

Diana Welander

21 September 2026

Public

Customer Committee / Autumn 2026

Date 7.10.2025 13:00 EE(S)T

Place Teams meeting

Agenda

	Time (EE(S)T)	Topic
1	13:00 – 13:10	Welcome
		Minutes of the eSett Customer Committee meeting 06.05.2026
2	13:10 – 13:25	eSett news
3	13:25 – 14:10	Market Analysis: Insights from Nordic Imbalance Settlement Data
	14:10 – 14:20	Break
4	14:20 – 14:30	Online Service Workshop Status
5	14:30 – 15:10	Create and Present Your Perfect Online Service Dashboard (Customer Committee Members)
	15:10 – 15:20	Break
6	15:20 – 15:50	TSO News and status of aggregator model
7	15:50 – 16:00	Summary and next meeting

Distribution: Customer Committee

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21 September 2026

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Agenda item: TOP 1

Minutes of the eSett Customer Committee meeting 06.05.2026

Brief summary:

- Members will review and approve the previous minutes of the eSett Customer Committee meeting 06.05.2026 and discuss any open action points.
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Diana Welander

21 September 2026

Public

eSett's Customer Committee meeting 06.05.2026

Date 6.5.2026 13:30 EE(S)T

Place Helsinki, Finland

Present	Pasi Lintunen Birger Fält Safwat Majid Kamilla Solumsmo (Spokesperson) Bård Mageli Jouni Anttila Teija Pelkonen Lena Ingårda Håkan Eriksson Naji Iskander (Deputy) Minnakaisa Ahonen (Chairperson) Diana Welander (Secretary) Tuomas Lahti Jonni Laine Olli Vainikainen	Fingrid Oyj Svenska Kraftnät Svenska Kraftnät Skagerak Kraft AS Entelios AS Gasum Oy UPM Energy Oy Vattenfall AB Ellevio Modstrøm eSett Oy eSett Oy eSett Oy eSett Oy eSett Oy
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Absent	Karsten Feddersen (Member) Preben Høj Larsen (Deputy) Kristian Lund Bernseter (Member) Morten Torgalsbøen (Deputy) Robert Thelander (Deputy) Heikki Raatikainen (Deputy) Trond Marthinsen (Deputy) Liv Marit Butveit (Deputy) Jarmo Lapakko (Deputy) Antti Lyytikäinen (Deputy) Jonas Holmgren (Deputy) David Lundgren (Deputy) Anders Millgaard Jørn Klitgaard (Deputy)	Energinet Energinet Statnett SF Statnett SF Svenska kraftnät Fingrid Oyj Lyse Produksjon AS Volve Market Services AS EPV Energia Oy UPM Energy Oy Vattenfall AB E.ON Elnät AB Modstrøm Ørsted
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1 Opening the day, recap of the meeting minutes from the last Customer Committee meeting

eSett CEO and Chairperson of the meeting Minnakaisa Ahonen opened the meeting and welcomed all Customer Committee members to the meeting that was held at Klaus K Hotel in Helsinki.

Since there were a couple of new members present for the first time, everyone introduced themselves briefly to get familiar with roles, names and faces.

The agenda was shortly revised, and it was decided that the next meeting will be held on 7.10.2026 via Teams.

2 eSett News

Diana Welander started with a discussion on sharing Customer Committee contact details. A suggestion has been received to publish contact information for Customer Committee members online to support dialogue between committee members and the market participants they represent. As Customer Committee members act as a voice for customers in their respective countries, sharing contact details could facilitate communication. eSett asked the members whether they are comfortable with sharing their contact information, such as email address and/or phone number.

It was seen as important that market participants have the possibility to contact Customer Committee members, and the members agreed that their email addresses can be added to the member list on eSett's webpage.

The importance of up-to-date BRP contact information was then highlighted. Reliable and correct contact details are essential for secure and well-functioning imbalance settlement. Maintaining accurate contact information is required according to balance service terms. It was noted that eSett has supported the TSOs in recent months in collecting and updating BRP contact information. To further support this, eSett plans to introduce a dedicated section in the Online Service where market participants can manage and update their contact details.

