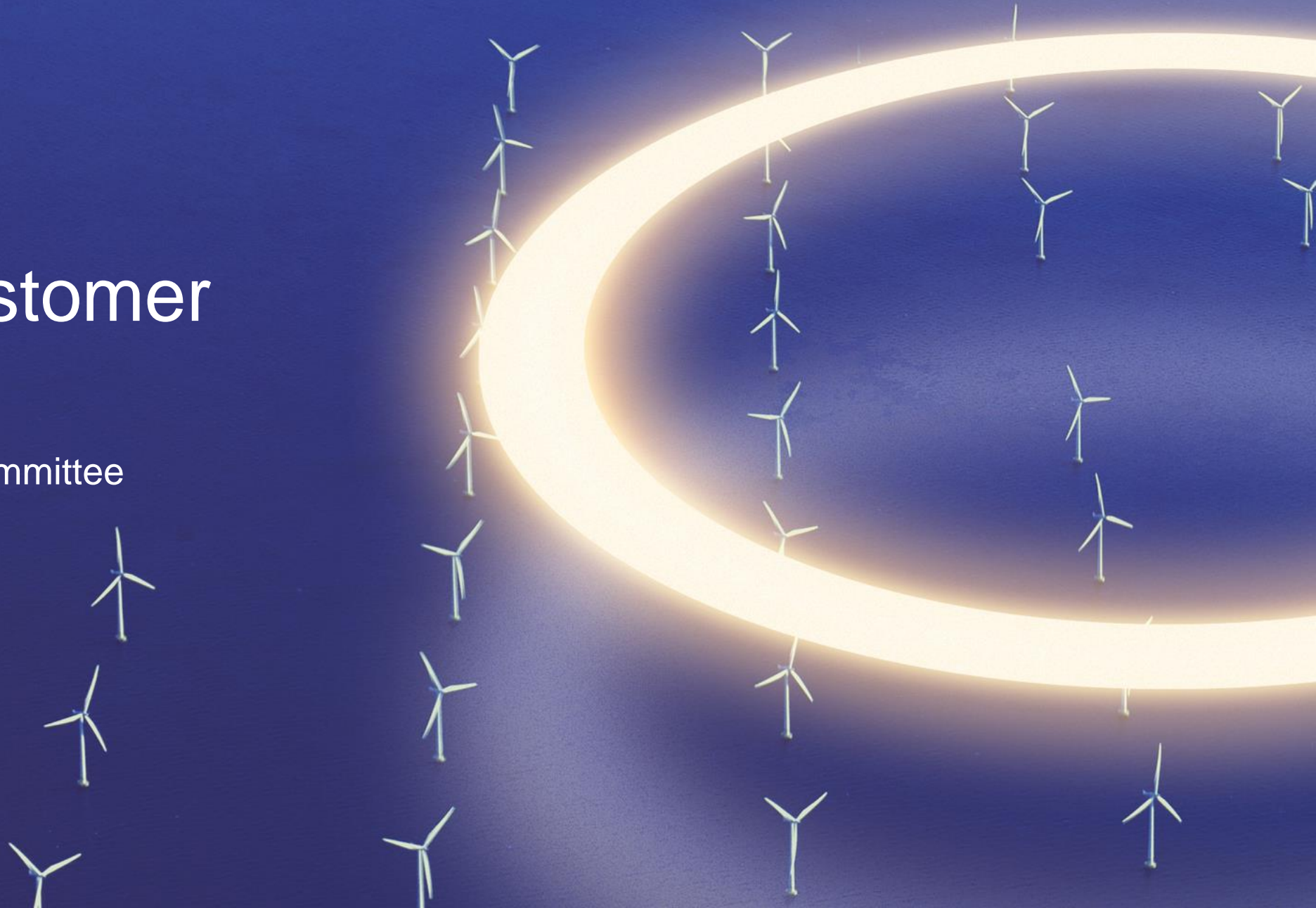




# eSett's customer meetings

eSett's Customer committee

Tuomas Lahti | 11.5.2023





## Structure:

Recap

Status

Feedback

Evaluation

Encouragement





# Close to customers: We settle, together!

- As the responsibility for DSO support is gradually moving from eSett to datahubs eSett has improved possibilities to build close relationships with the BRPs
- It has been decided to move closer to our customers with main idea: How can we help us both to success together?
- The basic idea of the program is to meet BRPs on a planned manner with a standard agenda and physically when possible
- The objective is to:
  - have a good dialog between BRP and eSett
  - understand how we can help the market participants to succeed in their operations?
  - support customer to meet the market requirements
  - get concrete ideas to develop the service eSett provides
  - start the program in year 2022 and modify it with the experiences
  - share the outcome of the discussions in the customer committee
- How do we select the BRPs participating in the program?
  - During the first year we approach one/two active BRPs from each country who has had a lot of co-operation and dialogue with eSett
  - On the coming years we focus more on choosing balanced set of BRPs with different kind of portfolios

