

A photograph of three large white offshore wind turbines in a deep blue sea under a clear sky. The turbine in the foreground is the largest and most detailed, showing its three blades and tower. Two other turbines are visible in the background, one to the left and one to the right, both slightly out of focus.

# eSett News

## Customer Committee Meeting Autumn 2021

Diana Welander | 23.11.2021

# eSett Customer Satisfaction Survey 2021

- The survey was open for three weeks between 4.10.2021 - 22.10.2021.
  - A reminder was sent out 13.10.2021 to those who had not already answered the survey by that time.
- Language options: English, Finnish, Swedish, Norwegian.
- The survey was sent out to all active Online Service end users:
  - 2664 invitations sent
  - Delivered to e-mail addresses 2316 (86,90%)
  - Returned messages about 315 (11,86%)
  - 33 unsubscribed (1,24%)
  - **236 answers received**

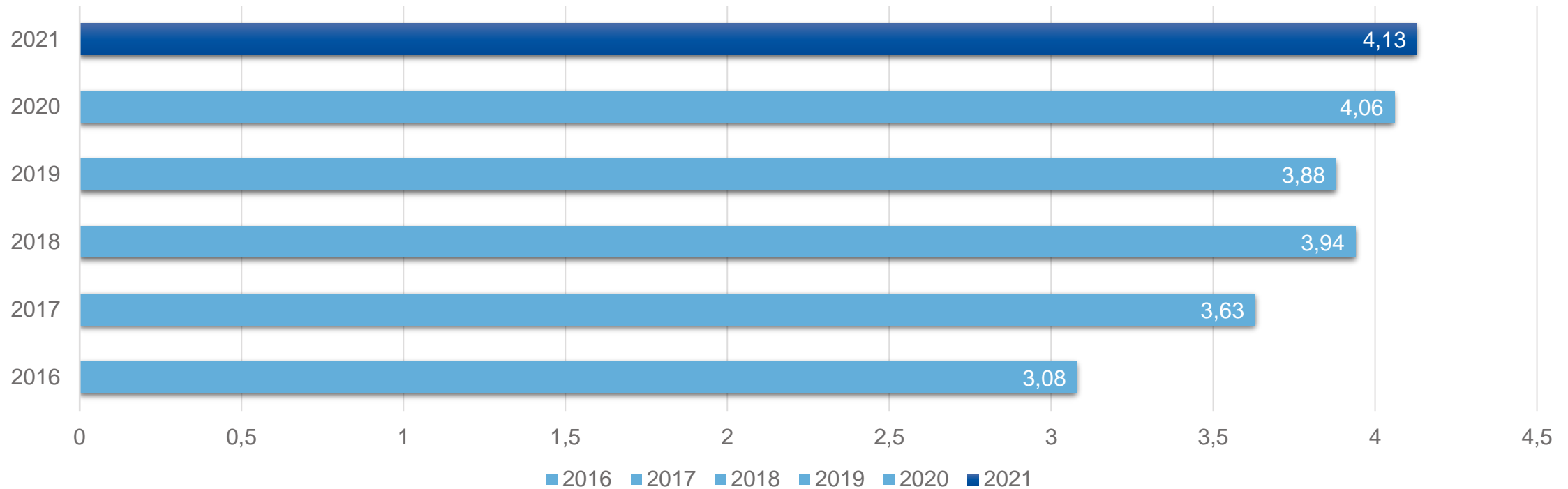


