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### 1. CEOs' Welcome



**Szabolcs I. Ferencz**Chairman - CEO





**Péter Vasváry**CEO



In the previous year, 2023, declining transmission tasks, price volatility and changes in the environment required adaptation by energy industry players, including our Company. By 2024, this uncertainty has diminished and the gas environment in the region has stabilised somewhat, albeit with some remaining price volatility. Also, there were only minor variations in our transmission tasks, so the year was characterised by balance with steady transmission trends: we reliably guaranteed the country's gas supply and our natural gas transmission services were successfully operated without interruption. Indeed, the supply security buffer provided by balanced gas markets and high storage levels was needed, given the particularly cold winter we have had.

In 2024, natural gas consumption across Europe stagnated compared to the previous year, so did the consumption of the Hungarian economy. In line with this, our Company's transmission activities showed a slight increase compared to 2023. This was significantly aided by our capacity increases during the year, further supporting increased flows to Slovakia and Ukraine during the year, with stable source supply and solid deliveries, mainly from the south. Although the expiry of the Ukrainian transit contract at the end of December caused turbulence and price increases in the regional gas markets, supplies for Hungary were not affected.

At the end of 2024, FGSZ acquired majority stake in CEEGEX Central Eastern European Gas Exchange Ltd. As a strategic investor, our Company aims to support the stability and further growth of the Company, while operating a liquid, regional gas market that provides a secure and predictable solution for our partners.

In addition to ensuring security of supply, we continued our work on the green transition in 2024: during the autumn, we launched a non-binding survey on domestic biomethane injection and consumption demands, which attracted strong interest from market players. We are continuously adapting our operations to meet the new requirements of the EU Methane Regulation and the Decarbonised Gas Package, which entered into force in 2024, while also preparing to meet our sustainability reporting obligations.

At FGSZ, we remain dedicated to ensuring the country's security of supply with our best expertise by being well prepared and operating a resilient infrastructure.

### 2. Overview





### **KEY PARTNERS**

Gas distribution companies, power plants and large industrial consumers

Neighbouring network operators

Network users

### **EBITDA**

### SUPPLIED VOLUME (15 °C)

Year	Million HUF	Year	Million m <sup>3</sup>
2020	51 300	2020	19 036
2021	41 015	2021	14 698
2022	40 483	2022	16 600
2023	71 592	2023	15 457
2024	72 437	2024	15 798

- European Union ITO (Independent Transmission Operator) certification
- Technical Safety Management System as per Act XLVIII of 1993 on Mining
- ISO 9001:2015 certified quality management system
- ISO/IEC 27001:2013 certified information security management system
- ISO 50001:2018 certified energy management system
- MSZ EN ISO 3834-2:2006 certified fusion welding management system
- MSZ EN ISO/IEC 17025:2018 accredited calibration laboratory
- Safety management system for pressure drilling activities that complies with the VCA\*\*/SCC\*\* requirements
- Technical Safety Management System as per Act XLVIII of 1993 on Mining

# 3. Our activity

FGSZ Natural Gas Transmission Ltd. is the sole transmission system operator (TSO) in Hungary, conducting its activities in a regulated market environment, in permanent compliance with the legal regulations of Hungary and the European Union in force from time to time. FGSZ is one of the first European independent TSOs to hold an ITO certificate. Besides domestic natural gas transmission, we have bi-directional interconnections to Romania, Serbia, Croatia, Slovakia and Ukraine, and provide unidirectional transmission from Austria to Hungary, while we are continuously examining the technical feasibility of an interconnector towards Slovenia.

Hungary's security of supply is inseparable from the energy security of the Central European region and that of the whole of Europe; therefore, we are committed to enhance the flexibility and the security of supply of the regional natural gas market. Our developments aim to establish new routes and to upgrade existing connections in order to ensure access to the new sources, as well as to exploit existing trade opportunities and to create new ones. We support capacity expansion projects targeting a more efficient use of the existing network.

In order to maintain security of supply, our Company strives to improve its operational efficiency and sustainability through several projects. The project-based operation and system of objectives introduced earlier is becoming an even more integrated part of our operation. Experience shows that the efficient cooperation of the various specialty areas working on different projects has greatly improved corporate-level change management and flexibility.



### Beregdaróc 💮 🔭 Miskolc Mosonmagyaróvár Balassagyarmat Budapest Hajdúszoboszló Vecsés Kápolnásnyék \_ Kecskemét Gellénháza Siófok Központ **Csanádpalota** Kiskundorozsma Drávaszerdahely

### 4. Infrastructure

We perform our duties as an ITO certified transmission system operator as per Directive 2009/73/ EC of the European Parliament and of the Council. The high-pressure natural gas transmission system infrastructure operated by our Company is one of the most advanced infrastructures even by European standards, reflecting our industrial tradition. We transmit gas that ensures the continuous supply to network users in the expected quality and at the expected pressure with our highly automated high-pressure transmission systems.

