



eSett News

Customer Committee 7.10.2026
Diana Welander, eSett Oy

Customer Satisfaction Survey 2026

A strong result, with all three core customer-service ratings improving

SURVEY SNAPSHOT

158 responses

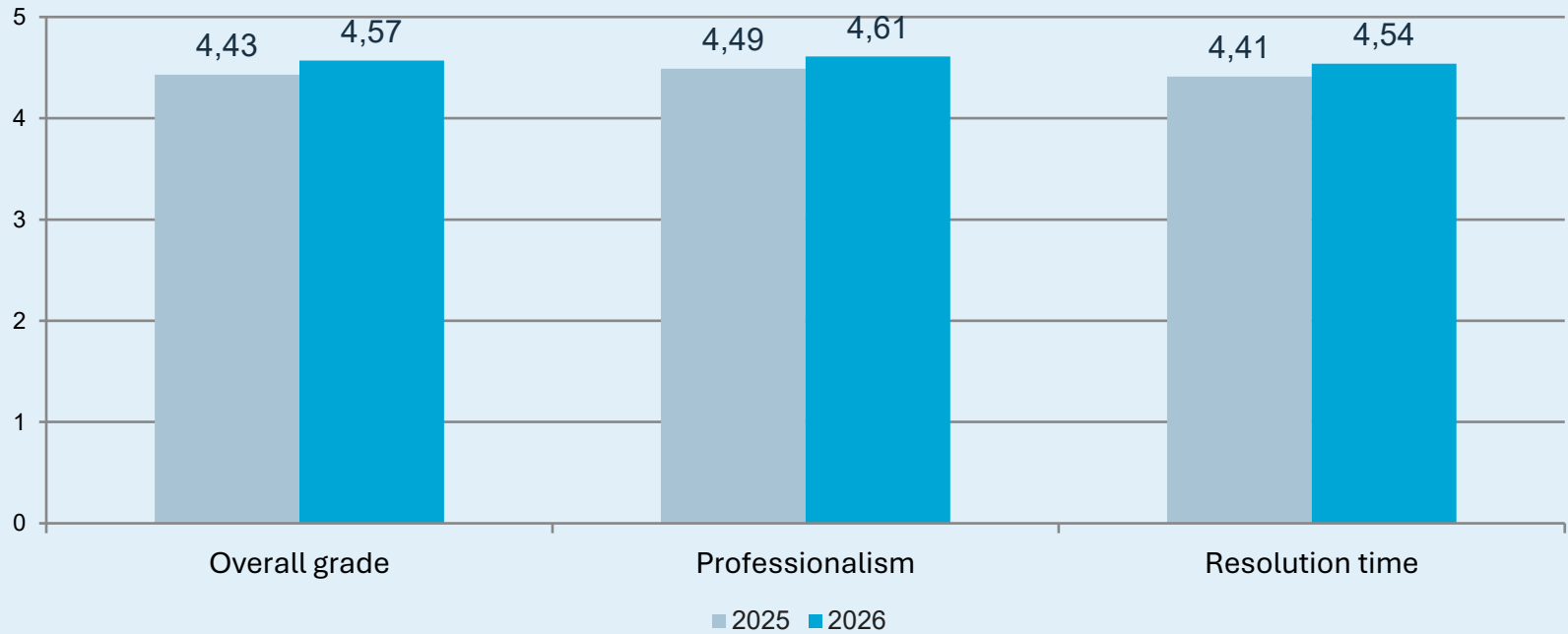
7,02% response rate

2 252 invitations

4 language options

Survey open 28 Aug to 13 Sep 2026

Customer service ratings



Key takeaway: satisfaction is at its highest level in the survey series for all three measures.

What customers value most

The feedback consistently highlights fast, professional and accessible support

01

Fast response

Quick replies, follow-ups and prompt case resolution.

02

Professional support

Knowledgeable, friendly service and clear guidance.

03

Clear communication

Useful newsletters, documentation and issue updates.

04

Useful services

Online Service, website and Open Data are valued.

“Fast response times, clear process guidance, and excellent support throughout the case.”

Where customers want us to improve

Four recurring themes provide a clear direction for continued development

1

Online Service usability & reliability

Improve speed, stability and navigation; simplify repetitive tasks and large data downloads.

2

Data access & transparency

Provide more detailed and traceable settlement, invoice and market data, with better API access.

3

Technical integrations

Modernise APIs, improve Web Service performance and ensure timely, synchronised data updates.

4

Proactive communication

Communicate known issues, maintenance impacts and corrections earlier and more clearly.

Strong service + stronger digital experience

Customer Satisfaction Survey 2026

What surprised us in the 2026 survey?

Positive surprises

- All three customer service ratings reached their highest level in the survey history.
- Many customers specifically mentioned customer service interactions, response speed and personal support.
- Several respondents stated that they have no major concerns and would like current services to continue

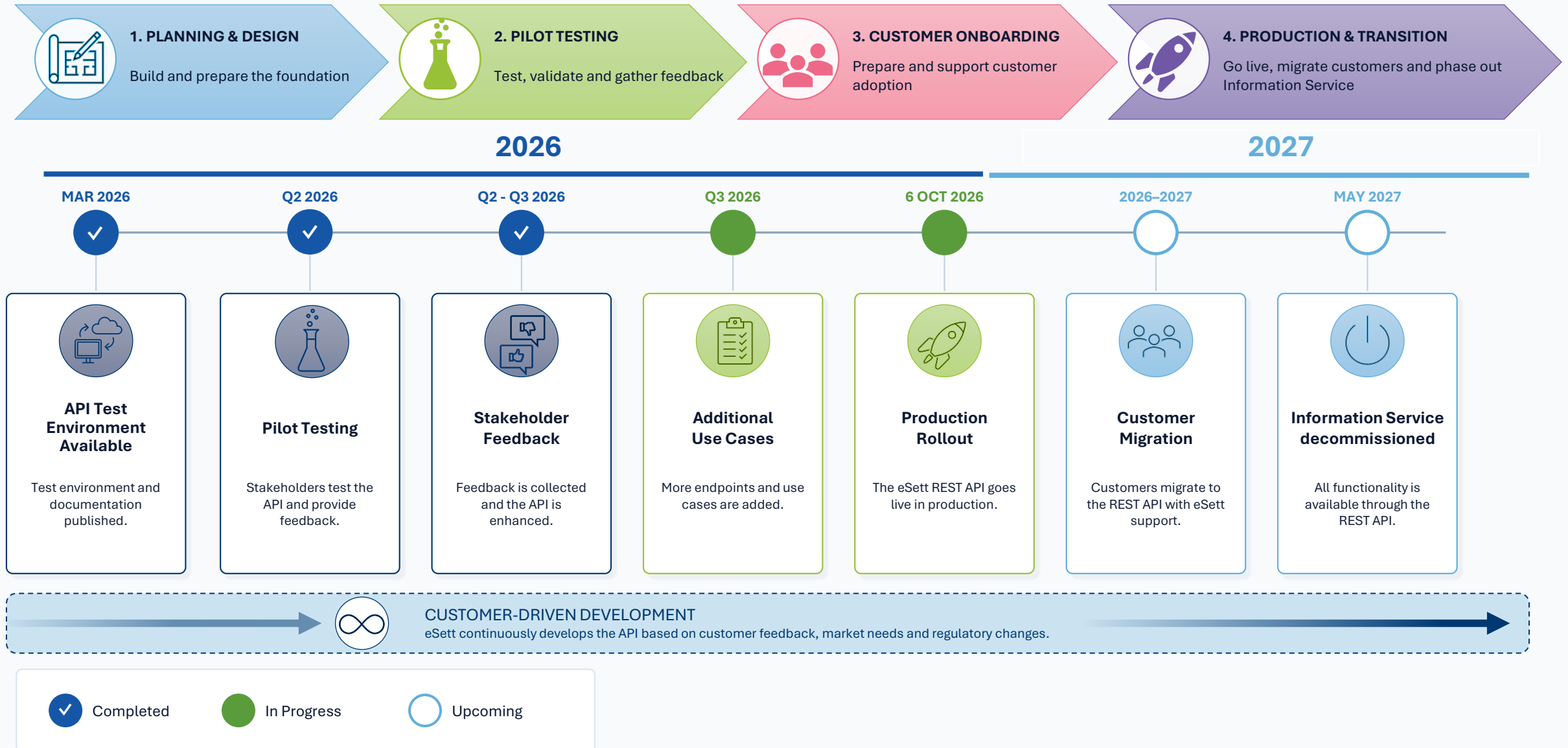
What caught our attention

- Customers increasingly see eSett as a potential source of market insights and analytics, not only as a settlement service provider.
- Many requests focus on transparency, APIs and easier access to data rather than new services.
- Expectations for proactive communication continue to grow. Customers want earlier information when issues, maintenance or corrections occur.



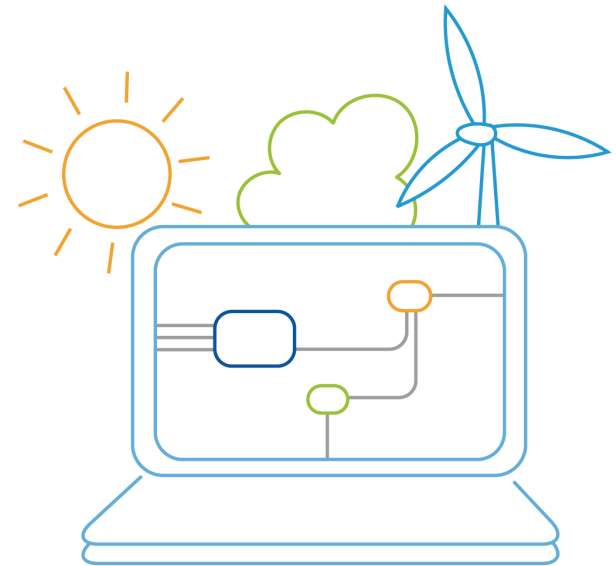
eSett API Implementation Timeline

Key milestones for the transition from Information Service to the new eSett REST API.



eSett API: Test Status

- Testing environment
 - The eSett API Test Environment and supporting documentation are available.
 - Market participants can test their integrations using production-like data and existing Online Service user configurations.
- Current focus
 - Nearly 20 market participants have participated in API testing.
 - Their feedback has directly contributed to further development, supporting our vision of a customer-driven API that continuously evolves to meet customer needs.
- Next milestone
 - Production rollout is planned for 6 October 2026.



Removal of the Minor Production Category

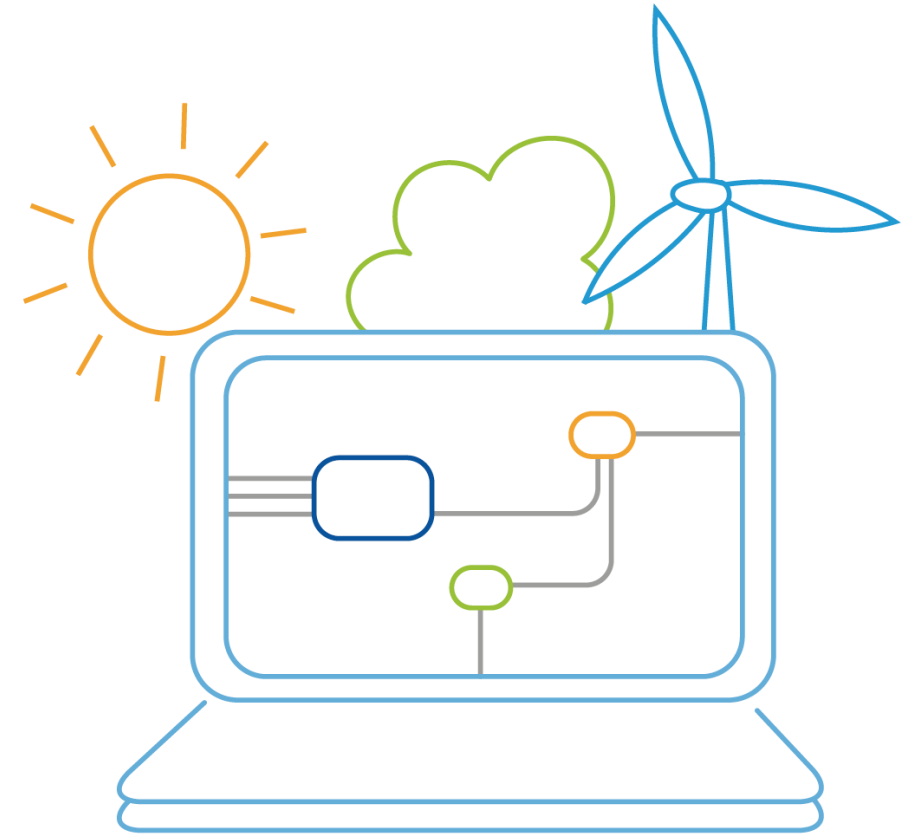


The purpose of this change is to simplify the model by removing a categorization that is no longer needed following the transition to a common Nordic balance model.

- The distinction between Minor Production and Normal Production will be removed.
- This distinction was introduced under the previous two-balance model (before November 2021) and is no longer necessary.
- All structures and time series related to Minor Production will be converted to Normal Production.
 - The change affects Finland, Sweden, and Norway (Denmark is not affected).
- In data flows, the ProductionType will change from Z02 (Minor) to Z01 (Normal).
- More information: [eSett.com](https://esett.com) → *Projects* → *Decommissioning of Minor Production*
- **Planned timeline:**
 - 1 november 2026 in all countries

Adaptation to the Nordic 15-Minute Market – Phase-Out of Hourly Data Packages

- Hourly-resolution data packages will be phased out if a corresponding 15-minute versions is available
 - The change only applies to data packages for which both hourly and 15-minute versions are available.
 - Data packages containing only structural data are not affected.
- Delivery of hourly-resolution data packages will end after October 2026.
- Market participants are encouraged to update their subscriptions to the corresponding 15-minute data packages in the Online Service
 - Reports » Data Packages Management, using the meny (≡).





