



Customer Satisfaction Survey

Results of 2022



The survey was open for three weeks between 22.9.2022 – 7.10.2022

A reminder was sent out 30.9.2022 to those who had not already answered the survey by that time



Language options: English, Finnish, Swedish, Norwegian

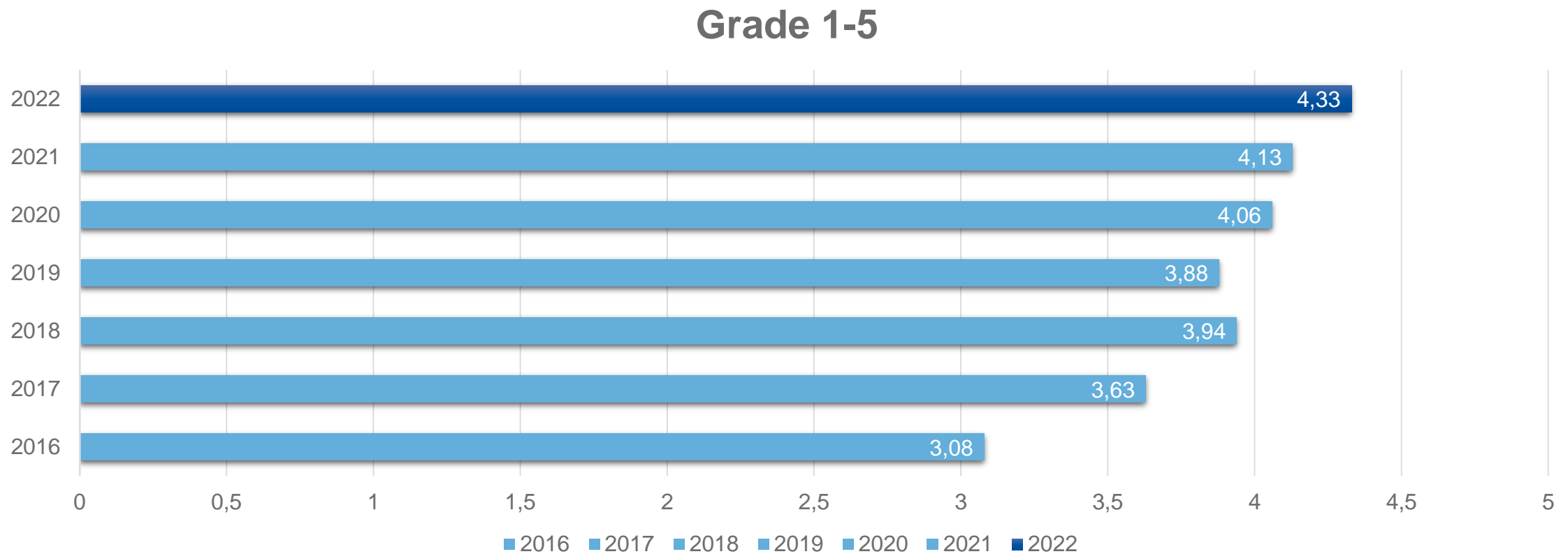


The survey was sent out to all active Online Service end users

eSett Customer Satisfaction Survey 2022

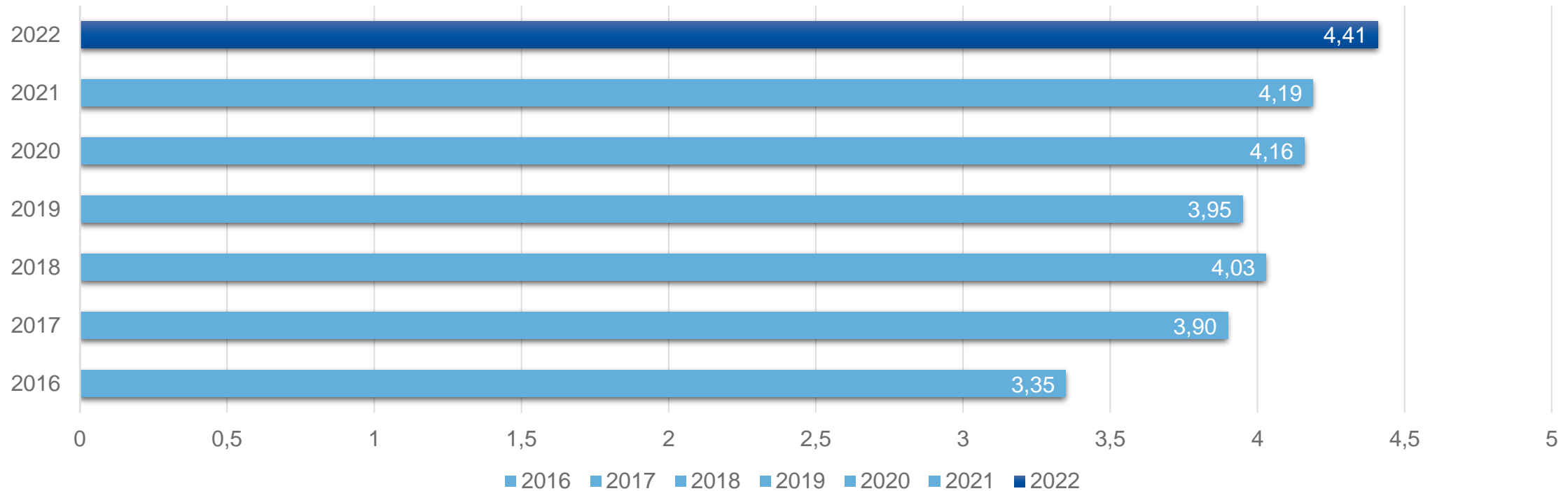
- The survey included 9 questions and an additional 0-5 questions depending on what channels the customer informed that they use.
 - The additional questions asked the customers to suggest development ideas for the channels they are currently using.
 - All other questions except number 4 where the same as in last year's Survey.
1. Give an overall grade for eSett's customer service
 2. How professional is eSett's customer service?
