

Diana Welander

29 September 2022

Public

Customer Committee / Autumn 2022

Date 13.10.2022 12:30 EET

Place Microsoft Teams

Agenda

	Time (EET)	Topic
1	12:30 – 12:40	Welcome Minutes of the eSett Customer Committee meeting 12.5.2022
2	12:40 – 13:00	eSett news
3	13:00 – 13:15	eSett's Customer satisfaction survey results 2022
	13:15 – 14:00	Break
4	14:00 – 14:15	Recap on eSett's 15 min ISP project and its latest changes
5	14:15 – 14:45	eSett: Market overview of the electricity market
	14:45 – 15:00	Break
6	15:00 – 15:30	Capacity challenges in the Swedish transmission system
7	15:30 – 15:45	eSett's service development roadmap
8	15:45 – 16:00	Summary and next meeting

Distribution: Customer Committee

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Agenda item: TOP 1

Minutes of the eSett Customer Committee meeting 12.05.2022

Brief summary:

- Members will review and approve the previous minutes of the eSett Customer Committee meeting 12.05.2022 and discuss any open action points.
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eSett's Customer Committee meeting

Date 12.05.2022 14:00 EEST

Place eSett's office & Microsoft Teams Meeting Online

Present	Kristian Lund Bernseter	Statnett SF
	Jani Piipponen (Member)	Fingrid Oyj
	Birger Fält	Svenska kraftnät
	Preben Høj Larsen (Deputy)	Energinet
	Espen Fjeld	Energi Salg Norge AS
	Bård Mageli	Volue Market Services AS
	Jacqueline Hjern (Deputy)	E.ON Elnät AB
	Lena Ingårda	Vattenfall AB
	Jarmo Lapakko	EPV Energia Oy
	Tommi Pyhähuhta	Caruna
	Jesper Vestergaard	Danske Commodities
	Minnakaisa Ahonen (Chairman)	eSett Oy
	Diana Welander (Secretary)	eSett Oy
	Tuomas Lahti	eSett Oy
	Kim Saarijärvi	eSett Oy
	Tuomas Pulkkinen	eSett Oy
	Sasu Saalasti	eSett Oy
Ville Rahkonen	eSett Oy	
Absent	Liv Marit Butveit (Deputy)	Volue Market Services AS
	Trond Marthinsen (Deputy)	Lyse Produksjon AS
	Tom Backman (Deputy)	Fortum
	Marjaana Rinne (Deputy)	Smart Energiapalvelut
	Håkan Eriksson	Ellevio
	Emelie Ekman (Deputy)	LOS Energy AB
	Anders Millgaard (Member)	Modstrøm
	Jørn Klitgaard (Deputy)	Ørsted
	Naji Iskander (Deputy)	Modstrøm
	Karsten Feddersen	Energinet
	Morten Torgalsbøen (Deputy)	Statnett SF
	Robert Thelander (Deputy)	Svenska kraftnät
	Heikki Raatikainen (Deputy)	Fingrid Oyj

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 meeting. This meeting was held as a hybrid meeting with some members being on site in Helsinki and others joining via Teams. The member list was shortly revised, and all members had an opportunity to say their greetings or give their comments on the agenda.

It was brought up that according to the Customer Committee rules of procedure the members and deputy members should be appointed for a term of two years. Currently almost all members have had the role for over two years, which means that the member list needs to be revised.

According to the rules of procedure, the Transmission System Operators will nominate the Committee members and their deputy members after discussing with the market participants. eSett's Board will then appoint the Committee members and deputy members. It was put as an action point that the Transmission System Operators will nominate the new members before the next meeting.

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

2 eSett News

Diana Welander started her presentation with informing that eSett's Annual Review for the year 2021 has been published, including an article about the Customer Committee. The Annual Review is available online, but also physical copies have been made and can be mailed if necessary.