Diana continued with an update on the eSett API project. The new API test environment was opened for customer testing on 23 March 2026, enabling customers to test and validate integrations using test data. The API supports the transition from the current Information Service to a modern REST API. Instructions for starting testing are available on the eSett API project page. It was emphasized that eSett already has the possibility to deploy the API into production; however, eSett wishes to receive feedback from customers before doing so, to ensure that the current implementation serves customer needs in the best possible way.

The API timeline was also presented, outlining the phases from design and development through testing, customer integration and gradual migration, with a

full transition deadline set for May 2027 when the Information Service will be discontinued.

The presentation continued with updates on enhanced notifications and news delivery. Notification functionalities related to accounts, collateral and invoicing have been expanded, and new notifications have been added especially for the BSP role. Subscription management is now more flexible and can be managed separately for the Online Service and for email notifications. In addition, eSett plans to enable delivery of Online Service news via email in spring 2026 to improve visibility and timeliness.

The agenda item also included updates on data services harmonization. eSett plans to discontinue hourly-resolution time-series data packages where a corresponding 15-minute resolution package exists. The change applies only where both versions are available; structural-only data packages are not affected. The data content and structure remain unchanged, with only the time resolution differing. Market participants were advised to update their subscriptions to the corresponding 15-minute packages via the Online Service. Data delivery for remaining hourly-resolution subscriptions will end in October 2026.

An update on the decommissioning of Minor Production was then presented. The current separation between Minor and Normal production originates from the two-balance model and is no longer needed. All Minor production structures and time series will be converted to Normal production. Finland, Sweden and Norway are affected, while Denmark is not. The ProductionType will change from Z02 (Minor) to Z01 (Normal) in data flows. Target timing was outlined country-by-country, noting that exact dates will be communicated later. The change is primarily technical, but it was also noted that in Finland it will affect the scope of the volume fee calculation. Further detailed information is available on the eSett project page online.

Diana also presented highlights from the eSett Annual Review 2025, with a particular focus on the customer perspective. As part of the review, a customer case was presented by Kamilla Lund Solumsmo (Skagerak Kraft AS), illustrating how eSett's settlement and data services support market participants in their daily operations and where further customer value can be created. The Annual Review also reflected eSett's renewed vision, mission and strategy, emphasizing smart, proactive and trusted settlement and data services for the Nordic electricity market.

The presentation further covered Open Data. Current Open Data content includes market party structures, imbalance prices and fees, as well as aggregated consumption, production and imbalance volumes, with availability differing between countries. Committee members were invited to consider whether the current content meets their needs and whether there is additional data eSett should consider adding or prioritizing.

Finally, Diana presented the status of the renewal of the eSett Online Service. A pre-study and needs assessment has been launched, focusing on customer benefits, user experience and future functionalities. The work is carried out in

close dialogue with customers through interviews, a customer survey and involvement of the Customer Committee. The results will be used as input for future service development, and the workshop with the Customer Committee was announced as part of the process.

3**Analysis on imbalances after the change to 15-minute trading**

Olli Vainikainen presented an analysis on how the transition to 15-minute trading has affected trading behavior and imbalances in the Nordic electricity market. The presentation covered developments in day-ahead and intraday trading volumes, as well as imbalance trends at both country level and for different types of Balance Responsible Parties (BRPs).

The analysis began with an overview of the key 15-minute market changes during 2025, including the introduction of 15-minute cross-border Intraday Continuous trading in March and 15-minute Day-Ahead trading in October. In theory, these changes enable BRPs to plan and balance their positions more accurately compared to hourly trading. The presented analysis was based on trading and settlement data covering the period from October 2025 to March 2026.

When reviewing trading volumes, it was shown that Day-Ahead sales volumes have remained relatively stable, with no significant increasing trend following the introduction of 15-minute products. In contrast, an increasing trend in Intraday Continuous sales volumes could be observed after the 15-minute trading implementations, indicating a higher use of intraday markets for balancing purposes. It was, however, briefly discussed that the decreasing trend in Norway was visible already before the market change, and that the introduction of flow-based market coupling may be one contributing factor to the decline observed in Norway.