We settle, together!

An aerial photograph of a vast lake system with numerous forested islands and peninsulas. The water is a deep blue, and the surrounding land is covered in dense green forest. A winding road is visible on one of the larger islands in the foreground.

Insights from Nordic imbalance settlement data

Customer Committee 7.10.2026

Markus Flyktman, eSett Oy

Evaluating Imbalance Performance: New vs. Established BRPs

- The goal was to study the imbalance performance between newer and older BRPs
- A categorization of BRPs was conducted to consider different portfolios and to compare similar market parties

Measures used

- Relative imbalance

$$\frac{\text{Absolute Imbalance Quantity}}{|\text{Consumption}| + |\text{Sales}|}$$

- Production Plan KPI

$$\frac{|\text{Production} - \text{Pumped Storage Consumption} - \text{Production Plan} - \text{Production IA Up} + \text{Production IA Down}|}{\text{Production Plan} + \text{Production IA Up} - \text{Production IA Down}}$$

- Denmark excluded as no production plans are reported to eSett
- Merged production included in Sweden

Other notes

- AVG Measures are calculated for each BRP-country combination and averaged at country level
 - Smaller BRPs have the same weight as larger ones
- Trader BRPs and TSO owned BRPs excluded
- Validity is based on BRP branch validity
 - In some cases, a “new” BRP is an established one

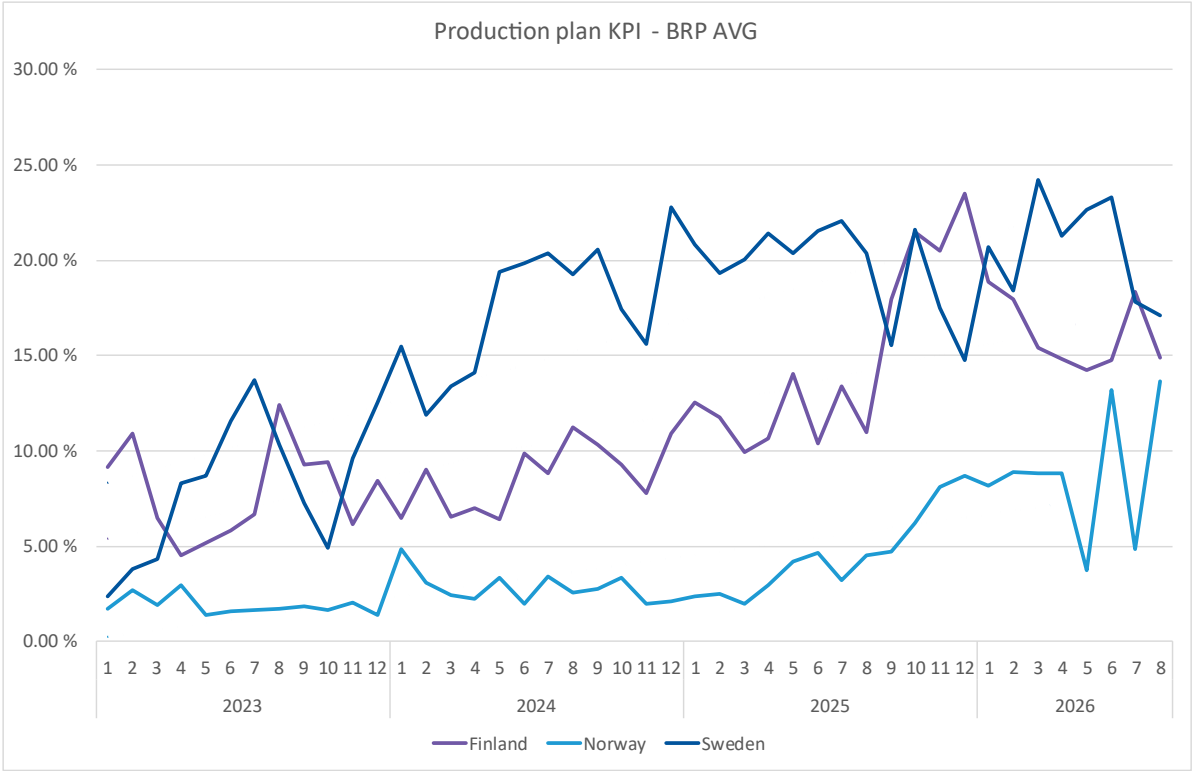
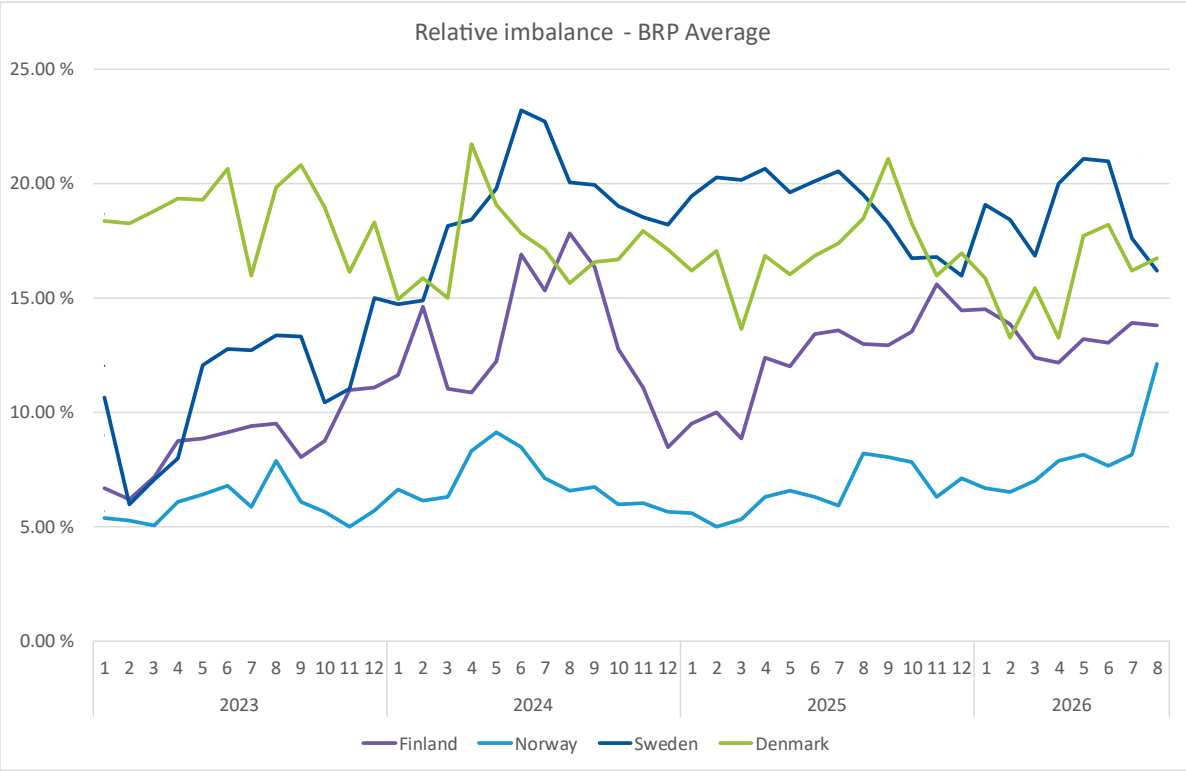
BRP categorization

Main category	Subcategory	Description	Amount in Finland	Amount in Norway	Amount in Sweden
Large Producers	Nuclear & Hydro Utilities	Hydro + nuclear $\geq 60\%$ of production	4	23	4
Wind Producers	Wind Specialists	Wind $\geq 60\%$ of production	17	2	14
Utilities & Industry	Diversified Utilities & Producers	balanced production and consumption portfolio without a dominant production technology	4	0	5
	Industrial Producers	Industrial companies with significant production and consumption	4	2	0
	Thermal / CHP Utilities	Thermal $\geq 50\%$ of production	4	0	2
Retailers, Traders & Flexibility	Retail & Portfolio BRPs	Zero production, or production below 20% of consumption	11	24	10
	Flexibility & Storage	Energy Storage $\geq 35\%$ of production	5	1	3
Total			49	51	38

Main category	Subcategory	Amount in Denmark
Producers	Production-dominant portfolio	6
Mixed Portfolios	Mixed production & consumption	8
Consumers	Consumption-dominant portfolio	7
	Consumption-only / No production data	5
Total		26

- The categorization is based on data from 1.5.-31.7.2026

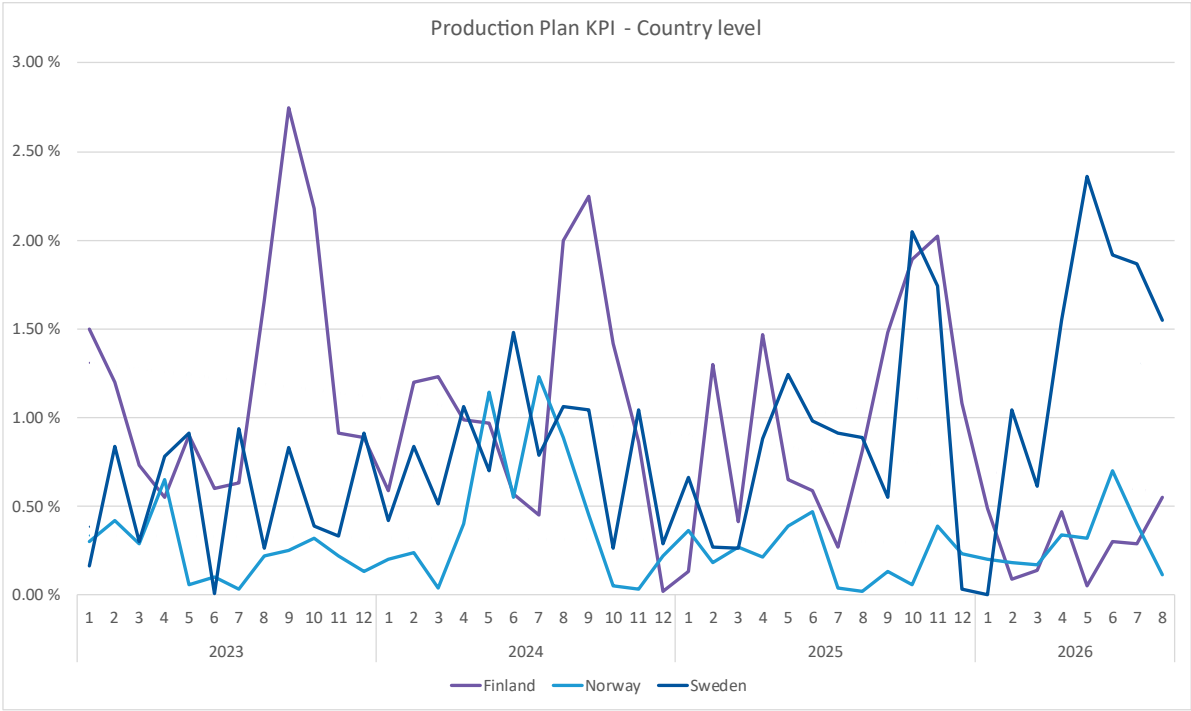
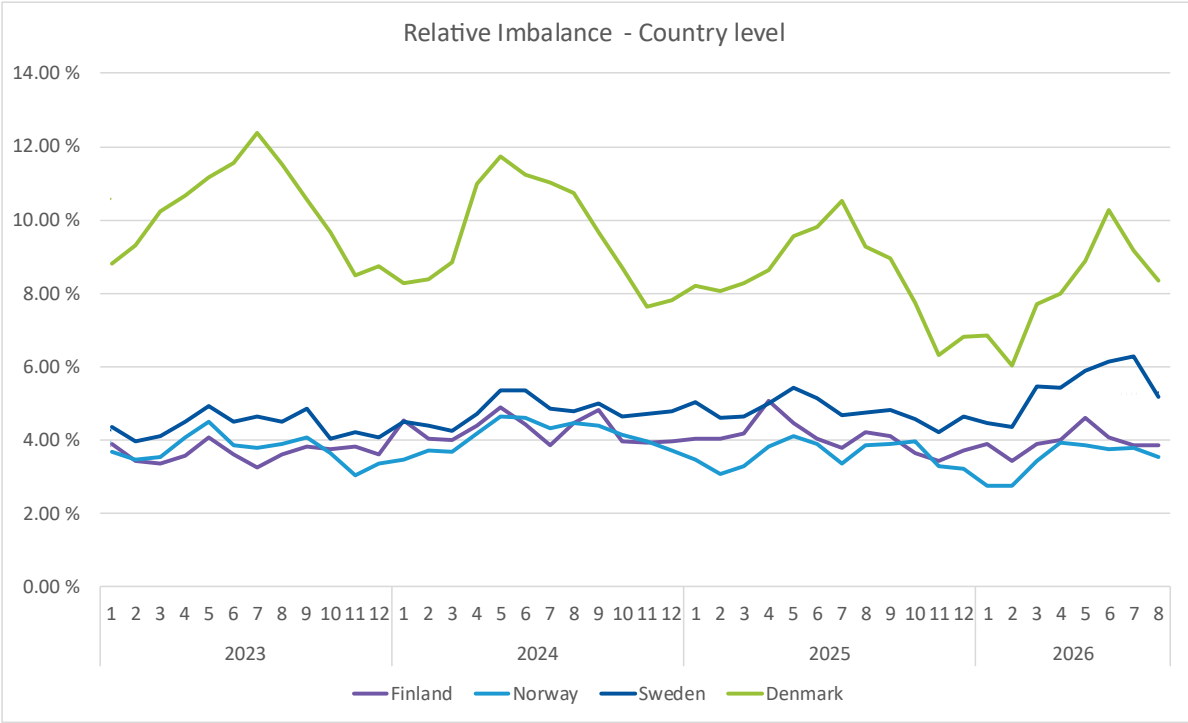
Average BRP Relative imbalance and Production Plan KPI