We accept and deliver natural gas from domestic production and underground gas storages as well as from abroad at 28 entry points and nearly 400 exit points of our high-pressure long-distance gas pipeline system, including six cross-border entry points and five cross-border exit points. We apply an appropriate quality control protocol compliant with effective laws and authentic measurement requirements at all of our feed-in and exit points.

The continuous operation of our 5,889 km long high-pressure long-distance gas pipeline system covering Hungary's entire territory is ensured by the collaboration of three gas transmission regions and our eight compressor stations, under the coordination of the system operation centre in Siófok.

Our Company's responsibilities include the odourisation and continuous quality control of natural gas delivered to users for safety purposes, as well as the measurement of quantitative and qualitative characteristics of natural gas in a transparent manner, in compliance with the most stringent international standards.

We deliver the gas volume covering industrial and retail needs at all times to users through gas delivery stations which, beyond enhanced and continuous control, we transmit to neighbouring network operators and industrial and power plant users.

Seasonally varying consumer needs – resulting from Hungary's continental climate – require our Company to ensure a significant amount of additional gas supplies in winter periods, which we fulfil with underground gas storages that are connected to a high-capacity gas transmission pipeline system at five network points.

### 5. IT Services

### RBP, IP, TP

Our Company has extended and strengthened its IT service portfolio further over the recent period, and it already operates on three platforms with nearly 500 user companies.



### **REGIONAL BOOKING PLATFORM (RBP)**

FGSZ's Regional Booking Platform (RBP) is an IT application developed in accordance with the EU's Network Code regulating the capacity allocation mechanisms used in natural gas transmission systems and with other relevant EU and Hungarian legal regulations. Beside other services, the capacity allocation platform enables the administration of capacity allocation procedures and secondary capacity trade, which today, in addition to FGSZ, is used by sixteen other natural gas TSOs and underground storage operators in the EU and in the Energy Community: Eustream (Slovakia), Transgaz (Romania), Plinacro (Croatia), Bulgartransgaz TSO and underground storage operator (Bulgaria), DESFA (Greece), Gas Connect Austria (Austria), Gaz-System (Poland), Gas TSO of Ukraine (Ukraine), Gastrans (Serbia), Moldovatransgaz and Vestmoldtransgaz (Moldova), Ontras, Gascade and NEL Gastransport (Germany), the Greek-Bulgarian ICGB and the Hungarian Hexum underground storage operator.

In addition to RBP's capacity booking services, it is also able to offer services of nomination, allocation, maintaining balance and settlement via the RBP Transport Platform, and spot gas trading services via the RBP Trading Platform to transmission system operators, natural gas storage operators and operators of LNG terminals. Based on our own ideas and the feedback from our customers, we continuously develop our services and seek possibilities for cooperation.

In Hungary, these services are accessible via the Information Platform and the Trading Platform.

# 6. Sustainable operation

In accordance with the decarbonisation objectives, FGSZ, too, focuses heavily on sustainability, treating it as a key operating principle. The Company participates in the planning of the European hydrogen infrastructure and the preparation for the transmission of renewable gases, while striving to render its current operation sustainable in the framework of several other projects (e.g. methane leakage detection and elimination in order to decrease the release of greenhouse gases, process optimisation and energy efficiency).



#### PREPARATION FOR THE DELIVERY OF RENEWABLE GASES

- Between 10 September and 21 October 2024, FGSZ carried out its first non-binding survey on the market demand for biomethane injection and consumption.
   We received 48 demand indications from producers and 3 demand indications from consumers, covering 16 counties and Budapest. The projected production capacity demand in 2030 is approximately 34,000 m3/h, which would mean 255 million m3 of biomethane per year injected into the interconnected natural gas system. From the consumer side, there is a demand for around 190 million m3 of biomethane from 2030, with a GO (Guarantee of Origin) and ISCC (International Sustainability and Carbon Certification) purchase intention.
- The European Network of Network Operators for Hydrogen (ENNOH), which will be set up under the new EU Decarbonised Gas Legislative Package (GHP), is expected to become operational in October 2025. However, the tasks entrusted to ENNOH started even before that, with the participation of the future members of the organisation, under the umbrella of the so-called "pre-ENNOH". During the election of the pre-ENNOH officers and the formation of the working groups, the Chairman-CEO of FGSZ was appointed Vice-Chair. The Ministry of Energy, after consulting MEKH (Hungarian Energy and Public Utility Regulatory Authority), has temporarily appointed FGSZ as the Hydrogen Transmission Network Operator (HTNO) until the final designation of the hydrogen transmission network operator following the transposition of the Directive into national law.
- FGSZ is continuously investigating its system from the perspective of accepting renewable gases (biomethane and hydrogen). Our rigorous and detailed study has shown that our system is already capable of transporting 2% hydrogen-natural gas mixtures, even without modification.
- Our Company is a member of the South-East European Hydrogen Corridor (SEEHyC), a collaboration of 8 high-pressure transmission system operators from 7 different countries, which aims to create a hydrogen transmission backbone network from Greece to Germany by 2030.