Olli then presented statistics on 15-minute trading activity. In the Day-Ahead market, 48% of trades were carried out in 15-minute resolution, with around three quarters of BRPs having traded at least one hour in 15-minute resolution during the period. Producers, consumers and mixed BRPs showed the highest relative 15-minute activity, while trader BRPs remained largely active on an hourly level. In Intraday Continuous trading, 51% of trades were executed in 15-minute resolution. A large majority of BRPs had traded in 15-minute resolution at least occasionally, although only a smaller share traded almost exclusively in 15-minute products.

The presentation continued with an analysis of imbalance volumes. A general downward trend in imbalances was observed in most countries when looking at yearly moving averages. Olli noted that this decrease cannot be attributed solely to 15-minute trading, as several market changes took place during 2024–2025. To ensure comparability across years, hourly-netted imbalance data was used in the analysis.

A more detailed analysis of imbalances around hour shifts showed clear structural effects. Prior to the 15-minute imbalance settlement, the first and last quarter-hours of an hour consistently exhibited larger imbalances than the middle

quarter-hours. After the rollout of 15-minute market time units in Intraday Continuous and Day-Ahead trading, these structural differences decreased significantly. This development was interpreted as an indication that BRPs have increasingly adopted 15-minute products and aligned their positions to the new time granularity.

Olli also presented a case study comparing two groups of producer BRPs: one group primarily consisting of wind producers and the other of hydro producers. The analysis compared trends in trading volumes, production volumes and absolute imbalances using yearly moving averages. For wind producer BRPs, a slight downward trend in imbalances could be observed during 2025, alongside increasing intraday trading volumes after the 15-minute Day-Ahead go-live. For hydro producer BRPs, imbalance trends largely followed production volumes, and no clear increase in Day-Ahead trading volumes attributable to 15-minute trading could be identified.

The case study results suggested that wind producer BRPs, whose production is more variable and less predictable, may benefit more from trading in 15-minute resolution than hydro producers. BRPs that were more active in 15-minute trading were also typically those with a higher share of variable renewable energy in their portfolios. Olli emphasized that the impact of 15-minute products on imbalances is highly participant-specific and depends on the individual BRP's production mix, forecasting practices and trading strategy.

4**TSO and Member News**

Birger Fält and Safwat Majid provided an update on current and upcoming topics in the Swedish market. They started by informing the committee about possible changes to Market Balance Areas (MBAs) in Sweden. A study will be presented by Svk on 29 May 2026, outlining three alternative MBA structures that will be further investigated: one national MBA, two MBAs (north and south), and three MBAs (north, middle and the south area). No decisions have yet been made, and the presentation will serve as input for further analysis and discussion.

Svk also gave an update on the work related to a centralized data management tool for data handling in Sweden. Svk and the Swedish NRA received a governmental appointment last year to define what such a solution should include. A webinar related to this work was held recently, and the resulting report is expected to be published in September 2026. After the publication of the report, Svk intends to seek a new appointment to start building the tool. During the discussion, it was raised whether the tool should be built internally or based on an existing platform. Svk confirmed that both alternatives have been evaluated, and it was noted that the current direction appears to be a solution designed by Svk, although no final decision has been made at this stage.

Regarding the BSP project in Sweden, Svk confirmed its goal to support independent BSPs in the Swedish market. It was acknowledged that achieving this is challenging without a centralized data management tool. The current

target is to introduce some form of independent BSP model around 2029, although several aspects remain unclear and are still under development.

Svk also addressed the topic of profiled consumption in Sweden. Several DSOs have decided to move away from profiled consumption and instead report metered consumption. Svk has started internal discussions on whether this topic should be taken forward to the Swedish NRA with the aim of potentially ending profiled consumption nationwide. When asked about timing, it was stated that such a change would likely take place before the introduction of the new centralized data management tool. Ellevio informed the committee that more than half of its metering grid areas have already transitioned, and that the objective is to complete the transition for all meters during the course of this year.

Fingrid provided an update on recent and upcoming developments related to balancing services, collateral arrangements and pricing. Pasi Lintunen informed the committee about the Reserve Market and Balance Service Days, which were held in Helsinki on 28–29 April 2026. The event focused on current and future topics related to reserve markets and balance services, and the related presentation materials will be published by Fingrid at a later stage.