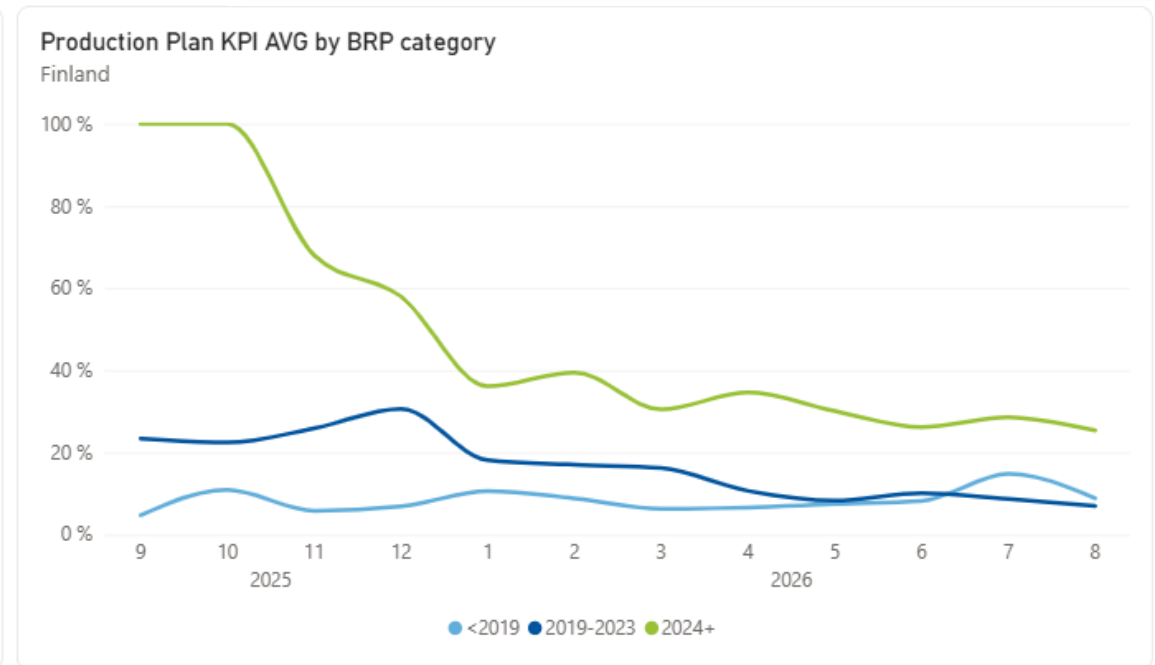
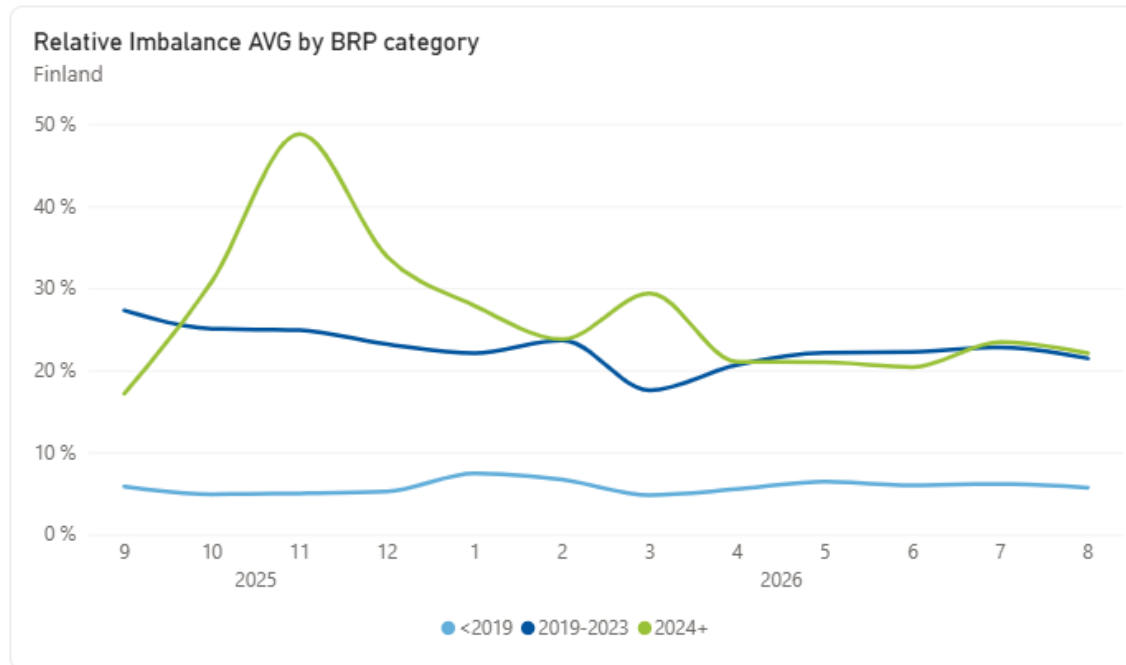
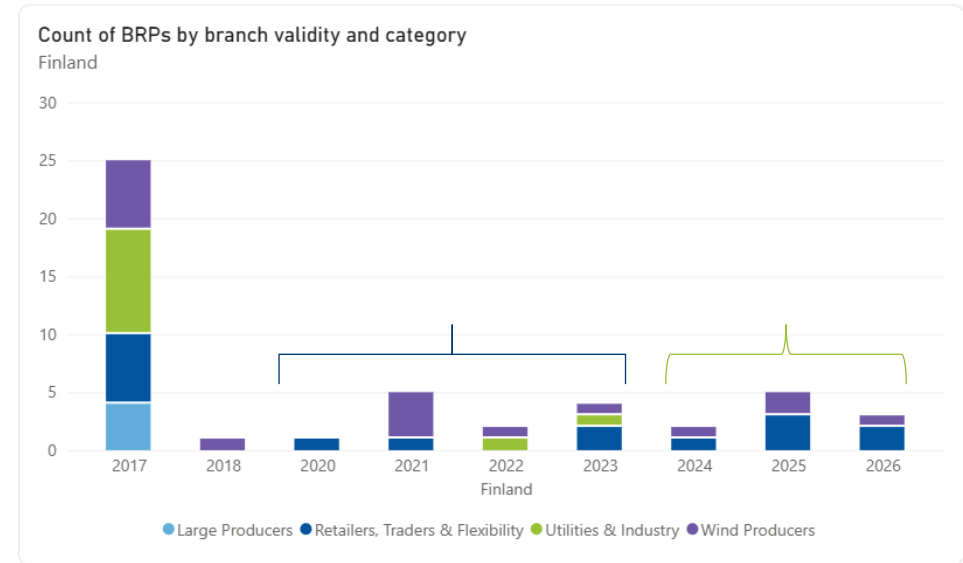
Traders and TSO owned BRPs excluded
Measures calculated per BRP and averaged by country

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Country level Relative imbalance and Production Plan KPI



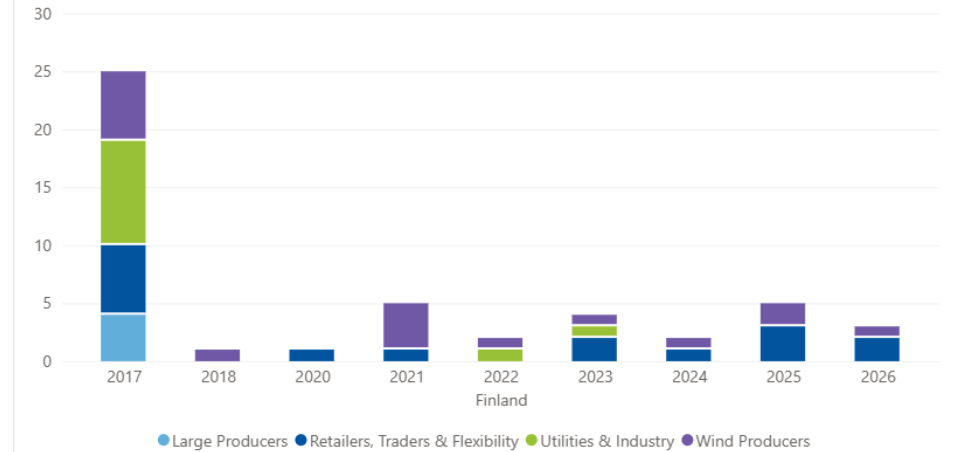
BRP performance by BRP branch validity - Finland



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BRP performance by BRP category Finland

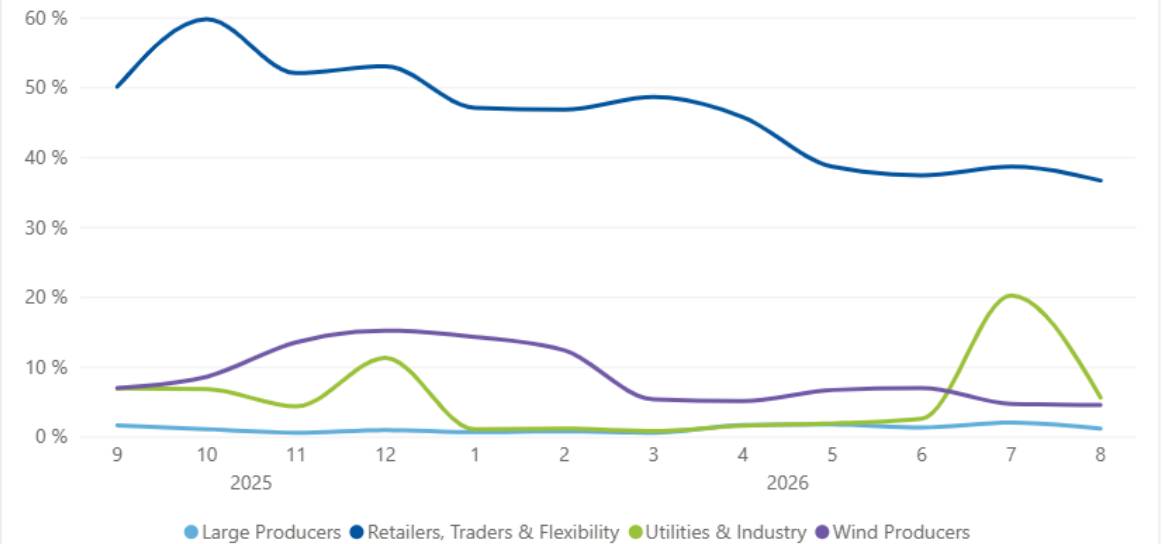
Count of BRPs by branch validity and category
Finland



Relative Imbalance AVG by BRP category
Finland



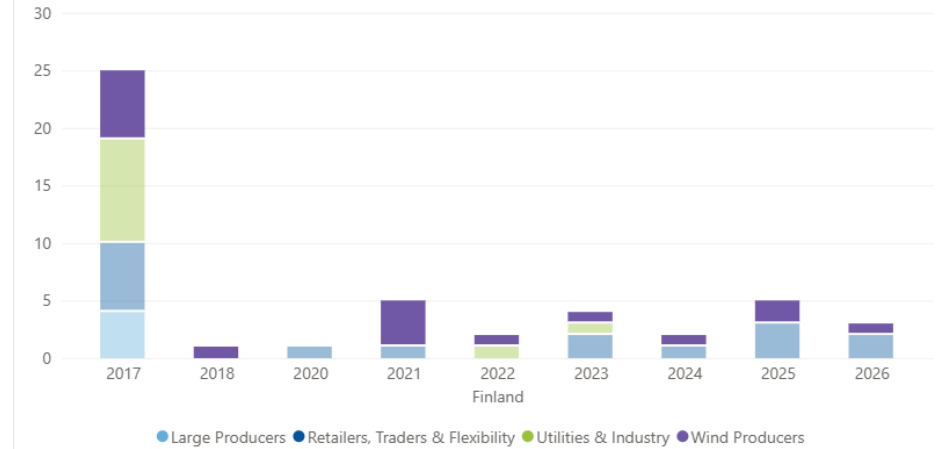
Production Plan KPI AVG by BRP category
Finland



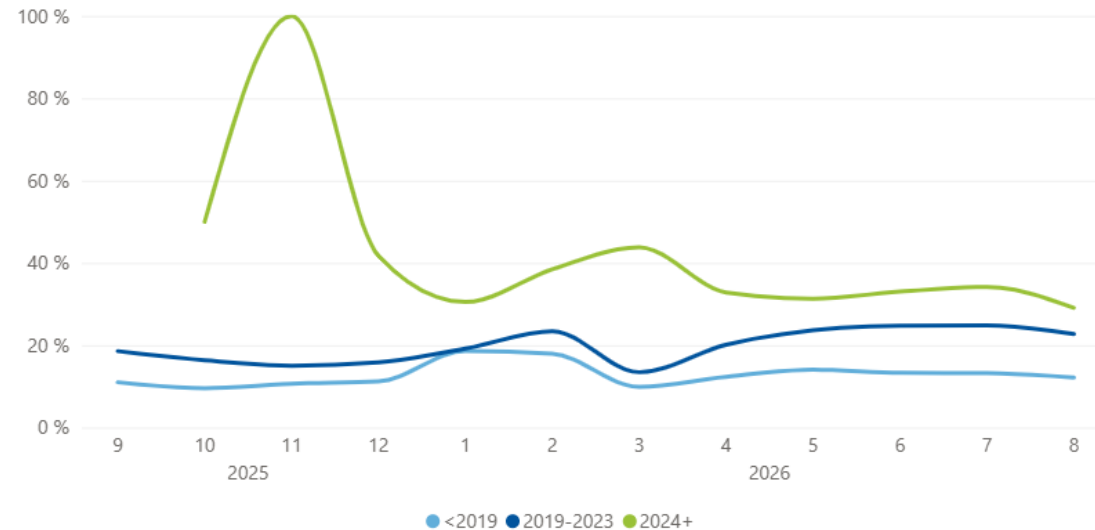
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BRP performance by Wind Producers Finland

