**Open Call**

Meeting Minutes

**Date:** 17th June, 2025

**Location:** Virtual Conference Call

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

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

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Agenda:

1. User Group – status update
2. Settlement Calculation
3. Curtailment Messages
4. Financial Updates
5. Auction Calendar
6. Status Update- CRM Project
7. ORION: The Allocation Tool
8. Open test
9. Test surveys reminder
10. Questions and Answers
11. User Group - status update

The open call began with a presentation on the User Group initiative. The scope of the group was outlined as fostering collaboration on key areas, which remains its primary objective.

The initial version of the User Group was then introduced. It originally consisted of 14 market participants and operated through biannual workshops.

It was further explained that the upgraded User Group will expand to include up to 25 market participants. The key differentiators of the renewed format include:

* Increased participant engagement
* Introduction of fresh ideas and perspectives
* Stronger emphasis on feedback
* Shift in focus toward operational topics.

A core objective of this upgrade is to foster a two-way exchange, which will drive the development of more tailored and effective services.

1. Settlement Calculation

The next topic addressed during the open call was the settlement calculation process. Each of the charge types were presented to provide clarity; to illustrate the process, “Company X” was used as an example. The following charge types were explained:

* Allocation (ALLOC)
* Use-it-or-sell-it compensation (UIOSI)
* Resale
* Compensation for capacity curtailment (CFCCU)
* Compensation for auction cancellation (CFACL)
* Compensation for nomination curtailment (CFNCU)

In addition, the monthly invoicing timeline was reviewed. This includes the timing of invoice issuance and self-billing for different capacity products. Participants were informed that this information is also available on JAO’s website (link provided below).

[Financial Information](http://www.jao.eu/resource-center/financial-information)

1. Curtailment Messages

JAO highlighted that some market participants had raised concerns about receiving a high volume of emails whenever curtailment notifications were published and distributed via email.

In response, a solution has been implemented to publish curtailments exclusively on the company website. The process includes:

* Posting a daily curtailment update on the website at the provided link:

 [message board](http://www.jao.eu/news)

* Any curtailments received after the daily update are published separately.

This approach has been in place for a few days during May, and the current proposal is to continue with this method going forward.

Market participants are encouraged to share their feedback via the survey link provided below, as JAO will not make further changes to this process unless explicitly requested by market participants.

[Curtailment survey](https://jao.surveysparrow.com/s/curtailment-messages/tt-cZ3cB)

1. Financial Updates

During the continuation of the presentation, it was noted that most market participants are registered with the ING Inside Business Payments (IBP) service. It was reminded that this is the sole method for performing transfers between the ING business account and corporate accounts.

JAO’s Treasury team emphasized that fund transfer requests submitted via the IBP platform must be made by 11 a.m. to be processed on the same day, therefore we kindly encourage participants to submit their requests before the 11 a.m. deadline if they require same-day processing.

While the team strives to accommodate requests flexibly, system limitations require adherence to this deadline. Participants are kindly urged to respect this cutoff to ensure timely processing of their fund transfers.

The next update covered the credit limit calculation process. Currently, JAO receives a single bank report file from ING at 8 p.m. each working day. This report triggers the credit limit update following fund transfers to the ING business account.

Starting in Q4 of 2025, JAO aims to receive an additional bank report file in the morning, allowing market participants greater flexibility to perform fund transfers and update their credit limits more frequently.

However, if the morning update process fails, it cannot be postponed and will simply be cancelled for that day. Market participants are therefore encouraged not to rely solely on the morning credit limit update.

This improvement is expected to enhance the overall auction experience for participants.

1. Auction Calendar

The auction calendar was presented, highlighting the upcoming yearly auctions as exciting opportunities for market participants to engage in. While all long-term auctions are available on the website in the calendar section, several key opportunities were specifically highlighted during the presentation.

Following the auction calendar presentation, market participants were reminded to ensure their credit limit is sufficient to cover their intended bids.

Key points highlighted include:

* Participants should verify the period to be secured, which is visible in the auction tool.
* The bank guarantee’s validity must cover the secured period, which is typically the first three months of the auction’s market period.
* For example, if an auction’s market period covers the year of 2027 (yearly horizon), the bank guarantee should be valid at least until the first week of March, 2027.
* If the bank guarantee does not cover the required period, only the cash deposit will be considered as the credit limit for that auction.
1. CRM Project - status update

The presentation continued with an update on the CRM project. JAO has decided to replace the current JIRA-based service desk with a new Microsoft Dynamics-based ticketing platform.

Key improvements include:

* Simplified access: Market participants will no longer need to log in to submit tickets; instead, they can simply send an email to the service desk address, which will automatically create a ticket.
* Enhanced ticket handling: The new platform enables faster ticket escalation and delegation to relevant colleagues.
* Improved feedback system: The ticket rating system will be upgraded from the current 1–5 star scale to a more detailed and reliable feedback mechanism.
* Better ticket follow-up: Users will receive clear summaries of ticket statuses, reducing the need to read through all comments.

Prior to the platform’s go-live, tutorial videos and detailed introductions will be provided to familiarize users with the new features. The transition will be gradual, with both the old and new platforms running in parallel for a smooth handover.

The new ticketing platform is part of the broader CRM initiative, which aims to digitalize and automate processes such as participant onboarding. Additionally, a chatbot powered by AI will be implemented to assist with common queries, reducing the need to open tickets for basic questions.

The project is currently in the implementation and development phase, with documentation being finalized. The new platform is planned to be introduced to participants by the end of July, with ongoing updates to be shared in future Open Call sessions.

JAO encourages participants to submit any questions related to this topic via the current JIRA ticketing system.