An update was given on the collateral model for balance responsible parties. Fingrid has submitted proposed changes to the terms and conditions related to the collateral model to the Energy Authority on 23 April 2026. In connection with this work, Fingrid arranged a public hearing and a webinar in March 2026, where the proposed changes and findings from the collateral model review were presented and discussed with stakeholders.

Fingrid also announced an upcoming change in the imbalance price calculation, which will enter into force on 1 June 2026. The new calculation method will affect how imbalance prices are determined for balance responsible parties, and further details have been published by Fingrid.

In addition, Fingrid informed the committee that balance service fees for balance responsible parties will be lowered as of 1 May 2026. The volume fee for both production and consumption will be reduced from 1.05 €/MWh to 0.65 €/MWh. The fee reduction is due to lower costs related to power system reserves.

During the member discussion, members raised recent operational observations and challenges related to system performance and data quality.

One member noted that there had earlier been some slowness when messages were sent to eSett in the mornings, but that the issue now appears to have been resolved. eSett explained that the slowness was caused by heavy structural data volumes sent by the TSOs, which put strain on the system during peak times. As a mitigating measure, eSett has adjusted the sending times for certain data packages in order to reduce system load and improve performance. The members confirmed that the situation has since improved.

A member also raised concerns regarding difficulties in determining when prices in the system are final and correct. It was noted that there have recently been many price corrections, which create uncertainty and operational challenges for market participants. The TSOs acknowledged that this is a known issue and informed the committee that a working group has been established to address the challenges related to price corrections and improve processes going forward.

The Norwegian committee members raised concerns from a market perspective related to the visibility and handling of activated volumes for BRPs that are not also acting as BSPs. In particular, challenges were highlighted around correctly allocating regulation volumes to the appropriate Retailers (REs) when BRPs have a large number of REs. From a BRP perspective, limited access to detailed information makes it difficult to include large activated volumes in forecasts, especially in cases such as mFRR activations under the independent aggregator model, where BRPs can see accepted or activated volumes per asset but lack corresponding information from the capacity market.

It was noted that Regulation Objects (ROs) can currently belong to multiple REs and are not linked to a Metering Grid Area (MGA), but rather to a connection point ("knutepunkt"). This creates structural complexity in settlement and limits the ability to fully control how BSPs associate ROs with multiple REs.

As a possible solution, it was suggested that ROs could be linked to both MGA and RE, following a structure similar to that used for consumption and production. It was agreed that this topic requires further dialogue between the market and the TSO, and that the discussion will be continued in the appropriate forums.

The Norwegian members also raised a concern that exchange rates and prices in data packages do not always match the values used in the final settlement, which leads to manual reconciliation work for customers. It was noted that this behavior appears to be new and had not previously caused issues.

eSett explained that the discrepancy is caused by an identified bug in the settlement system. A fix has been implemented and tested and will be deployed to production shortly. eSett acknowledged the issue and stated that communication around similar matters will be improved in the future.

Norwegian members also highlighted challenges related to delays in new structures becoming available in the Online Service. It was noted that structures such as production units and production plans depend on a manual process involving the customer, Datahub, the TSO and eSett. An example was given where a form must first be submitted to Datahub, forwarded to the TSO, and then provided by TSO to eSett, which may delay readiness before operations start. It was concluded that the topic relates to manual processes and will be further discussed with the TSO and Datahub.

5 Workshop about the future Online Service

The meeting included a workshop session on the renewal of eSett's Online Service, facilitated by North Patrol. The purpose of the workshop was to support the current pre-study phase by gathering initial feedback and perspectives from Customer Committee members on potential focus areas related to usability, workflows and dashboard design.

It was explained that the pre-study for the Online Service renewal aims to better understand current needs and challenges related to the existing service. The work focuses on aligning goals and identifying improvement needs by reviewing customer, stakeholder and internal perspectives, as well as business, functional and technical considerations. Possible development alternatives will be assessed as part of this work, and findings may be discussed in future Customer Committee meetings.

The conceptual approach highlighted that the current Online Service is built on a stable and well-functioning foundation that supports imbalance settlement processes and data flows. The pre-study focuses on identifying possible smaller improvements to the existing service, rather than introducing major changes, with the aim of building on current structures and user familiarity.