#### **EMISSION REDUCTION FRAMEWORK PROGRAMME**

It includes measures that can be taken in the short, medium and long term to reduce emissions.

- The investment projects and work organisation measures included in the Emission Reduction Framework Programme are characterised by a total  $CO_2e^*$  reduction potential of 55% by 2030 (where 2020 is the reference year).
- Our Company examines its methane emissions based on the OGMP 2.0 (The Oil & Gas Methane Partnership 2.0) methodology and has undertaken an implementation plan and commitments accordingly. The detailed implementation programme set by the Company to quantify and reduce methane emissions has been approved by the OGMP organisation also in 2024. The learning

process for the determination of methane emissions, which has been going on for several years, has enabled our Company to be prepared for the entry into force of Regulation (EU) 2024/1787 of the European Parliament and of the Council (the so-called EU Methane Regulation) in August 2024.

• In 2024, FGSZ already operated an LDAR (Leak Detection and Repair) programme throughout its operational area. The LDAR programme consists of leak detection, emission determination and leak repair processes. Source-level leakage investigations were complemented by facility-level drone measurements and helicopter-based trail leak detection.

#### SUSTAINABLE DEVELOPMENT

• As a subsidiary owned 100% by MOL Plc, our Company is included in the consolidated financial statements prepared by MOL as the parent company and as part of that, the consolidated Sustainability Report, pursuant to Act C of 2000 on Accounting.

#### **GREEN OFFICE PROGRAMME**

- The commitments beyond legal requirements taken under the Green Office Programme, certified by the KÖVET Association for a Sustainable Economy, are designed to make offices operate environmentally friendly. Such measures include, for example, the installation of solar panels, the reduction of heat energy use, encouraging selective waste collection, or the reduction of paper use through process digitalisation, organising health promotion programmes, raising environmental awareness.
- In 2024, the re-certification of the office building in Siófok and the first certification of the offices in the West-Hungarian Region (Gellénháza, Kápolnásnyék) were successfully completed.
- The audit report found that the green office operation has become organic at the Company, environmental responsibility has become prevalent throughout the Company's operation and in the employees' mindsets.



 $<sup>^{\</sup>star}$  CO $_{\!\scriptscriptstyle 2}$ e: carbon dioxide equivalent which expresses both CO $_{\!\scriptscriptstyle 2}$  and CH $_{\!\scriptscriptstyle 4}$  emissions.

### 7. Integrated Management System

FGSZ's efficient operation is ensured by the Integrated Management System (IMS), comprising about 10 subsystems. The IMS objectives renewed every year support the efficient maintenance and development of the system. In 2024, the planned – more than 30 – IMS-related objectives have been well met by the Company and we have achieved excellent results.