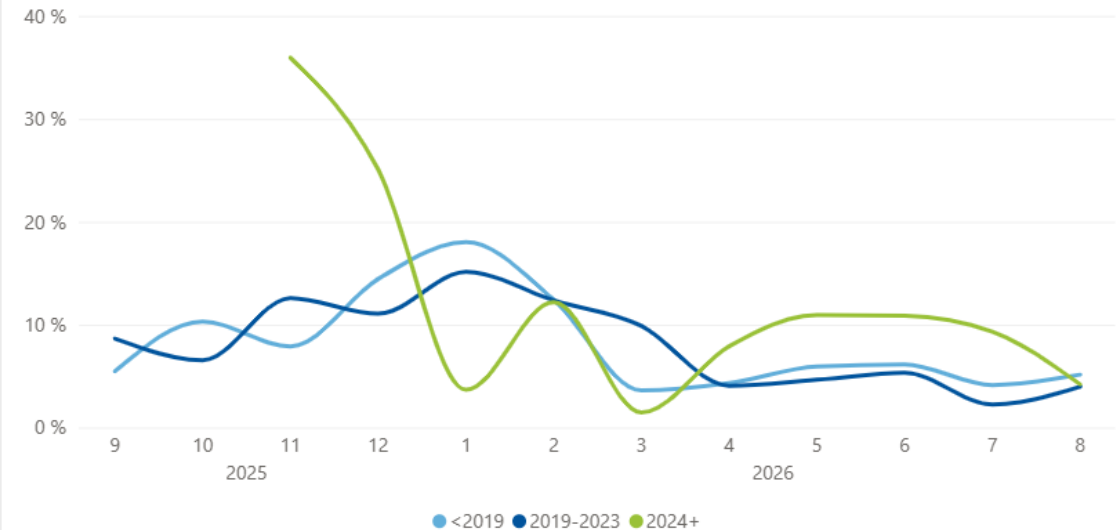
Count of BRPs by branch validity and category
Finland



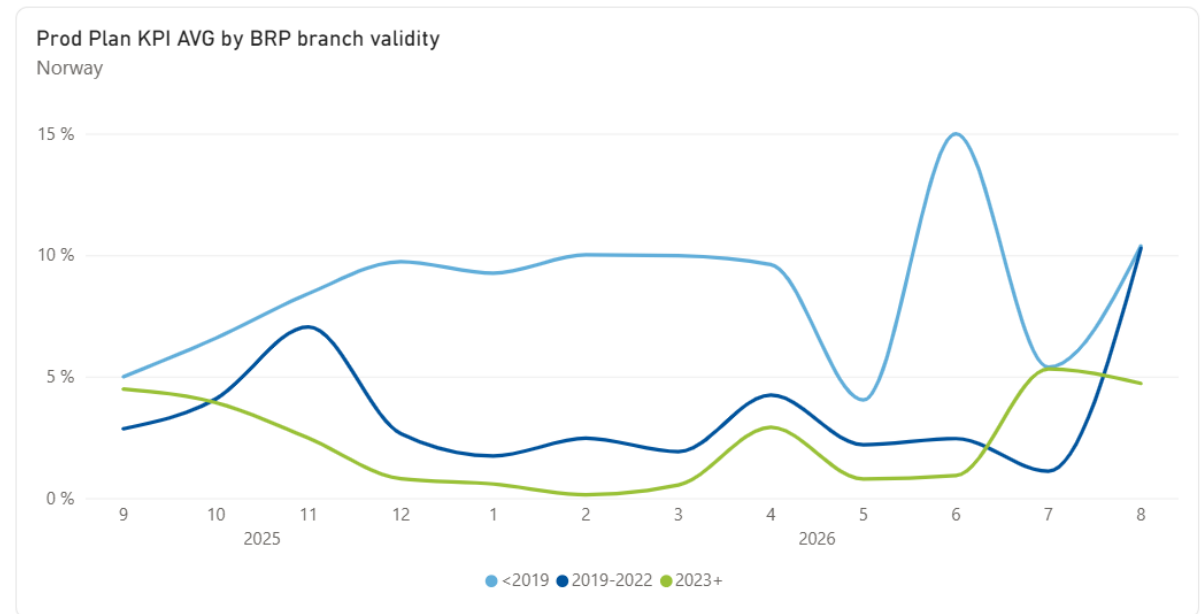
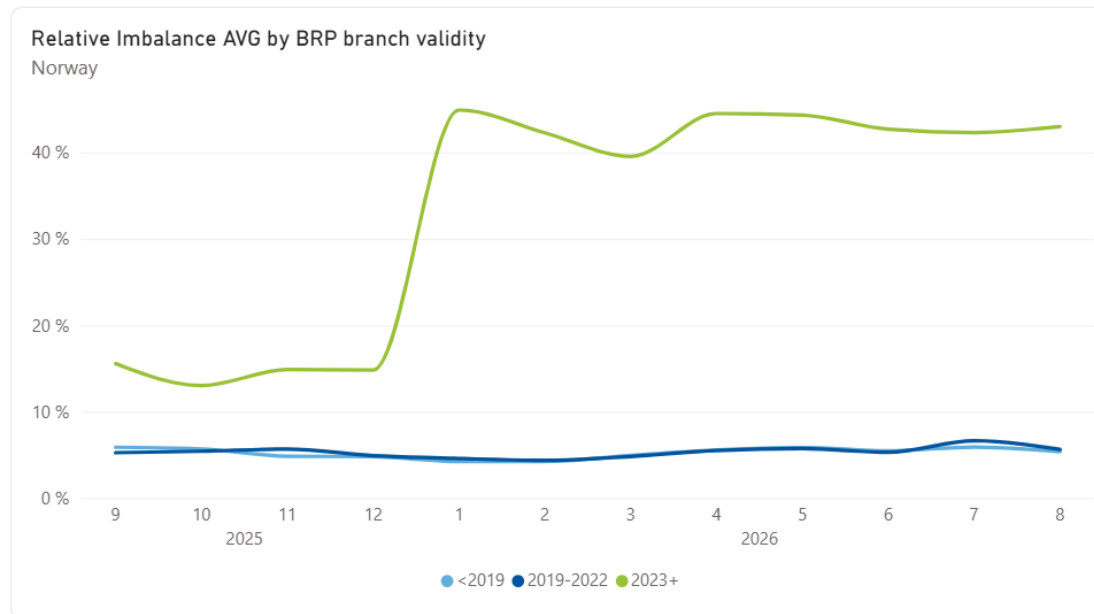
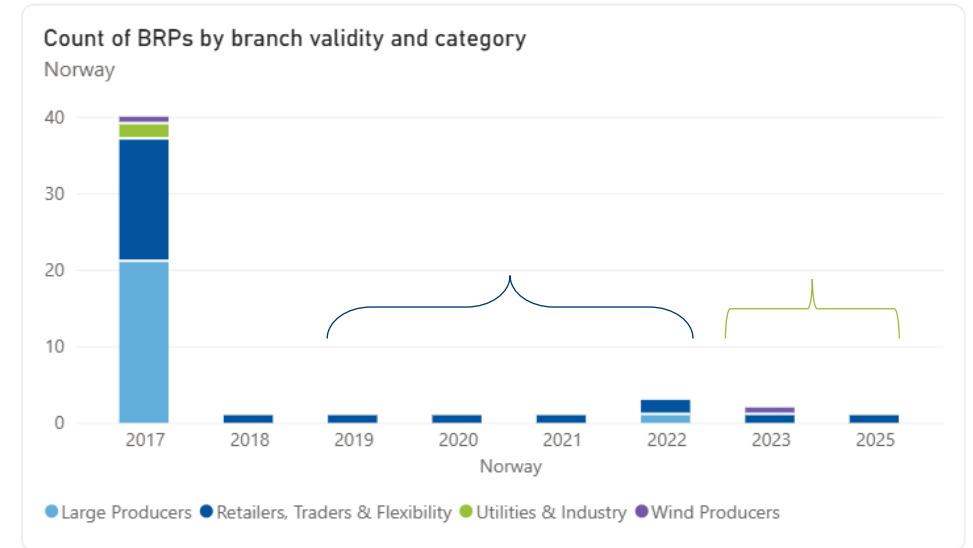
Relative Imbalance AVG by BRP category
Finland



Production Plan KPI AVG by BRP category
Finland



BRP performance by BRP branch validity - Norway



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BRP performance by BRP category Norway

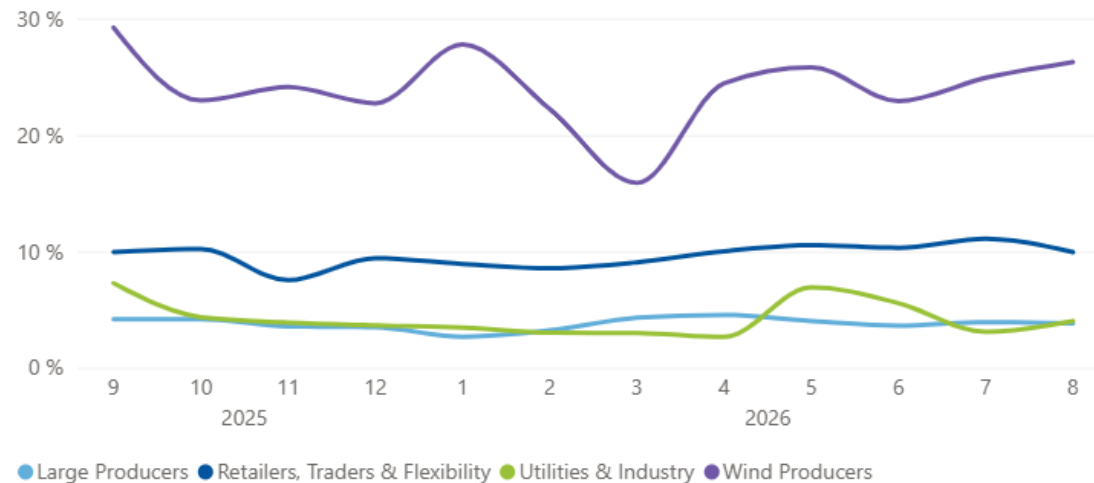
Count of BRPs by branch validity and category

