

# eSett News

## Customer Committee Meeting 24.11.2020

Diana Welander



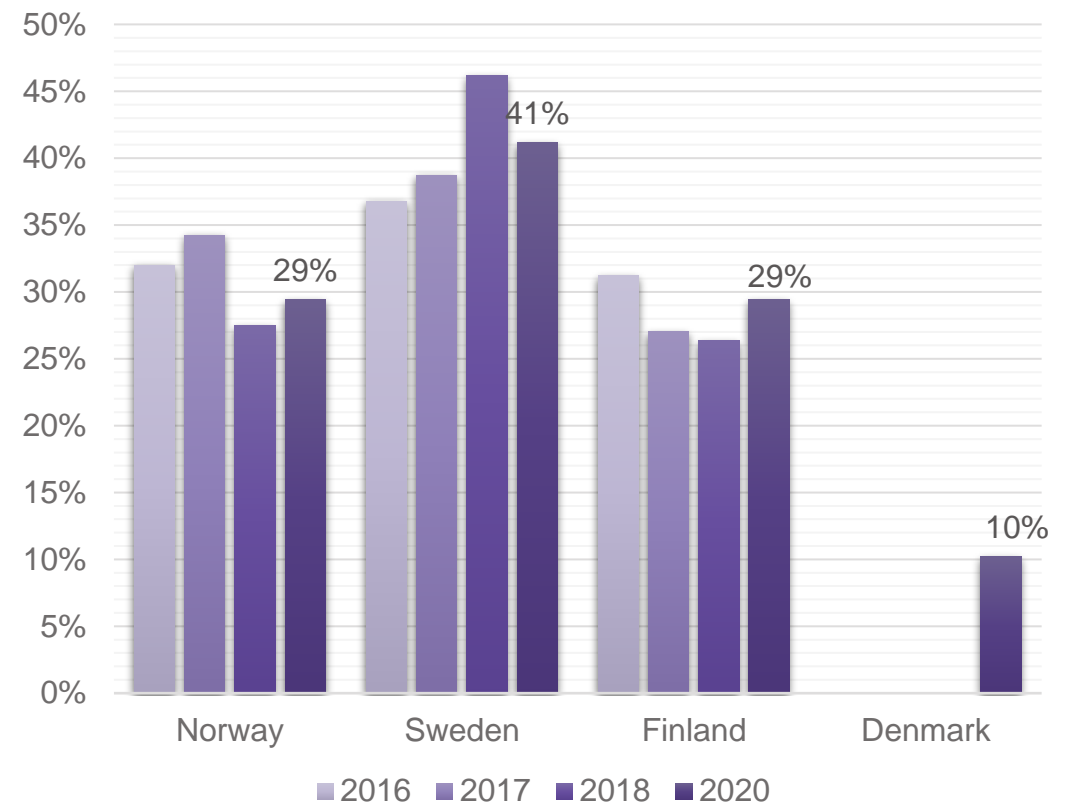
# Customer Satisfaction Survey 2020

- The survey was open from 8.10.2020 – 8.11.2020
  - A reminder was sent out to those who had not already answered the survey after about 2 weeks
- Language options: English, Finnish, Swedish, Norwegian
- The survey was sent out to all active Online Service end Users
  - **194 answers received**
  - For every survey answer eSett will donate 1 € to reforestation



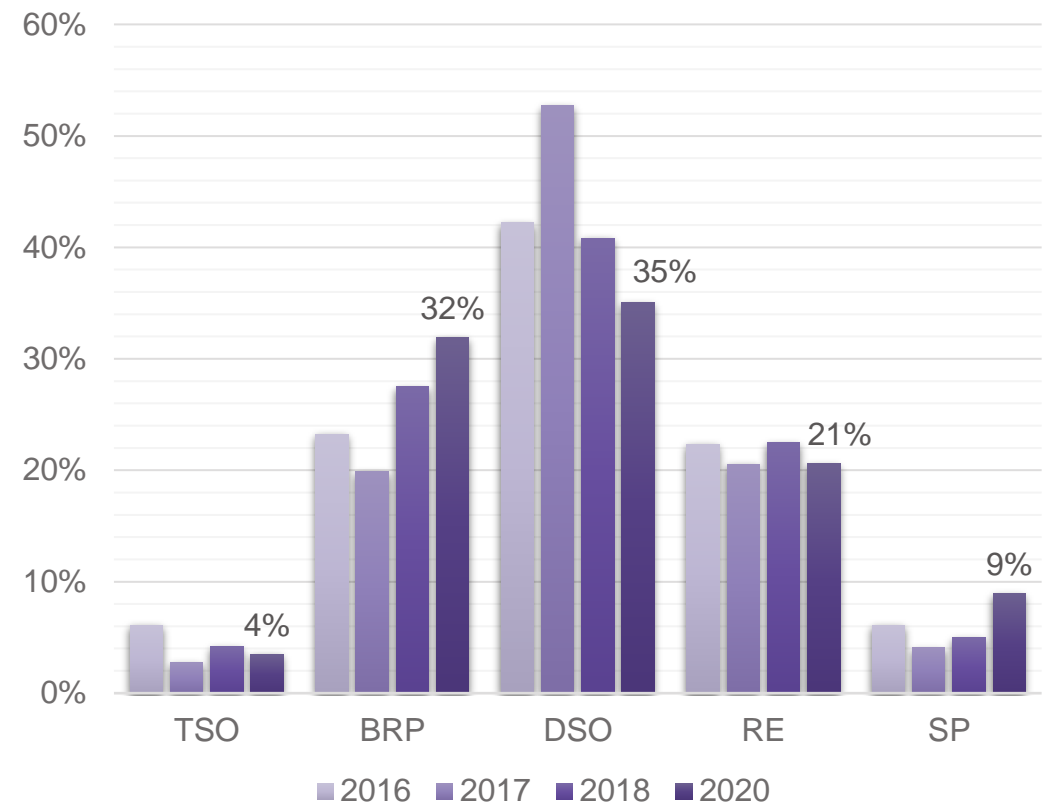
# Operating Countries - Compared to previous years