#### **KEY IMS EVENTS IN 2024:**

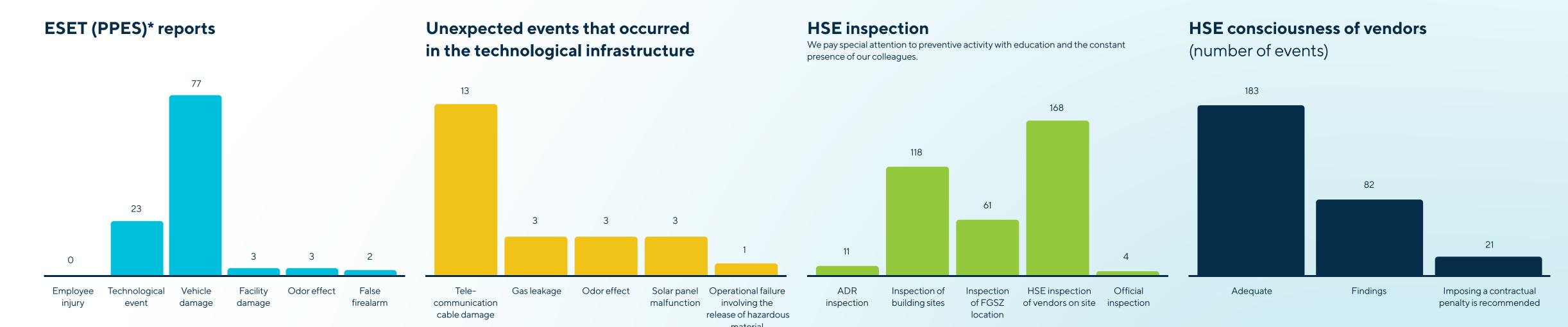
- 1. We successfully renewed the ISO 9001:2015 certification of our Quality Management System (QMS), which is valid until 24/06/2027.
- 2. We have successfully renewed the ISO 50001:2018 certification of the Energy Management System (EMS), valid until 27/08/2027.
- 3. We successfully sustained the ISO 27001:2013 certification of our Information Security Management System (ISMS). We successfully sustained the certificate as per Section 10 of the Gas Supply Act on the compliance of business processes ensured by the IPNew IT system. The certification is valid until 09/07/2025.
- 4. As prescribed for the Company by "Government Decree No. 399/2023 (VIII. 24) on the measures to maintain the security of natural gas supply", the certification of compliance of the Restriction order IT system with the system plan approved by the Hungarian Energy and Public Utility Regulatory Authority (MEKH) was maintained by SGS Hungaria Kft.
- 5. Our report compiled on the amendments to the rules concerning the Technical Safety Management System (TSMS) was approved by the Mining and Geological Survey of Hungary (MBFSZ).
- 6. The IT security maintenance audit of the invoicing system performed by HUNGUARD was successfully completed, our certificate is valid until 31/12/2026.
- 7. We managed to sustain the certification of the SCC work safety system introduced in 2018 for pressure drilling activities, and the certificate is valid until 27/10/2025.
- The implementation of the PIMS (Pipeline Integrity Management System) standardized system is in progress within the SIMPLE project, the pre-audit has been successfully completed by SGS Hungária Kft., certification is expected in mid-2025.

# 8. Corporate Safety, Health and Work Protection

Our Company puts particular focus on identifying risks to safety, health and work protection, the implementation of preventive measures, the regular review and maintenance of fire protection means, the protection of the environment and the preservation of our employees' health.

#### **OUR EVENTS:**

We pay special attention to our preventive activity also through education and the continuous presence of our colleagues:



<sup>\*</sup> ESET = Ember Szennyeződés Eszköz Társadalom – People Pollution Equipment Society

<sup>\*\*</sup> EBK = Egészség Biztonság Környezetvédelem - Health Safety Environment



In 2024, we have addressed emergency preparedness as a priority and to maintain constant compliance with the legal regulations of disaster management requirements. Our annual Severe Damage Recovery Plan exercise at the Báta compressor station was successfully completed and was deemed appropriate by the authorities present.

### Safety, Health and Work Protection KPIs:

	Classification	2023	2024
LTI	Number of fatal work accidents (FAT)	Ο	Ο
	Lost work day case (LWDC)	1	O
Restricted v	work day case (RWDC)	O	O
Medical tre	atment case (MTC)	1	1
Total record	lable injuries (TRI)	2	1
Total record	lable incident rate (TRIR)	1.75	0.88
Lost time in	jury frequency (LTIF)	0.87	O
First-aid ca	se (FAC)	2	1
Occupation	nal disease frequency	O	O
Share of me	edical fitness tests (%)	100	100
Absence rat	te (%)	2.3	2.62
Number of	road accidents (RA)	4	10
Road accide	ent rate (RAR)	0.59	1.63
Safety and I	health fines (MFt)	O	O

In the framework of our property surveillance digitalisation projects, we have developed the camera and alarms systems of our objects to support the security of supply and property.

In the field of information security, we have participated in successful audits (SGS, Hunguard). We have increased the level of employee awareness through our continuous campaigns and periodical training and our ethical e-mail hacking campaign.

### 9. Priority projects in 2024

- HU>SK direction capacity increase: The technical capacity at the Balassagyarmat interconnection point in the direction HU>SK has been increased twice in 2024 (from 1.75 billion m³/year to 2.63 billion m³/year in February and then in October to 3.5 billion m³/year as a pilot until April 2025) to meet the increasing market demand.
- HU>UA direction capacity increase: At the Beregdaróc interconnection point in the direction HU>UA, the technical capacity has been increased to 400,000 m³/h during 2024, in the framework of a pilot.
- **CEEGEX:** As of December 2024, our Company supports the further growth and stability of CEEGEX, the Hungarian gas exchange, as a strategic investor, providing the company with a secure background and expertise.
- Economic Development and Innovation Operational Programme (EDIOP):

  A project to set up a model for an emission measurement system, supported by the
  Hungarian Government and co-financed by the EU, jointly with the University of Miskolc.