# eSett Customer Satisfaction Survey 2020

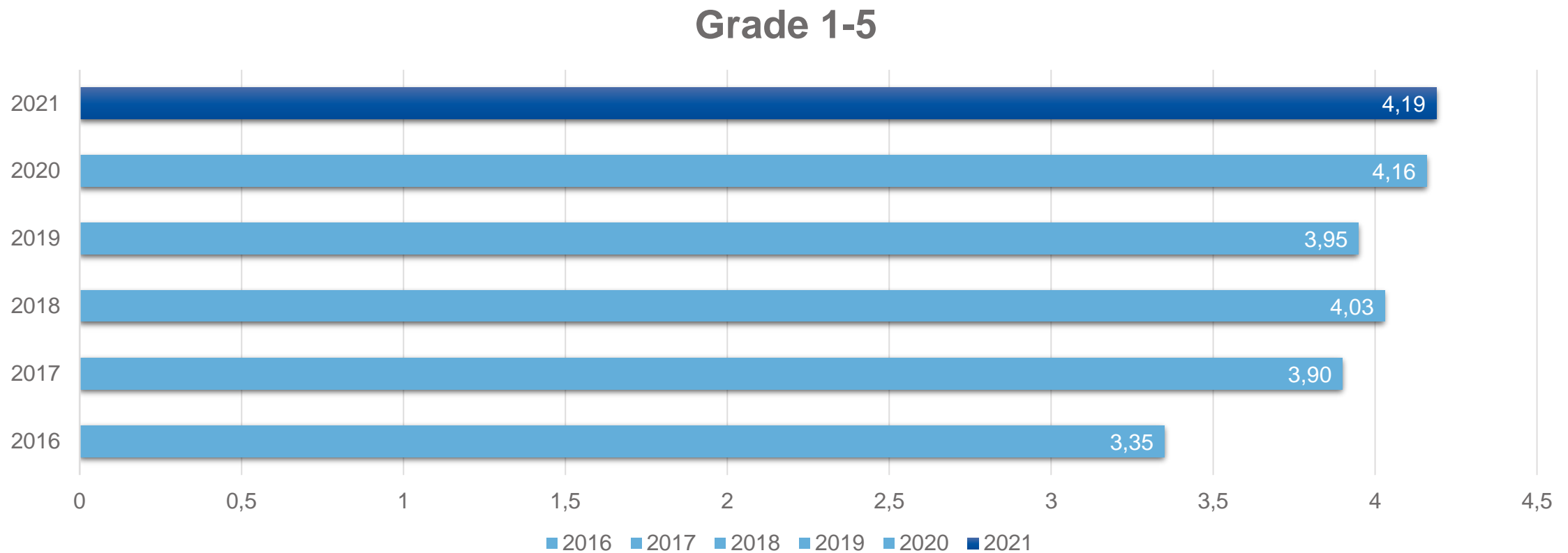
- The survey included 9+1 questions:
  - Most of the questions were for comparence the same as last year, with a few improvements.
    - The question “What have we done well and how can we improve our services” from last year was divided into two different questions, as we recognized that it was sometimes difficult to interpret which question the respondent had referred to in their answers.
    - The new questions thus became “What have we done well?” and “How can we improve our services?”.
  - An additional open question was asked if the given grade of the question ” How satisfied are you with eSett's communication about market changes and other important information?” was equal or under 3.
  - At the end of the survey, we included a question “I can be contacted for further elaboration regarding my answers” where we gave the respondent the option to leave their contact details to eSett.