Norway



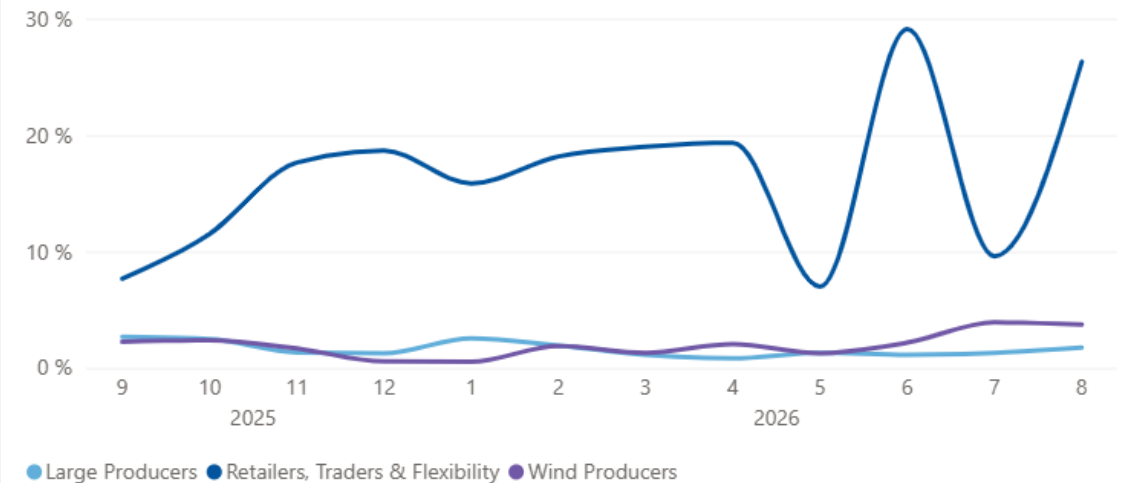
Relative Imbalance by BRP category

Norway



Prod Plan KPI AVG by category

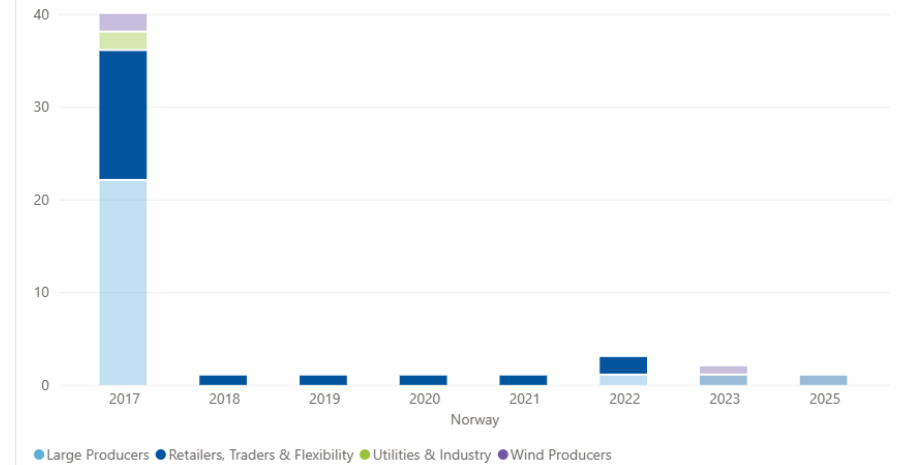
Norway



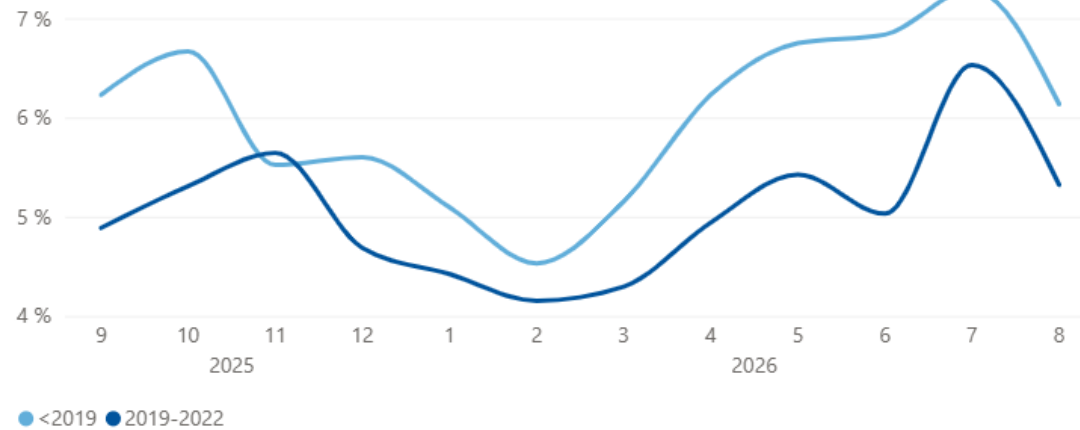
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BRP performance, RE Traders & Flex Norway

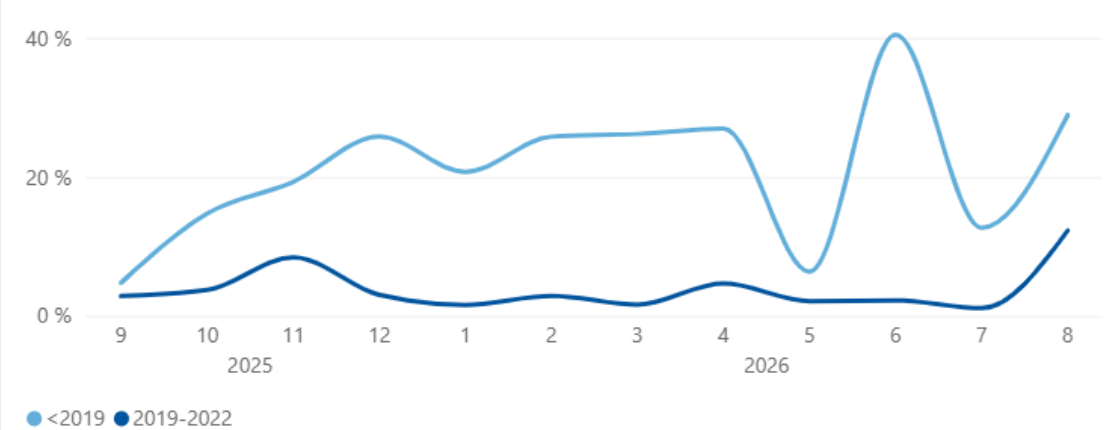
Count of BRPs by branch validity and category
Norway



Relative Imbalance by BRP category
Norway

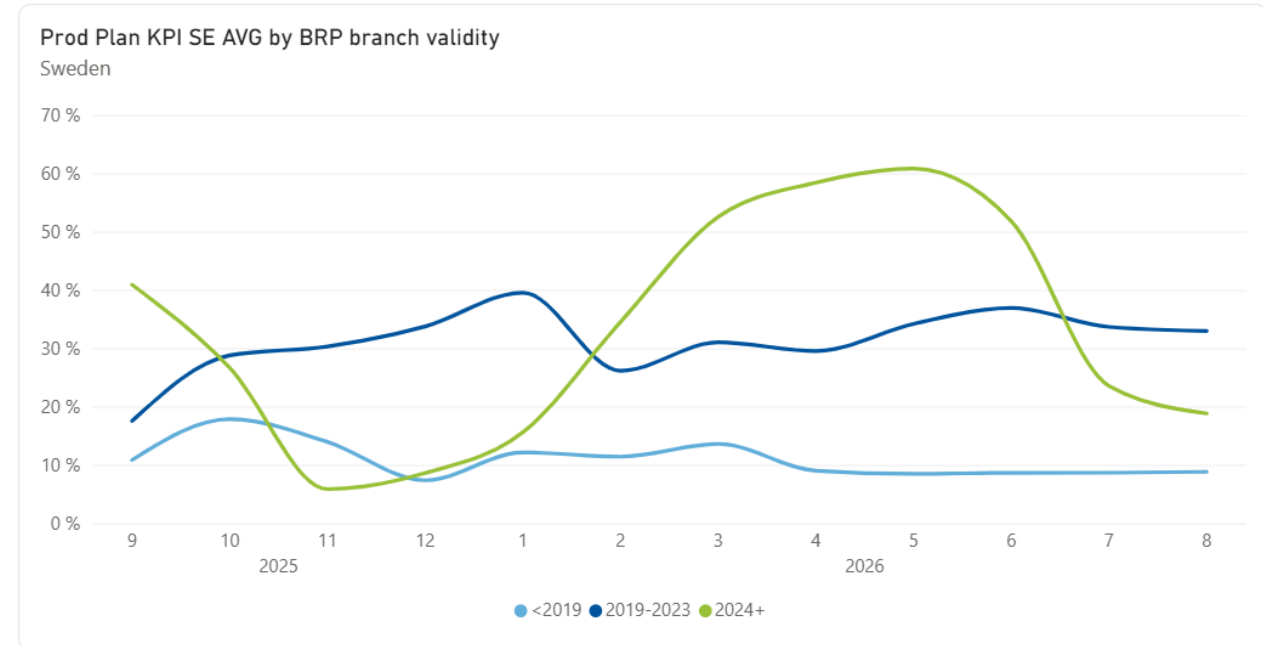
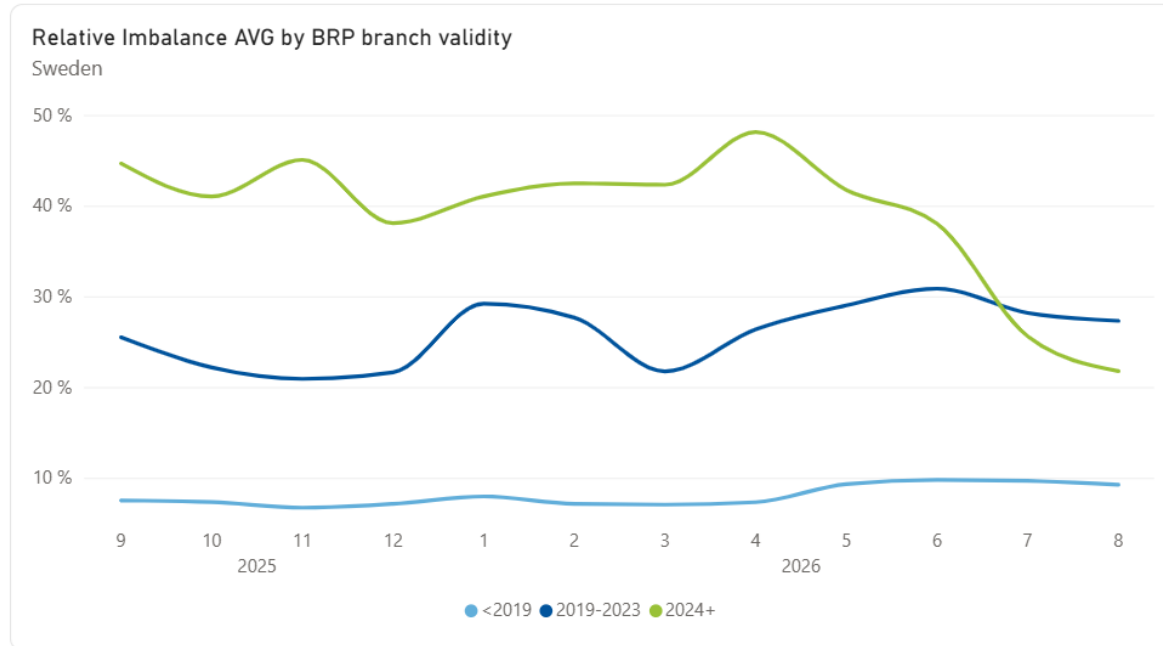
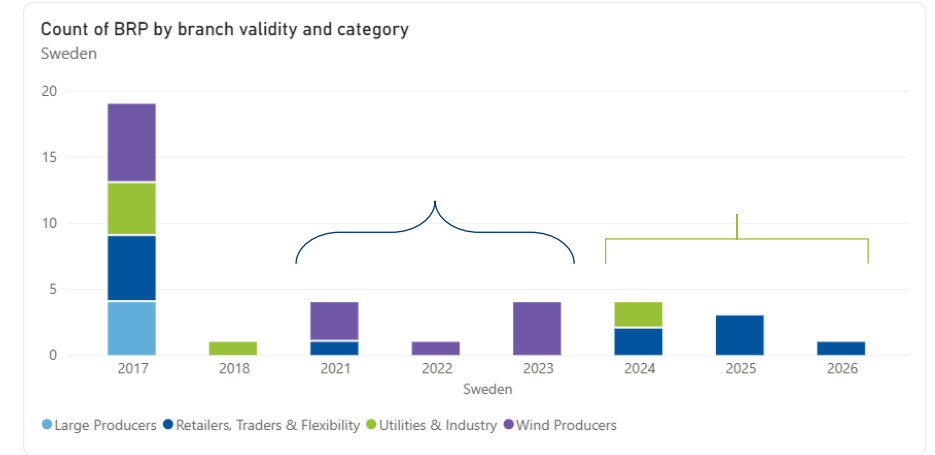


Prod Plan KPI AVG by category
Norway



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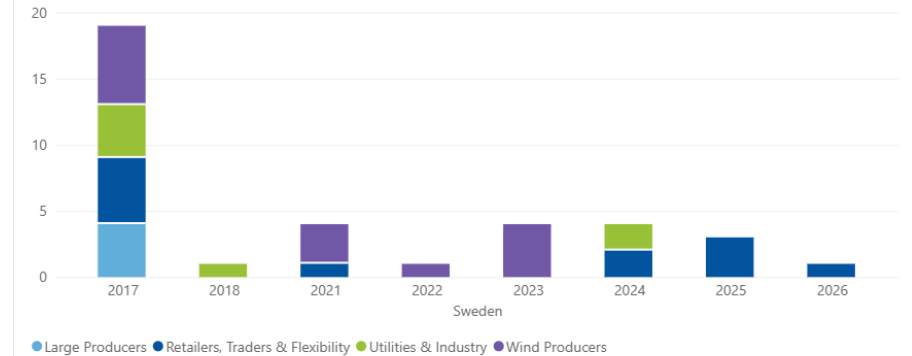
BRP performance by BRP branch validity - Sweden



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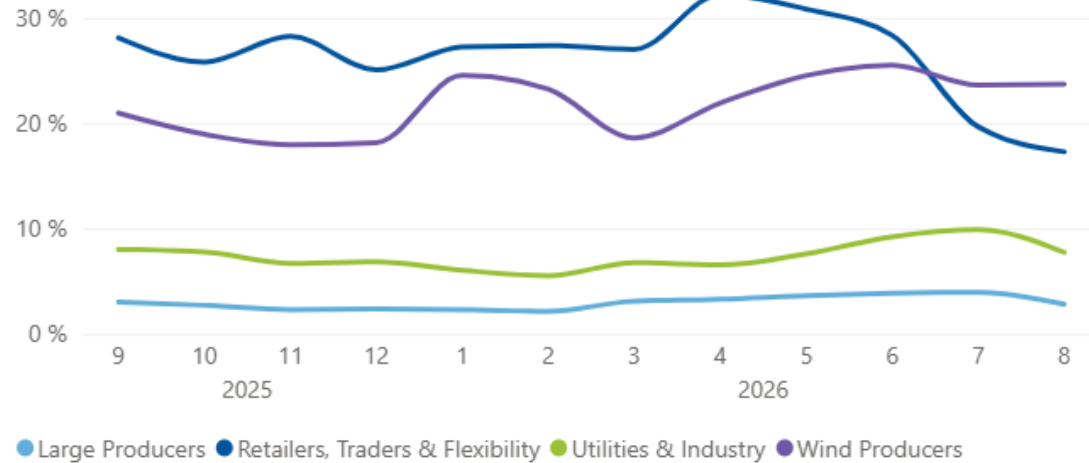
BRP performance by BRP category Sweden

