

Diana Welander

28 April 2022

Public

## Customer Committee / Spring 2022

Date 12.05.2022 14:00 EEST

Place eSett's office &amp; Microsoft Teams

### Agenda

	Time (EEST)	Topic
	13:00 – 14:00	Lunch and mingle
1	14:00 – 14:10	Welcome Minutes of the eSett Customer Committee meeting 11.5.2021
2	14:10 – 14:30	eSett news
3	14:30 – 14:45	BSP model's technical go-live, what will happen on 10.10.2022?
4	14.45 – 15:05	TSO News
	15:05 – 15:20	Break
5	15:20 – 15:45	15 min Imbalance Settlement Period – way forward
6	15:45 – 16:00	Recap on eSett's 15 min ISP project and its latest changes
	16:00 – 16:15	Break
7	16:15 – 16:50	User Experience of a client portal – Introduction Workshop
8	16:50 – 17:00	Summary and next meeting
	19:00 – 22:00	Dinner at Restaurant Kappeli

Distribution: Customer Committee

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Agenda item: TOP 1

Minutes of the eSett Customer Committee meeting 23.11.2021

Brief summary:

- Members will review and approve the previous minutes of the eSett Customer Committee meeting 23.11.2021 and discuss any open action points.
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<b>eSett's Customer Committee meeting</b>		
Date	23.11.2021 12:30 EET	
Place	eSett's office & Microsoft Teams Meeting Online	
Present	Kristian Bernseter Heikki Raatikainen (Deputy) Birger Fält Karsten Feddersen Uy Tran (present until 12:50) Carl Helman Espen Fjeld Bård Mageli Håkan Eriksson Lena Ingårda Jarmo Lapakko Tommi Pyhähuhta Jesper Vestergaard (Joined at TOP 6) Minnakaisa Ahonen (Chairman) Diana Welander (Secretary) Tuomas Lahti (Secretary) Antti Niemi Pauliina Olsson-Hurt Kim Saarijärvi Tuomas Pulkkinen	Statnett SF Fingrid Oyj Svenska kraftnät Energinet NVE Forsyningstilsynet Energi Salg Norge AS Volue Market Services AS Ellevio Vattenfall AB EPV Energia Oy Caruna Danske Commodities eSett Oy eSett Oy eSett Oy eSett Oy eSett Oy eSett Oy eSett Oy
Absent	Anders Millgaard (Member) Liv Marit Butveit (Deputy) Trond Marthinsen (Deputy) Tom Backman (Deputy) Marjaana Rinne (Deputy) Emelie Ekman (Deputy) Jacqueline Håkansson (Deputy) Jørn Klitgaard (Deputy) Naji Iskander (Deputy) Morten Torgalsbøen (Deputy) Robert Thelander (Deputy) Jani Piipponen (Member) Preben Høj Larsen (Deputy)	Modstrøm Volue Market Services AS Lyse Produksjon AS Fortum Smart Energiapalvelut LOS Energy AB E.ON Elnät AB Ørsted Modstrøm Statnett SF Svenska kraftnät Fingrid Oyj Energinet

**1 Opening the day, recap of the meeting minutes from the last Customer Committee meeting**

eSett CEO and Chairman of the meeting Minnakaisa Ahonen opened the meeting and welcomed all Customer Committee members to the ninth Customer Committee meeting. This meeting was again held via Teams since travel restrictions are still ongoing. The member list was shortly revised, and all members had an opportunity to say their greetings and give their comment on their expectations of the meeting. Minnakaisa mentioned that eSett had considered allowing more people participate in the meeting as it was held via Teams but concluded that the meeting should be held in the same way as a regular meeting in order to create a good discussion.

**The meeting minutes from the last Customer Committee meeting were approved as they were, since no one had any comments on them.**

**2 NBS TF latest update**

Uy Tran from NVE had a special announcement to make as he presented that NBS Task Force has closed down as of September 2021. The reason for this is that tasks that required the NBS TF's attention have decreased significantly.

This means that regulator members will no longer participate in eSett's Customer Committee meetings.

**3 eSett News**

Diana Welander started her presentation with revealing eSett's annual customer satisfaction survey. The survey was open for three weeks, and the number of replies was higher than before. This year, it was possible for the respondents to leave their contact details for eSett if they wish to elaborate their feedback and ideas with eSett at a later point.

Diana continued with presenting improvement ideas received from the respondents concerning eSett's communication and operations. Examples were given, such as for example creating Online Service video instructions and the possibility for market parties to resend outgoing data packages in Online Service themselves. eSett will thoroughly revise all received feedback and improvement areas and prioritize development ideas.

