



# eSett News

Customer Committee meeting 12.5.2022

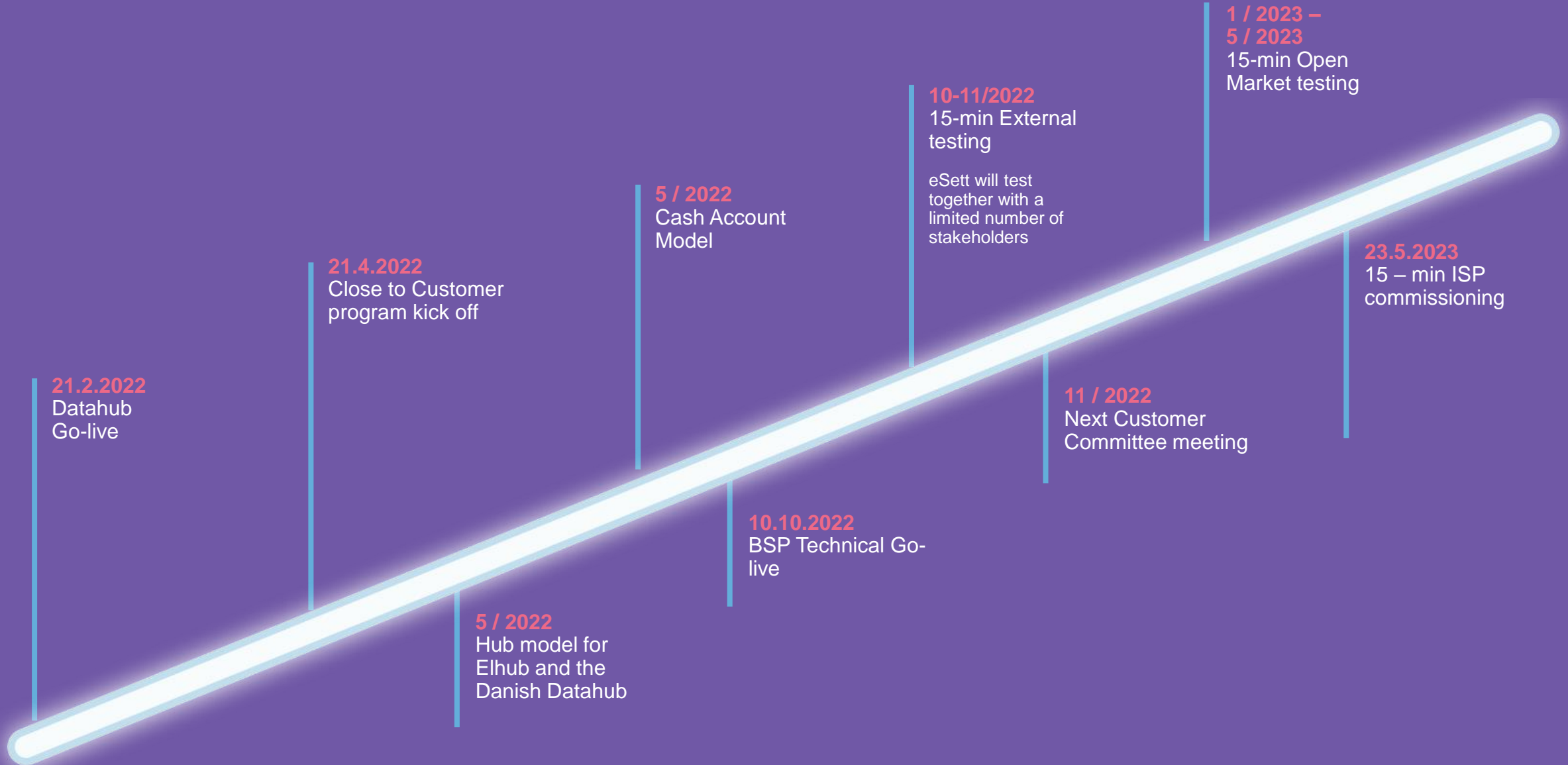
Diana Welandar





# Annual review 2021





# Account model development

## Previous Customer Committee meeting

Agenda item: TOP 4

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

Responsible party: Pauliina Olsson-Hurt

Summary:

eSett is 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.