Count of BRP by branch validity and category
Sweden



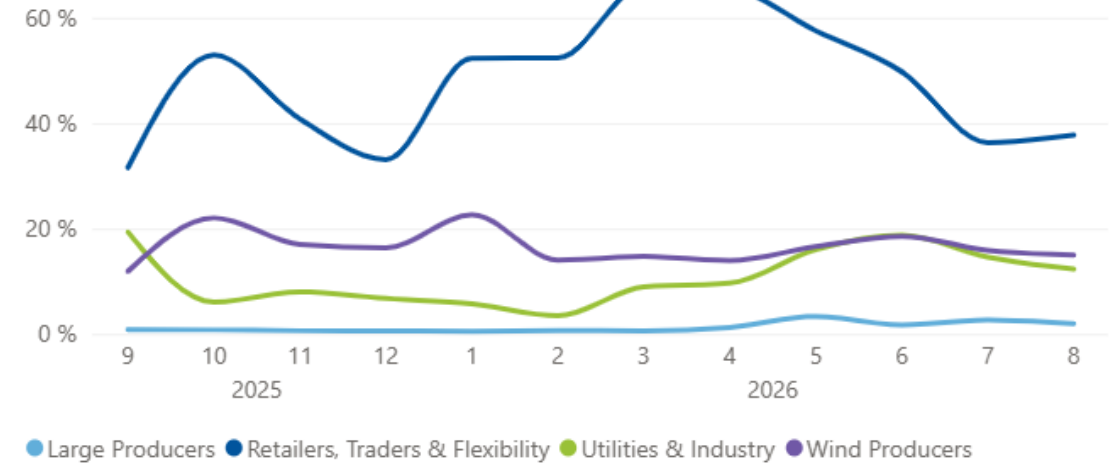
Relative Imbalance AVG by category

Sweden



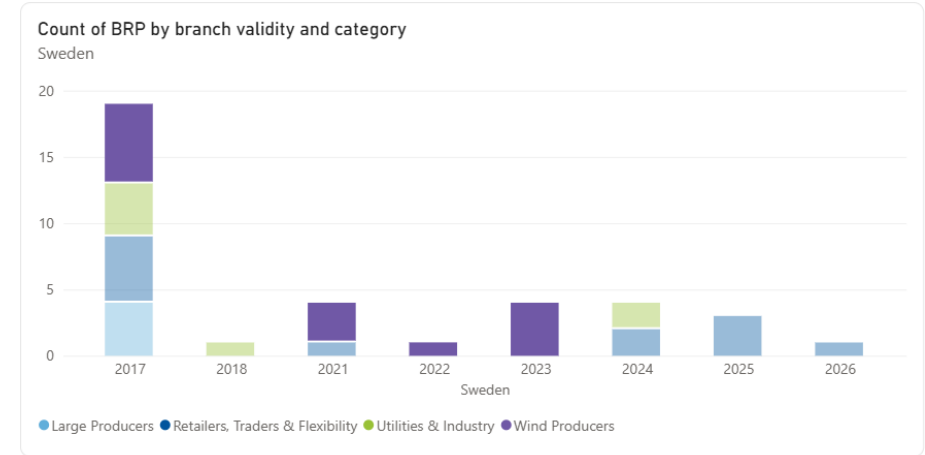
Prod Plan KPI SE AVG by category

Sweden



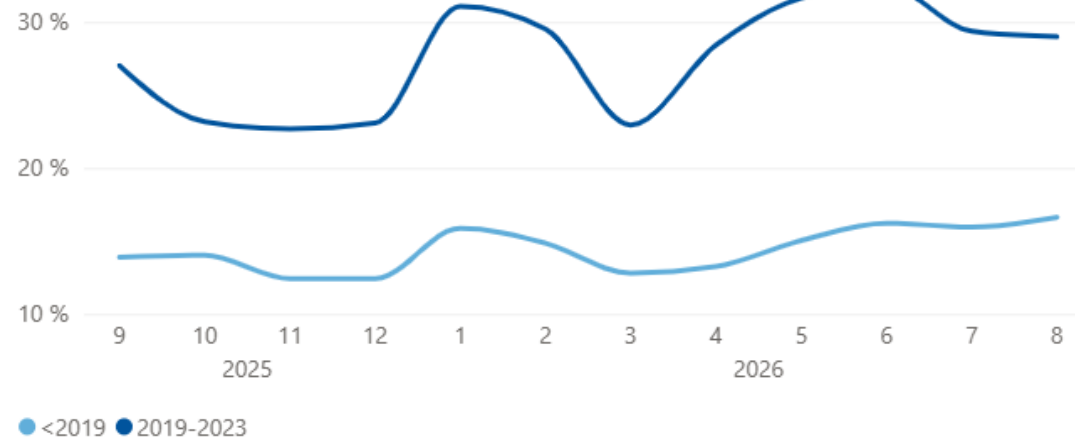
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BRP performance – wind producers Sweden



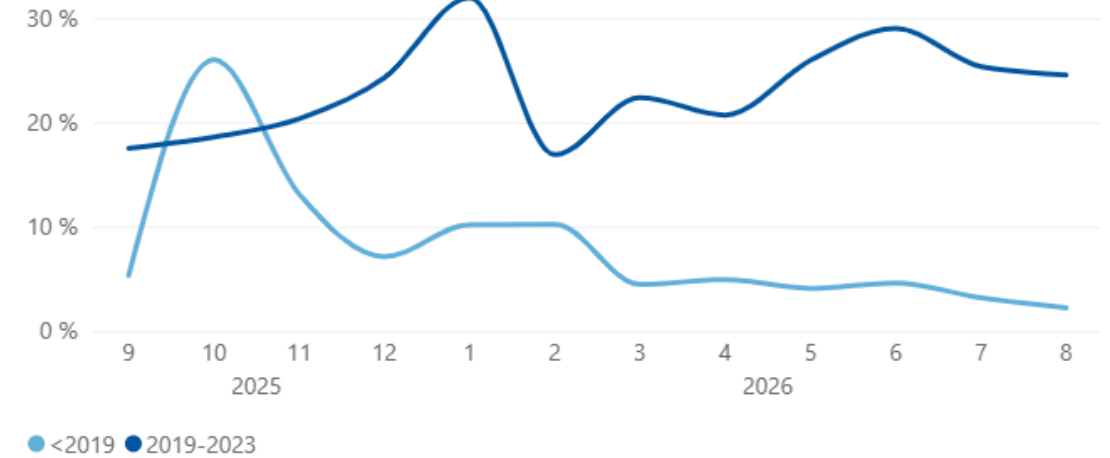
Relative Imbalance AVG by category

Sweden



Prod Plan KPI SE AVG by category

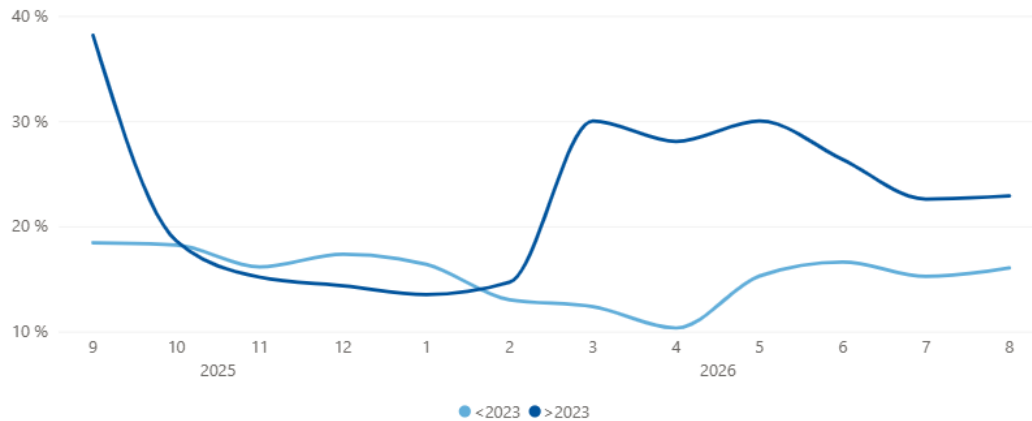
Sweden



BRP performance by BRP branch validity - Denmark

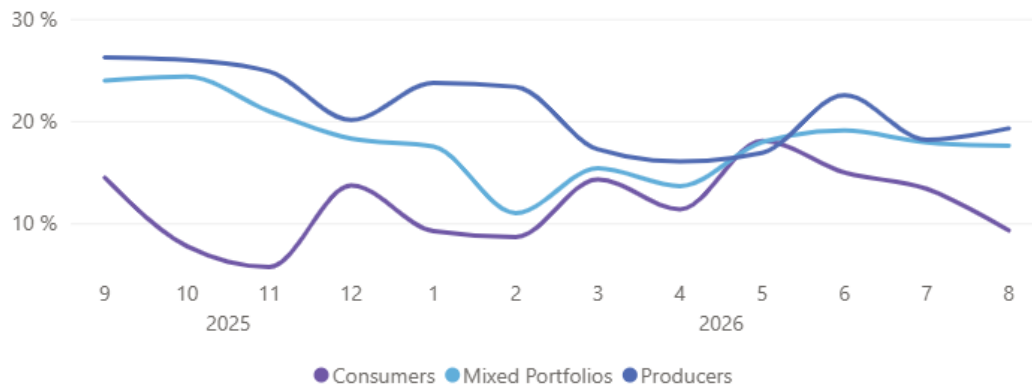
Relative Imbalance AVG by BRP branch validity

Denmark



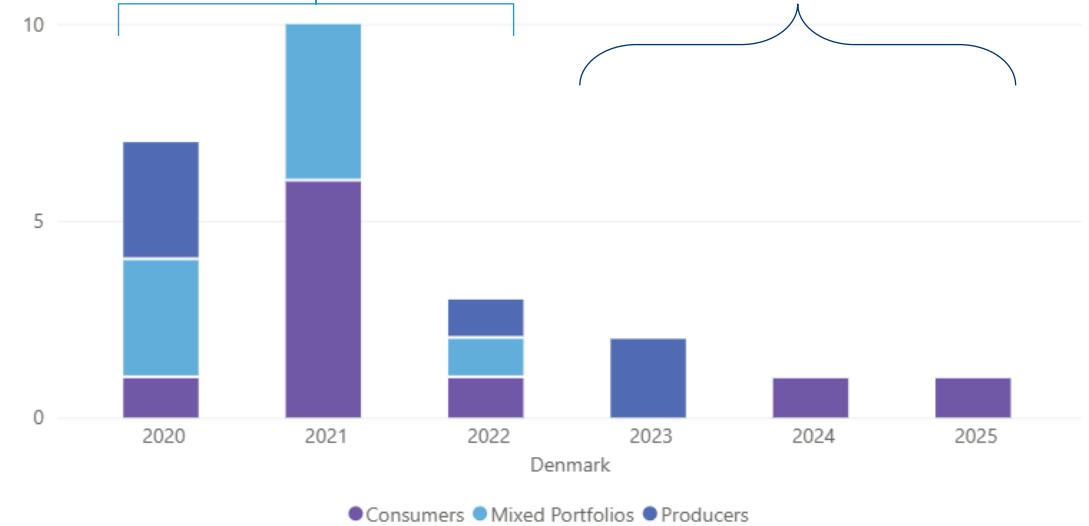
Relative Imbalance AVG by BRP category

Denmark

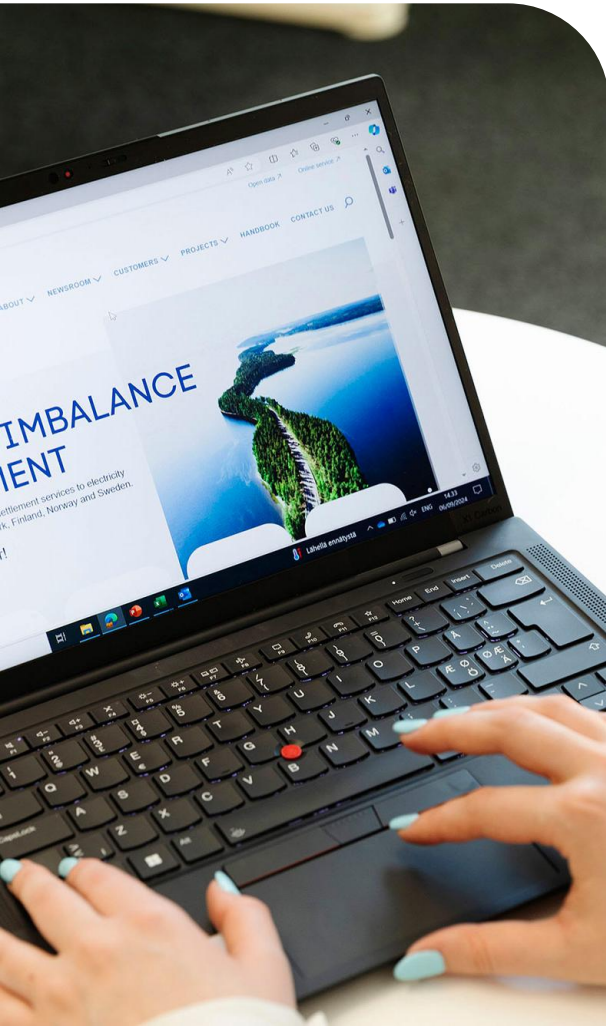


Count of BRP by branch validity and category

Denmark



Conclusions



- New BRPs generally perform worse than established BRPs.
 - Portfolio composition explains most of the performance differences.
- Smaller portfolios, especially energy storage operators, tend to have higher KPI values.
- KPI performance improves as new BRPs gain operational experience.
- Wind producers show high initial KPIs, with stronger Production Plan than Relative Imbalance performance.
- Norway and Denmark have experienced fewer new asset-based BRP entrants than Finland and Sweden.



We settle, together!



Online Service workshop status

eSett Customer Committee meeting 7.10.2026

Current situation



eSett is currently upgrading its backend platform which will form a strong basis for Online Service renewal. The project is expected to be completed by the beginning of 2028.

Most of the development capacity is now targeted to the completion of the backend upgrade, mandatory regulatory market changes and the rollout of the eSett API solution, which will replace the current Information Service. API has been requested by the customers and eSett hopes that customers will benefit from it.