The presentation continued with informing that eSett has renewed their website. The new website contains project specific pages to systematically share updated information concerning each project. The aim is for customers to easily find all

information needed from the web page. The new site also contains a new blog section and tutorial videos.

Diana summarized the presentation with mentioning some more general news of what have been done since the last Customer Committee meeting. For instance, eSett has taken a new ERP system in use during the autumn. Also, the use of e-signature is becoming more and more regular for signing agreements.

In addition, it was mentioned that eSett's Single Balance handbook has been updated, translated, and published during the spring and summertime. The BSP handbook is now under preparation. Diana also mentioned that eSett has started using webinars as a way of communicating and it has been seen as a very effective way to present topics that are engaging, relevant and informative to the market. The next webinar is planned to be held in Q1 2022 and will present the 15-min commissioning plan for the market.

#### **4 Improvements in the settlement account model based on feedback from the market**

Pauliina Olsson-Hurt continued the meeting with her presentation concerning the potential improvements in the settlement account model. The original idea was received from customers as feedback and thus eSett wished to present option to develop the current model further.

Pauliina informed that eSett is currently testing out a different account model with a pilot group, where the settlement account can have a credit limit or be a part of a cash pool. The pilot period will start in Q1/2022 and will last for about 6 months. If proven successful, the model will be available to all BRP's after the settlement banks have adopted the new model. At this point the agreements are being revised together with eSett's lawyers. eSett will have constant communication with the balance responsible parties to whom this change might concern.

Pauliina started with describing the current model before moving on to presenting how the new account management target model could look like. The new account management target model would introduce a new component called cash settlement account which would not be pledged to eSett so that the BRP could release funds themselves. The cash settlement account would be used as an invoicing account and can be part of cash pool or utilized credit limit. Funds from Pledged settlement accounts are released to this account. In the new model all accounts still need to be in approved settlement banks.

Pauliina concluded her presentation by informing that the collateral calculation will remain the same and no changes will be made to this. Pauliina explained that the biggest work would be that this change requires both new agreements with eSett and the BRP's (pledged cash account agreement) as well as between eSett and the banks (settlement bank agreement).

There was a question from one market party if this will be a change for everyone or if it will be seen as an option in addition to current setup. Pauliina answered that for now the current model will stay and leave the new model as an option, but if the new model receives good feedback, eSett will likely phase out the old model at some point.

Another question was raised if it will be possible for every market party with an account in Nordea to participate. Pauliina confirmed this and added that this is also preferred. It was seen as a good idea to move ahead with this quite fast since the proposal was supported by customers.

## 5 **eSett's new ECP channel**

Antti Niemi carried on with his presentation about the new channel called Energy Communication Platform (ECP). His presentation aimed to provide motivation for market participants to consider this new channel as a potential preferred communication channel in market messaging with eSett.

Antti explained that ECP is owned, maintained, and developed by Entso-e in cooperation with partners. It is a robust, reliable, and secure way to exchange NBS messages between market participants and is foreseen to be the primary communication channel in the future.

eSett has been using the channel successfully for some time now ever since the Denmark integration. In addition, the messaging between eSett and Fingrid was adopted to use the ECP very recently. eSett runs ECP in High Availability mode utilizing clustering with new stable versions of the solution.

Antti ended his presentation by giving high level instructions on how to adopt ECP as a communication channel. He highlighted that detailed instructions are available on eSett's website and enquiries are also welcomed to be sent to eSett's customer service.

It was asked if this is just a new addition to the available channels or if this is a new common preferred channel. Antti answered that ECP is expected to slowly become the preferred channel. The time schedule, however, is not clear yet in each country and this will be regulated and communicated separately by each TSO.

## 6 **Go-live experience of the Single Balance Model from eSett's point of view**

The meeting continued with Kim Saarijärvi describing the go-live experience of the Single Balance Model from eSett's point of view. He gave the current status including the most important points before go-live as well as for the near time after

go-live. Kim informed that all steps prior to go-live were timely executed and that the same applies to most post go-live steps except for one measure. The only remaining task is to return to use the former dynamic collateral formula which shall take place during week 49.

Kim moved on to presenting the new views that have been added to Online Service and Public Data. For instance, prices and imbalance volumes are now available for both two balance and single balance model in the Public Data system.

Kim continued with evaluating successes and improvement needs for the project. He mentioned that the system vendor's and eSett's testing phases have been successful and therefore the production environment avoided getting any critical bugs. This then resulted in all necessary tasks being completed timely. Kim mentioned that eSett has received a lot of positive feedback from the market concerning the informative commissioning plan, a good webinar and quick responses to the enquiries.