# Typical themes for the discussion

*“eSett wants to develop the electricity market in a customer-oriented way and welcomes stakeholder input to be able to improve its services and the market functioning.”*

1. Introductions by both parties
2. What kinds of our service you use and are they meaningful for you?
3. eSett as imbalance settlement partner - how has eSett performed in delivering its services?
  - How has eSett performed in delivering its services?
  - What has gone well and where to improve?
  - How has eSett's services affected your business?
4. How would you improve our services offering?
  - Customer Service
  - Available tools such as Online Service portal, data communication and reporting
  - Market Monitoring
  - Communication / web pages and newsletter
5. What are the biggest changes in the electricity market in the upcoming 5 years from your point-of-view and how do you see they will affect the market participants and eSett?
  - Settlement model improvement needs
  - Potential harmonization needs
  - Technological change drivers
6. How well has eSett followed its values (accountability, equality, openness and readiness)?
7. Any other themes to discuss or greetings to eSett?

# Status – from a program to part of our routines

With already more than one year of the program behind us, we feel confident to call this work as a part of our routines.

So far, we have had ten customer meetings, almost evenly from each four countries and we expect that more will follow.

The experiences from the bilateral customer meetings have been very encouraging and positive – we have learned a lot and received great feedback. The meetings have helped us to understand better how our customers work and what is important for them. It is also very valuable to get to know the persons better.

In addition to continuing these meetings, we will keep participating into energy industry events and conferences to meet our customers there and promote our services and recent news to our audience.



# Customers appreciate

- eSett's documentation, communication and openness – eSett acts according to its values!
- Generally clear Online portal with good usability
- Fast and professional customer service
- Customer oriented approach
- Harmonized markets and efficient practices



## Accountability

- We take responsibility of our services
- We keep our promises to our stakeholders
- We maintain confidentiality and privacy



## Equality

- We treat all our external stakeholders equally
- We always do our best to earn the trust of our stakeholders



## Openness

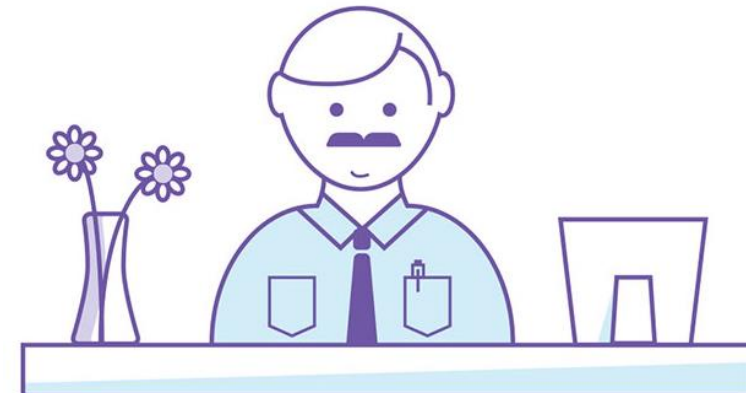
- We share information freely
- We communicate in an understandable and timely manner
- We encourage free exchange of ideas as well as receiving feedback



## Readiness

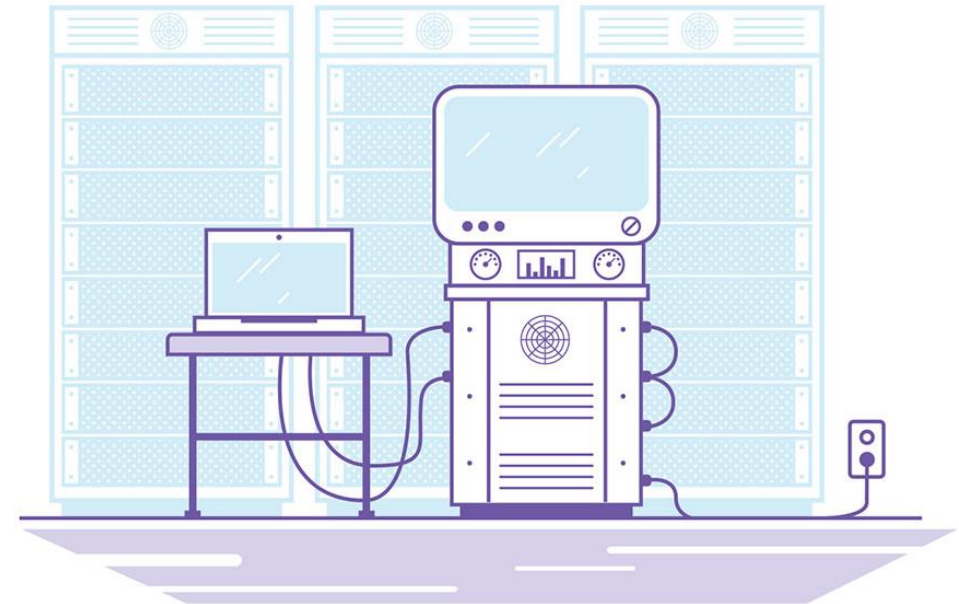
- We are ready for change and renewal
- We develop our services in a systematic way