## Current status

- Preparations done for the account model change on system level
- The aim is to start to use this new model in May 2022
- New agreement templates are ready
- Several Nordea customers have signed the new agreement
- Ongoing discussions with other major banks
- The Handbook has been updated to include the account model changes

# Nordic Hub model group

- The purpose is to strengthen the communication between the Hubs and eSett
- The Nordic Hub model group arrange regular meetings to collect development ideas on how to improve the Hub model
- The Hub Model was successfully taken into use in Finland by Fingrid Datahub Oy
- Aim to change Elhub and Energinet DataHub from the current service provider model to the Hub Model during (May) 2022
- Norwegian market participants with BRP&DSO role under the same company will regain the right to make user changes and control their data package subscriptions



# Close to customers program: We settle, together!



As the responsibility for DSO support is gradually moving from eSett to datahubs eSett has got better possibilities to build close relationships with the BRPs



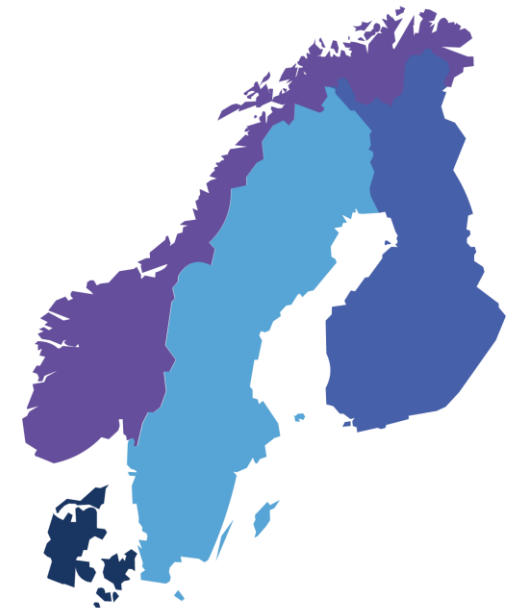
The aim of the Close to Customers campaign:

- ✓ Have a good dialoge with the BRP
- ✓ Understand how we can help the market participants to succeed in their operations and meet the market requirements
- ✓ Get concrete ideas to develop the service eSett provides

# Close to customers: We settle, together!

## Key takeaways

- Customers are very happy with eSett's services and find that we are following our values (accountability, equality, openness and readiness)
- Common to use automated or semi-automated solutions for trading
  - AI is used for forecasting and for trading
  - Robot can make proposal for the trades but a human makes the final approval
- BRPs have been concerned about the increased collateral requirements due to:
  - high price peaks
  - plans to increase the price gap for reserve market
  - eSett plans to analyze the current way of calculating collateral



# Close to customers: Suggestions from the BRPs

## General

- Faster invoicing cycle
- eSett could take part in TSO forums to receive more information about the market
- Explanation of the logic behind the different reason codes in the BIT confirmation reports (BICOs) needed
- eSett could arrange a webinar where data package solutions and contents are explained
- More involvement of customers and vendors already in the project planning process
- API interface for automatic retrieving and data comparison of desired period of time

## Online Service

- No sum is generated for drilldowns on Imbalance pages
- ONLS display automatically retrieves data when opened (default date range) - by default, the screen could open a blank view and the data would not be visible until filtered
- Notification, etc. when a fixed trade changes due to a change in the RBR of the counterparty
- Regulating volumes per price area with a yearly aggregation



# Recent Online Service improvements

## Choose and save preferred MBA/MGA

Allowing user to choose and save a preferred MBA for BRP/RE roles and MGA for DSO roles. The different views with MBA or MGA selection will then open with the preferred area.

- The selection can be updated from the user settings

## Triggering a sending of time-based data packages

Enabling Online Service users to manually trigger a sending of time-based data packages from the Data Packages Management row context menu.

## New filter: Production unit code

Adding the filter 'Production Unit Code' into Online Service in the Production Units view.

# Recent Online Service improvements

## **New feature introduces changes in Online Service – Collateral overview**

eSett is developing a new bank account model used for invoicing and collateral management which will affect the Collateral view in Online Service. Published but not paid debit invoice amount won't be part of the available collateral sum or collateral status.

## **Bilateral trade request widget**

As an improvement to our customers a new widget has been added to the Online Service Dashboard (front page). The widget informs BRPs about pending bilateral trade requests.



# Other improvements

## **New System and Maintenance Announcements newsletter**

eSett will start sending out information about System and Maintenance Announcements also by email newsletter.

