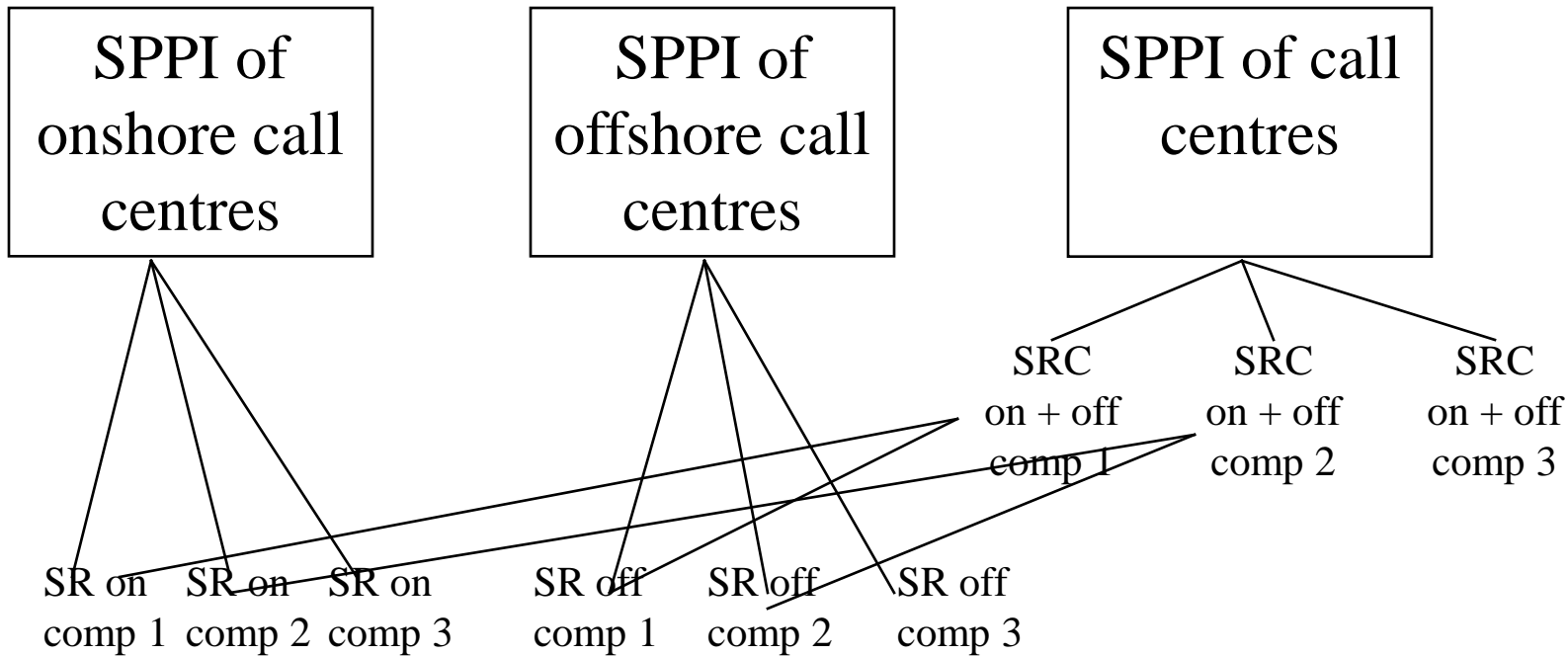


1) User-value adaptation for call centres

“secondary” aggregation trees

“main” aggregation tree



If customers see the off-shoring of these activities as a price decrease, it should be reflected so in NA. Hence, an explicit QA of 0,8 is more adapted than two strata.

2) User-value reasoning for “take or pay” contracts in industrial gases (20.11)

The invoice value of a contract “take or pay” is independent of the actual quantity exchanged, as long as it is smaller than the quantity recorded (more quantity is sometimes possible, but at other price conditions).

In 2009, the economic crisis made that the same amounts of transactions were invoiced in industrial gases through mains in France, but smaller quantities were exchanged (no use any longer).

A decrease in quantity, but no change in the tariff neither in the value...

	value 2008	Ivol	volume 2009	Iprice	value 2009
industrial gases (through mains)	100	75?	75 or 100?	100?	100

We have decided in France that in this case the quantities were more significant than the tariff (technical coefficients for production approach). But CPI could have another view.