

Markus Eklund

27 March 2018

Public

Customer Committee 3/2018

Date 10.4.2018 12:00 EET
Place Hilton Airport Hotel
Lentäjänkuja 1, Vantaa 01530
Finland
Meeting room Aquila 2

Agenda

	Time (EET)	Topic
	12:00 – 13:00	Lunch (Hilton Hotel restaurant Aquila)
1	13:00 – 13:15	Welcome Minutes of the eSett Customer Committee meeting 14.11.2017
2	13:15 – 13:45	eSett News
3	13:45 – 14:00	Customer Satisfaction Survey results
4	14:00 – 14:30	Market Reports
	14:30 – 15:00	Coffee break
5	15:00 – 15:20	Introduction to the Nordic HTR project
6	15:15 – 15:45	Market Participant topics
7	15:45 – 16:00	Any other business

Distribution: Customer Committee

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Agenda item: TOP 1

Minutes of the eSett Customer Committee meeting 14.11.2017

Brief summary:

- Members will review and approve the previous minutes of the eSett Customer Committee meeting 14.11.2017 and discuss about open action points.
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eSett	Customer Committee meeting	
Date	14.11.2017 12:00 -17:30 EET	
Place	Helsinki Hilton Airport hotel	
Present	Espen Fjeld	Energi Salg Norge
	Lars Ellingsgard (remotely)	Hafslund Nett AS
	Tom Backman	Fortum Markets Oy
	Tommi Pyhähuhta	Caruna Oy
	Johan Hagsten	Vattenfall AB
	Heidi Sundin	E.ON Elnät AB
	Kristian Bernseter	Statnett SF
	Mari Salo	Energiavirasto
	Heikki Raatikainen	Fingrid Oyj
	Birger Fält	Svenska kraftnät
	Liv Marie Butveit Deputy (remotely)	Markedskraft ASA
	Uy Tran	NVE
	Jonni Laine	eSett Oy
	Pasi Lintunen	eSett Oy
	Tuomas Lahti	eSett Oy
	Minnakaisa Ahonen (Chairman)	eSett Oy
	Anna Kirkland-Kaukinen (Secretary)	eSett Oy
Absent	Morten Torgalsbøen (Deputy)	Statnett SF
	Tania Pinzon	Svenska kraftnät
	Samuli Saine (Deputy)	Stapirkan Sähkö
	Håkan Eriksson (Deputy)	Ellevio

	Emelie Ekman (Deputy)	LOS Energy AB
	Erik Blomqvist	EI
	Teija Pelkonen (Deputy)	UPM Energy
	Trond Søreide (Deputy)	Mørenett AS
	Ulf Möller (Deputy)	Energi Norge
	Jani Piipponen	Fingrid Oyj
	Tor Ny	EI

1 Minutes of the Customer Committee meeting 21.6.2017

1 Minutes of eSett Customer Committee meeting 21.6.2017

1.1 Opening the day, recap of eSett Customer Committee meeting 21.6.2017

eSett CEO and chairman of the meeting Minnakaisa Ahonen welcomed all customer committee members to the second customer committee meeting. After all members had introduced themselves, it was agreed that previous meeting's minutes were approved and no additions or corrections are needed. Minnakaisa Ahonen raised few topics from the last customer committee meeting's content.

- In the last meeting, it was asked if market structures can be modified automatically via messaging. Some of the structural data flows will be possible in the next versions of Basse, and these will be presented in more detailed level today by eSett.

- It was also asked if there will be a possibility to receive / view exchange rates via Online Service or messaging in the future. This will not be possible for the time being, exchange rates are visible only in invoice layouts. Possibility to review the exchange rates will be developed later.

- In the previous meeting we planned to discuss about KPIs today. This topic will be moved to the next customer committee meeting in spring 2018 – we are developing KPIs but they are not ready to be presented yet.

- One addition on today's agenda topic 7: let's discuss about next meeting's agenda proposals if there are any.