# Give an overall grade for eSett's customer service

## Grade 1-5

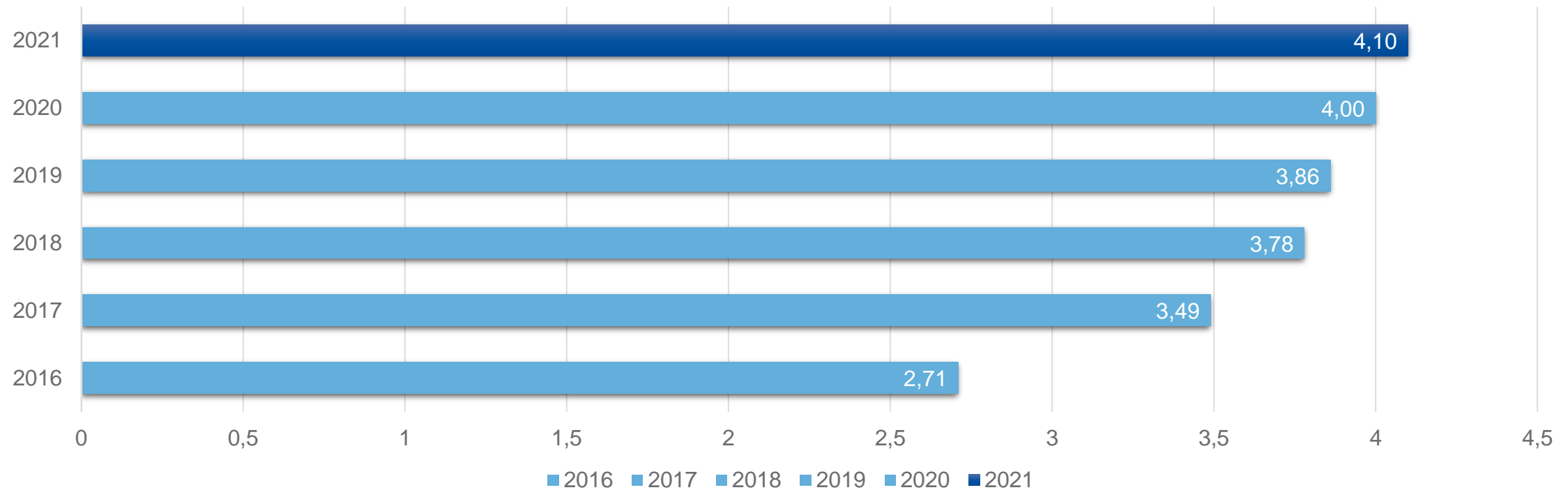


# How professional is eSett's customer service?

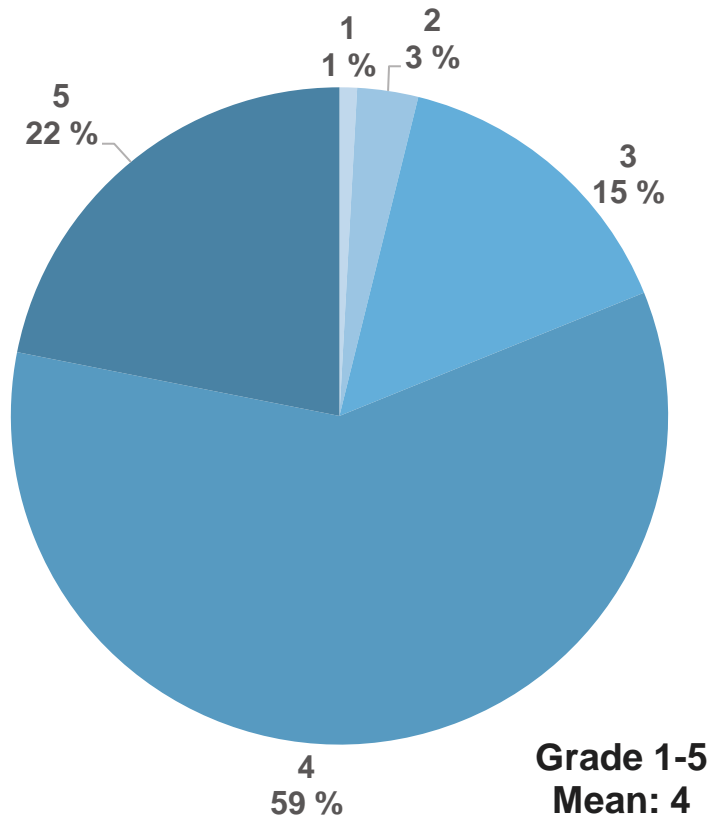


# How satisfied have you been with the service request resolution times?

## Grade 1-5



# How satisfied are you with eSett's communication about market changes and other important information?



**Closer cooperation with the TSOs , when the TSOs are arranging trainings and educations. Separate practice sections with examples from Online Service could be included in the meetings.**

