



## **eSett News**

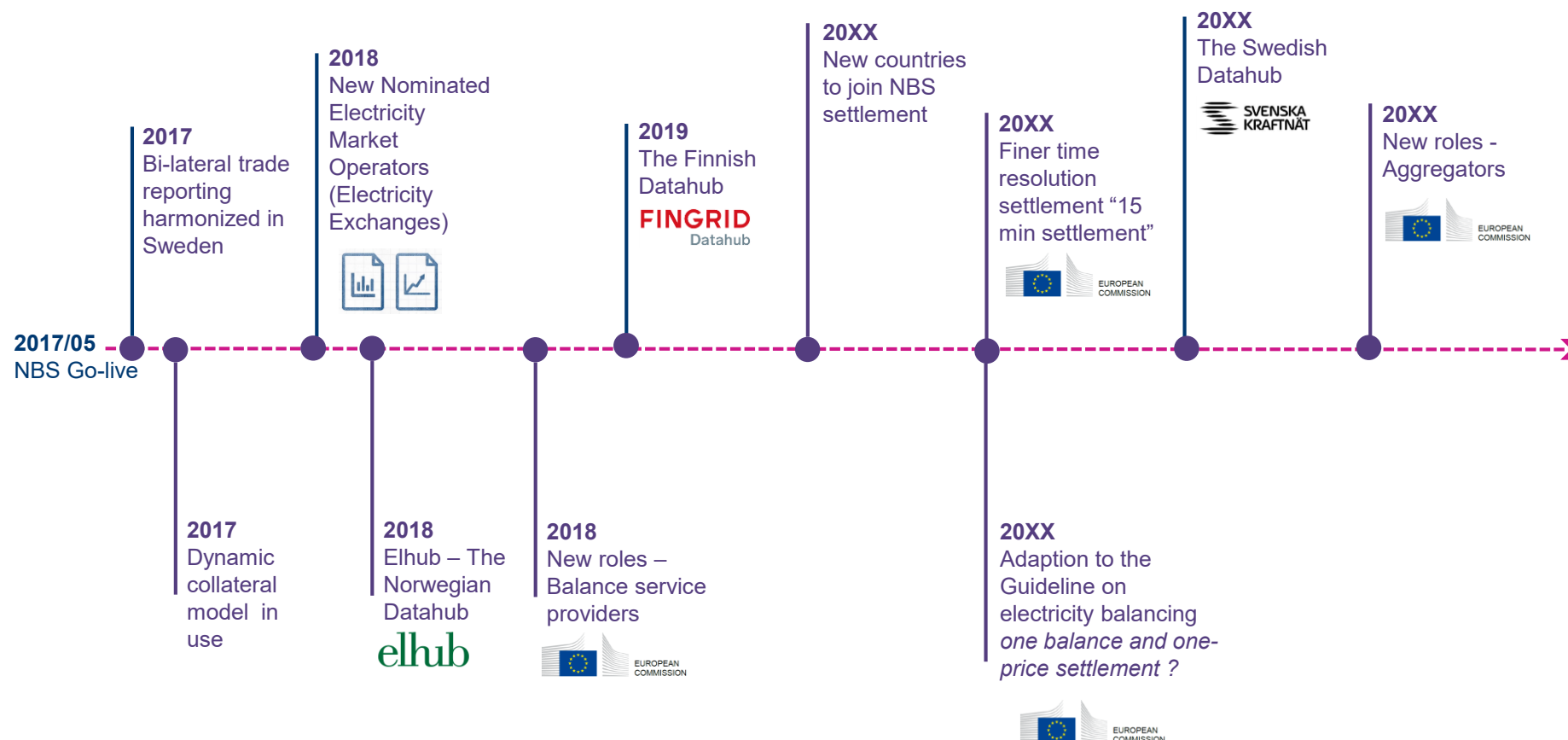
Customer Committee 2/2017

2017-11-14, Vantaa

## Agenda

1. Future market development – Tentative timeline
2. Status and time schedule for the first Online Service Improvements
3. Some key figures
4. Settlement Service status after go-live
5. Is there a need for eSett's own settlement conference?

## Future Market Development – Tentative Timeline



## Online Service Improvements

- eSett has received various improvement requests for the Online Service (ONLS) from the market participants
- eSett has prioritised the requests internally and for this prioritisation is influenced if improvement request is has been received from several participants
- In the following slides are presented when these improvements will be implemented

## Improvements implemented during the year 2017

- Notification when new market participants are added to settlement
- A field "Customer's reference" to the invoices
- A new filtering option in the Message Overview
  - Filtering criteria under "MESSAGES" to be able to filter on the field "ACK Status"
- Export to excel status of reporting functionality with all the details
- MGA Imbalance View drill downs for MGA exchanges
- Notification when production unit is without regulation object

## Improvements implemented Q1/2018

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

## Improvements implemented during the year 2018

- Paging to be removed from the Online Service view
- Column width in tables to be adjustable
- Bilateral trade counter party approvals
- Aggregated balance reports and imbalance views

## Some key figures

- Over 1 000 market parties take part in settlement operations
  - Balance Responsible Parties 188
  - Distribution System Operators 483
  - Retailers 822
- Market Balance Areas 10
- Metering Grid Areas 1222
- Service providers 58
- 700 000 market messages received on a weekly basis



## Settlement Service status after go-live

- Customer activity statistics from the ticketing system
  - 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 times
- Local language trainings were organized during October 2017
  - Over 350 training participants
  - Plan is to organize trainings every year (basic trainings and advanced level trainings)

## Is there a need for eSett's own settlement conference?

- Task for all meeting participants
  - Please assess and provide feedback on the outcome