Diana continued with showing a timeline with the most current projects that eSett is working on at the moment. The list includes Fingrid Datahub Go-live, the start of eSett's Close to Customer program as well as a new discussion forum for the datahubs, called the "Nordic Hub model group". Other ongoing projects are the new Cash Account model that will start during the spring, the technical go live for BSPs that will be in October as well as testing for the 15 min ISP.

The presentation continued with giving the latest status on the development of the account model. Diana reminded that in the previous Customer Committee meeting, Pauliina Olsson-Hurt held an informative presentation about the new account model that eSett will start using from May 2022. The material from the previous meeting is available on eSett's Close to Customers web page and the NBS handbook has also been updated to include information about this new model. Diana noted that the agreement templates are ready, and several Nordea customers have already signed the new agreement. It was mentioned that the other banks have been informed about this new model and discussions with them

are ongoing. She encouraged BRPs who wish to use this new account model to contact their banks to speed up the process.

The new Nordic Hub model group was presented next. The purpose of the group is to strengthen the communication between the Hubs and eSett by arranging regular meetings. The Hub Model was successfully taken into use in Finland by Fingrid Datahub Oy and the aim is to change Elhub and Energinet DataHub from the current service provider model to the Hub Model during (May) 2022.

Next up, Diana presented the new Close to Customers program. 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. This will be done by visiting the BRPs and have one by one discussions with them. Some key takeaways from the first meetings have been that the customers are very happy with eSett's services in general and they find that eSett is following its values. It has also been noted that it seems to be common for BRPs to use automated or semi-automated solutions in their work, which encourages eSett to develop a more technical approach for the system with API interface for automatic retrieving of data from the system.

Diana continued with presenting some of the recent Online Service improvements as well as a few upcoming improvements. Enabling Online Service users to manually trigger a sending of time-based data packages from the Data Packages Management row context menu was one of the first one mentioned. Also allowing user to choose and save a preferred MBA for BRP/RE roles and MGA for DSO roles has been added recently. In addition, a new filter 'Production Unit Code' has been added into the Production Units view. As an improvement also a new widget has been added to the Online Service Dashboard that informs BRPs about pending bilateral trade requests. It was discussed that eSett could add a Q&A web page with information on upcoming improvements in the system. eSett will investigate further how this could be carried out and communicated.

Diana concluded her presentation with asking the members for tips on how to make the customer committee better known among the other market participants. A suggestion for making the Customer Committee more active was that the Customer Committee meeting could be held alternately in a capital city of an NBS country. As this is also mentioned as an alternative in the Rules of procedure, eSett will take this in consideration for the next meetings.

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

Kim Saarijärvi continued the meeting with his presentation concerning the technical go-live of the BSP model. As Kim also held a presentation on the last Customer Committee meeting regarding the BSP model, he now mostly focused on any updates that have been made since the last meeting. The date 10.10.2022 00:00 CET was highlighted as the technical go-live date for the BSP model and that this will affect only TSOs and BRPs who have valid activated and/or capacity reserves in the imbalance settlement carried out by eSett. Kim pointed out that

this date is only the technical go-live date, whilst the business go-live date will be separately decided for each country by the TSO. Only after the business go-live any individual BSP are allowed to enter the market settled by eSett.

Kim continued his presentation by explaining how the BSP-model will affect the structures in Online Service. A new BSP role will be created by eSett in the system for all BRPs that have activated and/or capacity reserves with a start date of 10.10.2022 00:00 CET. Also, any other structural change needed in the system will be handled by eSett, and if there is any task that needs to be carried out by the BRP eSett will inform the BRPs about this separately.

Kim concluded his presentation with revealing how the Online Service views will appear after the technical go-live and informed how the data packages will change after the go-live date. He informed that eSett will add subscriptions for all new data packages according to the role of the BSP, so there are no actions needed from the market parties. Kim also highlighted that all data packages will remain the same, except for one attribute that will change: the receiver role which will be changed to "A46" for BSP. All BRPs who receive this data packages or retrieve this information from Information Service will need to take this change into consideration. More information can be found from the BSP Model Commissioning plan.