- Very similar distribution to previous years.
- Swedish parties were again the largest group to respond.
- The share of Finnish and Norwegian respondents has increased from last year
- About 10 % replied that they operate in Denmark

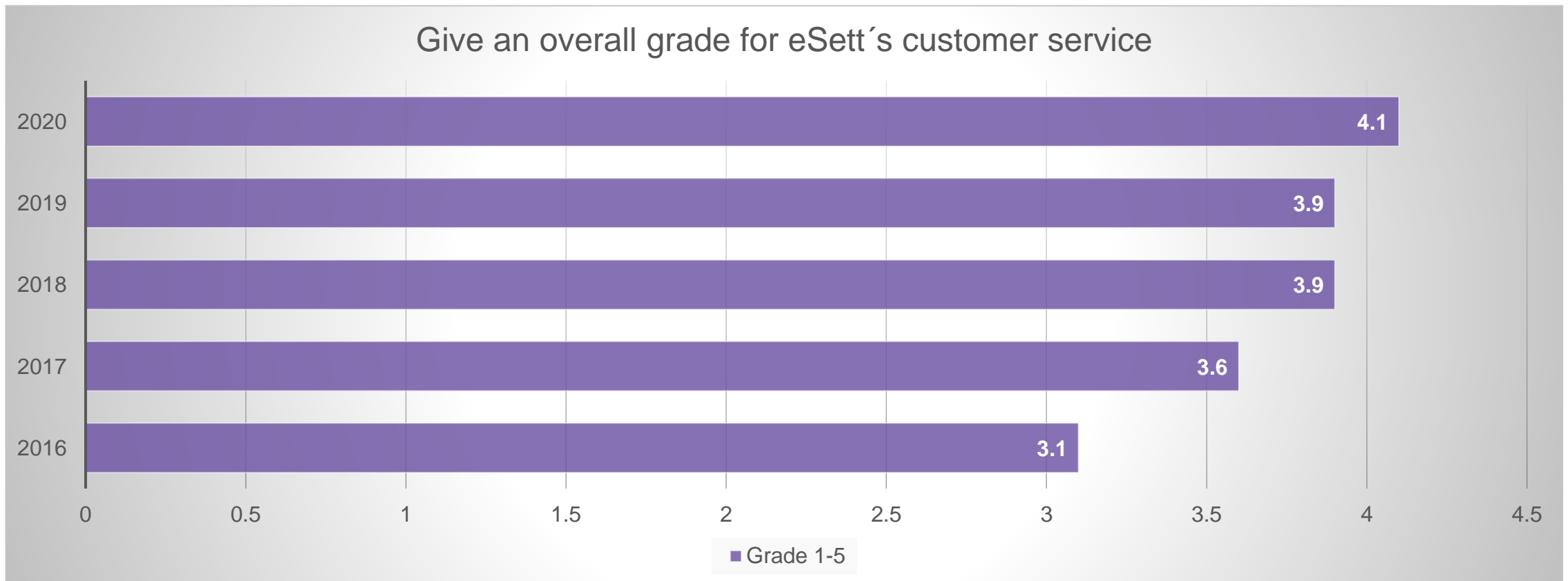


# Market Participant Roles - Compared to previous years

- Very similar distribution to previous years.
- Also this year the DSOs were the largest group to respond but this year we were able get greater share of responses from BRPs