2 eSett News

2.1 Future Market development – Tentative timeline

Pasi Lintunen presented tentative timeline of Nordic and European energy market development projects affecting NBS model and imbalance settlement processes. It was mentioned that several development projects are ongoing or to be started soon. Those projects will influence on eSett, TSOs, regulators and market participants and will change imbalance settlement model and processes significantly.

During year 2017, NBS go-live was successfully launched, and experiences from the post go-live period have been good. Imbalance settlement system, calculations and invoicing are working correctly. Another important change during this year has been bilateral trade

reporting harmonization in Sweden. From the September 26th, Swedish BRPs have reported bilateral trades on retailer level to eSett.

eSett has started a XBID project on 2017 which aims supporting multiple NEMOs in intraday market in the future.

Regulator question:

- How testing with the NEMOs is proceeding? Have you had any findings yet?

eSett answer:

- We are currently testing the functionalities with the NEMOs. The progress has been on expected level, no delays or serious obstacles found so far.

Next topic was Norwegian Elhub implementation, which has proceeded into external testing phase, planned go-live will be 2018 October.

Based on EU legislation, new role "Balancing Service Provider" will be developed and taken into use.

It was mentioned that Finnish datahub project has proceeded to the procurement phase.

It's also possible that new countries will join to NBS-model in the future.

Other significant projects mentioned were 15 minutes imbalance settlement period implementation (Finer Time Resolution), one balance/one price model and Swedish datahub project. Later on, aggregators will be taken into use in NBS model.

2.2 Online Service improvements

Pasi Lintunen summarized the status of Online Service improvements and reminded that eSett imbalance settlement system development project is not finished yet and eSett still has plans to develop Online Service functionalities, which have been required from imbalance settlement system vendor but which are not deployed yet. Those functionalities will be deployed in the coming versions of Basse. In addition, there are improvement requests received from market the participants. All changes cannot be implemented at the same time and prioritisation of improvements is still needed.

The following functionalities are planned to be implemented and submitted during the year 2017:

1. Notification when new market participants are added to settlement
2. Customer reference field in invoices
3. A new filtering option in Messages overview (ACK-status)
4. Export to excel status of reporting functionality with all the detail
5. MGA Imbalance View drill downs for MGA exchanges
6. Notification when production unit is without regulation object.

The detailed descriptions of the improvements are available in the previous customer committee material.

Market participant question:

- Are all improvement requests going to be published on eSett website? It would be a good idea to have a clear list somewhere, it is time demanding to go through the old meeting materials to find the list. There should be a better place than just a meeting material content. It would also be good idea to explain a bit more detailed level what the changes are about.

eSett answer:

- We will not publish all received improvement requests, only the ones that we decide to deploy. After the improvements are implemented and available for market participants, a notification will be published on ONLS.

Market participant question:

- How many improvement ideas are you receiving currently?

eSett answer:

- Approximately 0-2 per week, amount has been decreasing after go-live. Quite many requests are about the same functionalities.

The following improvements are planned to be deployed during Q1 2018

1. Missing Free Text (description) Field on MECs
2. Easier way to manage retailer balance responsibilities (RBR) for a BRP when new MGA is added
3. Status filter / overview of not matching MGA exchanges similar way as is implemented in the bilateral trades

On later phase during 2018, eSett will remove paging from the Online Service view, change column width in tables to be adjustable, adjust bilateral trade counter party approvals, aggregated balance reports and imbalance views.

The detailed descriptions of the improvements are available in the previous customer committee material.

2.3 Key figures

Pasi Lintunen introduced key figures of Nordic imbalance settlement and eSett. Today, over 1000 market parties are taking part in the settlement operations. Currently we have 188 active Balance Responsible parties, 822 Retailers and 483 Distribution system operators. The amount of Service Providers is 58.

Market participant question:

- Please describe in more detailed level what kind of role Service Provider is in NBS model?

eSett answer:

- Service Providers can for example take care of their customer's (BRPs, REs, DSOs) daily settlement operations and invoicing, or act as message brokers delivering settlement data files on behalf of the customers.

