Open Call
Meeting Minutes

Date: 18th February 2025

Location: Virtual Conference Call

Hosted By: JAO S.A.

Participants: JAO S.A. & Market Participants

Agenda:

1. Retrospection
2. New Service Desk Concept
3. Finance related updates
4. Changes and Improvements
5. Auction calendar
6. User Group Updates
7. Questions and Answers

1. Retrospection:

The Open Call commenced by addressing the 2 incidents that occurred in January 2025.

First, the Ddos Attack on 12th of January was addressed. This attack targeted Luxembourg's entire network infrastructure. While JAO was not directly targeted, our services were nevertheless affected.

Following the incident, an investigation confirmed that DDoS protection measures were active, successfully preventing a more extensive outage.

JAO remains committed to enhancing its services and implementing further improvements to mitigate such risks in the future.

The second outage occurred on January 24th due to system unavailability. As of 09:41, both daily and intraday auctions were affected. In response, JAO activated its backup procedures, initiating a second round for each impacted auction.

The investigation is still ongoing, and we will provide a detailed incident report, including background information and key lessons learned, as soon as our findings are complete.

2. New Service Desk Concept

To enhance accessibility for Market Participants, we will soon implement a new ticketing platform based on Microsoft Dynamics, with a planned go-live date at the end of Q2 2025.

With this new system, participants will be able to submit requests simply via email, as all emails will be automatically converted into tickets. As a result, direct access to the JIRA platform will no longer be required.

Additionally, a chatbot will be introduced to further assist with requests. Of course, our customer-facing team will remain available to handle inquiries.

We encourage participants to share their needs and suggestions regarding this topic by completing the survey available under the following link:

NEW JIRA TICKETING SURVEY

The survey will be open until 05.03.2025 12:00AM.

3. Finance related updates

First, Market Participants were reminded about the IBP (Inside Business Payments) service provided by ING.

As of June 1st, 2024, all fund transfers must be initiated exclusively through this service. We strongly encourage participants who have not yet registered to submit a JIRA request to begin the registration process.

Secondly, in accordance with Articles 19-22 of the HAR (Harmonized Allocation Rules), participants must maintain a credit limit greater than zero. Managing and maintaining the credit limit is the responsibility of each participant.

The auction tool displays the current credit limit, which is automatically updated whenever a participant takes part in a new auction. The referenced HAR sections provide detailed information on maintaining, calculating, and updating the credit limit, as well as requirements for a Bank Guarantee.

The credit limit is updated in several instances: once per day, when JAO receives the bank report from ING after 20:00 on business days, on the 10th working day of the month (when participants receive a Self-Bill if their compensations exceed their allocations) and on the 16th working day of the month (when JAO debits the business account based on the monthly invoice).

Participants can increase their credit limit at any time by either adding cash to their ING business account or utilizing a Bank Guarantee.

For more details, please refer to the invoicing calendar available on our website: JAO Financial Information.

Lastly, the impact of switching to 15 minutes MTU on the Use it or Sell it compensation was discussed. For borders on which the granularity of the Power Exchange Prices file will remain on 60 minutes MTU (24 positions), the calculation will not change. For borders where Power Exchange Prices file will switch to 15 minutes MTU (96 positions), the compensation calculation will change, by:
- o replicating the capacity 4 times
- o multiplied by each quarter of hour spread
- o and divided by 4, resulting in the compensation amount for each quarter of hour.

The calculation is visible in the Appendix 9 in the Information System Rules November 2024 document, which can be accessed under the following link: ISR

4. Changes and improvements

As a first improvement, on French borders, resales between yearly horizons (from a first to a second round) are currently possible.

Additionally, JAO introduced a new product on the Nemolink cable; the first seasonal auction has already successfully run in December 2024.

Furthermore, in response to the high demand for access to the test environment, JAO has decided to open it on a quarterly basis. This initiative will allow participants to test their tools and become more familiar with the auction platform.

