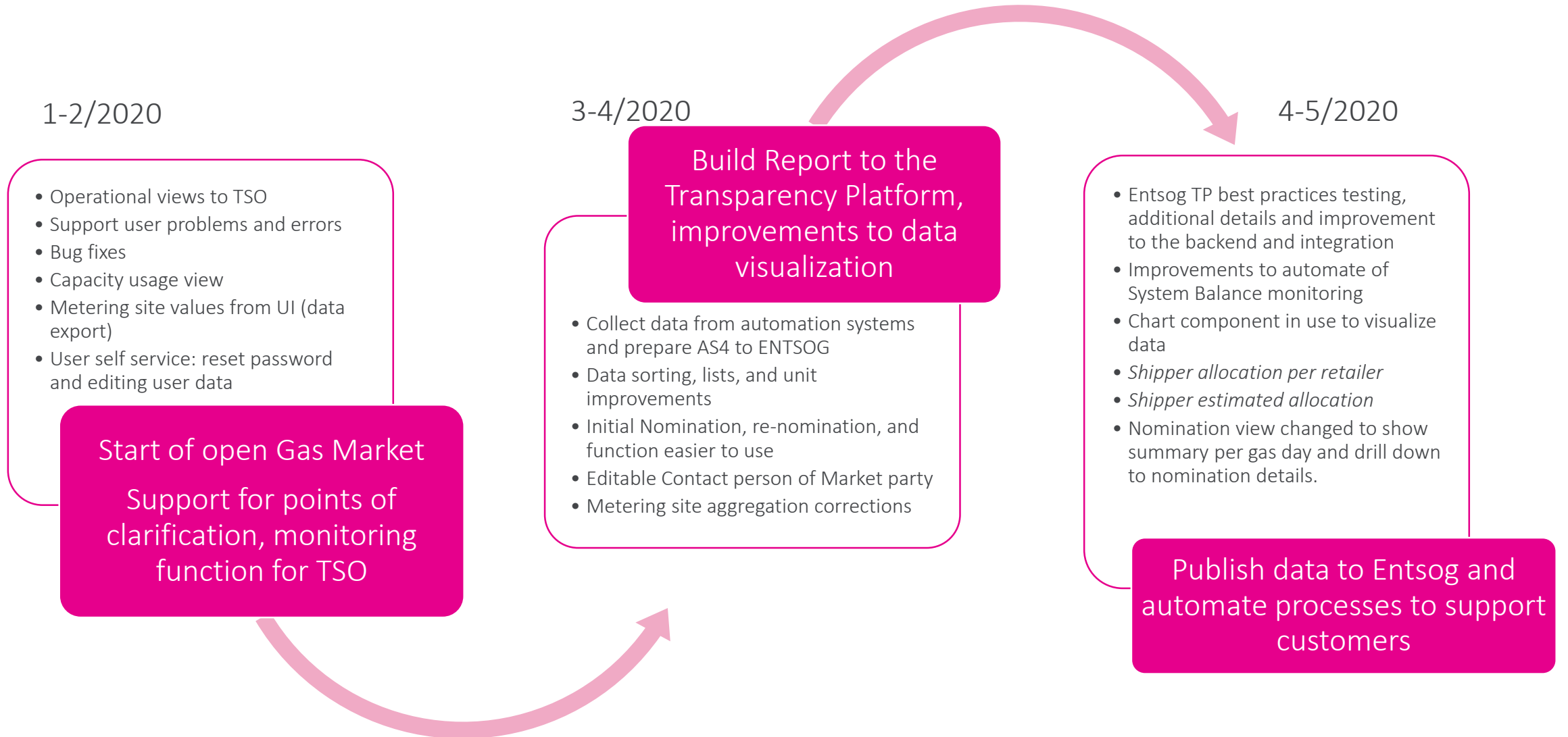
Review



Email (with screenshots if relevant) to commercial@gasgrid.fi

*Communication
and transparency
through the whole
process*

Roadmap from the start 1.1.2020 to this day



Discussion: Roadmap to the future