2.4 Settlement Service Status after go-live

Statistics from eSett's service management system were presented to the committee members. The number of service requests has been decreasing if compared to the time period before go-live.

- Approximately 40-60 new tickets per week after go-live

- Average resolving time was 0 days and 15 hours in 1st level support

- Average resolving time was 1 day and 2 hours in 2nd level support

- 94 % of all tickets were resolved in appropriate response time

Local language trainings were organized during October 2017 by eSett. It has been great to see such interested audience (over 350 participants) in the trainings. Plan is to organize local language trainings every year (basic trainings and advanced level trainings).

eSett comment:

- We have received a lot of positive feedback about the local language trainings and training content. It has been wished that we organize role based training next year and we are planning to do so.

2.5 Discussion topic for all members: Is there a need for eSett's own settlement conference?

Pasi Lintunen asked all committee members to assess together the possible need of eSett's own settlement conference. So far, settlement conferences have been organised mainly by the TSOs.

Market participant comments

- Workshop -type of conference would be a good idea because it's a good opportunity for eSett to interact with market participants. It seems that many people are attending to local language trainings, and they might be interested to participate in eSett conference as well.

- Since there are significant changes upcoming in Nordic market area in the future, it would be beneficial to have a place where these are discussed on yearly basis

- TSO's settlement conferences in Finland have been appointed mainly to the BRPs, and the content of Swedish and Norwegian Ediel days/conference have been quite similar. What will happen in the future with settlement conferences in Finland? Is Fingrid going to arrange those?

TSO answer:

- It has not been decided yet.

3 Transmission System Operator's (TSO) News

Kristian Bernseter from Statnett presented the TSO News on behalf of Statnett, Svenska kraftnät and Fingrid.

3.1 15 minutes settlement in the Nordics

First topic was about 15 minutes settlement period implementation project. TSOs in the Nordics have set a common goal for implementing 15 minutes settlement period and 15 minutes resolution in the balancing and intraday markets by July the 1st 2020. The project is in the planning

phase, and detailed Nordic and national implementation concepts and plans are currently being prepared.

15 minutes settlement period (ISP) implementation is a significant change, and it improves the frequency quality and security of supply. It also mitigates the risk of frequency deviations which are a challenge today, especially during the beginning of an average delivery hour.

The main benefits related to a change of ISP are

- Increased trading options for balance responsible parties (BRPs) with countries that have 15 min imbalance settlement period and 15 min energy products
- More efficient use of new and existing interconnectors
- Increased accuracy in the pricing of imbalances and valuation of flexibility
- Improved frequency quality – security of supply

Market participant question:

- What are the experiences of 15 minutes settlement period in central Europe?

TSO answer:

- Some countries (e.g. Germany) are already using 15 minutes settlement period and two auctions -model in intraday market. The experiences have been positive and promising.

Market participant question:

- Have the implications of 15 min settlement been taken into account on retail market and how in the TSO's pre-study (meaning processes and systems etc)? And how these will co-ordinated with retail market - handled and processed in the implementation phase?

TSO answer:

- Retail market was mostly out of the scope of TSO pre-study and the implementation in retail will go more locally driven

Market participant question

- How 15 minutes ISP project is affecting other Nordic development projects?

TSO answer:

- The day ahead market will stay hourly based but intraday market XBID will support 15 minutes settlement. There will be two auctions - model in use in the future.

Regulator comment:

- CACM compliance has not been checked yet regarding two auctions - model. In CACM there are certain regulations that need to be followed.

Market participant comment:

- Measuring in 15 minutes level requires changes in metering, systems and processes, and TSO and regulators need to establish rules and regulations for the market participants as soon as possible.

3.2 Datahubs in the Nordics – Elhub status

Before the summer it was communicated that the go-live of Norwegian Elhub was delayed. Project plan is now updated and new go-live date is 22.10.2018

Elhub system solution is completely developed, core functionality and market processes are verified. Testing with external participants and vendors are ongoing but some bugs are still found and need to be corrected. At the moment, reporting and calculations of real settlement are used.