## **Close to Customers – A closer dialogue with the customers**

To develop our services further and to learn to know our customers better, this spring eSett will start a campaign with the Nordic BRPs where we will invite all of them to a mutual dialogue with us.

# Upcoming Online Service improvements

Improvements under investigation, for example:

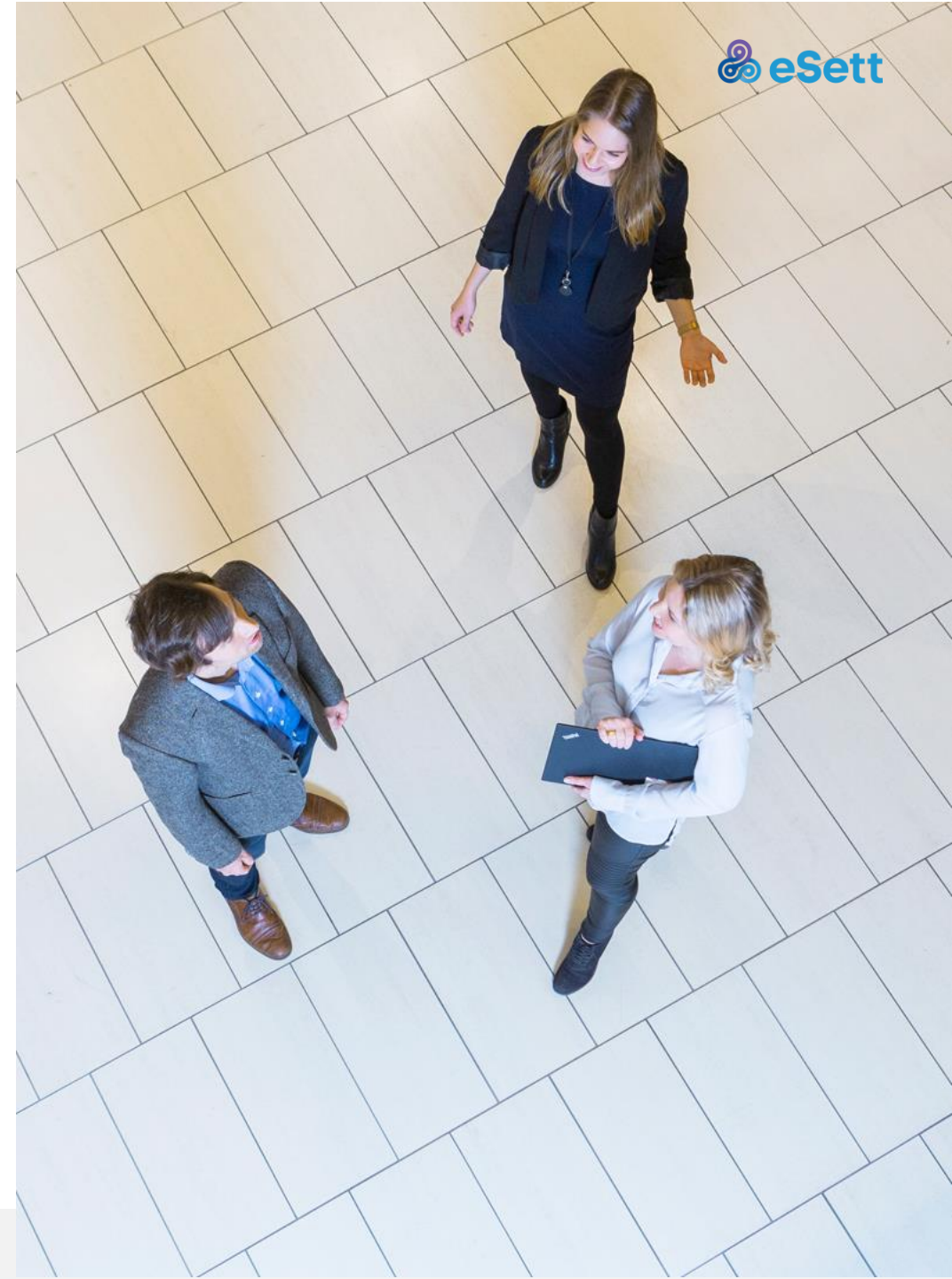
- Exchange rates as a data flow
- Multiple contact persons in ONLS
- MEC changes overview in ONLS
- Notification overview in ONLS





# How to spread the word?

How could we make the Customer Committee better known among the market participants?





WE SETTLE, TOGETHER!