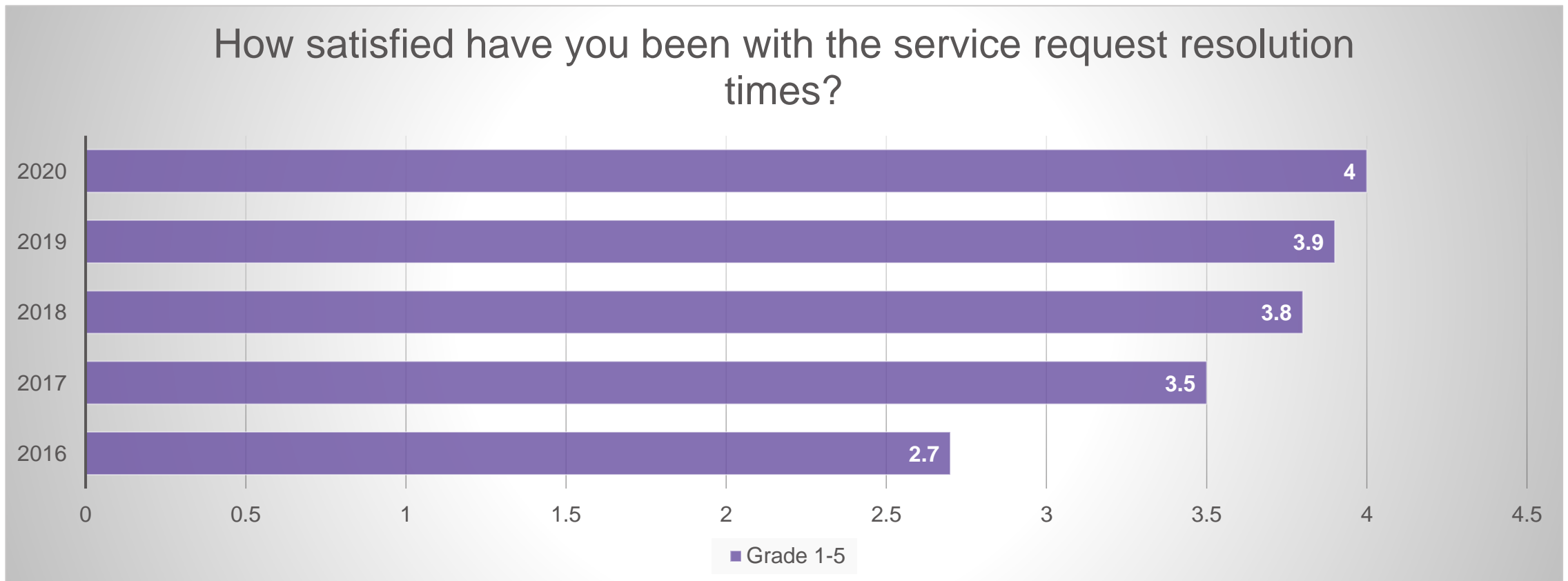
# Give an overall grade for eSett's customer service



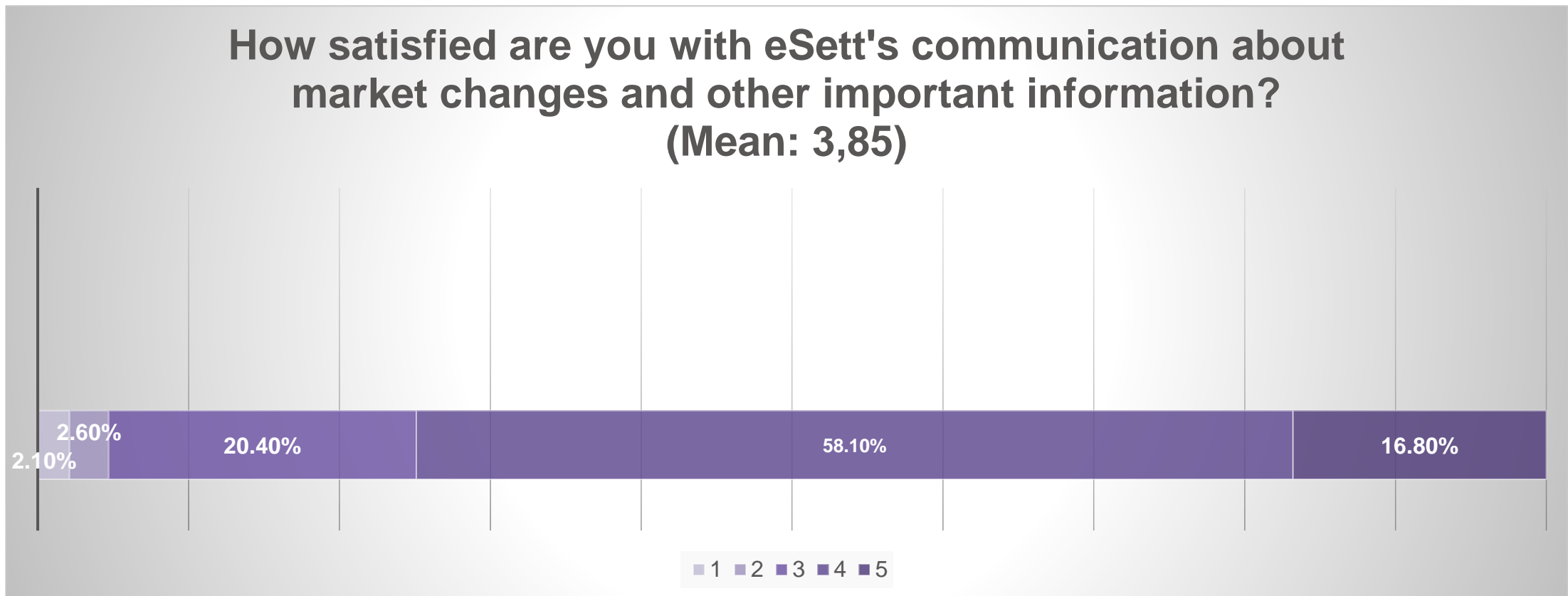
# How professional is eSett's customer service?



