

Diana Welander

19 October 2026

Public

eSett's Customer Committee meeting 07.10.2026

Date 07.10.2026 13:00 EE(S)T

Place Teams Meeting

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

1 Opening the day, recap of the meeting minutes from the last Customer Committee meeting

The meeting was opened by Minnakaisa Ahonen, eSett CEO and Chairperson, who welcomed all Customer Committee members and deputies to the meeting held via Teams. It was noted that both members and deputies had been invited to participate, and the Chairperson welcomed the strong attendance.

The agenda for the meeting was briefly reviewed. Particular attention was drawn to the discussion on the status of the aggregation model in the Nordic countries, which had been requested by Customer Committee members and therefore included on the agenda.

The minutes from the previous Customer Committee meeting were reviewed. As no comments or proposed changes were raised, the minutes were approved. It was also noted that the minutes had been reviewed in advance by the Customer Committee spokesperson, Kamilla Lund Solumsmo.

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2 eSett News

Diana Welander began her presentation by sharing the results of the Customer Satisfaction Survey 2026, which was open from 28 August to 13 September 2026. The survey was sent to 2252 Online Service users and received 158 responses, corresponding to a response rate of 7.02%. All three core customer service ratings improved compared with the previous year and reached their highest level in the survey series. The overall grade increased to 4,57 out of 5, professionalism to 4,61 and resolution time to 4,54.

The feedback showed that customers particularly value fast response times, professional and friendly support, clear guidance and communication, and useful services such as the Online Service, eSett's website and Open Data. At the same time, customers identified several areas for improvement, including the speed, stability and usability of the Online Service, easier access to detailed and traceable data, improved technical integrations and more proactive communication about issues, maintenance and corrections. Diana acknowledged the recent stability and performance issues and emphasized that eSett takes these concerns seriously and continues to monitor and improve the service.

It was also noted that customers increasingly see eSett as a potential source of market insights and analytics, in addition to its role as a settlement service provider. Many development requests focused on transparency, API access and making existing data easier to use rather than introducing entirely new services. The survey results also demonstrated growing expectations for earlier and clearer communication when operational issues, maintenance activities or corrections occur.

Diana then presented an update on the eSett API, which had successfully gone live in production on 6 October 2026. The API has been developed through testing and customer feedback, and eSett will continue developing it based on customer needs, market developments and regulatory changes. The next phase will focus on supporting customers in migrating from the Information Service to the REST API. The Information Service is currently planned to be discontinued in May 2027, by which time its functionality will be available through the API.

Nearly 20 market participants had participated in API testing, and their feedback had contributed directly to its further development. At the time of the meeting, eight customers had already started using the production API. It was explained that both the production API and the test API were temporarily retrieving production data. From 1 November 2026 onwards, the test API will retrieve data from the eSett test environment and users will therefore need test user credentials. Instructions, documentation and links to the test and production environments are available on the eSett website and through the Online Service dashboard. Customers were encouraged to test their integrations before moving to the production environment.

During the discussion, a member asked whether all information currently available through the Information Service is also available through the API. eSett confirmed that the current API covers the scope of the Information Service. It was also explained that further development may later introduce additional incoming and outgoing API functionalities, for example for bilateral trades, but these are not part of the current implementation. A question was also raised about whether hourly-resolution data is

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available through the API. This information was verified after the meeting, and it was confirmed that the API provides data in 15-minute resolution.

The presentation continued with a reminder about the removal of the Minor Production category. As of 1 November 2026, all structures and time series related to Minor Production will be converted to Normal Production in Finland, Sweden and Norway, while Denmark is not affected. In the relevant data flows, the Production Type will change from Z02, Minor Production, to Z01, Normal Production. The change simplifies the Nordic balance model by removing a categorization originating from the previous two-balance model that is no longer needed.

Finally, Diana reminded the committee that hourly-resolution data packages will be phased out where a corresponding 15-minute version is available. Delivery of affected hourly data packages will end after October 2026. Market participants using these packages were encouraged to update their subscriptions to the corresponding 15-minute versions through Data Packages Management in the Online Service. Data packages containing only structural data are not affected, and customers requiring assistance may contact eSett's customer service.

Following the presentation, a member asked about the number of customer contacts and service requests received by eSett. It was estimated that eSett receives are generally somewhat above 300 cases per month, although the volume varies depending on current market developments and the complexity of the individual cases.