Details regarding test dates and scenarios will be communicated on our website soon, as we plan to host the first open test in Q2 2025. Invitations will be sent out, and interested participants will be required to register.

Lastly, participants were reminded of the opportunity to complete JAO's annual survey, which has already been shared, as feedback is highly valuable in helping JAO enhance the quality of its services.

5. Auction Calendar

Further in the presentation, various upcoming long-term auctions have been highlighted, such as Nemolink, Vikinglink, and Eleclink, as well as Spain- Portugal.

Exciting opportunities on the long-term market are awaiting interested participants, such as the first 2027 auction on the Eleclink cable.

To help participants better coordinate and plan for future long-term auctions, we are soon to implement a reminder file to each auction, allowing Market Participants to set up their calendars accordingly.

6. The concept of the new User Group

The User Group concept was presented, established for a select group of Market Participants to foster collaboration with JAO and gather valuable insights on IT interfaces, tools and services, as we are aiming to continuously enhance our offerings. Biannual meetings are held with this select group of participants.
JAO decided to open this group to new joiners, to involve those who are interested and encourage them to share their needs, expectations and ideas.
Participants may share their interest by creating a JIRA ticket (under Account Management request type), on which the customer facing team will follow up with all the necessary information for registering.

7. Questions and Answers

Q: Are there are plans to introduce a JAO test environment? This will be very helpful especially with the new Helix platform going live.

A: We are planning to open our test environment to all Market participants on a quarterly basis, under different scenarios.

Q: Remit Reporting for Primary and Secondary allocations going forward. Will JAO confirm they report both on behalf of the TSO to ACER?

A: For the moment JAO will follow the same reporting approach as before. We are monitoring the regulatory changes, which are expected to be published in May 2025, and the market will be informed accordingly once any changes occur.

Q: Can bids be submitted in the test environment?

A: The test environment mirrors the production environment; therefore, the same service and functionalities are available for participants during these simulations.

Q: UIOSI in case of 15 MTU: Could you please provide a clear example of how UIOSI will be evaluated under the new market conditions in the case of a 15-minute MTU? Additionally, for Physical Transmission Capacity, will it be possible to use the capacity for just 15 minutes instead of 1 hour? Moreover, for extra-EU capacity (borders with Serbia, Switzerland or the UK), will it retain hourly granularity, or will it shift to 15-minute granularity?

A: An example may be consulted in the presentation below, slide 9.

Presentation.

For the moment, JAO does not possess sufficient nomination related information, therefore we would like to kindly advise participants to contact the TSO's (Transmission System Operators) directly. The list of the impacted borders by the 15 MTU change is attached below, while further information in regards to go-live timing may be consulted at the following link:

sdac-15-min-products-updated-go-live-plan.pdf
15 MTU BORDERS.pdf

Q: When can we expect "New ECAN 6 Format" (auction results with reductions included), I think that was promised already in Q4-2024?
A: JAO will soon provide 2 types of auction result files, and the new format will reflect the allocated capacity during the maintenance period. As it was decided to merge two eCAT releases into one, the above is planned to be integrated in the next Auction Tool deployment, planned for end of March.
Template files are already available and attached below:
ECAN 4 TEMPLATE
ECAN 6 TEMPLATE

Q: Last year it was announced that a 2-factor authentication would be introduced in Q4 2024 in eCat-System. Is this still the plan to implement in future and if yes, when?
A: Indeed, the change still is planned for a later deployment - end of August. Due to the Long Term Flowbase project reboot, our developers were constrained to prioritize this project first, while postponing the 2 FA project.

Q: Is it possible to reflect on the impact of the proposed changes of the HAR (as per recent ENTSOE consultation) on the price that will be used for remuneration of FTRs and non-nominated PTRs?

A: The calculation method for UIOSI compensation corresponding to 15 minutes MTU switch may be consulted at page 23, Appendix 9 in the Information System Rules document attached: ISR