  With the implementation of the project, we strive to achieve even more accurate
  measurements and to develop a new procedure that is expected to reduce the emissions
  from our technological operations. During 2023 we specified and implemented a seal
  inspection system and a point-sensor emission measurement system. The latter was
  then compared with a line-sensor deployed emission measurement system and a drone
  measurement series to develop the most efficient deployed technology.
- FLUMEN: The project, which is being set up in a consortium with the University of Miskolc and supported by the government of Hungary, aims to test and prepare the Hungarian natural gas transmission system to accommodate the natural gas-hydrogen mixture. Under the project launched in March 2022, we put into operation standards, basic evaluation systems, sets of criteria and infrastructural elements which allow for mixing various amounts of hydrogen (maximum 10% (V/V)) in the national natural gas transmission system. The Flumen I project was successfully completed in Q2 2024, and the Flumen II project was launched in October 2023 to continue it.

  In Phase II of the project, several technical areas will be investigated, including the devel-

- opment of a new methodology and procedure for the conversion of transmission pipelines for the transport of hydrogen mixtures, using state-of-the-art pipeline testing techniques available on the market. In the Phase II. of the project, we also aim to develop a "hydrogen-proof" gas delivery station and improve our calibration capability. The design of the gas delivery station was completed in 2024.
- The pre-audit of the Pipeline Integrity Management System (PIMS), introduced to increase the operational safety of pipelines, has been successfully completed by an independent certification body.
- Work on the installation of the first electrically driven compressor in Mosonmagyaróvár continued in 2024.
- In 2024, due to consistent technological planning for pipeline replacements and clean-ups, well thought-out, optimally timed and precisely executed operational activities, we saved more than 1 million m<sup>3</sup> of natural gas and thus reduced our environmental impact by that much.

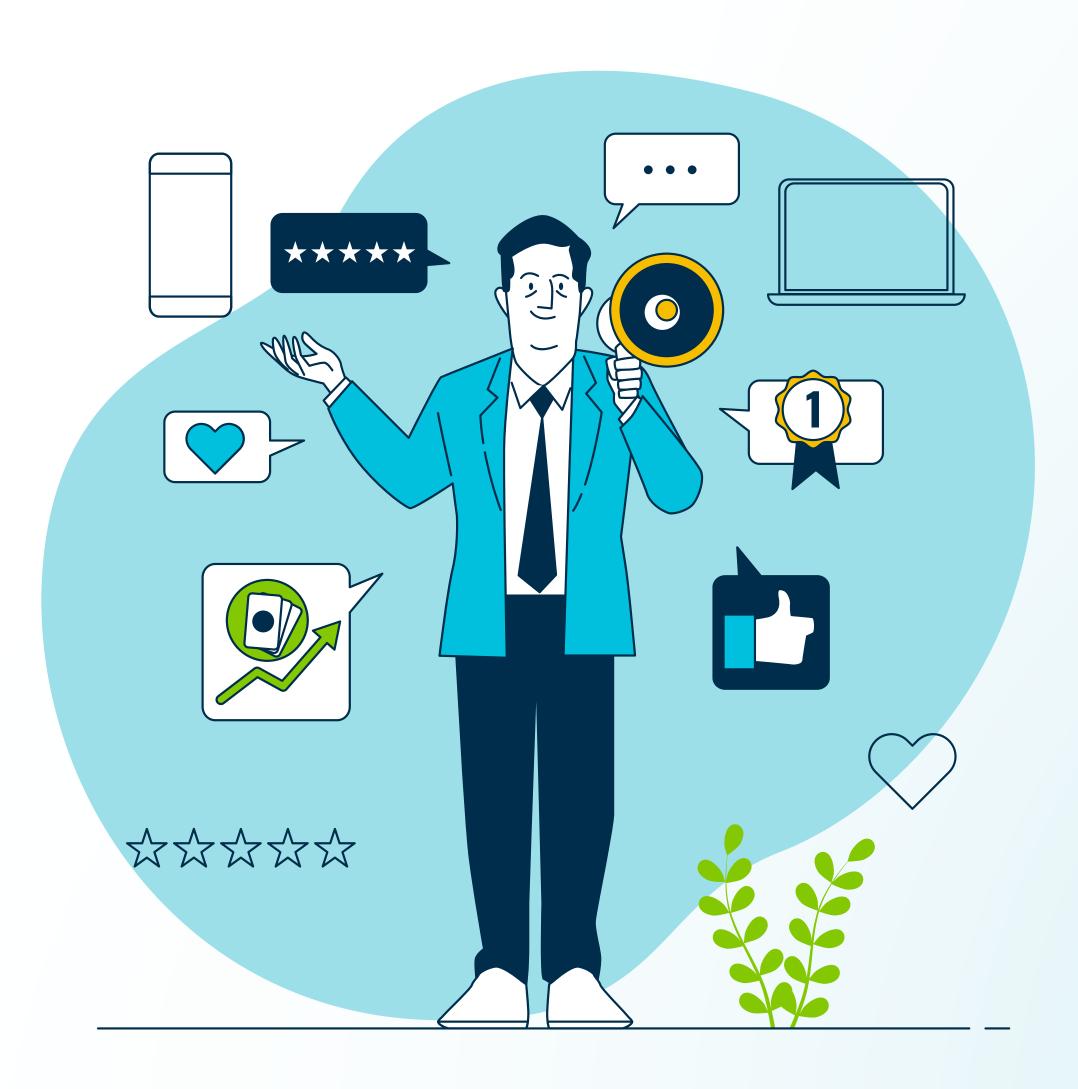
# 10. Employee professionalism and wellbeing