3 Insights from Nordic imbalance settlement data

Markus Flyktman presented an analysis of Nordic imbalance settlement data, focusing on the imbalance performance of Balance Responsible Parties (BRPs) and comparing newly established market participants with more experienced BRPs. The objective was to study whether the increasing number of new market participants in recent years has affected imbalance performance and to identify the factors behind any observed differences. The analysis was based on relative imbalance and Production Plan KPI indicators, while trader BRPs and TSO-owned BRPs were excluded from the study.

To support the analysis, BRPs were categorized according to the characteristics of their portfolios. The categorization included groups such as large producers, wind producers, utilities and industrial companies, retailers and portfolio BRPs, as well as flexibility and energy storage operators. The purpose of the categorization was to enable comparisons between similar types of market participants and to separate the effect of portfolio composition from operational performance.

The first part of the analysis examined average relative imbalance and Production Plan KPI values at BRP level. The results showed a rising trend in relative imbalance in all countries except Denmark and an increasing Production Plan KPI trend across all countries. As these indicators were calculated as averages for individual BRPs, smaller BRPs had the same weight as larger market participants. This raised the question of whether newer BRPs generally perform worse than established market participants, or whether the observed trend could be explained by portfolio composition.

Markus then compared the same indicators at country level. While the BRP-average analysis showed increasing KPI values, the country-level analysis presented a more stable picture. Relative imbalance trends remained largely unchanged at country level, with a downward trend observed in Denmark and a somewhat increasing trend in Sweden. The results suggested that the increasing average KPI values observed in the previous analysis are largely driven by changes in the composition of BRPs and the growing number of smaller market participants, rather than a deterioration in overall country-level imbalance performance. The Production Plan KPI figures were noted to be more volatile, partly due to monthly netting effects.

The presentation then moved to country-specific analyses. In Finland, newly established BRPs generally showed higher relative imbalance and Production Plan KPI values than longer-established BRPs. However, the analysis also showed that many of the newer entrants consisted of wind producers and energy storage operators, whose portfolios are inherently more challenging to balance. When comparing similar portfolio categories, the differences between newer and more established BRPs were significantly reduced.

Similar analyses were conducted for Norway, Sweden and Denmark. In Norway, the number of newly established BRPs was relatively small, making comparisons less conclusive. Sweden displayed a pattern similar to Finland, where recently established BRPs generally showed higher imbalance indicators, particularly among flexibility-oriented portfolios and newer wind producers. In Denmark, the number of new asset-based BRPs was limited, although newer participants tended to demonstrate more volatile imbalance performance than established market participants.

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The analysis highlighted that wind producers often exhibit relatively high imbalance figures, especially during the early stages of operation. At the same time, their production plan quality was generally stronger than their imbalance performance would suggest. The results indicated that performance typically improves as market participants gain operational experience and become more familiar with forecasting, planning and balancing their portfolios.

Markus concluded that newer BRPs generally display weaker KPI performance than established BRPs, but that portfolio composition explains most of the observed differences. Smaller portfolios, particularly energy storage operators and other flexibility-focused BRPs, tend to have higher KPI values. The analysis also showed that performance improves over time as new BRPs gain experience in the market. Finland and Sweden were observed to have experienced a steadier inflow of new asset-based BRPs than Norway and Denmark.

The Chairperson also invited members to suggest topics for future market analyses, and participants were encouraged to submit proposals after the meeting if desired.

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4 Online Service workshop status

Tuomas Lahti provided an update on the status of the Online Service development work and the activities carried out since the Customer Committee workshop held in spring 2026. He explained that eSett is currently in the middle of a major backend platform renewal project, which limits the ability to implement larger enhancements to the current Online Service. Most development resources are currently allocated to completing the backend upgrade, implementing mandatory regulatory changes and supporting the rollout of the eSett API solution, which will gradually replace the current Information Service. Despite the limited development capacity, several long-standing issues have been resolved since the previous meeting.

Looking ahead, eSett intends to continue implementing smaller, high-value improvements whenever possible while simultaneously preparing for the future renewal of the Online Service. Tuomas emphasized that customer feedback remains important and that the ongoing discussions with customers will help form a long-term vision and requirements specification for the future service. The Customer Committee workshops were highlighted as an important source of input for this work.

Tuomas then summarized the results of the workshop held during the spring 2026 Customer Committee meeting. During the first part of the workshop, customers identified and prioritized improvement areas for the Online Service. The highest-ranked improvement wishes were improved filtering options, faster loading of views and reports, improved handling of multiple BRPs and assets, and more dynamic reporting functionalities.