With the support of the Customer Committee, eSett has initiated the Online Service renewal project by identifying customers' needs and expectations for the portal. The modernisation of the portal will be started after the backoffice modernization is completed.

Since the last meeting, we have been able to fix many of the long-lasting issues in the system.

Results from the workshop of Customer Committee in the Spring 2026

For the first part of the workshop, these were the improvements most desired by customers after the voting:

- Improved filtering options
- Faster loading of views and reports
- Ability to work with multiple BRPs – improved login management to all assets
- More dynamic reporting

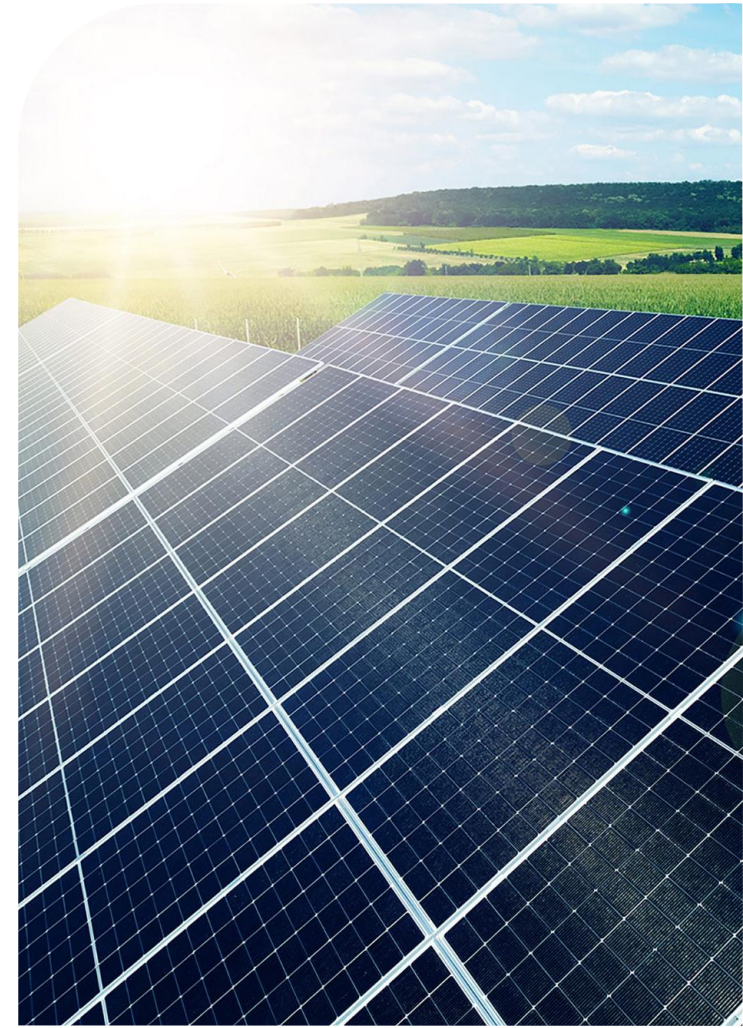
Many of the improvements focused on refining existing views rather than introducing fundamentally new ways to access, visualize, or input data.



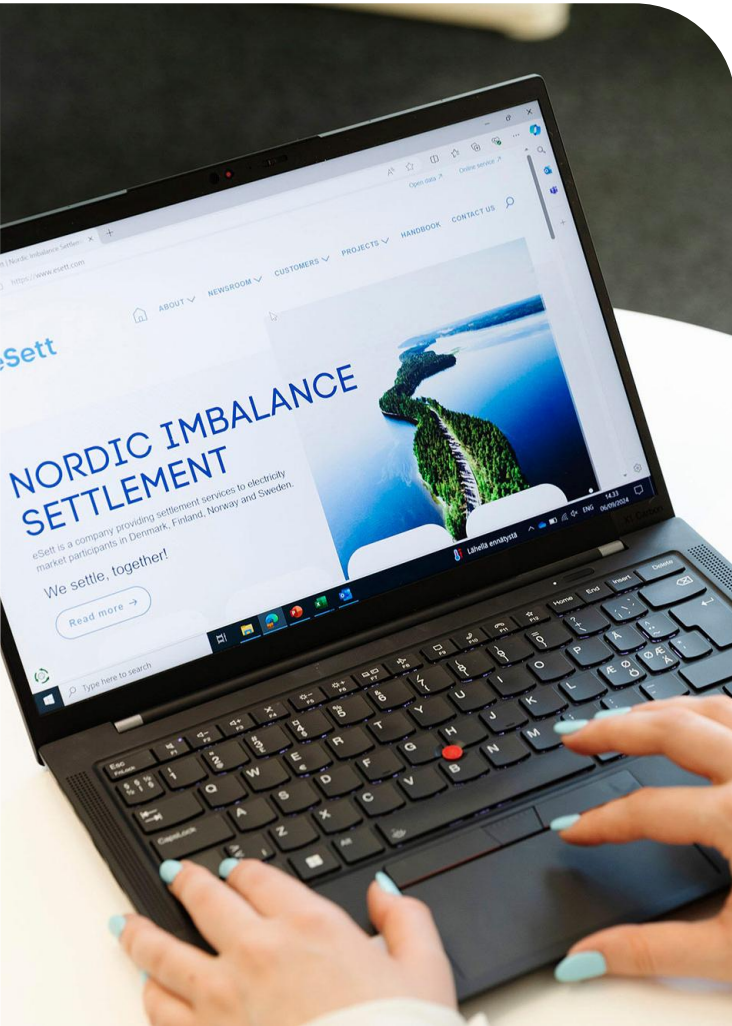
Results from the workshop of Customer Committee in the Spring 2026

For the second part of the workshop, the following workflows should get most attention according to our customers:

- 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.



Time to share your dream dashboards for Online Service



As a continuation from the Spring workshop, we would like to see what you would love to see on your dream dashboard for the Online Service in the future.



We settle, together!



30.9.2026



TSO Fingrid News

eSett Customer Committee 7.10.2026

FINGRID

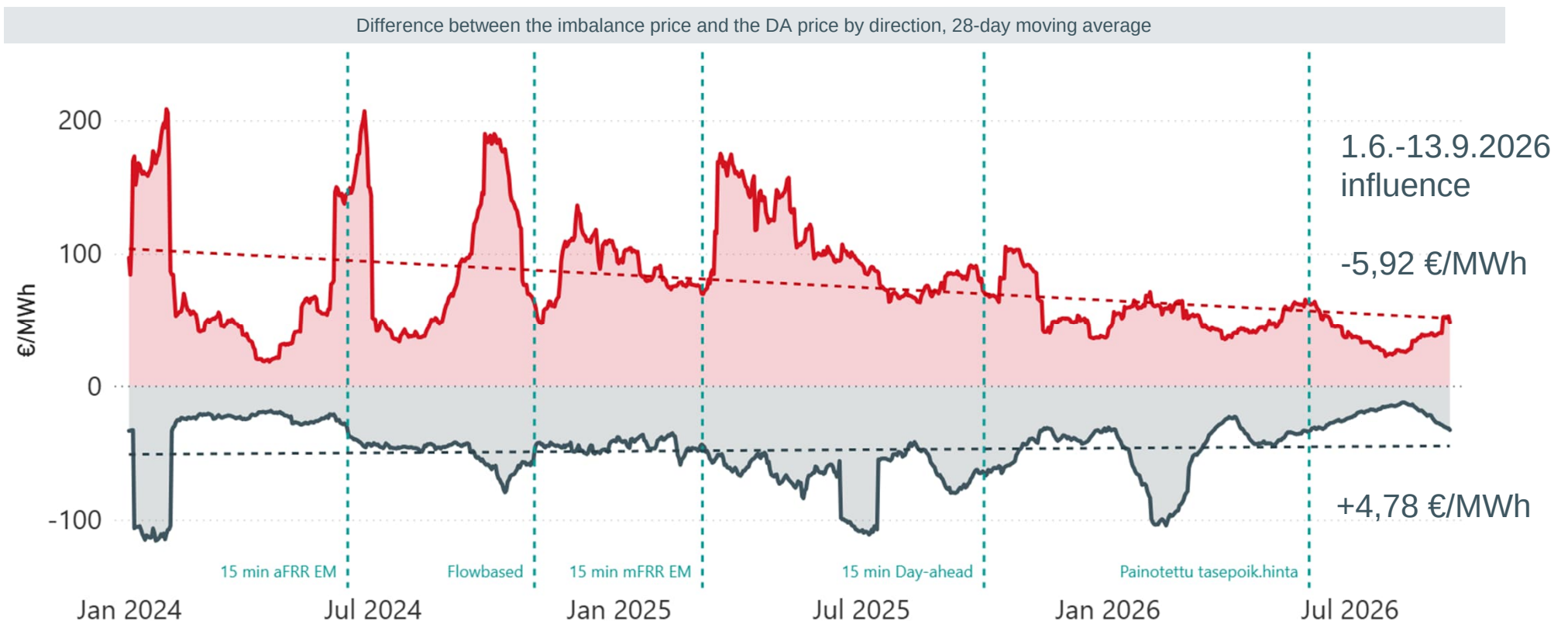
Fingrid – Independent Aggregator Model

- Fingrid has requested 26 June 2026 the Energy Authority to suspend the process of confirming the mFRR conditions related to independent aggregation [Fingrid on pyytänyt Energiavirastoa keskeyttämään itsenäiseen aggregointiin liittyvien mFRR-ehtojen vahvistamisprosessin – Fingrid](#)
- Problems related to the concept of independent aggregation is a reason for this. Resolving problem areas would require **more detailed legislation** as well as **significant specification work and IT development**.
- **“Rebound phenomenon”** may lead to use of imbalance power for balance responsible parties of the resources controlled by independent aggregator. **It’s not allowed to use imbalance power for systematic energy purchases or deliveries in Finland.**
- Challenges and risks relates to the **reference price used in the compensation model**, the **suitability of different types of electricity contracts**, and the **determination and implementation of sufficient information exchange between electricity market participants**.
- Fingrid will continue the future development of independent aggregation with the aim of making **the independent aggregation model as fair as possible from the perspective of electricity market participants**.
- Fingrid has asked 15 June 2026 market participants feedback in a survey to get market participants views on the development of independent aggregation in the future. The response time to survey ended 28 August. Total of 14 responses and results will be published anonymously.

FINGRID

Fingrid - Volume-weighted Imbalance Price

- Imbalance pricing for balance responsible parties has changed to volume-weighted 1 June 2026. [Change in determining the imbalance price for balance responsible parties in June 2026 – Fingrid](#)



FINGRID

Fingrid – Volume fee for production and consumption

- Fingrid has decreased the volume fee for production and consumption several times during this year 2026. The main reason for the decrease is lower costs of power system reserves. The fee is 0 €/MWh in October and November
Balance responsible parties will not be charged for the volume fee for production and consumption in October 2026 – Fingrid

Fees

Balance service

Balance service fees	Fees 1.11.2026- 30.11.2026	Fees 1.10.2026- 31.10.2026	Fees from 1 July 2026	Fees from 1 May 2026	Fees from 1 March 2026	Fees from 1 September 2025
Fixed weekly fee	30 €/week	30 €/week	30 €/week	30 €/week	30 €/week	30 €/week
Volume fee (for production and consumption)	0,00 €/MWh	0,00 €/MWh	0,40 €/MWh	0,65 €/MWh	1,05 €/MWh	1,35 €/MWh
Imbalance fee	1,15 €/MWh	1,15 €/MWh	1,15 €/MWh	1,15 €/MWh	1,15 €/MWh	1,15 €/MWh

FINGRID

Thank you!

Fingrid Oyj

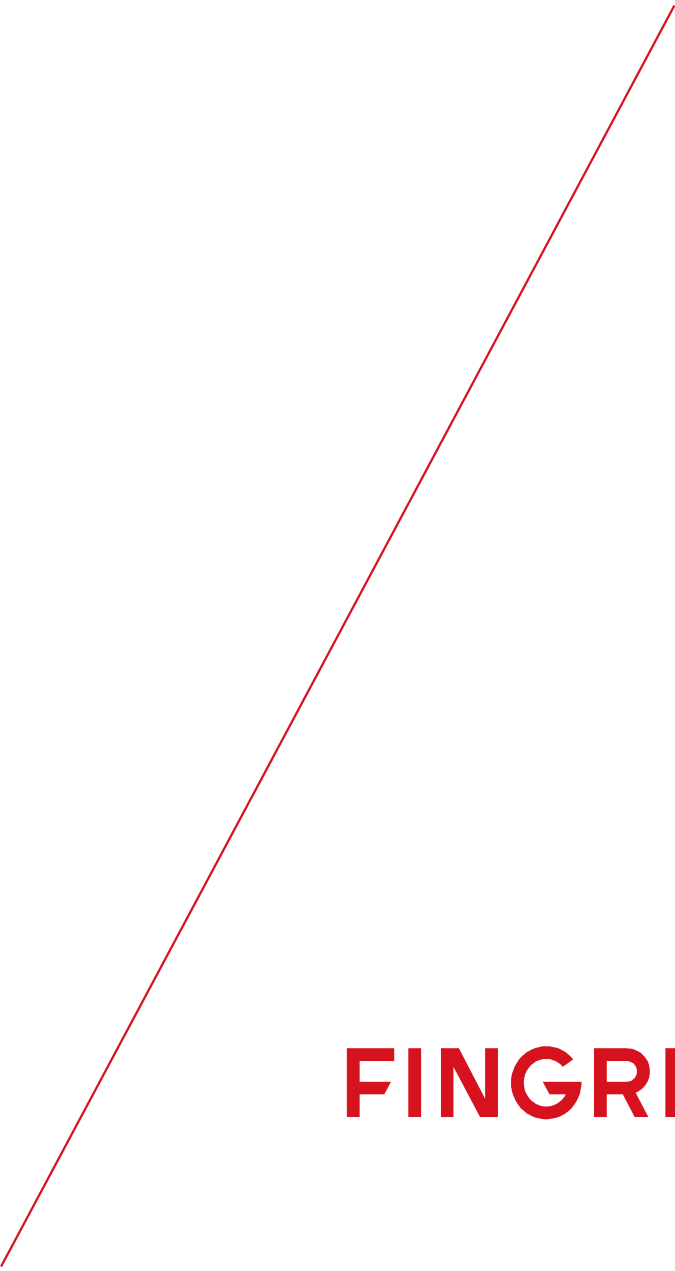
Läkkisepäntie 21

00620 Helsinki

PL 530, 00101 Helsinki

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www.fingrid.fi



FINGRID

Aggregation model



An stepwise introduction of aggregated groups of smaller assets

Statnett's aggregation plan aims to enable smaller flexible resources to participate in balancing and reserve markets by combining them into larger groups, known as *flexibility groups*. These resources can include electric vehicles, batteries, heat pumps, water tanks, small-scale generation, and other distributed energy resources

Q1 2025 *Introduction of the BSP role*

Q4 2025: *Reduction of the minimum bid size for the mFRR activation market to 1 MW*

Q2 2026: *Opening the mFRR market to aggregated groups of smaller resources, with certain limitations*

Q2 2027: Consider the removal of restrictions and include more markets.