4

TSO News

Next up, it was the TSO representatives turn to share news from their local NBS country. Jani Piipponen from Fingrid started by saying that the Fingrid Datahub successfully started its operation on Monday 21.2.2022. There were some smaller issues during the go-live, but nothing that would affect the imbalance settlement. He continued with informing that Fingrid had a consultation one week ago about the terms and conditions for the BRPs and BSPs and they suggested some small changes in this document. The revised document will be sent for the regulator's approval by the end of May.

Kristian from Statnett continued with sharing that Statnett will only consult the terms and conditions about the BSP/BRP during the summer. He highlighted that as Norway is not part of the EU, the process is a bit different in Norway. He then moved forward with providing a status update on maximum and minimum limits for the price of mFRR balance energy in the Nordic region. He informed that also Statnett are considering increasing to +/- 10 000 euro as the other NBS countries already decided to do. Kristian carried on by informing that there will be a delay in some of the plans of 15 min ISP and Elhub will only be able to receive data in 15 min ISP in September 2023 and send 15 min ISP data to eSett in 2024. eSett will handle the split of the messages for Elhub as described in the commissioning plan.

Birger from Svenska kraftnät shared that the terms and conditions for the BSP and BSP already have been sent to the regulator in Sweden and the details are currently being discussed with the regulator. When an agreement has been

reached between the Swedish regulator and Svenska kraftnät, the regulator will lead a public consultation and thereafter start the approval process.

Preben who is representing Energinet in the meeting informed that the regulators in Denmark are expected to approve the changes in the terms and conditions for the BSP and BRPs by July 2022. Preben commented that the BSP model will be implemented in Denmark as soon as possible. The independent aggregator, however, will be implemented only after 15 min ISP go-live so there is no detailed schedule for this.

5 15 min Imbalance Settlement Period – way forward

The next presentation was held by Daniel Sommar from the Nordic Balancing Model group. Daniel started by presenting himself and the agenda for his presentation. He then continued with introducing the roadmap with four main building blocks in the transition to 15 min ISP: 15 min Imbalance settlement, 15 min MTU Intraday Market, 15 min mFRR EAM and 15 min Energy metering. Daniel informed that the roadmap including these building blocks is currently being reassessed by the NBM group with the intention of the roadmap being ready in June. The current roadmap is built on a stepwise approach where go-lives are separated by stabilization periods before the next milestone. Nevertheless, during the current assessment, this strategy was challenged, but it was determined that a stepwise implementation is still the best way to move forward.

Daniel moved on with giving each local TSOs current status of what will happen on 22.5.2023. He informed that cross-border trading in 15 min MTU will not be possible before the go-live of mFRR EAM in none of the NBS countries. He then informed that intrazonal intraday trading in 15 min MTU will be possible, from a TSO perspective, within the local bidding zones in Denmark and Finland from 22.5.2023 and thus before the go-live of mFRR EAM. The situation in Sweden is currently being assessed by the TSOs, while the status in Norway is that intrazonal trading in 15 min MTU is not possible in the Norwegian bidding zones before the go-live of mFRR EAM.

The status with the imbalance prices is more harmonized in the NBS countries. Daniel said that it has been agreed by almost all TSOs that the imbalance fee will be netted within the hour. Svenska kraftnät has still not confirmed this, but they have also said that that this will most likely be the case in Sweden, too.

When it comes to metering, the transition schedule is very different in each country. Daniel highlighted that the schedules are still being investigated and no final decisions have been taken yet, but he presented each country's status as it looks currently.

In Denmark, the regulations for required 15 min meter values will have a public hearing in Q2 2022 and the Danish DataHub will allow all values to be reported in 15 min resolution by the end of 2022.