# AT FGSZ, PEOPLE ARE VALUE.

The continuous development of the high level of expertise and employee wellbeing of our team of professionals is indispensable to perform our duties. We keep our colleagues' professional knowledge up-to-date through trainings, various new projects and in-house knowledge sharing. Our developments aim to help our colleagues adapt to the changing environment and our Company's unique industrial activity. At our Company, everyone always has the opportunity to professionally and personally develop and expand their digital competencies. At the same time, we devote particular attention to the well-being of our colleagues at work and to work-life balance. We support the physical and mental health of our employees through health promotion programmes, lectures and a complex health insurance programme. We also pay special attention to the wellbeing of our employees with children: we offer additional days off as well as baby cot support to help parents adjust to the new life situation.

With our young recruits' development programme, we ensure that an appropriate number of competent professionals is continuously available, in order to maintain the efficiency of continuous natural gas transmission. In the course of our processes, multiple generations cooperate synergistically, often several members of the same family working at our Company.





Besides competitive salaries, our allowance package supports families and recognises outstanding performance.

### MAIN ELEMENTS OF THE ALLOWANCE PACKAGE (BEYOND THE BASE SALARY):

- loyalty allowance,
- Christmas bonus,
- outstanding fringe benefit budget, free to set up by our employees flexibly, tailored to their individual needs,
- collective life and accident insurance,
- health insurance,
- family planning allowance,
- employee fuel cards may be requested, with significant discounts at selected petrol stations.

Our employees work in a healthy and safe work environment; we provide our employees working in our regions with work attire and personal protective equipment of outstanding quality.

In addition to high standards of occupational healthcare, our colleagues may also participate in customised medical fitness check-ups.

In our daily work, we put great emphasis on the digitalisation of our processes, contributing to a more sustainable operation, simplified document management and shortening the approval procedures.

Through recreational events, we strengthen cohesion among the colleagues; family days and Miners' days are organised every year, the latter held to recognise colleagues with many years of excellent service.