The presentation ended with listing some improvement ideas for this project and projects in general. Although the project has overall been successful and there are no major findings that should have been done better, Kim still pointed out that communication always can be improved. He gave an example that eSett could have highlighted better how the changes affect the market participants. He also mentioned that eSett could have specified better the new attributes in dataflows. One last takeaway from the project was to possibly increase the number of webinars towards market participants when planning for future projects.

A question was raised if eSett has noticed any changes in the market parties' behaviors? Kim's answer to this was that it might still be a bit too early to say but based on eSett's normal monitoring it does not seem that there have been any major changes.

## **7 Go-live experience of the Single Balance Model from BRP's point of view**

As a part of topic 7 in the Customer Committee meeting, eSett asked all members to gather some comments from the market about their go-live experience before the meeting and present their general comments, improvement ideas and/or questions on this topic.

The feedback from Sweden was that everything has gone well. The first version of the single balance handbook was launched very early which was very appreciated. One member raised the idea that it could be a good idea for eSett to participate in the Ediel technic group to ensure that the TSOs and eSett have both the same information available. eSett will have a follow up discussion about this with the Swedish TSO to get more information.

The Norwegian members continued saying that the feedback received from the market has been positive and that eSett has been very helpful when reached out. Even data packages have been resent when if needed which has been appreciated. It was highlighted that the market parties are very much relying on system suppliers and their possibilities to adjust to the changes.

From the Finnish market perspective everything went very well. The biggest issue within the recent months have been the change in the production unit codes which did not relate to the single balance change but to the Finnish Datahub. The Finnish members sent greetings from a system vendor saying that the vendor was happy to receive the data package beforehand, so they could use this for testing.

Minnakaisa used the opportunity to ask if participants have had a look at our Public Data. Most members said that they do not at least regularly visit the site. The only comment was that BRPs would appreciate if there could be information on the Public Data site regarding the upcoming fee levels, since many BRPs are pricing their services according to these levels. Kristian from Statnett confirmed that since the information is public it could be published somewhere.

## **8 15 min commissioning plan: Review of the plan**

Tuomas Pulkkinen continued the meeting with presenting the commissioning plan of the 15 min imbalance settlement. This is the first time the 15 min Commissioning plan is fully presented outside eSett. Tuomas informed that the commissioning plan will be shared with the market on eSett's website within the following weeks. eSett will also organize a webinar for the market in Q1 2022 where the commissioning plan will be presented in more detail.

The aim of the 15-minute commissioning plan is to describe on a high level how the introduction of the 15 min ISP affects imbalance settlement, market participants operations and eSett's interfaces. Tuomas highlighted that this is a working document and eSett plan to update the commissioning plan regularly according to more details or feedback from the market.

Tuomas started by showing a timeline of the commissioning time schedule. The timelines were divided into two pictures whereas the first picture presented the overall schedule, and the second picture presented the timeline of resolutions. He then moved on to step by step explaining the effects of 15 minutes ISP on business and market processes.

Tuomas continued the presentation by describing the reporting around go-live by showing different reporting scenarios and the outcome of them. Each scenario was explained by its own picture for a clear view. The presentation then moved on to explaining the responsibilities and obligation of the parties. This part of the presentation explained in turn each of the market parties' obligations before, during and after the 15-min ISP go-live.



Tuomas ended his presentation with informing that the testing will be divided into three phases: Internal testing, external testing, and open market testing. During the internal testing phase, eSett will verify that the imbalance settlement system is behaving correctly. Any remaining issues will be fixed during this phase, so that eSett is able to provide a reliable test environment in later phases. In the external testing phase eSett will test together with a limited number of stakeholders. This phase has been scheduled from October to end of November 2022. The last phase is the open market testing that will take place from January 2023 until the Go-live. In this phase, eSett aims to provide all stakeholders a possibility to test with production like structures. Tuomas highlighted that the settlement results in this phase cannot be comparable with the results in production, since a lot of the input data will likely be missing or incorrect. Tuomas concluded with informing that the details of this phase will be clarified and communicated to the market closer to the test phase.

## **9 15 min commissioning plan: Feedback from the market**

As a part of topic 9 in the Customer Committee meeting, eSett asked all members to review the commissioning plan before the meeting and present their general comments, clarifications, improvement ideas and questions regarding the plan.

The first comment given was that the Nordic countries should go live same time to avoid any additional cost. It was also mentioned that an evaluation is needed in the event that Nordic countries act differently in the implementation phase.

Feedback from the system point of view were also given. It was asked if the products will be the same for PT1H and PT15M and it will only be the resolution that will change. Tuomas confirmed that this is the case. It was pointed out that the testing period is seen as very important and there was a wish to get it moved to an even earlier stage as it was seen as a risk that there is not enough time for both system vendors and customers to implement and test the changes.