Svenska kraftnät has proposed to the ministry of infrastructure to postpone the requirement of 15 min metering and reporting to 1 November 2023.

Fingrid will move to 15 min resolution by the 22.5.2023 according to the national metering decree (VNA 767/2021) and Fingrid Datahub will be ready to receive 15 min data on the 1.1.2023.

In Norway the regulator is amending the regulation for metering and settlement. The Norwegian datahub Elhub will implement 15 min resolution in two phases. In the first phase Elhub will be able to receive 15 min values and the second phase includes profiling from 60 to 15 minutes values and adjustments of business processes to handle 15 minutes values.

Lastly, there was a question when the new road map is estimated to be ready, to which Daniel answered that it will probably be ready to be updated in June.

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

In the last Customer Committee meeting, Tuomas Pulkkinen presented the 15 min commissioning plan in detail. Therefore, the focus of this presentation was only on any changes made in the commissioning plan since the last meeting. He started the presentation with informing where the commissioning plan can be found on eSett's web page and showed the current schedule and where we are currently standing in the project plan.

Tuomas explained that we are moving forward according to the schedule, where we are currently finalizing the internal development and implementations and are soon ready to start with eSett's internal testing. After the internal testing phase, it is time to invite some external parties, such as TSOs, Datahubs and vendors to join the testing. At the moment there is not too many parties who have declared interest in participating in the external testing phase, so Tuomas encouraged the members to check with their vendors to see if they would like to take part in this. After the external testing it is time for open market tests, which will start from January 2023 and will be extended also to after go-live.

Tuomas continued the presentation with informing what will happen on and after the go-live date 22.5.2023. He explained that even though eSett's system and calculations will switch to 15 min from this date, eSett will still be able to receive 60 min resolution data (subject to the local regulations) and eSett will then convert the data into 15 min data.

The outbound data will be mainly sent out in 15 min resolution, but most data can still be received and viewed also on hourly level. Tuomas informed that there is a detailed list included of these data packages in the commissioning plan. He also mentioned that both Online Service and Information Service will be supporting both 15 min as well as 60 min resolution. There was a question from a member if the market party needs to decide on only one resolution or if both will be available. To this Tuomas answered that both resolutions cannot be available at the same time, the market party needs to decide on one resolution.

Tuomas moved on with describing how the imbalance costs and imbalance fee will be calculated during the intermediate period. The examples contained two different options, whether the country will operate with hourly netted imbalance or with the option of converting the values between quarter-hour-quarter, or “Q-H-Q conversion” as it was referred to in the example.

Tuomas ended the presentation with the current status of the different NBS counties, but as this was already discussed in Daniel Sommar’s presentation, he did not go through this in detail once more. Instead, he concluded saying that eSett will try to follow up on the regional statuses and keep them up to date in eSett’s commissioning plan.

7 User Experience of a client portal – Introduction Workshop

Before Sasu Saalasti began the last presentation for the day, Minnakaisa wanted to highlight the purpose of this topic. She mentioned that since there will be a need to update the settlement system very soon, eSett would like to have the customer committee’s and the market parties’ help with describing which way to go in the development, so that the system will be adapted to the customers needs to the fullest.

After this brief introduction, Sasu started with presenting himself and told the members that he has been working at eSett for many years already alongside his studies at Aalto University. He has now reached to the point in his studies where he will be working on his Master’s thesis, and this will be done for eSett. The Master thesis will have the title “Improving user experience of a client portal with user-centered design and agile requirements engineering practices”. This topic of the Customer Committee meeting was seen as a lightweight workshop to initiate conversation about the user experience of Online Service and brainstorm together on what a good client portal would look like. Some work was done already before the meeting, as a link to a survey was sent out to the Customer Committee members and deputies.