3.3 Finnish data hub status

Data migration is bought as a service and will be implemented and operated externally. Datahub system's public procurement is ongoing.

Some pilot companies have already started to use the service during October 2017, the entire industry will be following from April 2018.

Fingrid has carried out 3 large inquiries to the industry, trying to understand how the data quality is and their level of readiness. These inquiries will continue.

Legislation is not ready yet but the process is ongoing, legislation changes are expected to be ready by the end of this year or beginning of next year.

3.4 Swedish data hub status

At the moment, the focus is in demands. Procurement phase starts during the next year and invitations to tender will be sent by the end of 2017. Commissioning phase begins on year 2020. Discussions with

stakeholders are ongoing, public hearing is organised regarding legislation changes in Sweden.

4 **Market Participant and regulator News**

DSO representative Heidi Sundin presented feedback received from the Swedish DSOs.

- Structure changes in open settlement period have been a topic often mentioned by the DSOs, more flexibility is needed
- Load profile information is not always updated in all DSOs systems. Would it be possible that DSOs send this data to eSett, not Svk? Sometimes there is a delay in calculation results sent to eSett and it is time demanding for DSOs to check if the whole chain has worked ok.
- Rejection of whole XML when one time series incorrect is experienced as a negative thing, causing extra work for DSOs
- Imbalance settlement results should be sent more often by eSett, because often values are up to date in Online Service, but not in DSOs own systems.
- Reasons for DSO MGA imbalances are usually structure changes and/or profiled consumption, but it is time demanding to investigate what time series is the one which causes it. Especially in situations if there are several MGA areas, which need to be selected from Online Service one by one.

BRP representative Espen Fjeld raised a topic regarding Norwegian bilateral trades gate closures. Gate closures for manual corrections should be extended. The suggestion is that on every week's Monday the gate for manual corrections stays open for full day instead of 12 hours from midnight until noon. During the current week's Monday it would be possible correct values from last settlement week (full week) manually.

eSett comment:

- Thank you for this proposal, we need to investigate this change request internally at first. This topic needs to be handled in TSO Expert group as well before the change can be initiated.

Market participant question:

- Generic data packages are not in use yet, when those are going to be published?

eSett answer:

- We've had bugs in generic data packages and we needed to remove them from the Online Service. Those bugs are fixed in the next version of Online Service, and the business testing is still ongoing in test environment.

Market participant question:

- Collateral requirements are updated in Online Service on Monday, and BRPs might get the price information at a late stage, meaning that they have quite short time to react. Sometimes this information is updated late in Online Service (not at 13:00 CET)

eSett answer:

- Some of the settlement banks are not able to send balances to eSett in the middle of the day, and that is why it has been decided that information is published on Monday at 13:00 CET and balances are received in the end of day. We also have tight invoicing schedule on Mondays in eSett, and sometimes reasons for late collateral requirement publishing are not depending on eSett.

5 Development

5.1 Structure dataflows

Tuomas Lahti from eSett summarized the status of eSett's messaging interface development made for the DSOs (and in the future, the hubs). New functionalities will automatize certain structure changes in Online Service, which have been done manually before. New functionalities (both inbound and outbound) will be available in Q1 2018, and eSett prepares a guideline to support the implementation.

New inbound dataflows (XML file format)

- Production Units; PU create, PU terminate, PU-RE create, PU-RE terminate, PU Capacity update, PU Name update, PU Type update

- Consumption of retailers; create, change validity start, change validity end

- Imbalance retailers of Metering Grid Areas (MGA); create/change MGA imbalance retailer

New outbound dataflows (Specific Data Packages to DSOs):

- All and Delta values for all three structure types within predefined period (D – D+14)

Dataflows for other roles will be implemented later. Related BRS documentation is available at www.ediel.org. Some basic principles will be used, e.g. one incorrect MEC rejects the whole message and only one change per structure is allowed

Market participant question:

- Are structure dataflow changes already included in Ediel org documents?

eSett answer:

- We will check this and confirm later.