### 11. Social responsibility

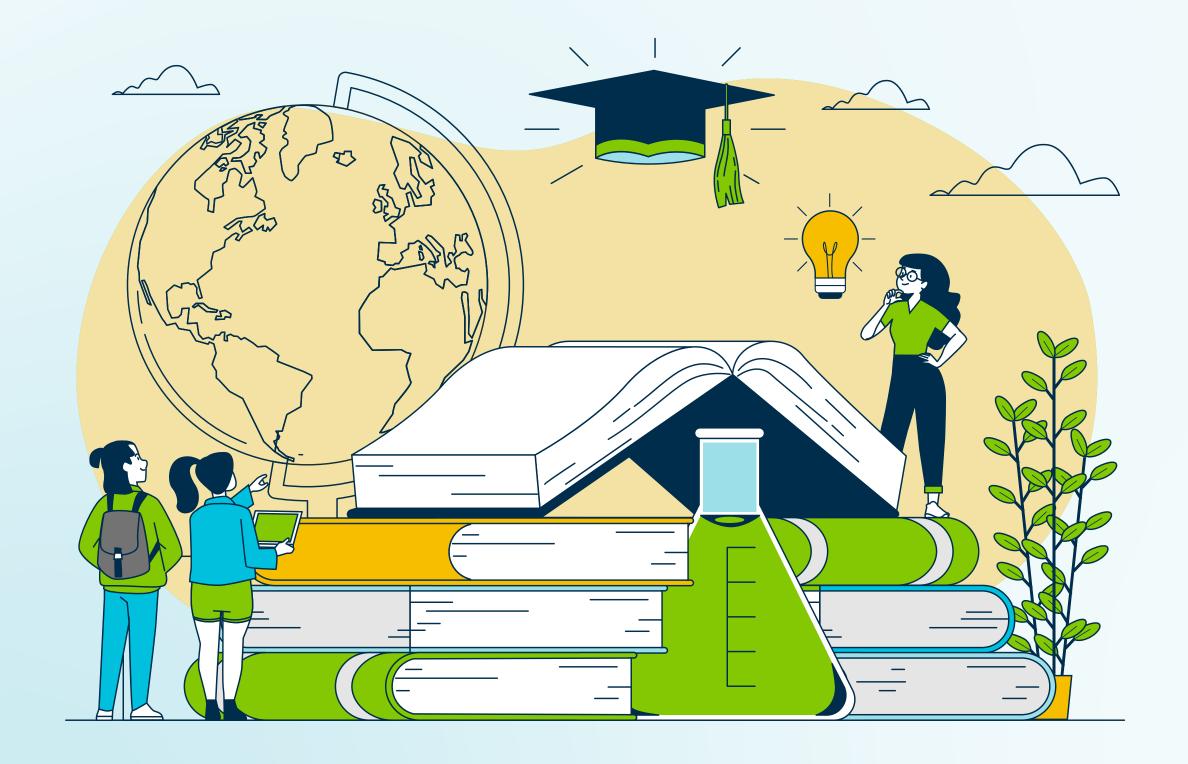
#### **DEVELOPING THE COMMUNITY**

Any successful business should be fundamentally interested in fostering the success of its immediate operating environment. The philosophy underlying our corporate social responsibilities relies on the pillars of cooperation and the conveyance of values. Therefore, supporting municipalities located in the areas of our operation is an organic part of our corporate culture.

We regularly support organisations and associations on both national and regional levels. We take great care to support and sponsor the social, cultural, sports, health-related and environmental programmes of institutions and non-governmental organisations of the surrounding villages and cities.

#### SUPPORTING EDUCATIONAL INSTITUTIONS

In secondary schools engaged in training matching that of the professionals employed by FGSZ, we organise career orientation days to promote our Company as a potential future workplace for the students. We have set up a strategic partnership with the University of Miskolc, as part of which we work on joint professional projects and cooperate in professional trainings and university contests.



### 12. Key financial and business data

	2024 (million HUF)	2024/2023 (%)
Net sales revenue	120 804	100
EBITDA	72 437	101
Operating profit	53 504	105
Profit or loss before tax	48 149	151
Profit or loss after tax	43 917	143
Operating cash-flow	56 779	67
Non-current assets	278 967	100

In fiscal year 2024, the Company's performance was driven by the macroeconomic and regulatory environment, combined with domestic and regional transmission needs. The result of all of these has enabled a total operating profit of 53.5 billion HUF achieved in 2024.

Net sales reached 120.804 billion HUF in 2024, maintaining the level of a year earlier, mainly from the supply of 15.8 billion m<sup>3</sup> of natural gas\* and a decrease in gas flows related to system balancing in line with the reduction in gas prices in 2024.

The indirect effects of the Russia-Ukraine conflict that broke out in February 2022 continued to exert significant impact on both the operating environment and the regional market developments, which affected the management of our Company in material terms. Our aspiration to ensure the security of supply and a more conscious energy use was decisive for both the European and regional delivery demand, irrespective of the easing energy market tensions.

In the domestic market environment, Southern entry points remained dominant in supplying import needs, while filling up storages in order to secure the country's safe and continuous natural gas supply was also a significant objective.

- The average level of regulated gas transmission tariffs set and published by the Hungarian Energy and Public Utility Regulatory Authority was lower in 2024 compared to the previous year, in line with the energy market consolidation process. The overall change in the price regulation environment was unfavourable in 2024, offset by changes in regional transmission needs and directions. The protracted and persistent impact of particularly high goods and services inflation remains a challenge.
- The significant (-18%) decrease in domestic consumption and storage tasks was offset by a 93% overall increase in export transit demand to Slovakia, Ukraine, Serbia, Croatia and Romania compared to 2023, resulting in a total transmission volume and transmission task for our Company in 2024 that is slightly above the 2023 value.
- Due to the combined effect of the decrease in gas transmission tariffs, the change in the ratio of realised capacity booking- annual and short-term product demand and the change in the world gas price on the balancing activity revenue, regulated transmission revenues were at a level similar to 2023.

<sup>\*</sup> Commercially accounted volumes

Overall, the developments in the external environment positively impacted the operating expenses.

- The change in material costs was driven by a decrease in transport-related material cost items exposed to energy prices, which was largely influenced by changes in market conditions.
- A further positive impact on operating costs is the significant reduction in balancing-related expenditure.
- At the same time, the upward impact of the strong inflationary environment caused a significant increase in operating costs compared to previous years, but our Company was able to partially mitigate this by streamlining operations and applying strict cost control.