“...eSett has helped us to become more professional and better on what we do...”



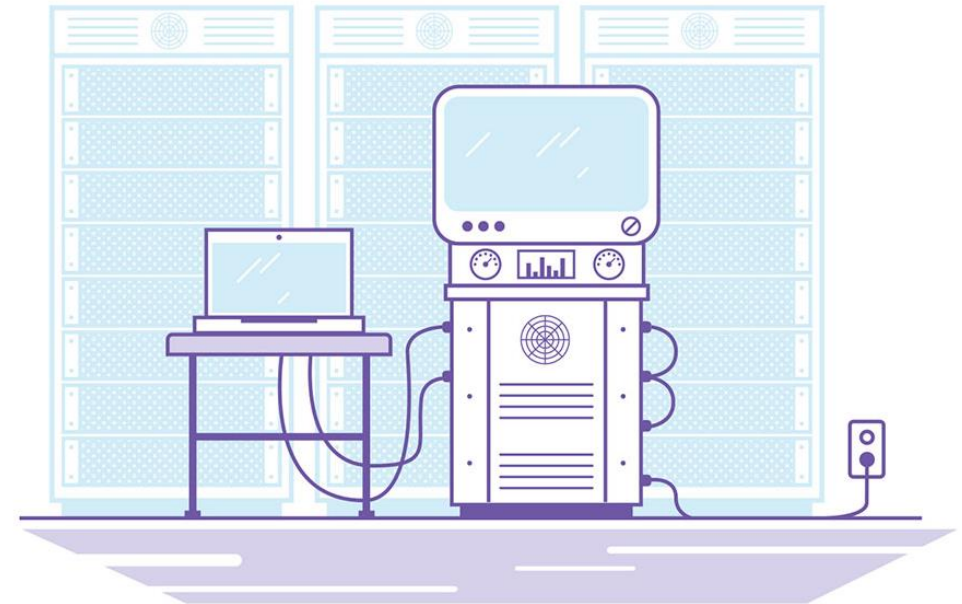
# Customers expect

- Flexibility and adjustability of the Online Service i.e. customization for each user
- Advanced filtering options
- Advanced data transfer abilities
- Advanced notification features
- Less restrictions with data searches and fetching – data available also for Retailers via data flows
- Less user accounts in case of a large corporation with many legal companies or subsidiaries
- Improved correction invoicing
- Harmonized exchange rate treatment in the Nordics
- Improved settlement data quality and KPIs



# Discussion about exchange rates

- eSett has received feedback from more than one customers that it is not clear how exchange rates are used currently by eSett
  - eSett is considering that it could add a better description to Online Service and Handbook to clarify the situation
- eSett recommends to use euro (€) as a currency as much as possible to avoid any unnecessary exchange rate conversions and potentially resulting deviations in results



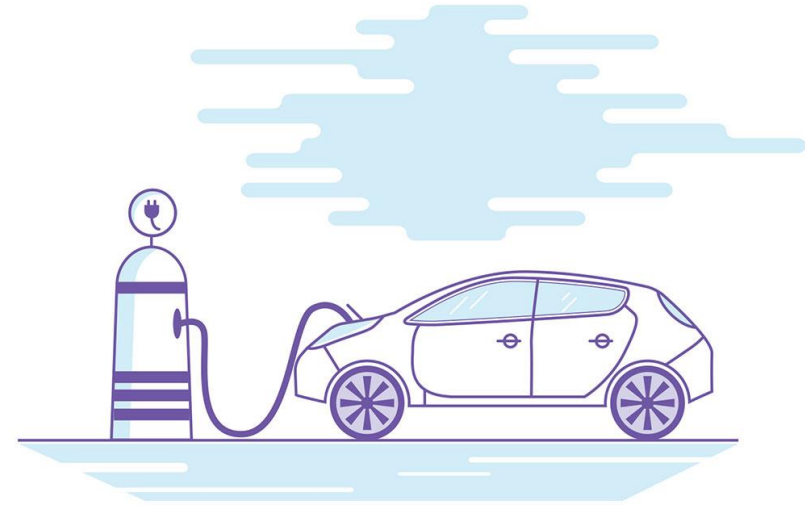


# Evaluation and progress

eSett has evaluated the wishes and already resolved many of the topics addressed in the meetings or started to work on them.