Sasu continued with highlighting the importance of the study, the main point being that a client portal (such as ONLS) that answers to the users’ needs and supports them in their operations. This would be done by applying an agile software development model. Sasu explained that the agile model is based on certain

concepts including MWP, early and continuous delivery and face to face communication. As a result, a client portal that answers to the user's needs and supports the clients in their operations is created.

Sasu carried on with presenting results from his survey. The survey will be open during May and Sasu encouraged all market participants to take the survey if not taken already. He revealed that common answers for the most relevant functionalities in Online Service were Input Data views, Imbalance views, Bilateral Trades, Balance Report, Collaterals and Invoices. Common answers for missing functionalities were navigation, buttons, different methods for sending data. Sasu continued with presenting which functionalities the market participants evaluated as most important/well-functioning. These answers will be helpful when prioritizing different attributes later.

There was a question from one of the members if also smaller issues will be taken into consideration and fixed. Sasu answered that also smaller issues can be reported and will be collected and taken into consideration. Another member asked if there were differences in the answers according to the country of the responder, but Sasu answered that as this survey was anonymous and as the country of the responder was not one of the questions asked, he could not tell if there were significant differences.

Sasu concluded with saying that if any of the members would be interested in participating in an interview for the Thesis, they can send him an e-mail. One of the members informed that there is an existing working group in Finland that has discussed some Online Service development ideas internally, and these ideas could be shared with Sasu. Sasu answered that this information is very appreciated and asked to get the ideas by e-mail.

8 Summary and next meeting

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

- eSett News and current projects
- Information and the latest status about the technical go-live of the BSP model
- News from each NBS country
- The current status of 15 min ISP on a Nordic level
- The current status and recent changes in eSett's 15 min ISP commissioning plan
- A workshop of the user experience of Online Service

Minnakaisa mentioned that eSett has been thinking about hosting a webinar for the market participant where the same topics will be discussed as in the Customer Committee meeting. This idea will be further investigated and more information will be given at a later stage.

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Minnakaisa gave a proposition that the next Customer Committee meeting could be held on 13.10.2022. The invitations for the meeting will be sent out shortly after the 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.

Attachments: eSett News – Diana Welander

BSP model's technical go-live, what will happen on 10.10.22? – Kim Saarijärvi

15 min Imbalance Settlement Period - way forward – Daniel Sommar

15 min ISP Customer Committee – Tuomas Pulkkinen

User Experience of a Client Portal – Sasu Saalasti

Distribution: Customer Committee members and deputies

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Agenda item: TOP 2

eSett News

Responsible party: Viivi Lemström, 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:

- New account model
 - BSP model
 - Close to Customers program
 - Online Service improvements
 - Data archiving
-

Agenda item: TOP 3

Customer Satisfaction Survey Results 2022

Responsible party: Diana Welander, eSett Oy

Summary:

eSett briefly presents the results of this year's Customer Satisfaction Survey that was carried out between 22.9.2022 – 7.10.2022,

Agenda item: TOP 4

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. eSett will introduce the latest status and changes on the eSett's 15 min ISP commissioning plan. These include eSett's progress, Nordic and national timelines and the mitigation measures.

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Agenda item: TOP 5

Electricity market overview

Responsible party: Markus Flyktman, eSett Oy

Summary:

The presentation will show past developments in the Nordic electricity market from eSett' perspective. eSett will present the latest trends through imbalance data, covering for example prices, market party changes, and imbalance KPIs.

Agenda item: TOP 6

Capacity challenges in the Swedish transmission system

Responsible party: Anna Guldbrand, Svenska kraftnät

Summary:

Presentation of current bottle necks, future customer connections and planned investment projects.

Agenda item: TOP 7

eSett's service development roadmap

Responsible party: Tuomas Lahti, eSett Oy

Summary:

A short review on eSett's service development roadmap with the focus on upcoming functionalities to be delivered to our Online Service users.

Agenda item: TOP 8

Summary and next meeting

Responsible party: All



Agenda

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Summary:

- Discussion on any other business
- Next meeting