The discussion on development direction highlighted themes such as role-based and process-oriented usage and the possibility to increase proactivity through notifications and guidance. These topics were presented as areas for exploration in the pre-study, with the intention of understanding how the service could better support users in their daily tasks while maintaining stability and continuity.

As the first part of the workshop, participants were invited to share and prioritize potential improvement ideas, including usability, navigation, filtering, explanations of data and calculations, downloads and reporting, as well as support for validation and troubleshooting. The prioritization was carried out through a voting exercise, where participants indicated which topics they considered most relevant based on their daily use of the Online Service. Based on the votes, areas such as improved filtering options, faster loading of views and reports, the possibility to work with multiple BRPs, and more dynamic reporting received particular attention. The voting results will be used to highlight areas of interest and input for the ongoing pre-study, rather than to define or commit to specific future changes.

The workshop's second part addressed key workflows and use cases, focusing on common tasks such as reviewing data, validation, reporting and follow-up. The aim of this discussion was to better understand how different user roles interact with the service today.

Based on the exercise, participants highlighted a set of commonly used operational workflows in the Online Service across different market roles, and also pointed out pain points and potential development suggestions related to these workflows. The processes brought up mainly related to:

- Monitoring imbalances, including checking MGA imbalances, reviewing imbalance data, and following up on deviations on a daily or weekly basis (DSO and BRP perspectives).
- Balancing and settlement follow-up, such as filtering balancing services, selecting relevant MBAs and time periods, and downloading settlement data for further analysis.
- Bilateral trade follow-up, including comparing own bilateral volumes against system values and identifying differences in bilateral trade data.
- Price verification, where users log in to check imbalance prices, select correct time periods, apply filters and export price data for comparison.
- Data validation and troubleshooting, including identifying missing or incorrect data, checking own systems, verifying data in the Online Service, and requesting corrections or resends where needed.
- Reporting and KPI follow-up, where users navigate reports, download Excel files and compare results against their own calculations, typically on a monthly basis.
- Understanding activations, particularly how activated volumes are reflected in the service and how users can identify what has been activated for their role.

Overall, the workflows discussed reflected recurring daily, weekly and monthly tasks related to reviewing data, validating results, downloading reports and following up on non-matching values, with a strong emphasis on accuracy, efficiency and clarity in everyday use.

6 Summary and next meeting

The next meeting will take place on 7 October 2026 as a Teams meeting, with both Customer Committee members and deputies invited to participate.

A calendar invitation will be sent out shortly, with further details to follow as the date approaches. Kamilla Solumsno will continue as Spokesperson until the next meeting. The Chairperson thanked all Customer Committee members for their active participation and closed the meeting.

Diana Welander

21 September 2026

Public

Attachments:	eSett News – Diana Welander Analysis on imbalances after the change to 15-minute trading – Olli Vainikainen (eSett Oy)
Distribution:	Customer Committee members and deputies

Diana Welander

21 September 2026

Public

Agenda item: TOP 2

eSett News

Responsible party: Diana Welander, 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.

Agenda item: TOP 3

Market Analysis: Insights from Nordic Imbalance Settlement Data

Responsible party: Markus Flyktman, eSett Oy

Summary:

The presentation reviews recent observations from Nordic imbalance settlement data and highlights selected findings from eSett's analysis of Balance Responsible Parties (BRPs). The presentation will explore market participant behavior, performance, and other developments observed in the Nordic market.

Agenda item: TOP 4

Online Service Workshop Status

Responsible party: Tuomas Lahti, eSett Oy

Summary:

eSett will present a short summary of the Online Service workshop which was held in the last meeting and share an update regarding the plans going forward with the system improvements and future work.

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Agenda item: TOP 5

Create and Present Your Perfect Online Service Dashboard

Responsible party: Customer Committee Members

Summary:

Before the meeting, each Customer Committee member is invited to create their own ideal Online Service dashboard by selecting the information, widgets, and features they would find most valuable. During the session, participants will briefly present their dashboards and share their priorities, ideas, and expectations for future Online Service development.

Agenda item: TOP 6

TSO News and Aggregator Model Development

Responsible party: All TSOs

Summary:

The TSOs will present their latest updates and share the progress and current status of the aggregator model.

Agenda item: TOP 7

Summary and next meeting

Responsible party: All

Summary:

- Discussion on any other business
- Next meeting