# How satisfied have you been with the service request resolution times?



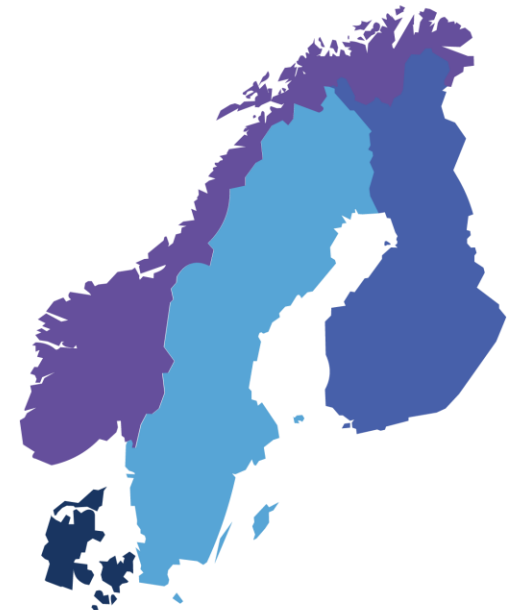
# How satisfied are you with eSett's communication about market changes and other important information?





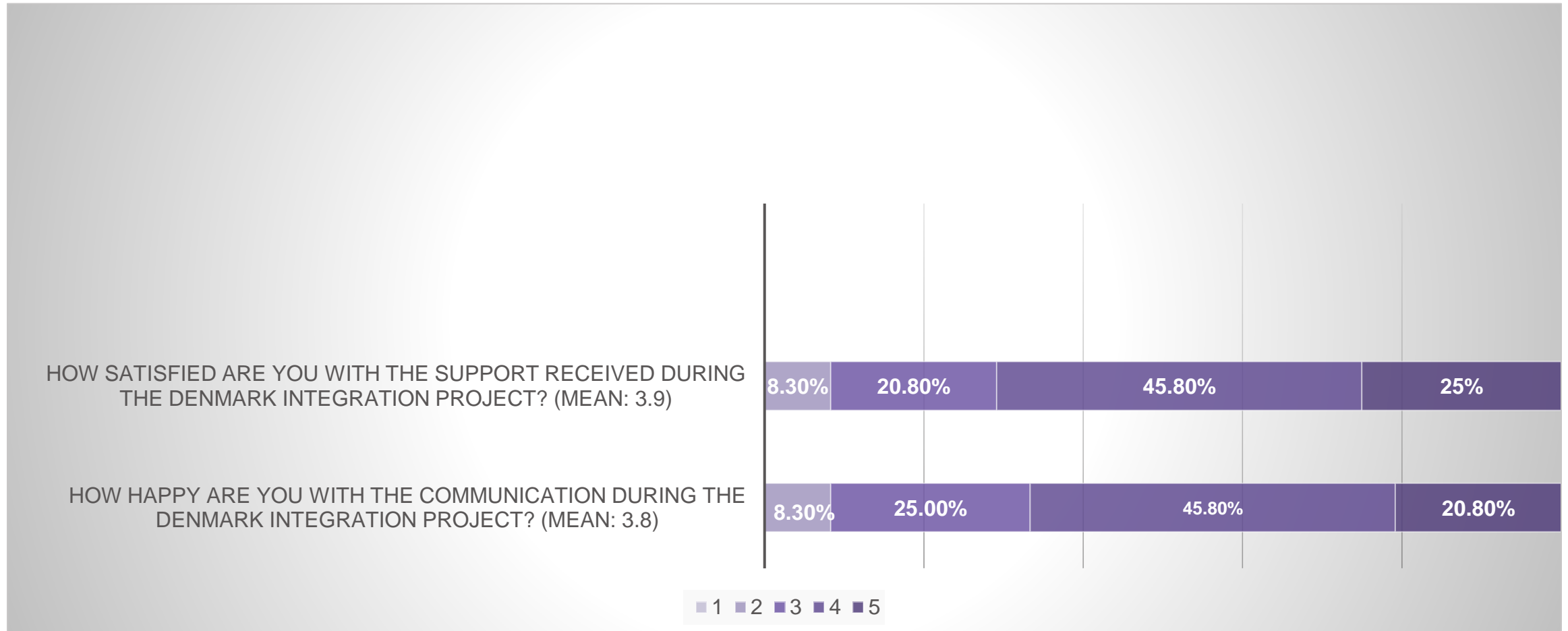
## Denmark integration's first phase go-live on 1 October 2020