**Target the communication of the person you are communicating with, DSO or RE.**

**Send out more information on an ongoing basis and have video instructions for online service in different parts.**

**I think eSett needs to involve customers more by sending out questionnaires about changes that are coming. Make the customer actually understand the content of what is being communicated.**

**Maybe use national TSOs to convey cases. For example, I think that the introduction of BSP has been far too little communicated, and that this has been overshadowed by the Single Balance Model and Finer resolution.**

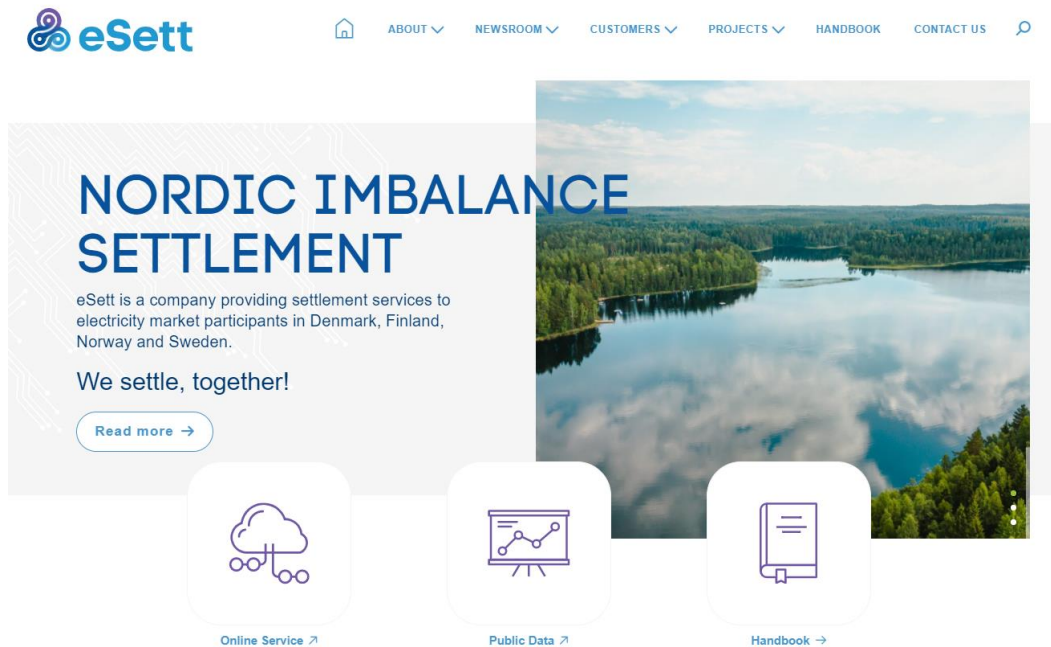
## Possible improvements

- eSett will investigate the possibility for market parties to resend outgoing data packages in Online Service themselves.
- eSett will investigate the possibility to add a Notification Overview window in Online Service.
- Login and data management for large customers.
- Improvements in change of Service Provider.
- Improve system speed.





# Better Communication Tools



- New web site
- New tool for newsletters
- Tutorial videos
- Projects specific pages
- Webinars
- Blog

# General News

- New ERP system in use from 7.9.2021
  - Minor delays in updating the payment status of invoice payments on 9.9.
  - E-invoice format is updated from Finvoice 1.3 to Finvoice 3.0
- E-signature more and more in use
  - Fingrid Balance Agreement for Single Balance model



# General News

- Webinars:
  - Single Balance Model 14.9.2021
  - Webinar in Q1 2022: 15 min commissioning plan for the market
- Handbook:
  - Single Balance Model translations: Published in July
  - Single balance Handbook to main version: Ongoing
  - BSP- handbook: Underway
- Two new employees started in the Operations and Customers team on 16.8.2021.





WE SETTLE, TOGETHER!

