

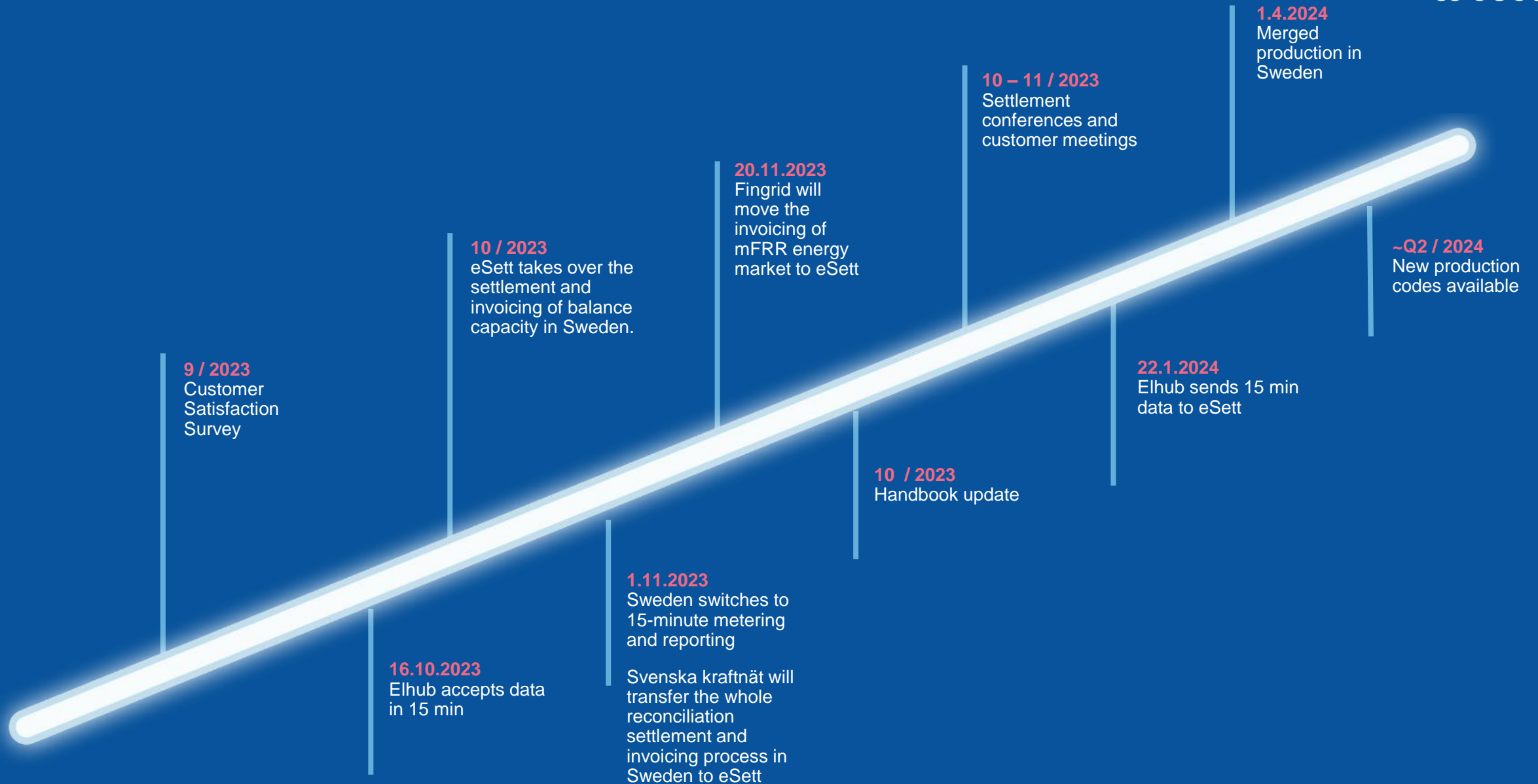


eSett News

Customer Committee meeting 10 / 2023

Diana Welander



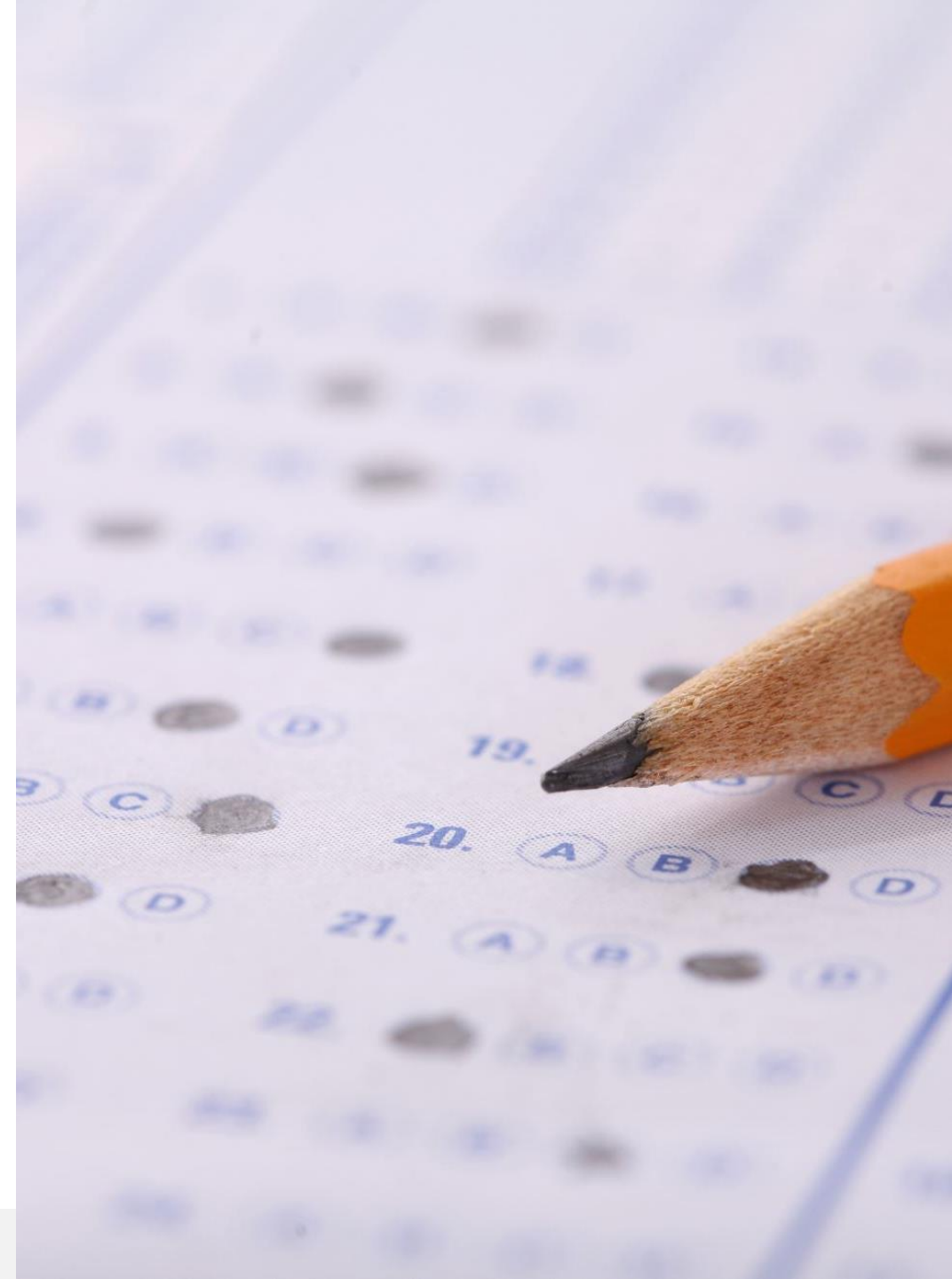


Customer Satisfaction Survey - Results of 2023



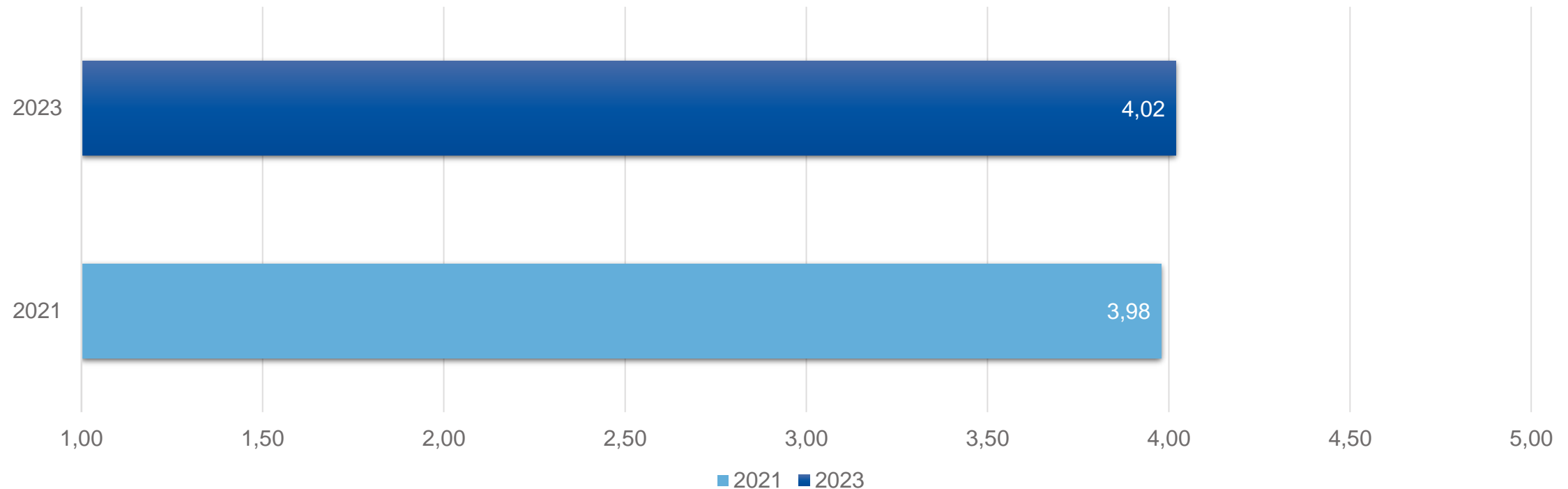
9 Questions

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. How satisfied are you with eSett's communication about market changes and other important information?
 1. If the answer is 3 or below, an additional question was asked:
How can eSett improve the communication?
5. What have we done well?
6. How can we improve our services?
7. Your market participant role(s)
 1. In case BRP was chosen, an addition question was asked:
Would you be interested in a cooperation meeting with eSett?
8. In which countries do you operate?
9. I can be contacted for further elaboration regarding my answers