- The first phase of Denmark integration project went live according to the original plan on 1 October 2020.
- This go-live only concerns Energinet and those Danish BRPs that are currently active in the capacity reserve markets in Denmark.
- In the first phase only Energinet will report towards eSett by sending capacity reserve data daily to eSett's settlement system.
- eSett will calculate and invoice the capacity reserves on behalf of Energinet according to the normal invoicing schedule.
- Capacity reserves are separate from the imbalance settlement, but they are included in the same invoices in a similar way as activated reserves in the other Nordic countries.
- The capacity reserve data is available for those BRPs in Online Service.



# Denmark Integration Project

Following questions were asked if the option "Denmark" was chosen in previous question "In which countries do you operate".



# Single Price Single Position - Publication of common Nordic market design document

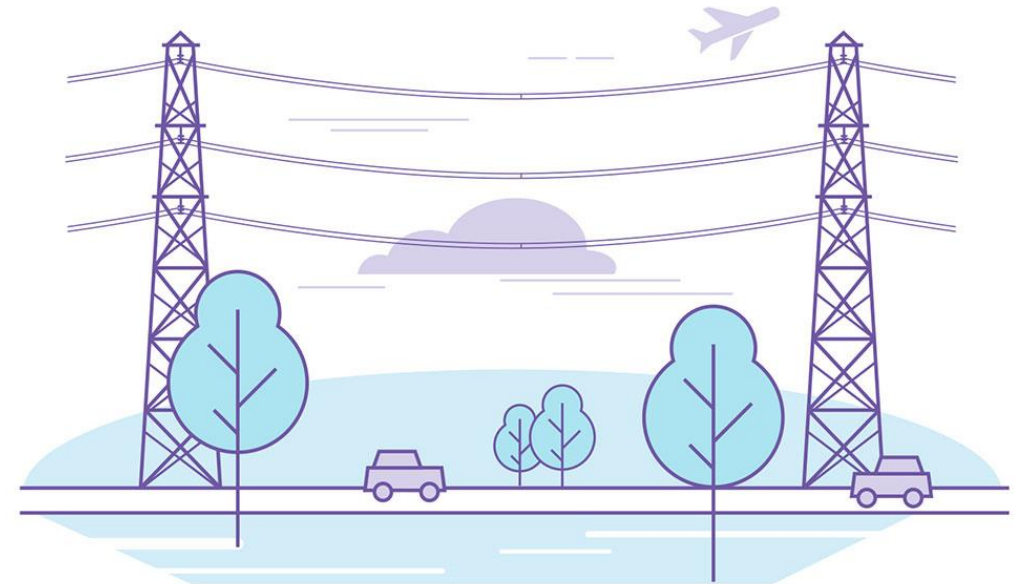
- The common Nordic market design document gives an overview of the common imbalance settlement model with associated design, which is proposed to be implemented in the Nordics on 1 November 2021.
- The document is not meant to be exhaustive on all details of the design, but to provide a common overview of the key common Nordic elements and be a supportive document in the associated national processes to implement the new imbalance settlement model.

For more information read the TSOs' design proposal [here](#)



# More flexible structural changes for market participants in Sweden from 1.9.2020

- Swedish TSO Svenska kraftnät has decided to allow more flexible structural changes for market participants to better suit today's market processes.
- From 01.09.2020 it was possible to register new or change existing consumption and production structures ten (10) days after the delivery day in Sweden.
  - Consumption
  - Production Unit
  - Production Unit – Retailer
  - Production Unit – Regulation Object



