



## **eSett News**

Customer Committee 1/2018

2018-04-10 Hilton Airport Hotel, Vantaa

# Agenda

- eSett customer service team
- Handbook updates
- Change to acceptance of bilateral trade counterparty values
- Structural changes to past
- Online Service improvements
- New premises

# eSett customer service team

## Three ways to contact eSett



eSett provides support to market participants via three different channels:

- Create Customer Service Request on [www.esett.com/contact](http://www.esett.com/contact)
- Send email to [settlement@esett.com](mailto:settlement@esett.com)
- Call +358 10 5018500 Open hours 09-15 CET

The team includes:

- Tuomas Lahti (operations)
- Markus Eklund (specialist)
- Kim Saarijärvi (specialist)
- Pauliina Olsson (specialist)
- Martin Fougli (specialist)
- Maros Meszaros (external consultant)
- Tuomas Pulkkinen (trainee)
- Ville Kärnä (trainee)
- Lars Westerlund (local host, Sweden)

## Handbook updates

- eSett will update it's Handbook and all language versions during this spring
- Changes include:
  - Change to acceptance of bilateral trade counterparty values
  - Structural changes into past
  - Introduction of multiple NEMOs (Elbas vs. Intraday)
  - Small adjustment of KPI chapter
  - Forced encryption of messaging in Sweden (TLS certificate)
  - Language improvements

## Change to acceptance of bilateral trade counterparty values

- eSett has received feedback from the Balance Responsible Parties (BRP) in relation to the schedule for bilateral trade counterparty values acceptance
- It was especially commented, also during last customer committee meeting, for being a bit too strict
- eSett decided to take the initiative to look into the possibility of extending the schedule to be more flexible
- As a result, the previous gate D+1 12:00 CET has now been changed in all MBAs to **D+1 24:00 CET** and BRPs have thus 12 hours more time to react
- All comments regarding the change made are very welcome

# Structural changes into the past

- Support of structural changes flexibly into past has been requested by DSOs already for a long time
- Currently the following settings have been agreed to be implemented and eSett will inform separately when the settings can be taken into use:

In Sweden, all production is handled in production imbalance!

Area/Structure	Consumption	Minor Production	Normal Production
Finland	-7	-7	-
Sweden	-7	N/A	-7
Norway	-7	-7	-

# Online Service improvements 1/2

Already implemented improvements:

1. Notification when new market participants are added to settlement
2. A field "Customer's reference" to the invoices
3. A new filtering option in the Message Overview
4. Filtering criteria under "MESSAGES" to be able to filter on the field "ACK Status"
5. Export to excel status of reporting functionality with all the details
6. MGA Imbalance View drill downs for MGA exchanges
7. Notification when production unit is without regulation object
8. Missing Free Text (description) Field on MECs
9. Easier way to manage retailer balance responsibilities (RBR) for a BRP when new MGA is added
10. Status filter / overview of not matching MGA exchanges similar way as is implemented in the bilateral trades

## Online Service improvements 2/2

Upcoming improvements during the year 2018:

1. Paging to be removed from the Online Service view
2. Column width in tables to be adjustable
3. Bilateral trade counter party approvals
4. Aggregated balance reports and imbalance views
5. ONLS views should remember user's preferences
6. Basse calculations to the future, MECs open to the future
7. ONLS Production and Consumption drill down

Cancelled improvement:

- Status of Data for MGA Exchange Overview

## New premises

- eSett will move to new premises during this May
- Our current office does not accommodate all 15 of us appropriately
- Location is right next door to our current office, in Duetto building
- Some future Customer Committee meeting could possibly be organized there