 3. How satisfied have you been with the service request resolution times?
 4. Which channels are you using for retrieving data from eSett's system?
 1. Data Packages: How could eSett develop this channel in the future?
 2. Information Service: How could eSett develop this channel in the future?
 3. Market Reports in Online Service: How could eSett develop this channel in the future?
 4. Online Service Notifications and E-mail notifications: How could eSett develop this channel in the future?
 5. Public Data: How could eSett develop this channel in the future?
 5. What have we done well?
 6. How can we improve our services?
 7. Your market participant role(s)
 8. In which countries do you operate?
 9. I can be contacted for further elaboration regarding my answers

Give an overall grade for eSett's customer service



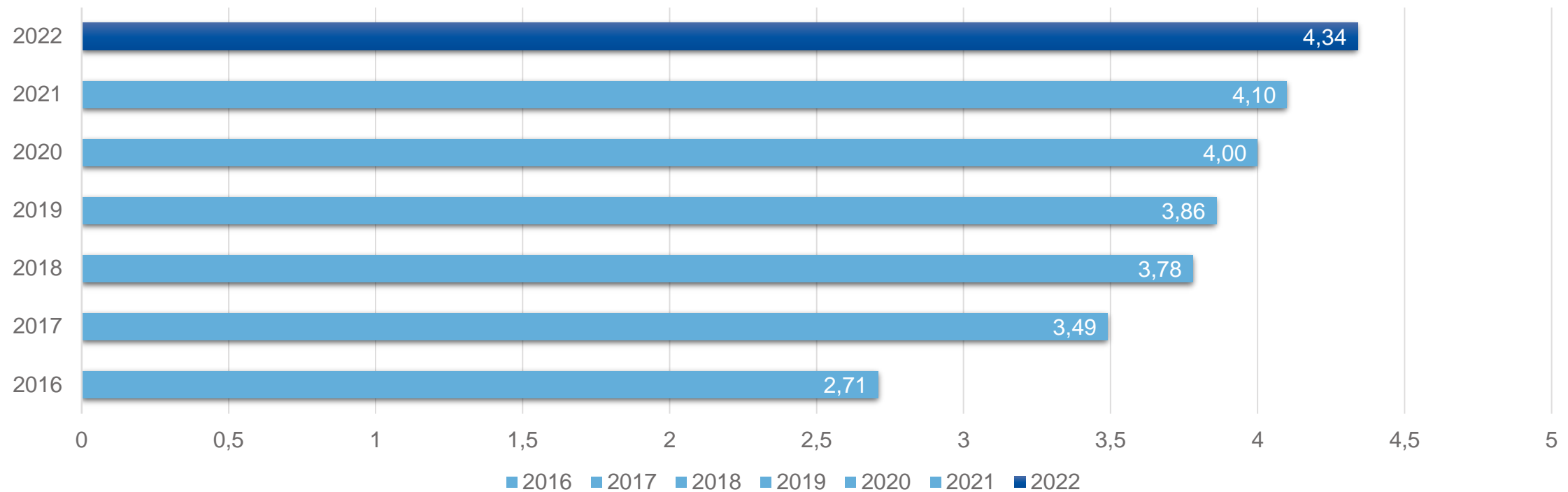
How professional is eSett's customer service?

