



# Open Call

## Meeting Minutes

**Date:** December 10<sup>th</sup> , 2024

**Location:** Virtual Conference Call

**Hosted By:** JAO S.A.

**Participants:** JAO S.A. & Market Participants

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### Agenda:

1. Retrospection
2. New Service Desk Concept
3. Finance related updates
4. Changes and Improvements
5. Auction Calendar
6. User Group Updates
7. Q&A

## 1. Retrospection

The Open Call commenced by addressing incidents that occurred in the months following JAO's last meeting with the Market Participants.

The first incident involved the CEEXD-M-BASE-----240901-01 auction, which ran with an incorrect offered capacity value. More specifically, the auction opened with an ATC value of zero. After JAO assessed the technical and legal aspects, a second round of the auction was conducted on September 6, 2024. However, running a second round was challenging as this action was taken in the middle of the market period. Unfortunately, the miscalculation was only noticed after the auction had commenced, as all cross-checks in place were successfully executed without detecting the error.

Upon receiving approval from experts, we proceeded with the second round. A maintenance period was scheduled for the past days, and the ATC was recalculated for the remaining period. Naturally, throughout the process, we maintained close coordination with the TSOs.

The issue stemmed from the omission of a single input file among several required for this technically complex profile, which involves diverse data inputs. This missing file caused the ATC miscalculation; despite the challenges, we successfully mitigated the issue and completed the process.

The second incident occurred one month later and involved a resale issue for the auction IF1-FR-GB-Q-BASE---241001-01, which was caused by a system bug. The issue arose because one return/resale was made from a flat-based product and another from a maintenance-based product. The system erroneously combined the return quantities instead of handling them separately. Consequently, the system applied the same logic to both resales, resulting in the allocation of additional capacity during the maintenance period.

Upon identifying the issue, we manually adjusted the ATC values in the system and issued corrective invoices in November to address the discrepancies in the original invoices from October.

We will publish the detailed incident report on our website as soon as it is approved by our Management Board.

## 2. New Service Desk concept

We have observed that the current approach related to our ticketing platform is not as customer-friendly as we would like it to be. To improve the user experience, we plan to simplify the process of logging into the platform and maintaining accounts. Our objective is to transition to a new Microsoft Dynamics-based ticketing platform and phase out the current JIRA service desk model.

The primary goal is to provide customers with easy access via email. Internally, we will continue handling requests through the ticketing system, while externally, customers will only need to send an email. Our tool will automatically convert the email into a ticket, enabling more efficient handling of requests. The new platform model will also allow us to collect more detailed customer feedback compared to the current system.

The planned go-live date for the new platform is the end of Q1 2025. We will keep the market updated and provide further information as we make progress. As a first step, we will distribute a survey to market participants to gather their opinions, ideas, requests, and needs. This input will help us design the most effective ticketing platform possible.

### 3. Finance related updates

The Open Call proceeded with a discussion on the Inside Business Payment (IBP) service, which was introduced during the last Open Call. Despite previous communications, we are still receiving transfer requests that are no longer processed by JAO.

As of June 1, 2024, the Inside Business Payment service with ING is the exclusive method for processing fund transfers. For participants who have not yet registered for this service, please open a ticket, and we will provide the necessary documentation and guidelines to assist you with the registration process.

Additionally, there seems to be some confusion among market participants regarding the calculation and update of the credit limit.

As outlined in the HAR (Articles 19, 20, 21, and 22), a market participant's credit limit must always be greater than zero. These articles provide details on the processing of cash collateral and the provision of bank guarantees. The credit limit is calculated as the total amount of cash collateral plus the bank guarantee, minus any liabilities.

This credit limit is updated daily. Each day, around 8 PM, JAO receives the latest bank report file from our service provider, ING. Based on this file, we update the credit limit. Therefore, any transfers made by participants to their business account will be reflected in the updated credit limit at the end of the day.

During the month, on the 10th working day, we proceed with self-billing. Once the billing team issues self-billing documents to market participants, we receive not only the bank report file at the end of the day but also the invoice status files.

For self-billing, JAO pays market participants; in this scenario, the invoice status files are automatically generated, and on the 10th working day, our system releases the blocked bid amounts and updates the credit limit.