Market participant question:

- Does eSett have testing system for this or will it be straight deployment into production?

eSett answer:

- Testing against testing system will be possible

Market participant question:

- What is the difference between structure dataflows and currently used dataflows?

eSett answer:

- Structure dataflow messages enable automatized market structure changes and updates in Basse database, while "traditional" dataflows include only values for existing time series and/or MECs

5.2 MEC Data extraction

Anna Kirkland-Kaukinen from eSett introduced a new functionality in Online Service, which will be deployed into production environment during Q1 2018. In Input data section, new MEC Data Extraction functionality allows users to export data from Online Service in various new combinations. It will be available for all market roles, but the export options vary depending on the market role that the end user is logged in. Multiple MEC types can be included in the same excel report (e.g. bilateral trades and PX market trades). Important improvement is also that exporting of long time period (year) can be done in one excel export.

Market participant question:

- Are other codes than just MEC ID included in the reports? Swedish internal codes are needed in the report as well.

eSett answer:

- No, unfortunately those will not be included in the reports.

6

Roles and responsibilities in NBS model after data hubs are implemented in Nordics

DSO representative Tommi Pyhähuhta presented eSett's question list (sent via email to DSO representatives before the meeting), along with DSOs answers and feedback. Questions were regarding hub implementation project effects on DSOs roles and processes, since those will significantly change the responsibilities of the DSOs.

eSett questions and summary of DSOs answers and comments:

1. Please provide an estimation of DSOs' level of knowledge regarding data hubs?

a. *"The level of knowledge varies, since some DSOs are more aware than others. Some DSOs have participated in the data hub conversion pilot in Finland, and it is clear, that the level of knowledge is higher in these situations."*

b. *"At the moment, it is not known exactly what data hub will eventually bring because the definitions are not accurate enough"*

2. Please estimate how daily imbalance settlement operations of the DSOs will change? What kind of support DSOs expect from eSett after data hub go-live?

a. *"The DSOs must be able to send data after hub go-live and eSett should check the steps for the data blocks, due to control."*

b. *eSett should ensure that the chain through the data hub is correct and secure*

c. *Suppliers' sum deliveries come from the data hub, so final checks must be done by eSett*

d. *DSOs has to perform parallel calculations and compare the results with eSett*

e. *Because the calculations will be in the data hub and the DSO will still have to settle measurement errors and deficiencies, e.g. deviating of backup supply connections. eSett needs to be able to report balance error quickly enough to the DSO*

f. *Does eSett's role need change at all after the data hub? eSett's role is likely to increase with the introduction of the Data Hub and it is likely that more functionality is required for eSett, eg the energy losses validation*

g. In case If the data hub does something wrong, eSett and hub should be able to react and inform DSO”

3. Will DSOs need to log in to eSett imbalance settlement system after data hubs are implemented or will it be sufficient to communicate with the hubs?

a. Yes, Online Service and messaging service are still needed for ensuring data accuracy

b. In Online Service, there should be a possibility for the DSOs to perform similar checks as today

c. Regional network calculation results and the exchange of regional network suppliers are not done in the data hub, but the DSO calculates in its own EDM system and sends messages to eSett

4. Will DSOs need reports of settlement results from eSett anymore?

a. Yes, DSO will need eSett reports in order to verify the accuracy of the transparency and self-checks, for example losses, all eSett reports will be required in future as well. That is the final official information.

b. Messages are also required for a certain transition time to confirm the accuracy of the data

c. MGA imbalance information is also needed in the future

d. Settlement result will be need as long as quality of result is confirm. Maybe over two years?

5. Any other comments from DSOs regarding hubs?

a. DSOs need visibility to hub for checking data, e.g. structural information

b. Financial liability should be included in the legislation, for example in case of incorrect imbalance settlement data

c. How is structural information is maintained after hub go-live and in which system? Data hub or eSett Basse?