Grade 1-5

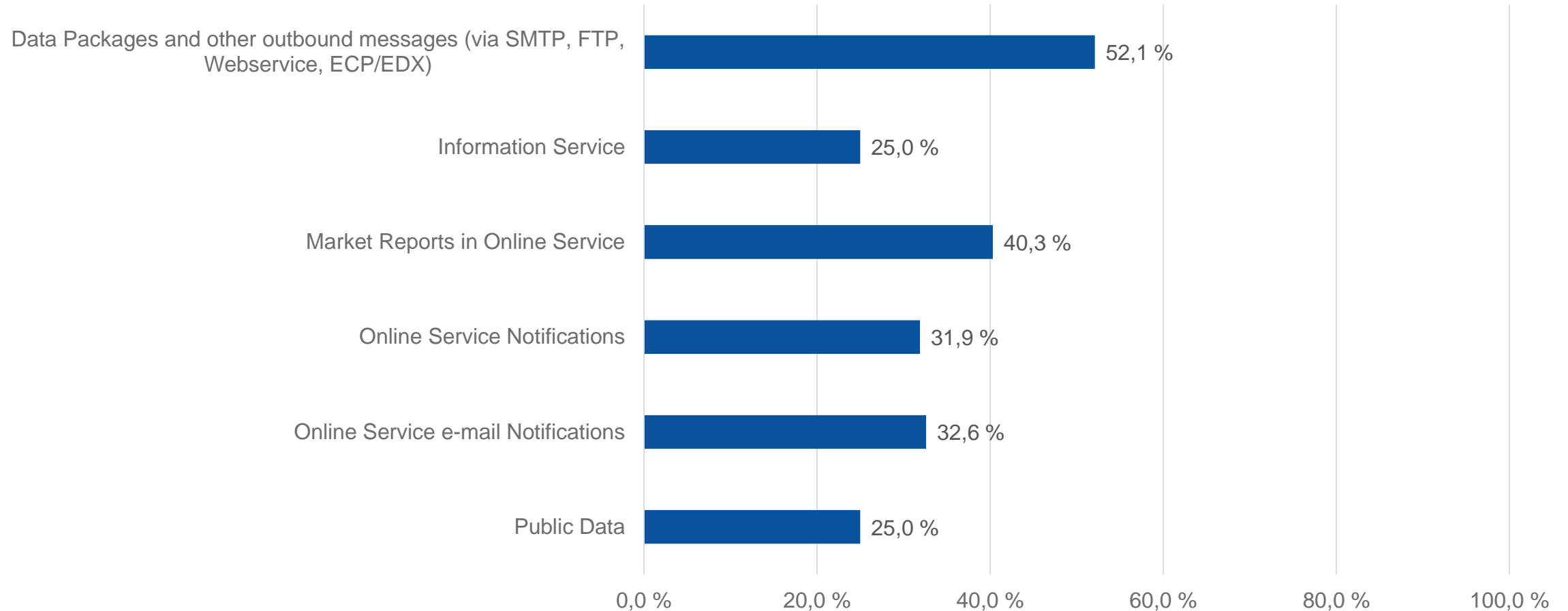


How satisfied have you been with the service request resolution times?

Grade 1-5



Which channels are you using for retrieving data from eSett's system?



How could eSett develop this channel in the future?