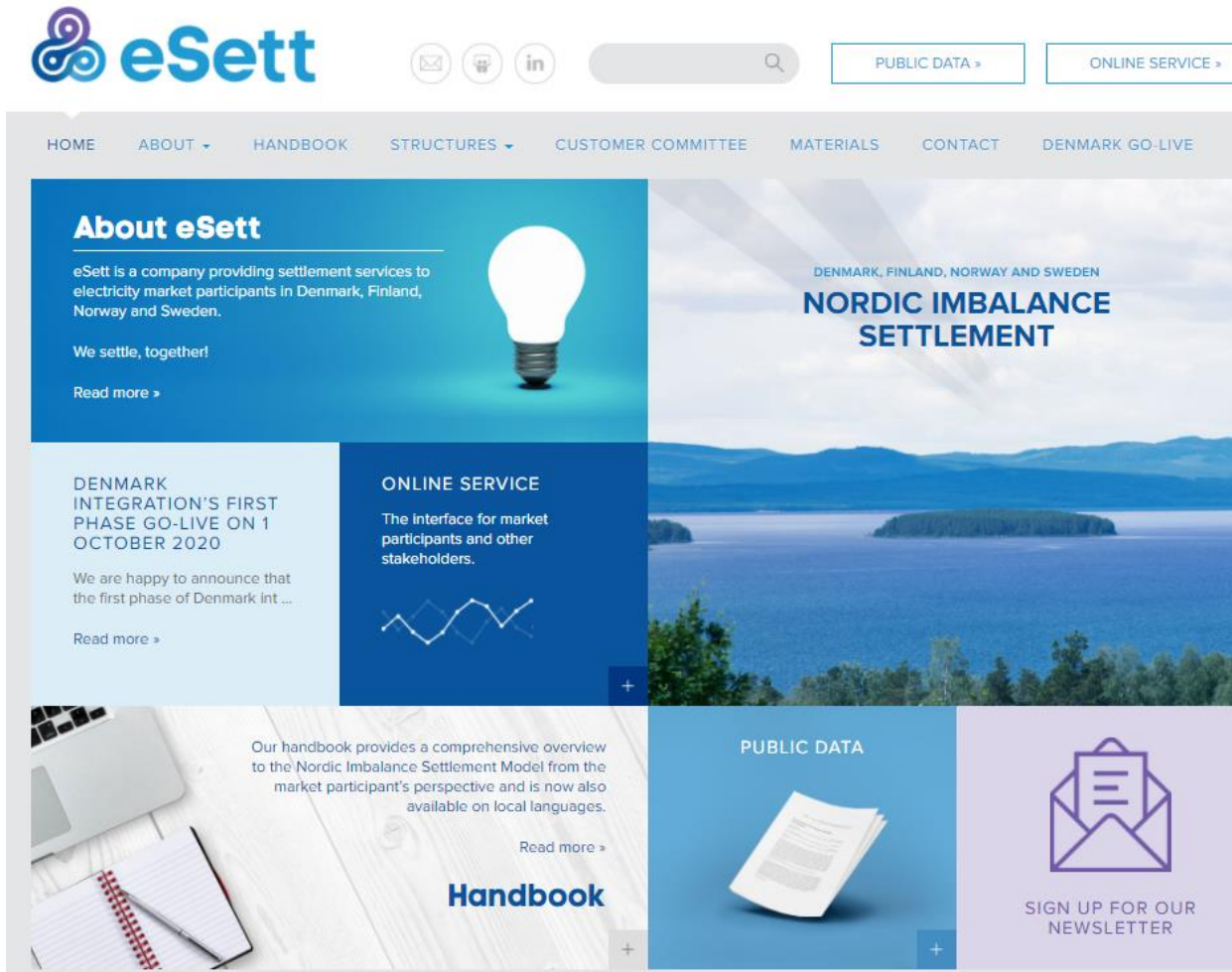


# Merged Production was taken into use in Norway in September

- The prosumers (plusskunder) are using the Merged Production.
- The new Merged production series are visible in Online Service under Input data → Production and can be identified from their MEC ID MEPR.
- These series lack production unit and regulation object information.
- Unused MECs (i.e. no data reported at all) will be automatically terminated after 14 days.
- A new data package regarding the Merged Production can be subscribed in Online Service. The name of the data package is "REs' Merged Production Data per Type and MGA".



# eSett published a Public Data portal 10.9.2020



- Balance Responsible Parties
- Distribution System Operators
- Retailers
- Metering Grid Areas
- Retailer Balance Responsibilities
- Settlement Banks
- Imbalance Volumes
- Prices
- Fees

# E-invoicing in Norway

- PEPPOL is an electronic document network used predominantly in Norway
- Some, but not all customers in Norway, started using the new version, which caused eSett's invoices not being delivered to those customers
- The new version of PEPPOL (3.0) has new calculation validations, which requires eSett to make changes to the invoice xml
- Changes are currently being made by eSett's vendor and validated before taken into use
- The issue should be solved by the end of the year
- All invoices have been available in Online Service in pdf and xml
- In case you have any questions or need help, please contact [finance@esett.com](mailto:finance@esett.com)