It was agreed by all members that the system providers have a large responsibility in the implementation of 15 min ISP and they should be involved early in the discussion. eSett mentioned that there have been thoughts about having a separate Teams meeting with only eSett and the system vendors at an early stage of the commissioning. The time could for example be quite soon after the 15 min commissioning webinar that eSett is planning on having for the market in early Q1 2022. Tuomas also mentioned that eSett could maybe provide test files for the market parties to try out in the systems if this would be seen as helpful and an effective way of testing.

One member saw it as a risk that the go-live is in the middle of the week. It was said that it is preferred to have any bigger change happening on the first of the month and it would be even better if this day was on a Monday. This might

cause some challenges in splitting the data files so that the reported days do not overlap the go-live time.

Lastly, eSett was thanked for publishing the 15 min commissioning plan so early. The plan also received feedback for being very clear and comprehensible.

## 10 Summary and next meeting

Minnakaisa concluded the meeting with giving a summary of the discussed topics:

- Regulators will no longer participate in the Customer Committee meetings
- The improvements in the settlement account model were welcomed.
- New channel called ECP is available, TSOs and legislation may regulate how and when to use this channel.
- Single balance model implementation went well, no major comments from the market.
- 15 min settlement commissioning plan was presented, eSett expects more comments from the participants soon to improve the plan accordingly.

Minnakaisa gave a proposition that the next Customer Committee meeting could be held in Helsinki on 12.5.2022 with a dinner afterwards. This proposition received positive feedback, so it was decided to proceed with this proposal. The invitations for the meeting and dinner will be sent out shortly after the meeting.

Lastly, there was a wish to include a demo of Online Service as a topic for the next Customer Committee meeting.

The Chairman thanked the Customer Committee members for active participation in the meeting and ended the meeting as no more topics were raised at this point.

The next customer committee meeting will be held on 12.5.2022 in Helsinki with a dinner afterwards.

Attachments: eSett News – Diana Welander

Improvements in the settlement account model based on feedback from the market– Pauliina Olsson-Hurt

eSett's new ECP channel – Antti Niemi

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Go-live experience of the Single Balance Model from eSett's point of view – Kim Saarijärvi

15 min commissioning plan: Review of the plan – Tuomas Pulkkinen

Distribution: Customer Committee members and deputies

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Agenda item: TOP 2

### **eSett News**

Responsible party: Diana Welander, eSett Oy

Summary:

eSett will present settlement news since the last customer committee meeting and revise the status of the most essential ongoing projects and changes made. Following topics will be discussed:

- Current status of the account model development
  - Nordic Hub model group
  - Close to Customers campaign
  - Recent and Upcoming Online Service improvements
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Agenda item: TOP 3

### **BSP model's technical go-live, what will happen on 10.10.2022?**

Responsible party: Kim Saarijärvi, eSett Oy

Summary:

eSett briefly presents what will happen with the reserves around the technical go-live for the BRPs. The presentation is based on the updated BSP model commissioning plan, highlighting the main points of the changes and the most interesting parts from the BRP's point of view, as for example structure and dataflow related changes.

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Agenda item: TOP 4

### **TSO News**

Responsible party: TSO representatives

Summary:

The TSO representatives will present upcoming news and projects.

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Agenda item: TOP 5

### **15 min Imbalance Settlement Period – way forward**

Responsible party: Daniel Sommar, NBM

Summary:

A brief presentation regarding the implementation of 15 min Imbalance Settlement Period, the delay of the mFRR EAM project and the local plans of the four Nordic TSOs.

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Agenda item: TOP 6

### **Recap on eSett's 15 min ISP project and its latest changes**

Responsible party: Tuomas Pulkkinen, eSett Oy

Summary:

A short recap on eSett's 15 min imbalance settlement period commissioning plan. Nordic TSOs decided to continue with a "Plan B" for the 15 min ISP since the implementation of automated operation of mFRR EAM was delayed. eSett will introduce the impacts on the eSett's 15 min ISP commissioning plan, including the timeline, updates in eSett and the mitigation measures.

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Agenda item: TOP 7

### **User Experience of a client portal – Introduction Workshop**

Responsible party: Sasu Saalasti, eSett Oy

Summary:

Developing a client portal that answers to the user's needs requires continuous stakeholder participation. This presentation/workshop is conducted as a part of a Master's Thesis, which examines how the user experience of a client portal can be improved with user-centered and agile practices. The presentation includes an introduction to the concepts, and a lightweight workshop, which examines essential requirements that are related to the user experience domain.

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Agenda item: TOP 8

### **Summary and next meeting**

Responsible party: All

Summary:

- Discussion on any other business
- Next meeting