- Depending on what channels the customer informed that they use, an additional 0-5 questions where asked.
 - Data Packages
 - Information Service
 - Market Reports in Online Service
 - Online Service Notifications and E-mail notifications
 - Public Data



Data Packages: How could eSett develop this channel in the future?

Clarification

- Not always easy to figure out which data is in which packages. But this can probably be fixed with some more explaining texts.
- It would be good to have a better explanation of the datapackage, and perhaps a list of recommended ones and why.

Timing

- I want to be able to receive a data package several times a day.
- It is not possible to send all data packages to yourself manually in ONLS, would it be possible to add the rest? Or improve e.g. the timing of imbalances so that they come at the same time as other information. Makes it easier to do the checks.
- I miss better coordination between eSett and elhub so that not all D-4s suddenly become zero before final settlement figures are made available. This can create major challenges in the forecasting work for the actors.
- A possibility to either order or automatically send new messages after FG Datahub has reported values to eSett, as the values now are updated in the last minute and it would be good to get this information in the controls.

Content

- A way to receive structure changes via data packages.
- It would be great if you would use a not only Nordic but a European standard, but on the other hand i know that finding a common ground on TSO level is a hard achievement.
- As balance responsible, we would like to be able to get production data not only per production unit. We would like to be able to get production data per retailer, type of production and MBA or MGA. What we miss most today is that retailer info is missing for production messages.
- Missing some types of data packages - such as e.g. that an market party who is BRP for several REs can extract consumption and production per MBA per RE for the once the BRP has balance responsibility for
- The MGT specifications should also be available with data packages for BRP, because the series are still visible on BRP.

Market Reports in Online Service: How could eSett develop this channel in the future?

At least the BRP Imbalance KPI Report - Own Data report is simple enough so that its data could be included directly in the Online Service instead of a separate excel report? Maybe even as a widget on the front page, so it would catch the eye more easily.

Some views only show the MEC number or similar code, while we would prefer to have the name of the market party, retailer, etc. in addition to the code.

I retrieve overviews of the imbalance settlement on a weekly basis, as well as follow-up of grid losses and supply of last resort on a monthly basis. Would it be possible to subscribe to get this in Excel automatically when the settlement calculations have been run?

Online Service Notifications and E-mail notifications: How could eSett develop this channel in the future?

A summary e-mail of notifications from the web portal, for example daily, could be useful

Add email notification when a production unit is added so you know you need to log in and assign regulation objects

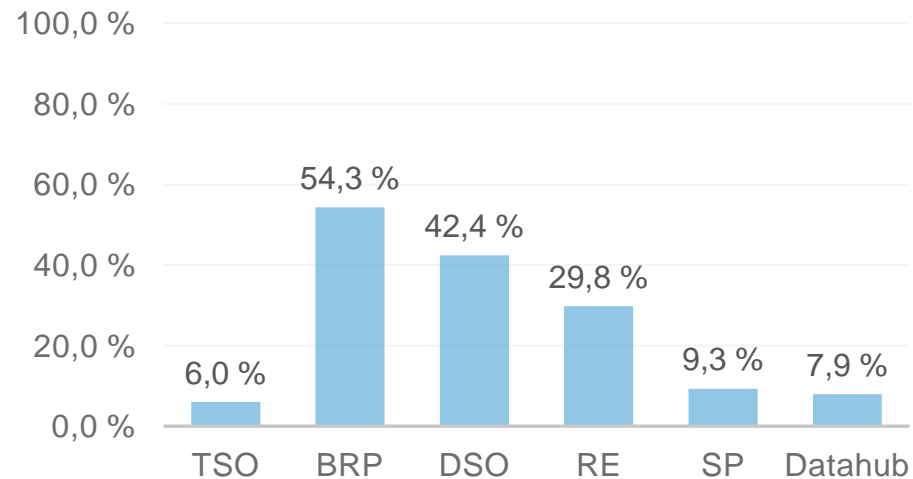
Please make the email data accessible via API

Fewer unnecessary warnings, otherwise this is reasonably solid.