Q1 2028 (at the earliest): Allow aggregated bids to be used for bottleneck management

Q4 2028 (at the earliest): Open up for independent aggregation

Currently assets below 1 MW can be aggregated into flexibility groups of 1-5 MW within the same bidding zone. One BSP and BRP per flexibility group. Resources must undergo DSO grid prequalification, ensuring that flexibility can be activated without violating local grid constraints.

The flexibilityregister

The Flexibility Register is the central platform that supports this development. It provides a common overview of flexible resources and flexibility groups, coordinates prequalification processes between Statnett and DSOs, and connects all parties in the flexibility value chain. Introduced June 2026

A comprehensive overview of flexible assets



Lowering barriers to participating in the market



Simplify the use of flexible resources



Increase transparency and trust



Cost-effectiveness through centralization

Processes

BSP

- Register resources
- Register flexibility group
- Registering your desired market
- Applying for prequalification

TSO and DSO

- Grid prequalification of resources
- Product prequalification of the flexibility group

Lowering barriers and expanding market access

Short term

Longer term

Reducing constraints

- Work on reducing constraints together with DSO
- Moving constraints from prequalification to operations

Scale and integrate

- Open for aggregation in multiple markets
- Expand the flexibility register to include all Statnett's markets
- Gradual connection to ElBit's grid model for automatic location retrieval

Realizing full potential?

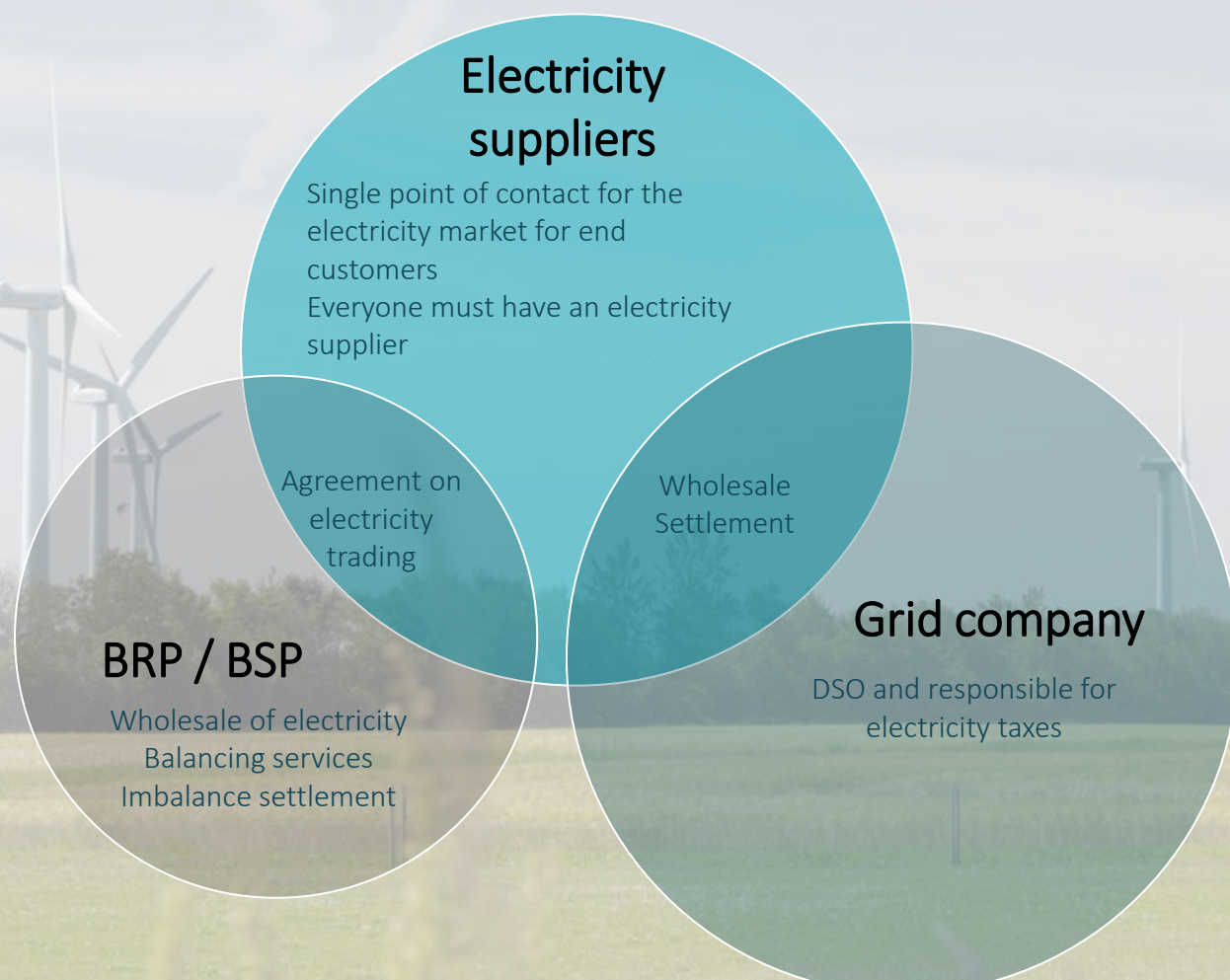
- Self-service gateway to all Statnett's markets
- Facilitate a centralized aggregation model
- Support verification and settlement
- Possible expansion to a national flexibility register

ENERGINET NEWS

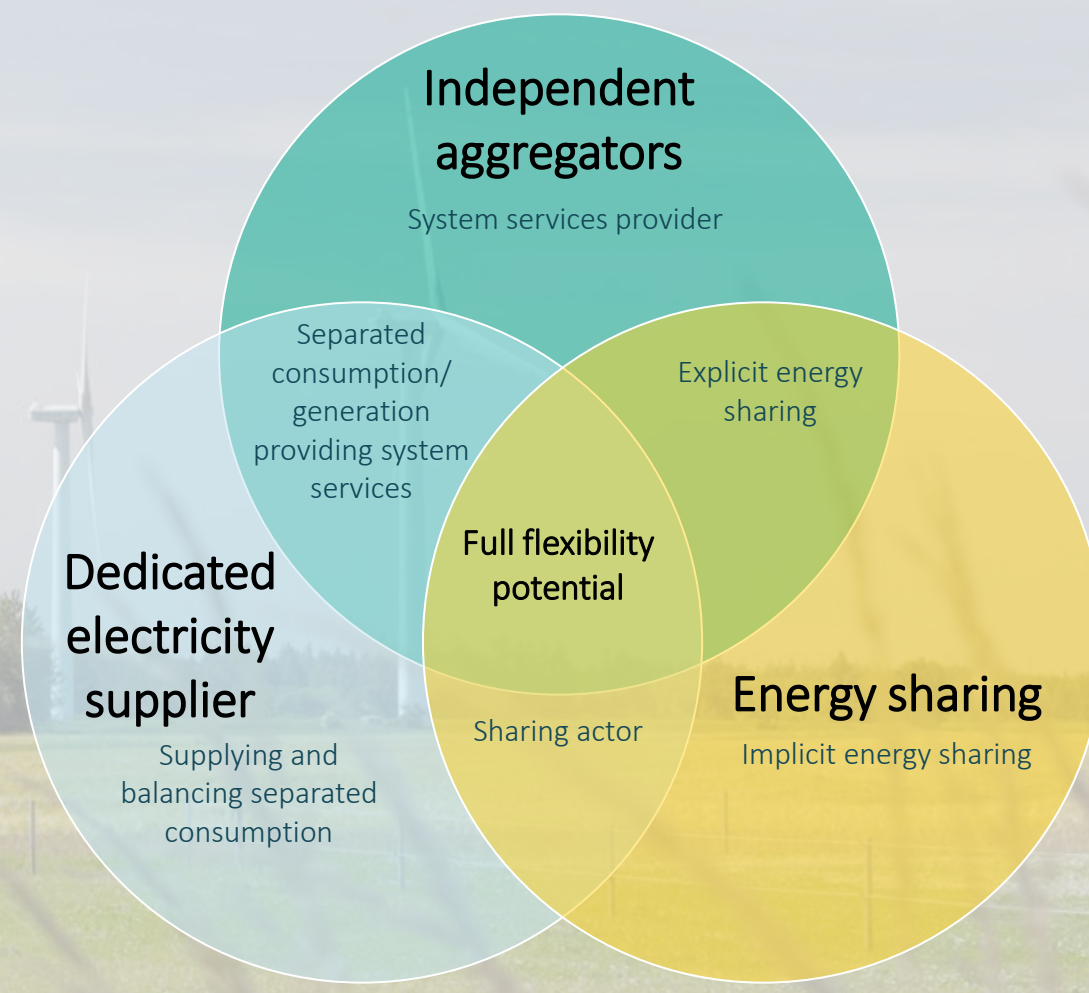
Karsten Feddersen, Chief consultant, Energinet

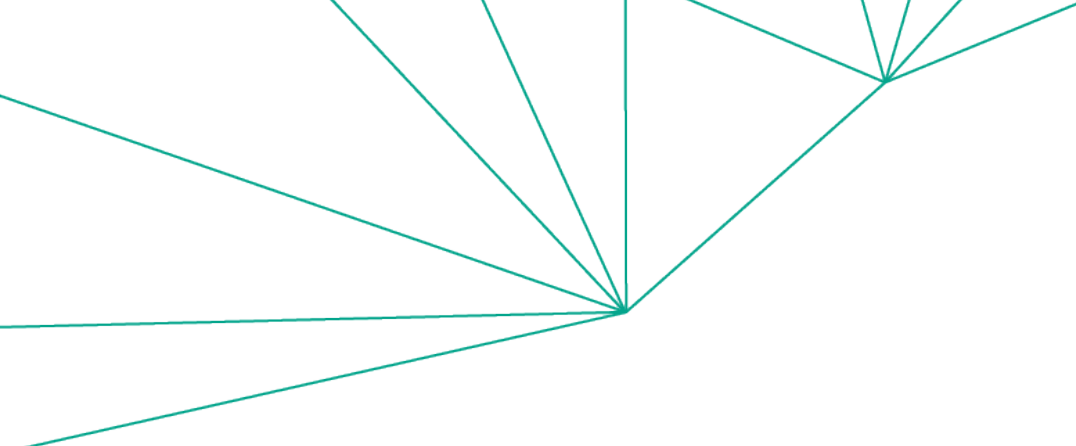
RETAIL MARKET DEVELOPMENT

WHOLESALE MODEL 2016



New opportunities starting in 2028





ENERGINET INITIATIVES THAT INVOLVES ESETT

Expected to involve eSett

- New version (first one never released) of independent aggregator is expected to be implemented beginning 2028

May involve eSett depending on Energinet impl.

- Dedicated suppliers (multiple supply contracts)
- Energy sharing
- Refinement of balancing philosophy
- Refinement of imbalance price method

STATUS FOR INDEPENDENT AGGREGATORS

Expected in 2028

Fully compliant with the EU electricity market directive

- Allowing aggregated portfolios for all balancing services
 - FFR, FCR, aFRR, mFRR, FCR-D and FCR-N
- Allowing energi trades in all energy markets, including bilateral trades
- The terms and conditions have just been filed to the NRA for approval

SVENSKA KRAFTNÄT

eSett Customer Committee meeting

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TSO news Svenska kraftnät

- **BSP project** is going on and Go Live is planned to Q1 2029. Main goals are:
 - Independent BSP that doesn't have to be BRP.
 - Onboarding of new BSP's shall be effective.
 - Settlement on delivered volumes and not on activated volumes.
 - Better follow up on how the activation is delivered technically.
 - All actors shall be responsible for the imbalances that they create.

- **Volume fee** will be reduced during 2027 and set to 0,65 €/MWh. This is due to lower costs for balancing services.
- **New GC for bilateral trade** , t-25 min, will be in Q1 2027. This will be at the same time as Intra day will be changed to 30 min. Probably March 2027.
- **Swedish ” Hub”**. The report (>300 pages) on a centralised tool for data handling in the energy market was delivered by Svenska Kraftnät and the Swedish NRA last week. Svenska kraftnät hopes to get a new assignment to start building this later.