This process is repeated on the 16th working day when we debit the market participants' business accounts. Similarly, we receive the invoice status files from ING, which allows our system to update the credit limit again and release the blocked amounts. Once invoices are paid and confirmed by ING, the report files trigger our system to release blocked amounts and update the credit limit accordingly.

For market participants involved in yearly auctions and holding capacity rights from such auctions, the blocked amounts from the previous monthly settlement are released, while the amounts for the upcoming month are automatically blocked. As a result, the credit limit remains unchanged.

If there are any questions or clarifications required, we encourage participants to contact us. The credit limit can be viewed directly in the auction tool as well, yet we would like to highlight that the system calculates the credit limit only for horizons where participants are active and have placed bids. If a Market Participant is not active in short-term products, the credit limit will not appear in the allocation tool.

We are currently exploring potential improvements to display the credit limit across all horizons for better visibility.

## 4. Changes and Improvements

Firstly, new rounds have been introduced for the yearly auctions on French borders, resulting in a change to the resale logic. Resales are now possible from a yearly auction (as the source auction) to another yearly auction (as the target auction).

Secondly, seasonal auctions for the NemoLink cable have been introduced. This was previously communicated on our website, and the planning can be found in the auction calendar, also available on our website.

Lastly, yearly and monthly auctions are now active for the Romania <> Serbia border. The yearly auction successfully launched on December 9th.

## 5. Auction Calendar

It has been observed that market participants tend to increase their activity as the bid submission gate approaches closure. To support participants in planning and managing their submissions effectively, long-term auctions with upcoming closing bidding gates were highlighted during the session as a reminder.

## 6. User Group Updates

The concept of the User Group was introduced to market participants as a focused workshop for providing JAO with valuable feedback, ideas, and insights. The group serves both informational and operational purposes, allowing participants to share their requests and needs while helping JAO improve its tools and services.

Originally established over five years ago with a small group of participants, the User Group is now being expanded to include more participants. The focus will be on operational aspects, while encouraging participants to engage more with JAO and share best practices. We hope that members will openly share feedback, particularly about the allocation tool, to help enhance our services.

JAO invites all interested market participants to join the User Group, which will remain limited in size as a workshop-style group. An official invitation will be sent to market participants soon. This is a great opportunity for those who wish to make use of JAO's test system, as testing opportunities will be more frequent for members of the group. Participants may expect biannual meetings, one organized in person and one organized virtually.

## 7. Questions & Answers

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

*A: Unfortunately, we are currently unable to grant general access to our test environment for market participants. Access is only possible when we organize specific tests with certain members. However, we aim to change this approach in the future to offer broader access to our testing environment. We will keep you updated on any developments. For now, joining the User Group is the best opportunity to participate in more testing activities.*

**Q:** Q1 2025 is just around the corner, do we know what the target go-live date is? Will the current ticketing platform be obsolete as soon as the new platform is live?

*A: As we are still in the development stage, we do not yet have a confirmed go-live date. However, our goal is to introduce the new ticketing platform by the end of Q1 2025.*

**Q:** We have an ongoing request with the current Service Desk on accessing the JAO eCAT Web Services API. The request is still ongoing since October. Can we please have a call with the service provider to assist us in connecting to the JAO eCAT Web Services API?

*A: Our colleagues from the customer service team will follow up on the request shortly, thank you for raising this.*

**Q:** Is it automated process between JAO and ING in regards to payments for increase collateral ? For example if we pay as urgent payment in order to

increase the limit and money arrives to ING account during the day, will JAO receive information from ING during that day and increase the limit or only day after?

*A: We receive the bank report file from ING, our service provider, around 8 PM, and only after this file is received can we update the credit limit. We are planning to improve this process in the future by receiving the file twice a day instead of once, though we are still assessing this with ING due to the complexity of the process. Additionally, the timing of transfers depends on the country from which they are made, as it may take up to two business days for the transfer to be completed.*

**Q:** Do we have a JAO test environment for eCAT webservicees?

*A: Unfortunately, not yet, however with the occasion of running tests on various borders, our testing environment is available for all services. Therefore, regardless of whether a market participant is interested in a certain border for which tests are being performed, they are welcome to join as they can test their tools with the occasion of having the testing environment open for those who are interested.*