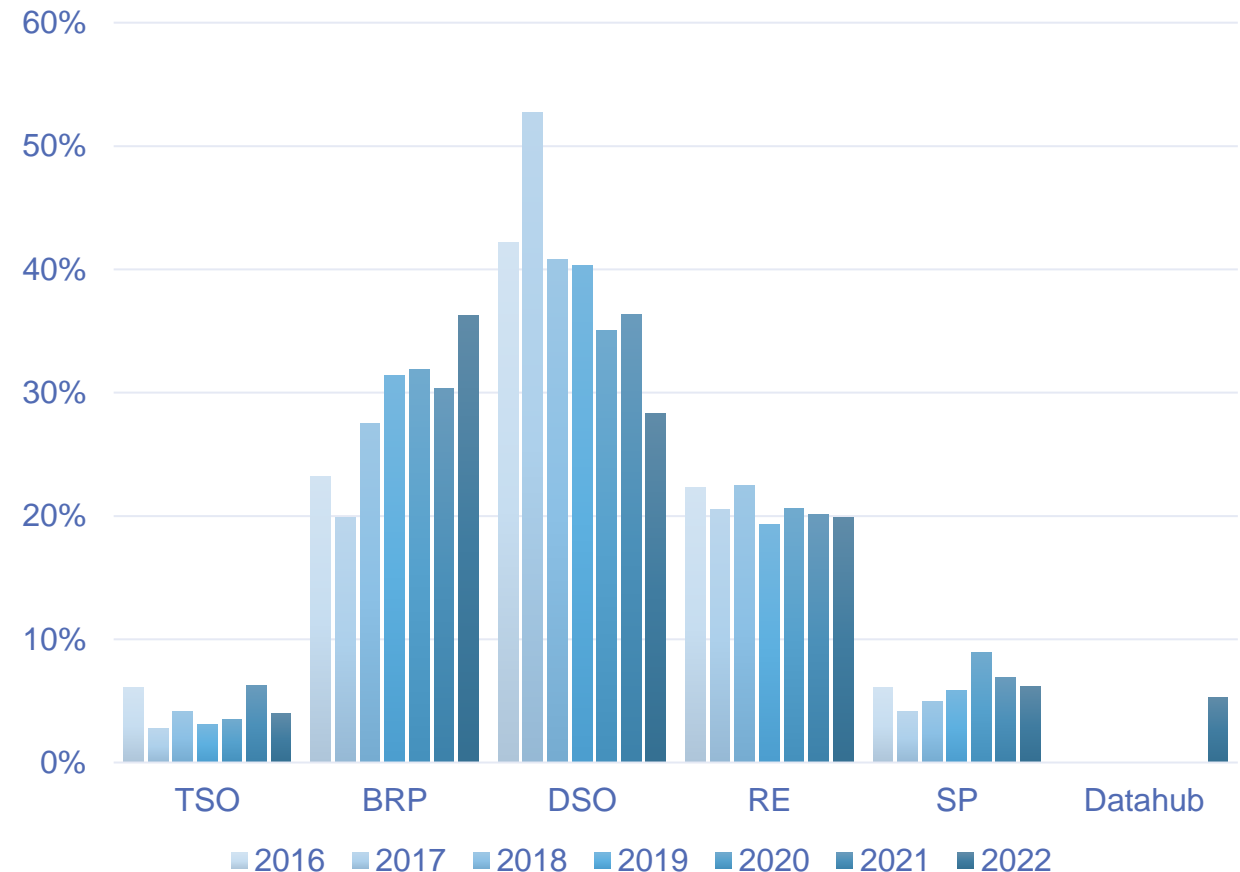
Market Participant Role

- Previous years the DSOs have been the most active in taking the survey, but this year it was the BRPs
 - Transition to datahubs the reason for this?