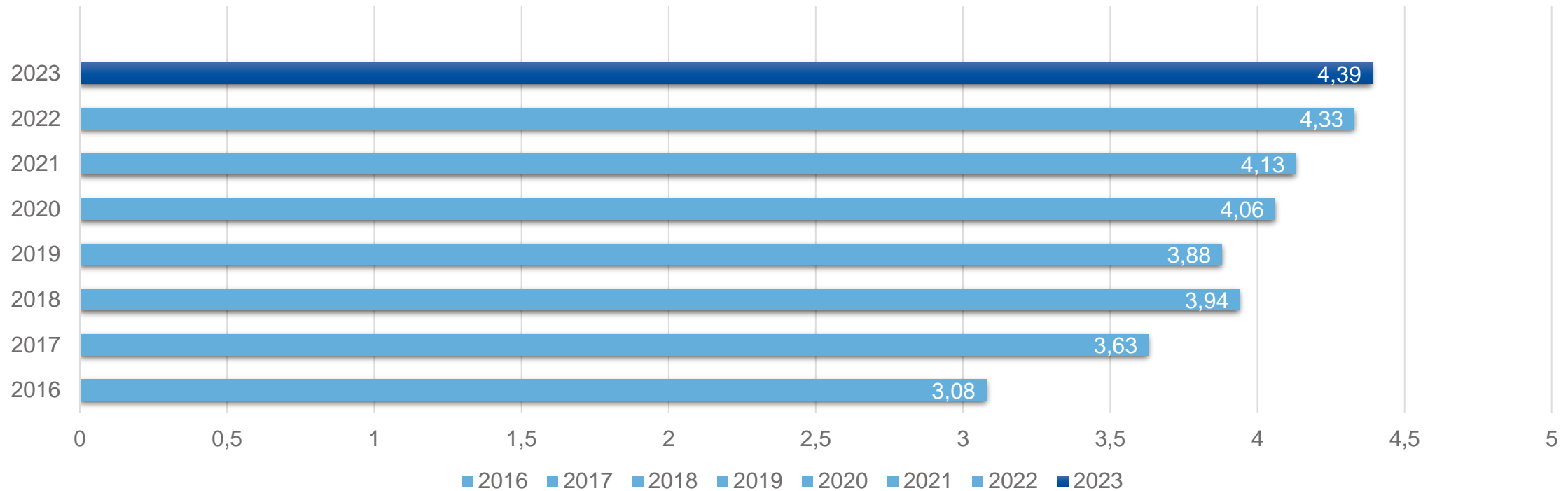
How satisfied are you with eSett's communication about market changes and other important information?

Grade 1-5



Give an overall grade for eSett's customer service

Grade 1-5



What have we

done well?



How can we improve our services?



Chat



Create a case portal with login for customers – enables colleagues to follow up on the status



Q&A for common questions in Online Services or on the general website



APIs



Provide introduction courses for new BRP's



Dashboard – The ability to edit the appearance of the front page



System: Increase speed and show open settlement period



Language



Log in with Bank ID

Swedish settlement of balancing capacity

Main changes:

- Invoicing
- Online Service

1.10.2023: aFRR and FCR

17.10.2023: mFRR



Reconciliation settlement and invoicing process in Sweden moved to eSett.

Benefits:

- ✓ Data from the same system
- ✓ Values are updated faster
- ✓ Faster and more automated invoicing



Fingrid will move the invoicing of mFRR Energy to eSett

- eSett invoices from 20.11.2023
- New "Balancing Service Settlement Agreement"

Sweden: Terms are approved, implementation scheduled for no later than May 2024.

Denmark & Norway: The timetable is still open.



NBS handbook was updated in early October

- Settlement and invoicing of balancing capacity in Sweden
- Profiling and reconciliation in Sweden
- BSP terms and conditions, agreements and invoicing
- Collateral formula's P component

Next Handbook version:

8.4 Required Banking Setup

To participate in the imbalance settlement, the BRPs and BSPs need to hold a bank account(s) in an approved settlement bank, i.e. a bank which has been approved by eSett to be used in the imbalance settlement. This bank account shall enable the direct debiting in the settlement of its outstanding settlement amounts referred to in section 8.3 above. In case direct debiting would not be possible in accordance with the terms and conditions of the said bank account, for example related to anti-money laundering regulations or sanctions, between the Settlement Bank and BRP or BSP, the precondition for the BRP or BSP to be entitled to access the electricity market the settlement would not be fulfilled and eSett has the right to terminate the Imbalance Settlement Agreement (BRP) or Balancing Service Settlement Agreement (BSP).





WE SETTLE, TOGETHER!