Also, several system related improvement ideas have been placed on the roadmap and expected to be completed during this year. These include e.g.:

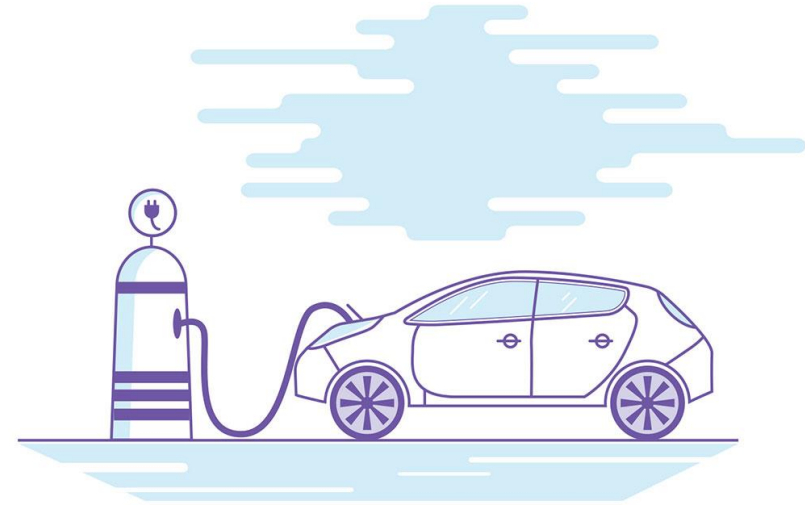
- Improved notification features
- Improvements on the Balance Report in Online Service
- Improvements on the prices view in Online Service
- General filtering improvements in various Online Service views (e.g. Select All possibility)



# Evaluation and progress

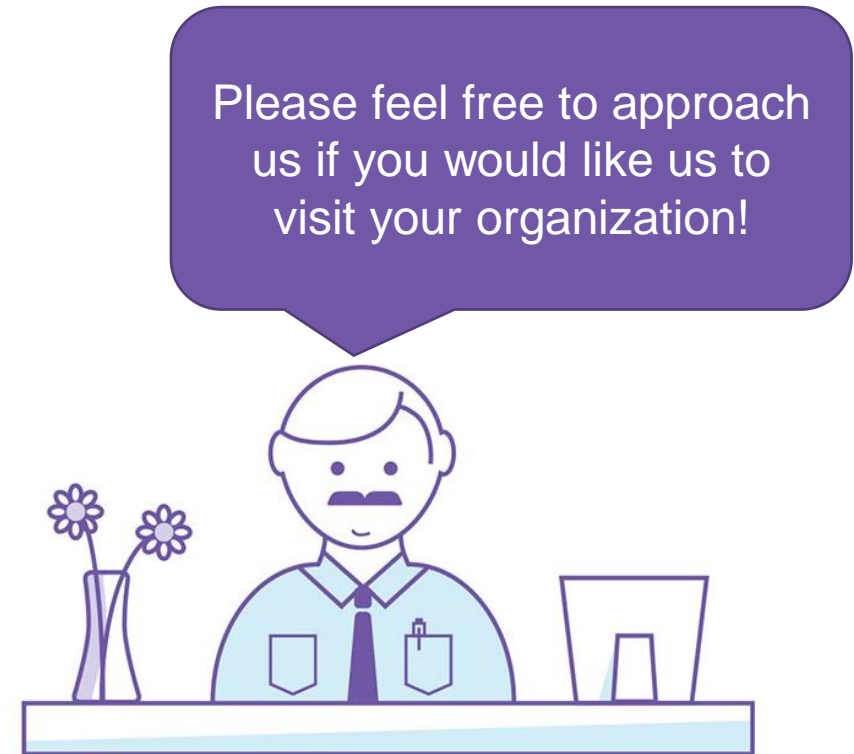
Based on the feedback, eSett has started a study whether it would be possible to provide an API for BRPs to receive their data directly from the system.

Also, some of the other bigger improvement ideas, such as improvements concerning invoicing or KPI report development, might take more time to investigate and complete.



# Encouragement

We are more than willing to meet and discuss any topics related to our services with our BRP customers – we have only just got the work started!







WE SETTLE, TOGETHER!