The second part of the workshop focused on customer workflows and daily use cases. The areas identified as requiring the most attention included imbalance monitoring, balancing and settlement follow-up, bilateral trade validation, price verification, data validation and troubleshooting, reporting and KPI monitoring, as well as understanding reserve activations and how activated volumes are reflected in the Online Service. These findings provide guidance on which workflows should receive particular attention when planning the future Online Service.

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5 Create and Present Your Perfect Online Service Dashboard (Customer Committee members)

Following Tuomas Lahti's status update, the Customer Committee continued the workshop by discussing the concept of a future Online Service dashboard. Participants were invited to present and discuss their own "dream dashboard" proposals, focusing on the information, functionality and workflows they would find most valuable immediately after logging into the Online Service. The objective was to gather user insights to support future service planning and to better understand the differing needs of various customer roles.

During the discussion, members generally highlighted the importance of visibility into tasks requiring immediate action, including non-matching bilateral trades, missing or incorrect data, collateral-related notifications, message failures and other operational issues requiring attention. Many participants also expressed a wish for more direct access to key reports, enhanced dashboard customization possibilities, improved graphical reporting, easier navigation between market roles and market areas, and better support for downloading and analyzing larger amounts of data. The importance of preserving existing useful features, such as news notifications and collateral status indicators, was also emphasized.

Committee members representing different market roles, including BRPs, BSPs and DSOs, presented their perspectives and suggested role-specific views and functionality. Several participants noted that dashboard requirements vary significantly between market roles and supported the idea of providing greater flexibility and personalization in future versions of the Online Service. eSett thanked the participants for their input and noted that the feedback would be considered as part of the ongoing planning and future development of the service.

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6 TSO news and status of aggregator model

The Customer Committee had requested in the previous meeting an update on the status of aggregation models in the Nordic countries. Representatives from the Nordic TSOs therefore presented the latest developments and plans related to aggregation, balancing services and market development in their respective countries.

Pasi Lintunen from Fingrid presented an update on the Finnish independent aggregator model. Fingrid informed the committee that it had requested the Finnish Energy Authority on 26 June 2026 to suspend the confirmation process for mFRR conditions related to independent aggregation. According to Fingrid, several challenges remain unresolved, including the need for more detailed legislation, significant specification work and further IT development. Particular concerns relate to the so-called rebound phenomenon, compensation pricing, the suitability of different electricity contracts and the need for sufficient information exchange between market participants. Fingrid emphasized that future development will continue with the objective of creating a fair model for all electricity market participants. A market survey on the future development of independent aggregation received 14 responses, and the results will be published anonymously.

Pasi also presented the effects of the volume-weighted imbalance price model introduced on 1 June 2026. The updated pricing method has affected imbalance prices in both directions compared to day-ahead prices, and Fingrid noted that additional analysis of the results will be presented to Finnish BRPs during a planned seminar in November 2026.

In addition, Fingrid reported that the volume fee for production and consumption has been reduced several times during 2026 due to lower costs of power system reserves. As a result, the volume fee for production and consumption will be set to 0 €/MWh during October and November 2026.

During the discussion, a committee member asked whether there are plans to harmonize the independent aggregator model across the Nordic countries. Fingrid explained that some discussions have taken place between TSOs, particularly regarding compensation mechanisms, but that significant national differences remain due to legislation and regulatory requirements. Karsten Feddersen from Energinet added that the rules originate from EU directives and must be implemented through national legislation. As a result, harmonization possibilities are limited unless member states adopt harmonized legislative approaches.

Kristian Lund Bernseter from Statnett presented Norway's aggregation roadmap. Statnett has adopted a stepwise approach aimed at enabling smaller flexible assets to participate in balancing and reserve markets through so-called flexibility groups. A key milestone was the reduction of the minimum bid size in the Norwegian mFRR market to 1 MW in Q4 2025. However, resources below 1 MW were still unable to participate directly and could first enter the market through aggregation when the Flexibility Register opened in Q2 2026. Currently, assets below 1 MW can participate in aggregated groups under specific conditions, and future phases will gradually reduce restrictions, expand participation to additional markets and eventually enable

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independent aggregation. The current earliest timeline for independent aggregation is the end of 2028.