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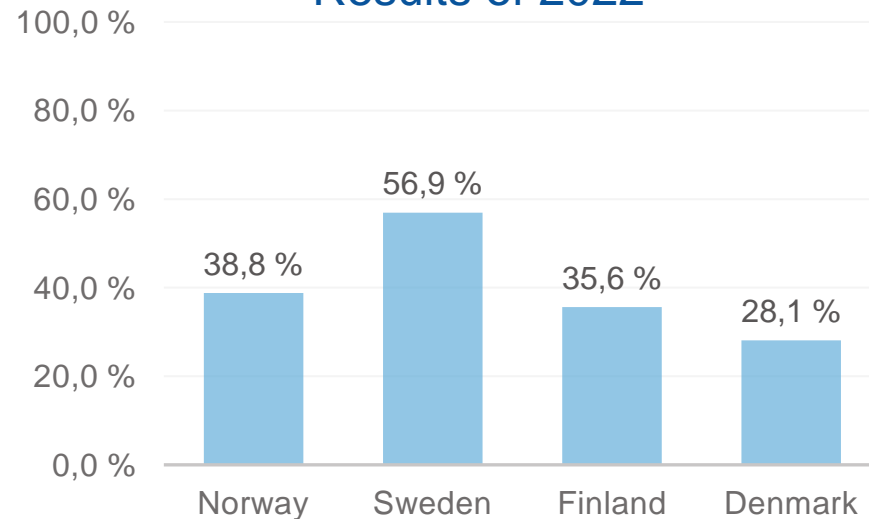
Results compared to previous years



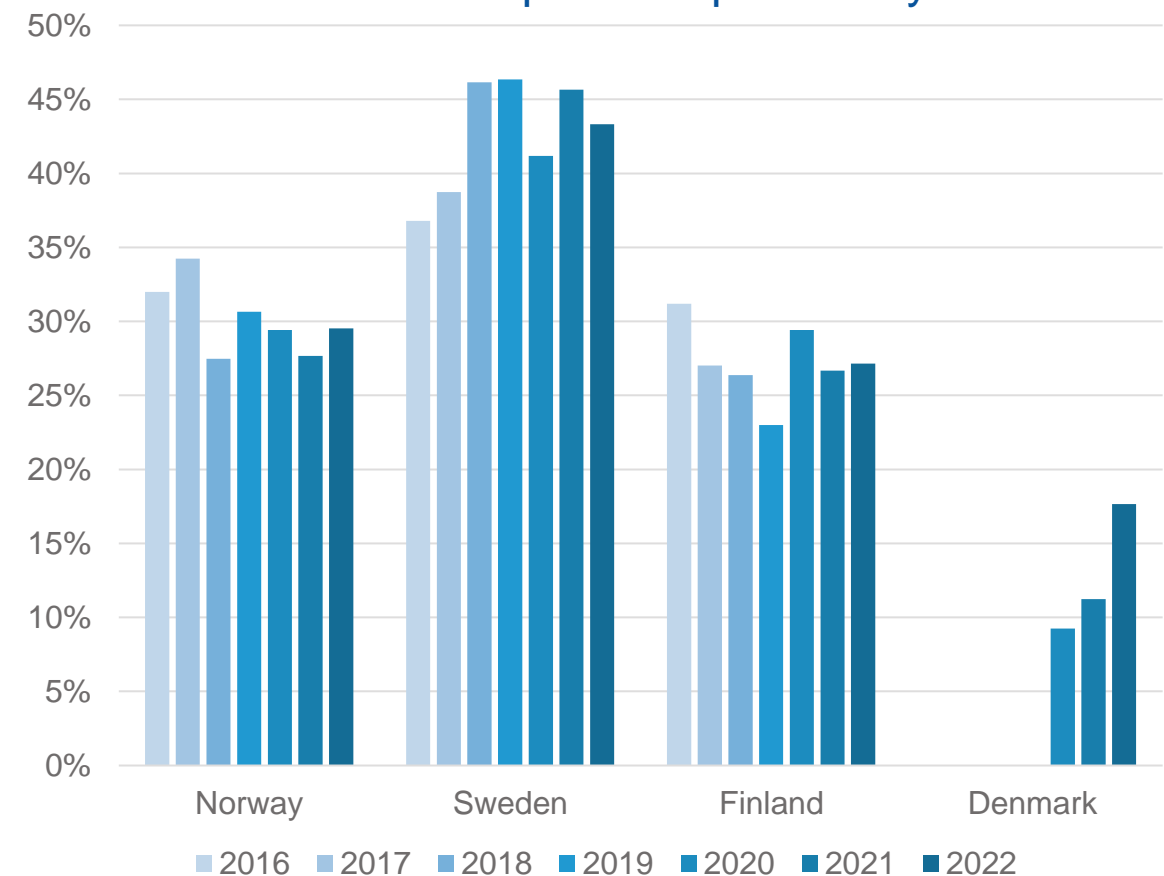
Countries

- Answers from the Danish market parties has almost doubled, otherwise very similar distribution to previous years.
- Swedish market parties were again the largest group to respond with over half of the answers.