# Our Imbalance Settlement System has moved to a new home

- eSett has started preparations for the 15 minute settlement period that is planned to be implemented on 22 May 2023
- To be prepared for the increased amount of data, we moved our settlement system to a new datacenter
- The changes were made in a phased manner:
  - In October the invoicing tools were moved
  - In November the settlement system was moved
- Changes visible for the market participants:
  - Service breaks
  - Changes in eSett's IP addresses





# Our Imbalance Settlement System has moved to a new home

**We kindly ask all market parties to ensure, that their firewalls will allow the traffic from eSett's new IP addresses. eSett will send all outgoing messages from these two IPs.**

Old IP address	New IP addresses	Cut-off Date
194.157.169.5 Please keep this allowed until otherwise informed	193.66.248.234 193.66.248.235	16.11.2020

The new IPs for eSett's receiving messaging servers are listed for each channel in a separate news on eSett's [website](#).

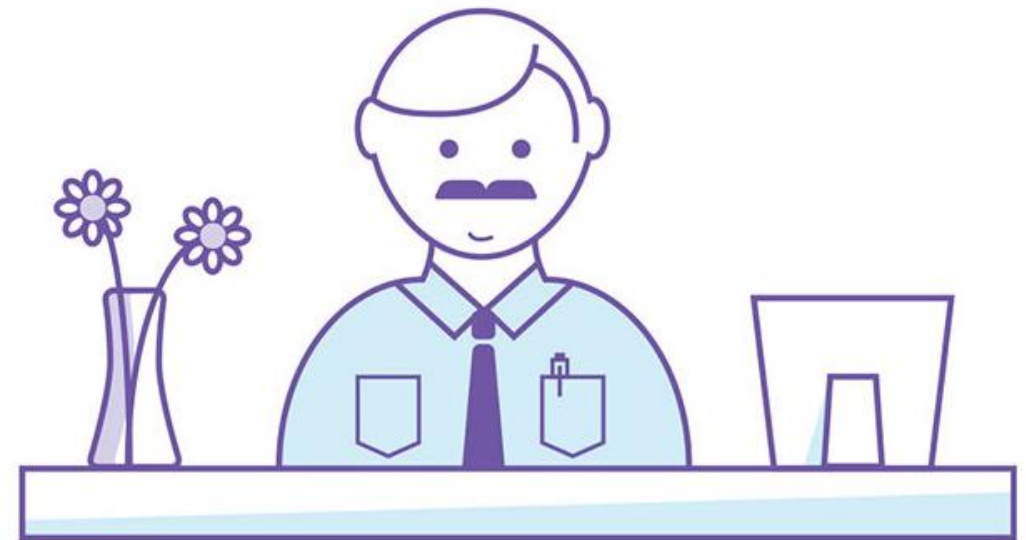
**Please check all the details from eSett's website and go through the details with your IT.**

**If these changes were not implemented before the cut-off date, communication with the imbalance settlement system will not be successful.**



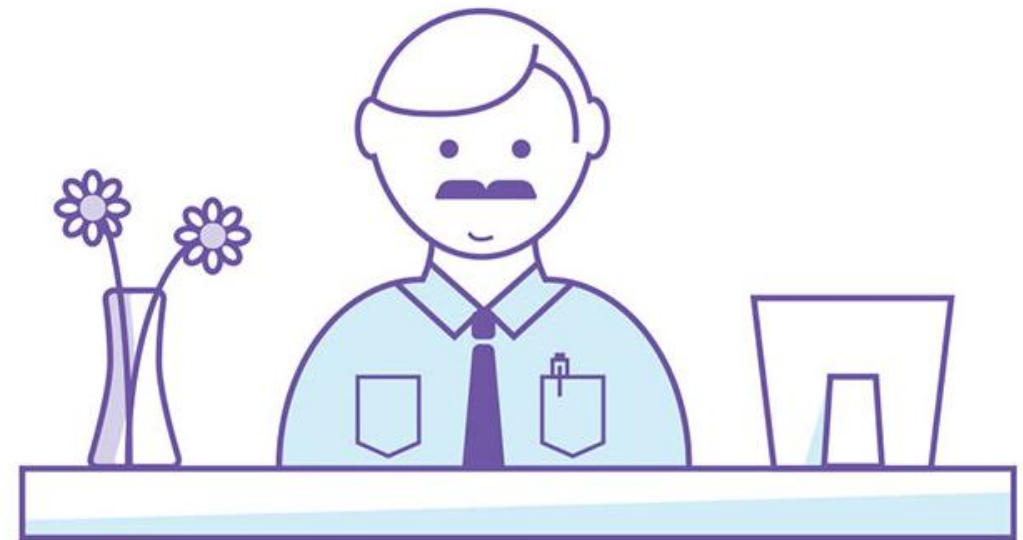
# Electronic signature

- eSett has recognized the importance of making signature procedures more efficient while keeping them secure
  - We always use strong identification when signing contracts. Banking identification in the Nordic countries and mobile identification if the signee is located outside the Nordic countries.
  - Anyone with an invitation can sign the document, even if they do not have the program and multiple parties can sign the same document
  - Version history is always saved, and IP addresses can be checked
  - All documents are stored in our own datacenter; we know exactly where our data lies

