

Customer Committee

Rules of procedure

1. Objectives and scope

- 1.1. The purpose of the Customer Committee (hereafter in this document also "Committee") is to provide a dialogue between eSett and its stakeholders and to offer a forum to bring up customers' views on the development and improvement of the Nordic Imbalance Settlement ("NBS") model, eSett services and other settlement-related topics, including developments connected to the European settlement model. All major change proposals to the NBS model will be discussed in the Customer Committee before they are decided and implemented.
- 1.2. The Committee meets regularly to discuss issues related to settlement and its development. Both eSett and market participants may raise matters that require attention and are relevant to the market roles they represent.
- 1.3. The Committee serves as an advisory body and does not hold decision-making authority.

2. Meetings

- 2.1. Only general market principles shall be discussed in the meetings. No confidential business information or other information relevant to the competition and market behavior of the companies will be discussed at the meetings of the Customer Committee.
- 2.2. The Committee will meet twice a year: once in person and once remotely. Hybrid meetings are not allowed, but exceptions can be made in special cases. The chairperson can change the meeting type or schedule after discussing it with the Committee members.
- 2.3. Members are invited to send proposals for the agenda at least three weeks before each meeting to settlement@esett.com. The secretary of the Committee prepares the agenda, which is approved by the chairperson. The agenda and cover letter are distributed to members two weeks prior to the meeting.
- 2.4. Meeting minutes will be distributed within two weeks after each meeting. Agendas, minutes, and presentation materials will be published on eSett's website (<http://www.esett.com>).

3. Management of meetings

- 3.1. The chairperson of the Customer Committee is an eSett's representative. If the chairperson is absent, the secretary – who is also an eSett representative – will act as chairperson.
- 3.2. eSett is responsible for preparing and organizing the meetings.
- 3.3. The spokesperson participates in planning the meetings and comments the minutes after each meeting.

4. Membership

- 4.1. The Customer Committee consists of two market participants and one Transmission System Operator (TSO) representative from each NBS country, along with eSett representatives. Each member has a deputy member. In addition, energy market authorities responsible for regulation approval and execution from all NBS countries may participate in meetings.
- 4.2. TSOs nominate Committee members and their deputies after consulting with market participants. The eSett Board formally appoints all members and deputy members.
- 4.3. Members and deputy members are appointed for a term of two years and may be reappointed after their term. To ensure continuity, only one new member and one new deputy member per country will be appointed at a time. If a member cannot complete their term, the secretary must be informed and the eSett Board will appoint a replacement.
- 4.4. If a member is unable to attend a meeting, their deputy will participate in their place.
- 4.5. All members are expected to represent their respective market roles, not their individual companies, and to propose solutions that benefit the market as a whole.
- 4.6. The Committee appoints a spokesperson from among its members. This role rotates annually. The spokesperson participates in eSett Board meetings to provide feedback on how the BRPs represented in the Committee view eSett's services and development needs, and also takes part in planning meetings and approving minutes.