1. ORION: The Allocation Tool

During the presentation, the upcoming transition from the current eCAT platform to JAO’s new allocation platform, Orion, was introduced. It was acknowledged that eCAT has become technologically outdated and offers limited functionality. Orion is being developed to address these limitations by offering a significantly more advanced, flexible, and user friendly interface.

The Orion platform will be entirely different from eCAT, not only in design but also in capabilities. One of the key improvements is the reduction of vendor dependency, allowing for quicker adjustments and enhancements in response to MPs or TSO requests. Orion will be exclusively JAO owned and managed, built in collaboration with the service provider Unicorn, who is currently finalizing the design phase.

Highlights of the platform include:

* A modern, intuitive dashboard with access to auction listings, auction calendar, credit limit, liabilities, and bank holidays.
* A more flexible configuration system, which enables faster reaction times to market demands.

User Group members have the opportunity to be involved in the development process. Their feedback will shape the evolution of the tool.

The development phase is expected to begin shortly, while the targeted go-live is September 2027. The test phase will commence in early 2027, during which all market participants will be granted access to the test environment. Multiple test sessions will be organized to ensure familiarity with the platform and allow time for internal system integration.

Upon go-live, the eCAT platform will be discontinued, and all auctions will be operated via Orion. To support this transition, Unicorn will provide HyperCare services to address any issues that arise during the go-live period.

JAO strives that Orion will significantly improve the user experience and enhance the overall efficiency of allocation activities for all market participants.

1. Open Test

The topic of Open Test was introduced following multiple requests from market participants during previous Open Call sessions. These requests highlighted the need for dedicated opportunities to test individual environments and tools in preparation for various scenarios.

In response, Open Test sessions will now be held regularly on a quarterly basis to support participant readiness and system integration efforts.

The next session is scheduled to take place between 21st and 23rd July. During this session, the new Trader UI will be made available, allowing participants to test both long-term and short-term auctions, including resale functionalities.

Therefore, participants will have the opportunity to test tools in real-time, including their API integrations.

In regards to registration details, invitations for the July test are published on our website: <http://www.jao.eu/news/invitation-participate-open-test-session-july-21>

To register, participants should reply to the invitation email or alternatively open a ticket. The registration window will remain open until 14th July.

Market participants are encouraged to take full advantage of these sessions to ensure smooth adaptation to the new tools and functionalities.

1. Test surveys reminder

A kind reminder was shared with market participants to provide their feedback via the ongoing surveys related to:

* The eCAT 7 New Trader UI training session
* The SDAC decoupling training session

The purpose of these surveys is to gather valuable input that will help JAO enhance its services, training sessions, and overall test experience.

The deadline for both surveys has been extended to 1st July 2025. Each survey takes only a few minutes to complete.

Survey links:

[ecat-7-new-trader-ui-training-session](https://jao.surveysparrow.com/s/ecat-7-new-trader-ui-training-session/tt-tkFAL)

[SDAC-decoupling-training-session](https://jao.surveysparrow.com/s/-sdac-decoupling-training-session-with-market-participants-07042025---09042025/tt-vGLhB)

Market participants are highly encouraged to participate and share their feedback to support continuous improvement efforts.

1. Questions and Answers

**Q**: It would be very useful to have an additional full decoupling session with right timings before the 15 MTU is implemented for SDAC, given that in the session in April the shadow auctions were run even before the auction bidding time closed.

**A:** First of all, please note the SDAC 15 MTU project Go-Live has been postponed to September. The first trading day is scheduled for the last day of September, with delivery planned for the 1st of October.

All internal functionalities and procedures have been successfully tested. However, some parties still need to implement improvements to ensure performance consistency and system stability.

Over the summer period, efforts will be concentrated on enhancing the overall process and improving the stability of the algorithm. These improvements aim to provide a reliable and smooth experience at launch.

A regression test will be conducted at the end of August to validate system stability and confirm readiness for Go-Live.

In early September, a one week testing session with market participants is planned. This session will focus on normal scenarios.

Additionally, based on participant feedback, a request will be submitted to the TSOs and NEMOs to organize another decoupling session. This will allow participants to test shadow auctions in a simulated incident scenario where the process is deliberately interrupted.

As a kind reminder, shadow auctions will remain based on 60 MTU format. This will continue even after Go-Live.

 **Q:** How can we be added to the user group?

 **A:** Registration officially closed at the end of April after being open for nearly three months. However, we now have four additional spots available. If you wish to join the group, we encourage you to open a JIRA ticket and include the name and email address of the responsible Point of Contact for this specific project.

We kindly advise interested participants to submit their requests as soon as possible, as we are planning to organize the first group meeting shortly. This meeting will aim to actively involve participants in the development of the new Orion tool.

**Q:** Will Orion also come with improvements to the existing API and the clients ability to pull data?

**A:** We aim to expand the API functionalities as much as possible. While we do not yet have all the details, we will share them as soon as they become available, particularly with members of our User Group.

If you would like early access to test the API before the official Go-Live, we strongly encourage you to join the UG. This will allow you to stay informed about developments from the earliest stages and participate in API testing ahead of the wider rollout.

At this stage, we have not yet identified all requirements for the API in Orion. However, by participating in the group, you will be kept up to date and have the opportunity to provide input and test functionalities as they evolve.

**Q:** Is it correct to say that for Orion will run a year before going live in dev?

**A:** Orion will operate for one full year before the official Go-Live. It is composed of several microservices, which together will form the complete Orion tool. These microservices will be provided individually by Unicorn, allowing us to begin testing and refining them as early as possible.

The environment is expected to become available in 2026. However, the first comprehensive testing environment accessible to all market participants is planned for early 2027.

It’s important to note that members of the user group will be granted earlier access. This early involvement will help accelerate the development of the tool and ensure that feedback is integrated as the system evolves.