It is a statutory liability of our Company to maintain the balance between the gas source and the gas consumption, which we ensure by so-called balancing gas sale and purchase as a transaction on which the Company cannot realise any profit under the applicable regulations. The volume of balancing gas flows and the cost drivers of the activity neutrality settlements decreased significantly in 2024 compared to 2023, mainly due to the introduction of the Linepack Flexibility Service (LPFS) at the end of 2022, which resulted in less balancing gas to be financially settled with the Clearing House.

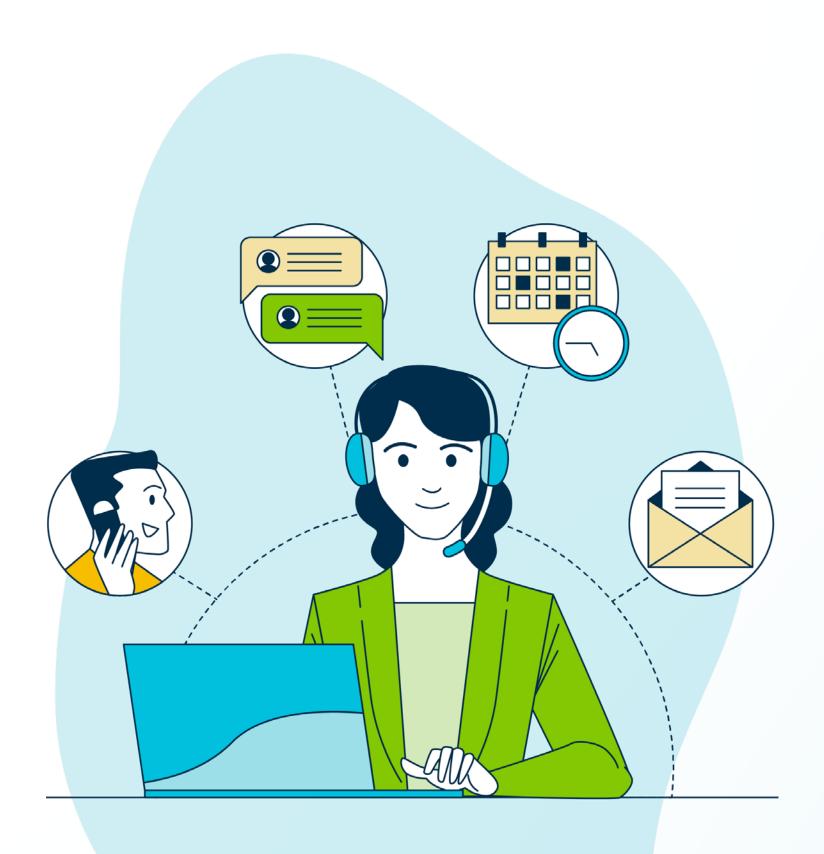
The decrease in financing costs compared to the previous year is explained by a more favourable interest rate environment – the average BUBOR rate in 2024 ranged between 6% and 11% – which the Company was able to mitigate through prudent management and lower utilisation of the revolving credit facility from the affiliate compared to the previous period, in line with real economic developments.

The Company spent 17.8 billion HUF on investments, the largest part of which was spent on reconstruction and maintenance investments (e.g. compressor station reconstruction, river crossing replacements, pipeline rehabilitation works).

The management of FGSZ continues to maintain its current strict cost management and seeks the opportunities to improve its internal efficiency to counterbalance the adverse effects of the regulatory and economic environment. The Company makes additional efforts towards the accomplishment of its regional strategic goals, which is a guarantee of meeting the expectations of the shareholders.







We operate a customer service for our contracted partners. Should you have any questions related to the use of natural gas transmission and system operation services, please do not hesitate to contact us.

#### **CUSTOMER SERVICE OFFICE**

Registered address: 8600 Siófok, Tanácsház u. 5. 322/B office

Mailing address: 8601 Siófok, P.O. Box 102

**Phone:** +36-84-505-117

E-mail: info@fgsz.hu

**Opening hours:** 

Tuesday, Thursday: 13.00-16.00

Monday, Wednesday, Friday: closed

On operative issues, please contact our non-stop dispatcher service.

#### SYSTEM OPERATION CENTRE

**Phone:** +36-84-505-777

Nomination / matching / interruption: nomdisp@fgsz.hu

Physical (flow) control: flowcontrol@fgsz.hu

CUSTOMER SUPPORT ON THE USE OF RBP, IP, KP, TSODATA, IPDATA:

**Phone:** +36-70-938-7961

E-mail cím: support@rbp.eu

Our Company's website is available at www.fgsz.hu, while RBP's website is available at www.rbp.eu.

The information in this document reflects the situation as of December 2024.