

Incident Report to the Market

ECAT Performance Issue



Executive summary

On November 16 2023, unexpected issue occurred on eCAT platform, causing delays with short-term explicit auctions. In order to mitigate the consequences of this issue, JAO applied a manual workaround to ensure the auctions proceeded in the most efficient manner, adhering to the allocation rules.

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List of abbreviations

ACK: Acknowledgement
AR: Allocation Result
AT: Austria
ATC: Available Transfer Capacity
BE: Belgian
BG: Bulgaria
CH: Switzerland
DA: Daily Auction
EBRC : JAO's hosting provider
eCAT : JAO's auction tool
EL: Eleclink
FR: France
GE: Auction Tool vendor
HR: Croatia
ID: Intraday timeframe
IFA: Interconnexion France Angleterre
IT: Italy
JAO: Joint Allocation Office
LTA: Long Term Allocation
MP(s): Market Participant(s)
MW: Mega Watts
NLL: Nemo Link
RD: Right Documents
RNP: Regional Nomination Platform
RS: Serbia
sFTP: secure File Transfer Protocol
TSCNET: Regional Coordination Centres

1 Introduction

On 16 November 2023 JAO faced an unforeseen technical issue in JAO's allocation platform, which prevented JAO to run the short term explicit auctions with the original timings. The ID and DA auctions have been delayed and also AR files and RD have been generated with delay. To mitigate the impact of the issue, JAO also run the second round of the Eleclink DA auction.

2 Operational process and timings

To understand the effect of the issue that triggered the chain of events that finally led to the operational incident in this chapter the normal process is briefly described together with the timings.

2.1 Normal process and timings

Name of the Auction	Open time	Closure time	AR submission time	Regular RD submission time
NLID3	D 09:30	D 09:55	D 9:58	D 10:00
IFA2ID2	D 09:15	D 09:45	D 09:47	D 09:50
CH-IT ID2	D 09:16	D 09:30	D 9:34	D 9:36
EL1ID2	D 09:20	D 09:50	D 10:00	D-1 10:01
IT-CH	D-1 09:32	D-1 10:00	D-1 10:15	D-1 11:20
DE-CH	D-1 08:46	D-1 09:30	D-1 09:35	D-1 09:40
FR-CH	D-1 09:01	D-1 09:45	D-1 10:00	D-1 10:05
AT-CH	D-1 08:47	D-1 09:30	D-1 09:35	D-1 09:40
HR-RS	D-1 09:00	D-1 09:30	D-1 09:35	D-1 09:50
BG-RS	D-1 09:00	D-1 09:30	D-1 09:35	D-1 09:50
IF1-FR-GB	D-1 09:40	D-1 10:00	D-1 10:05	D-1 11:30
NLL-BE-GB	D-1 09:00	D-1 09:30	D-1 09:34	D-1 09:36
IF2-FR-GB	D-1 09:40	D-1 10:00	D-1 10:05	D-1 11:30
EL1-GB-FR	D-1 09:28	D-1 09:50	D-1 09:55	D-1 09:58

2.2 Backup/fallback process and timings

Name of the Auction	Extended deadline for AR submission	Extended deadline for RD submission
NLID3	D 10:28	D 10:30
IFA2ID2	D 09:47	D 09:50
CH-IT ID2	D 9:44	D 9:46

EL1ID2	D 10:05	D 10:07
IT-CH	D-1 10:55	n/a
DE-CH	D-1 10:15	n/a
FR-CH	D-1 10:30	n/a
AT-CH	D-1 10:15	n/a
HR-RS	D-1 10:15	n/a
BG-RS	D-1 10:15	n/a
IF1-FR-GB	D-1 11:30	n/a
NLL-BE-GB	D-1 10:40	n/a
IF2-FR-GB	D-1 11:30	n/a
EL1-GB-FR	D-1 11:30	n/a

3 Description of the incident

3.1 Incident

Due to a technical issue in eCAT, the gate timing for all short-term explicit auctions has experienced delays, resulting in the auctions deviating from the planned schedule. Additionally, eCAT failed to transmit the files required for the nomination process at the expected time. Certain Market Participants encountered difficulties in logging in and placing their bids.

3.2 Involved parties

APG

Swissgrid

Terna

NationalGrid

TransnetBW

HOPS

EMS

ESO

RTE

Nemolink

Eleclink

IFA

3.3 Impacted borders

Nemolink

IFA1

IFA2

CH-IT

Eleclink

DE-CH

FR-CH

AT-CH

HR-RS

BG-RS

3.4 Timeline

Time	Action
09:16	<ul style="list-style-type: none"> Operations Team noticed that IFA2 ID2 (12:00-16:00) bid submission gate was not opened. Incoming phone call from Market Participant informing not being able to access eCAT.
09:21	LTA was generated manually.
09:25	The issue was escalated to the Information Technology department.
09:29	The IT Department reached out to EBRC
09:30	The IT Department reached out to GE
09:31	EL1(FR<>GB) daily- and NLL (BE<>GB) intraday auction's bid submission gate did not open.