Market participant comments:

- Roles and responsibilities need to be divided in more detailed level, what is the master data, and where will it be? Which information DSOs shall compare their own metering results? Is hub the master data?

- It is unclear if regional networks going to be implemented in hubs?

- DSOs will need Online Service in the future, to be able to do the same check as before. DSOs will also need settlement results from eSett after hub

- How calculation of losses will be done in the future, if hub calculates, is it legally responsible for the calculation results?

Market participant comment:

- It is unclear which party is responsible for data correctness according to legislation.

- Are hubs described in Handbook?

eSett answer:

- Handbook does not cover information of Norwegian Elhub or any other hubs, and those needs to be updated. This discussion will be used as a basis for definitions and clarifications in the Handbook.

7 Any other business

It was decided that KPIs will be handled in the next meeting. Members were encouraged to be active regarding agenda proposals before the next meeting.

No more topics were raised at this point. Chairman ended the meeting.

8 Next meeting

Next customer committee meeting will be held 10.4.2018 in Helsinki.

Attachments: eSett News – Pasi Lintunen
Transmission System Operator's (TSOs) News – Kristian Bernseter
Structure dataflows – Tuomas Lahti
Data extraction – Anna Kirkland-Kaukinen

Distribution:

Customer Committee members and deputies

cc

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27 March 2018

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Agenda item: TOP 2

eSett News

Responsible party: Tuomas Lahti, eSett

Brief summary:

eSett will present settlement news since last customer committee meeting. eSett was asked by the customer committee in November 2017 to look into possible improvements in NBS model e.g. bilateral trade approval process and structure changes within the open settlement window. eSett presents the improvement initiative analysis results.

- Material is available on: <https://www.esett.com/customer-committee/>
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Agenda item: TOP 3

Customer Satisfaction Survey results

Responsible party: Markus Eklund, eSett

Brief summary:

eSett carried out a customer satisfaction survey for year 2017 in January 2018. eSett informed the customers about the survey in eSett's infoletter. eSett will present the survey results. Customer committee members are asked to give feedback of the survey and of customer service.

Presentation topics:

- Survey structure and respondents
- Survey results and comparison to results from 2016
- Discussion topics: How to activate more respondents? What do you think we have done well and what should be improved in customer service?
- Material is available on: <https://www.esett.com/customer-committee/>

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Agenda item: TOP 4

Market Reports

Responsible party: Kim Saarijärvi, eSett

Brief summary:

It was decided in the last customer committee meeting that eSett will present the market reports to the committee. eSett will present the reports and their contents and plans of publishing the reports at the end of year 2018.

Presentation topics:

- Market reports in Online Service
 - Content of the reports
 - General information about reports
 - Material is available on: <https://www.esett.com/customer-committee/>
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Agenda item: TOP 5

Introduction to the Nordic HTR project

Responsible party: Birger Fält, TSOs/Svenska kraftnät

Brief summary:

Commission regulation ((EU) 2017/2195) a guideline on electricity balancing (EB GL) entered into force in December 18th 2017. This regulation will have an influence on the current NBS-model. TSOs have established a working group to coordinate and plan these changes. TSOs presents the organization of the project and its goals.

Presentation topics:

- Purpose and Nordic ambition of 15-minute imbalance settlement
- Organization of TSOs' project
- General time plan
- Main changes
- Material is available on: <https://www.esett.com/customer-committee/>

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Agenda item: TOP 6

Market Participant topics:

Responsible party: Market Participant representative

Brief summary:

This agenda point is reserved for the committee members to present topics they would like to discuss about. eSett has also asked the members to prepare a presentation of the following topic: Market Participants observations and proposals for future NBS model development.

- Materials will be published during the meeting
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Agenda item: TOP 7

Any other business

Responsible party: All

Brief summary:

- Discussion on any other business
 - Next meeting
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