Results of 2022



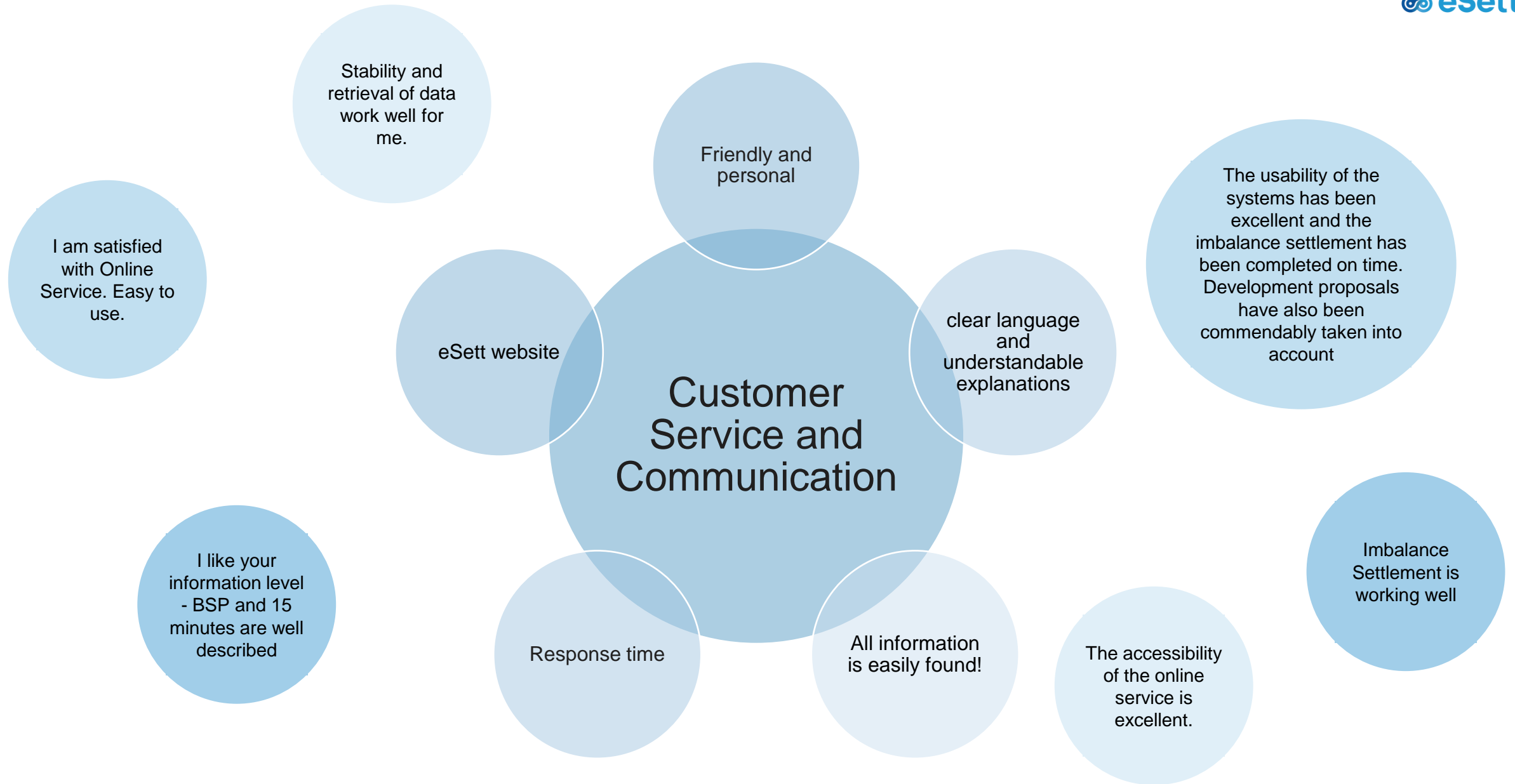
Results compared to previous years





**Translated answers to the question:
What have we done well?**