Statnett also presented the Flexibility Register, introduced in June 2026 and developed together with Elhub. The register provides a common platform for resource registration, prequalification and market participation. The solution is intended to increase transparency, simplify participation and reduce barriers for distributed flexibility resources. Future plans include expanding aggregation to more markets, deeper integration with grid models, reducing operational constraints and potentially establishing a broader national flexibility register.

Statnett noted that Norway currently has no defined implementation model or regulatory deadline for independent aggregation. The Norwegian regulator has so far not prioritized large-scale implementation work in this area.

Karsten Feddersen presented Energinet's ongoing retail market development initiatives. Energinet views independent aggregators, dedicated electricity suppliers and energy sharing as important elements for unlocking additional flexibility in the Danish electricity market. Energinet has already introduced a multi-party BSP concept, which allows market participants to provide similar services through contractual arrangements while awaiting the full implementation of the independent aggregator framework.

Energinet expects to achieve full compliance with the EU Electricity Market Directive during 2028. The planned model would allow aggregated portfolios to participate in all balancing services, including FFR, FCR, aFRR and mFRR markets, and would also permit energy trading across all energy markets, including bilateral trades. At the time of the meeting, the related terms and conditions had recently been submitted to the Danish regulator for approval. Several related initiatives, including dedicated suppliers, energy sharing and future changes to balancing philosophy and imbalance pricing, may also involve eSett.

During the discussion, several questions were raised regarding the concept of multiple supply contracts and dedicated electricity suppliers. Energinet explained that the future model would allow multiple electricity supply contracts behind a single grid connection, enabling consumers, for example, to separate household consumption and electric vehicle charging into different contracts if the metering requirements can be fulfilled. It was also noted that taxation considerations are one of the drivers behind the planned implementation timeline.

Birger Fält from Svenska kraftnät provided an update on the ongoing BSP project in Sweden. The planned go-live remains targeted for the first quarter of 2029. Key objectives include enabling independent BSPs that do not need to act as BRPs, simplifying onboarding processes, settling delivered rather than activated volumes, improving follow-up of reserve activations and ensuring that each market participant is responsible for the imbalances they create.

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Svenska kraftnät also announced that the volume fee will be reduced to 0.65 €/MWh during 2027 due to lower balancing service costs. In addition, the gate closure time for bilateral trades is planned to be changed from 45 minutes to 25 minutes before delivery, with implementation expected during the first quarter of 2027 in connection with related intraday market changes.

Finally, Svenska kraftnät informed the committee that a report exceeding 300 pages regarding a future centralized data handling solution for the Swedish electricity market had recently been delivered to the Swedish regulator. Svenska kraftnät now hopes to receive a new assignment that would allow development of the future solution to proceed.

The Chairperson thanked the TSO representatives and the committee members for the discussion. The presentations highlighted that while all Nordic countries continue to work towards increasing flexibility and enabling new market models, the implementation timelines, regulatory environments and technical solutions differ significantly between countries.

7 Summary and next meeting

Before closing the meeting, Chairperson Minnakaisa Ahonen informed the committee that eSett is planning to organize the next Customer Committee meeting as an on-site meeting in May 2027. The meeting is expected to coincide with eSett's 10-year anniversary celebrations, as eSett will have been in operation for ten years in May 2027. Committee members welcomed the proposal.

The Chairperson also informed the committee that the term of the current spokesperson, Kamilla Lund Solumsmo, will come to an end in connection with the next meeting. Members were invited to consider whether they would be interested in taking on the spokesperson role for the next term. The Chairperson thanked Kamilla Lund Solumsmo for her valuable contribution and support in reviewing meeting materials and representing the committee.

During the closing discussion, members were invited to suggest topics for future meetings. The topic of business continuity and the handling of service disruptions was briefly discussed. It was noted that recent operational challenges had highlighted the importance of communication during incidents.

The Chairperson informed the committee that the meeting minutes will be distributed within approximately two weeks and that further information regarding the next meeting and anniversary event will be shared later. The Chairperson thanked all participants for their active participation, particularly for their contributions to the Online Service dashboard exercise and closed the meeting.

Attachments:

- eSett News – Diana Welander (eSett Oy)
- Insights from Nordic Imbalance Settlement Data – Markus Flyktman (eSett Oy)
- Online Service Workshop Status – Tuomas Lahti (eSett Oy)
- TSO News and Status of the Aggregation Model – Nordic TSOs

Distribution: Customer Committee members and deputies