09:32	eCAT was not responding. Operations Team could not extend any gate or make manual intervention in eCAT which was not responding
09:33	The IT Department restarted sequentially the eCAT Gate and Trader UI Servers
09:35	The IT Department created a joint meeting with DBA Experts from GE and EBRC
09:36	LTA was postponed 15 minutes.
09:36	Operations Team published a market message on JAO's website about the expected delay
09:38	First attempt to postpone the bid submission closure for AT-CH Daily and BG-RS daily but not successful.
09:40	RDs were generated with incomplete values.
09:43	Market Participants were not receiving the results for Eleclink, IFA2, Nemolink and CH-IT Intraday Auctions.
09:29 – 10:10	<u>From 09:29-10:10 No stable connection to eCAT Operation User Interface. Operations Team tried to handle the gate extensions and all the issues but eCAT was not responding</u>
09:58	ID3 (NEMOLINK IC) BE-GB<>GB-BE (12:00-18:00) the bid submission gates on both directions were postponed to by 30 mins. The ID 3 (NEMOLINK IC) BE-GB<>GB-BE (12:00-18:00) auction opened. ID3 (NEMOLINK IC) BE-GB<>GB-BE (12:00-18:00) auctions' closure time has been postponed to 10:25, but eCAT extended the auction evaluation with 1h instead of 30mins, Operations Team noticed that the result files need to be generated manually at 10:28 and the right documents at 10:30.
10:05	CH-IT ID2 (CH<>IT 12:00-24:00), auctions results were triggered. RDs were not generated. EL-1 FR<>GB ID2 (14:00-24:00) RDs were not generated.
10:07	EL-1 FR<>GB ID2 (14:00-24:00) one direction did not close as expected
10:08	eCAT system recovery notification received
10:12	The second version of RDs were triggered for AT-CH and DE-CH .
10:12	IFA2 ID2 - FR<>GB 12:00-16:00 RDs were not generated.
10:15	RDs regenerated and sent for: CH<>DE, CH<>AT, HR<>RS, BG<>RS, EL1 NLL.
10:15	CH-IT ID2 (CH<>IT 12:00-24:00) has results, RDs were not generated.
10:20	For CH-FR daily RDs were not generated and sent.
10:22	A Market Participant called stating that the RDs for AT-CH and DE-CH were incorrect.
10:24	A market message has been published to inform the market about the second version of the RD for AT-CH and DE-CH files
10:24	A market participant notified JAO about the wrong values in the second version of the RD for AT-CH and DE-CH files.
10:25	ID3 (NEMOLINK IC) GB-BE direction (12:00-18:00) had to be handled manually (evaluation gate was 10:58 as set from eCAT).

10:26	Version no. 3 of MIN-MAX RD files were triggered and the Daily RDs for DE-CH correct
10:28	For ID3 (NEMOLINK IC) GB-BE direction (12:00-18:00), Operations Team tried to trigger AR and RD files manually without success.
10:30	<ul style="list-style-type: none"> A market participant complained about not receiving the files on time for ID3 (NEMOLINK IC) GB-BE direction (12:00-18:00) and explained they did not have time to nominate capacity. In the meantime, Information Technology department was trying to force the closure of the evaluation gate.
10:35	RNP were called but it was too late to extend the nomination gate.
10:35	JAO reached out to the impacted TSOs and Interconnectors by phone and informed them about the current situation. Terna, Eleclink, Swissgrid, Nemolink, RNP and National Grid have been called.
10:47	AR and RD were triggered manually for ID3 (NEMOLINK IC) GB-BE direction (12:00-18:00).
10:48	EL1 FR-GB ID1424 has been cancelled.
10:54	Operations Team published a market message on JAO's website to inform the market about the cancellation of the EL ID2 auctions
10:54	Operations Team published a market message to inform the market that RD and AR files were available
10:56	Operations Team published a market message to inform the market that the third version of the MIN-MAX files were available.
11:10-11:30	Daily EL auction's first round has been cancelled and JAO ran the second round.
11:40	Eleclink informed JAO that they were technically not able to integrate second round auction in their system and asked JAO to support them using manual workaround.

3.5 Communication

JAO informed the Market about the current situation by publishing three Market Messages on its website and by sending emails to all the registered Market Participants.

JAO answered as much as possible phone calls received from the Market Participants.

4 Handling of the incident – evaluation

4.1 Detecting the issue

The JAO Operations Team detected the issue by monitoring the short term auctions. An operator noticed that the IFA2 ID2 auctions did not open as scheduled.

4.2 Immediate steps taken to return to normal business operation

The Operations team responded to the emergency situation by implementing manual workarounds to ensure business continuity to the greatest extent possible.

5 Claims

JAO received several phone calls and tickets from the Market Participants asking for more information about the incident, but no formal complaints.

6 Lessons learned and recommended follow-up actions

JAO is committed to improving its processes and enhancing the reliability of its allocation platform to reduce the likelihood of future issues.

6.1 Probability that it will happen again

After the implementation of the current set of improvements, the same incident is not likely to occur again.

More optimizations are already underway to continue improving the system.

6.2 Closing remarks

Following a thorough investigation, JAO is committed to taking the necessary measures to minimize the likelihood of similar issues occurring in the future.