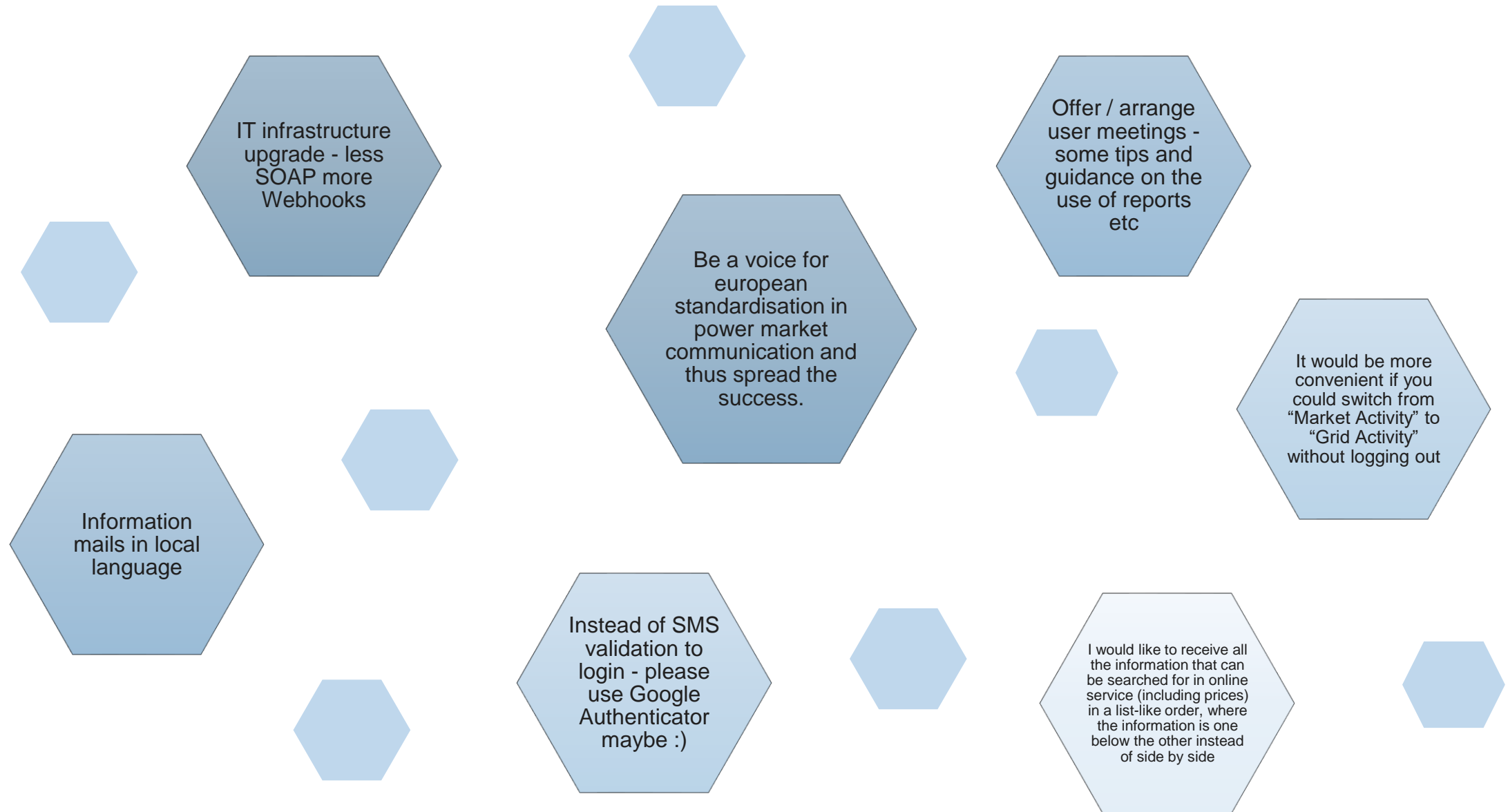






**Translated answers to the question:
How can we improve our services?**







WE SETTLE, TOGETHER!

