

# Customer Committee

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## Rules of procedure

### 1. Objectives and scope

- 1.1. The purpose of the Customer Committee (hereafter in this document also "Committee") is to provide a dialogue between eSett and its stakeholders and to offer a forum to bring up customers' views for developing and improving of Nordic Balance Settlement ("NBS") model, eSett services and other imbalance settlement related topics such as development related to the European imbalance settlement model. All major change proposals to the NBS model will be discussed in the Customer Committee before they are decided and implemented.
- 1.2. The Customer Committee will meet on a regular basis discussing issues related to imbalance settlement and how to develop it. In the Committee, both eSett and the market participants can address issues that need attention and are relevant to the market roles they represent.
- 1.3. The Customer Committee is an advisory body with no decision rights.
- 1.4. Energy market authorities in NBS Countries are invited to participate in the Committee.

### 2. Meetings

- 2.1. Only general market principles shall be discussed in the meetings. No confidential business information or other information relevant to the competition and market behavior of the companies will be discussed at the meetings of the Customer Committee.
- 2.2. Meetings will be held mainly in Finland in eSett's premises or similar, or alternatively in the capital cities of NBS countries.
- 2.3. Meetings will be held twice a year, unless the chairman of the Committee decides otherwise after consulting the members of the Committee.
- 2.4. Physical participation to the meetings is preferred, but virtual participation can be arranged in special cases.
- 2.5. Members will be asked to send proposals for the agenda at least three weeks in advance to [settlement@esett.com](mailto:settlement@esett.com). A secretary of the Committee prepares an agenda for the meeting and the chairman approves it. The agenda and the cover letter will be delivered to the members two weeks before the meeting.
- 2.6. eSett will publish a memo one week after the meeting. Agendas of the meetings, memos and presentation materials will be published on eSett's homepage <http://www.esett.com>.

### 3. Management of meetings

- 3.1. The chairman of the Customer Committee is eSett's representative.
- 3.2. If the chairman is absent, the Committee secretary acts as the chairman of the meeting.

eSett / Minnakaisa Ahonen

Approved  
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3.3. eSett prepares and organizes the meetings.

3.4. The secretary of the Committee will be eSett's representative.

## 4. Membership

- 4.1. The Customer Committee will consist of two market participants and one Transmission System Operator representative from each NBS country in addition to the eSett representatives. One of the market participants from each NBS country will be either a Balance Responsible Party or a Retailer representative, and the other Distribution System Operator representative. For each member there shall be a deputy member.
- 4.2. Transmission System Operators nominate the Committee members and their deputy members after discussing with the market participants. eSett's Board appoints the Committee members and deputy members.
- 4.3. In addition to the market participants and TSO representatives, energy market authorities responsible for regulation approval and execution from all NBS countries can participate in the meetings.
- 4.4. The members and deputy members are appointed for a term of two years. For the first two-year term, half of the members and deputy members shall continue for an additional one-year period to ensure continuity. The following terms will have a length of two years. If a member is prevented from finishing their term, the member must inform the secretary and eSett board will appoint a new member to their place.
- 4.5. A deputy member shall participate in the meeting if the member is unable to attend the meeting. .
- 4.6. In all Customer Committee work, the members shall represent their corresponding market roles and not their own companies by proposing solutions that improve the market functioning as a whole.