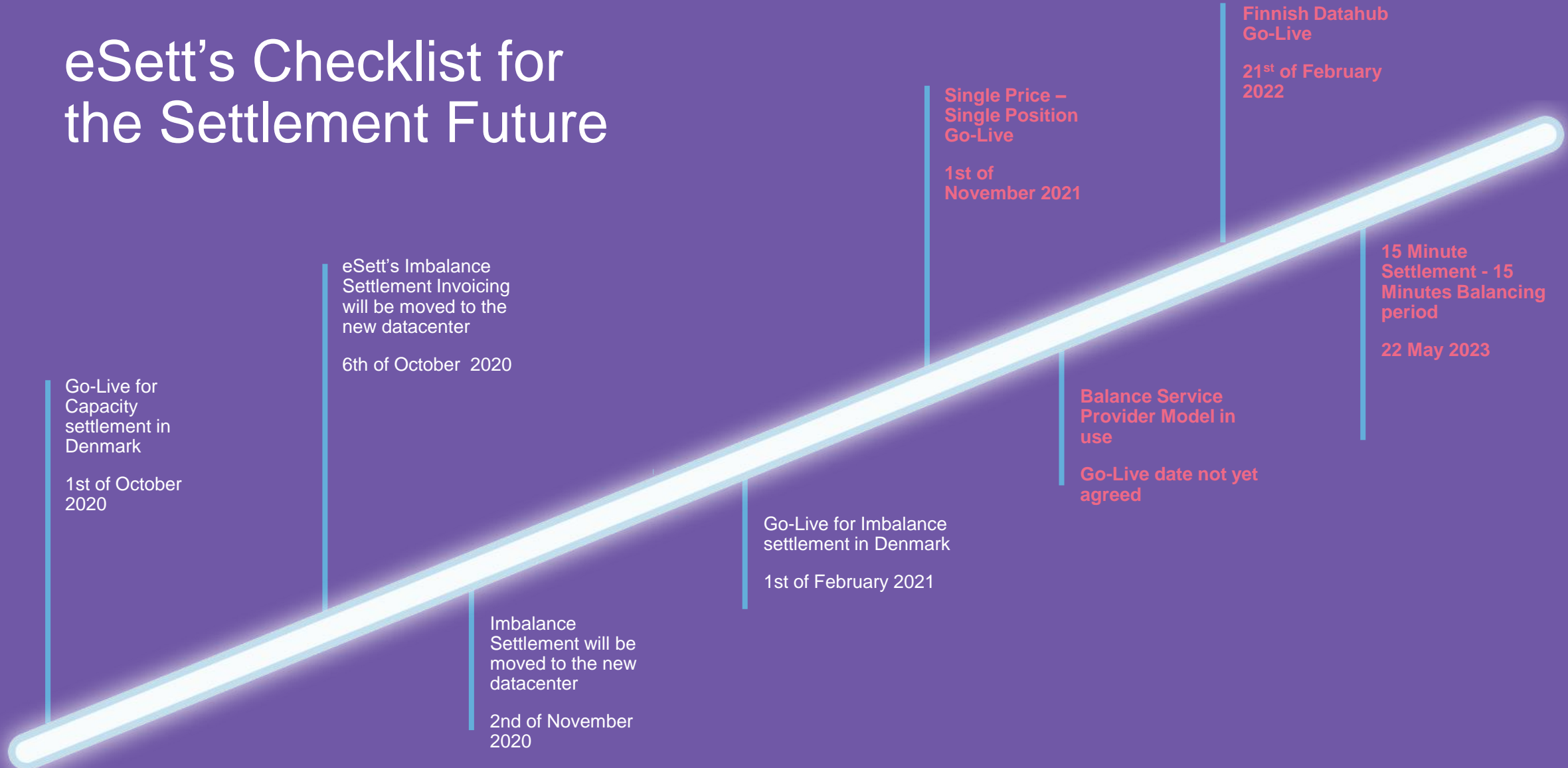


# Electronic signature

- By choosing an electronic signing program which is compatible in all Nordic countries we can streamline some procedures by up to a few weeks in best cases. Especially when a document needs to be signed by several parties in different countries.
- At the moment, banks do not recognize cross-border electronic signatures, but all other core processes can be signed electronically. We are currently mapping out different possibilities to involve the banks as well.
- We will also be documenting all new procedures in order to make administrative duties easier to manage and handle for both internal personnel and external stakeholders



# eSett's Checklist for the Settlement Future







WE SETTLE, TOGETHER!

