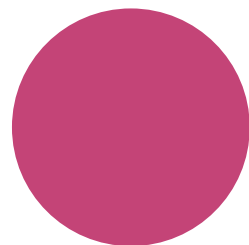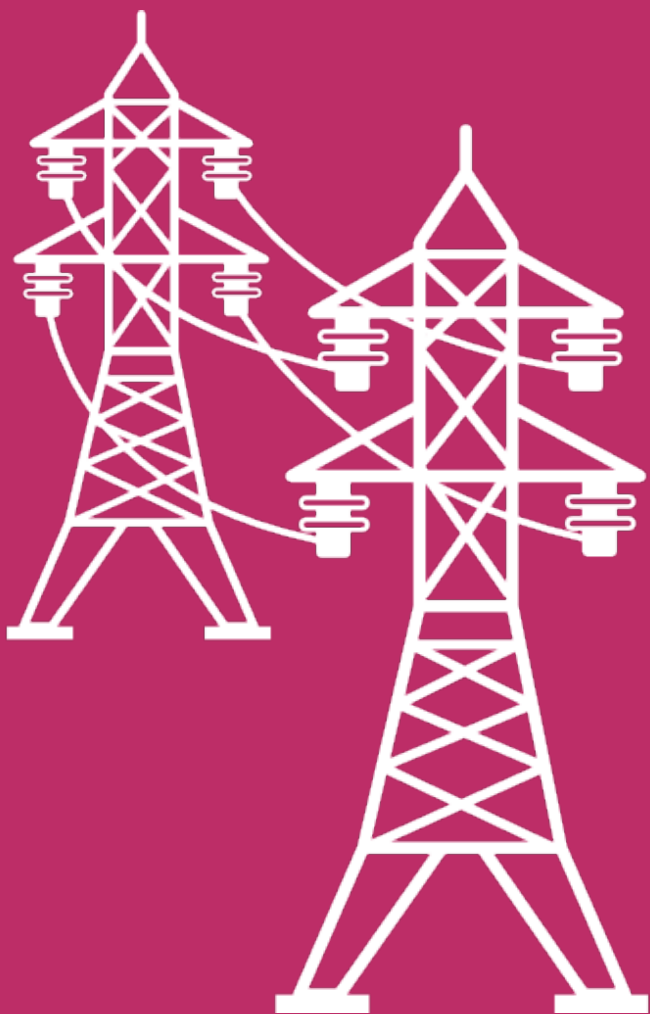*Our client's satisfaction is critical for us.*
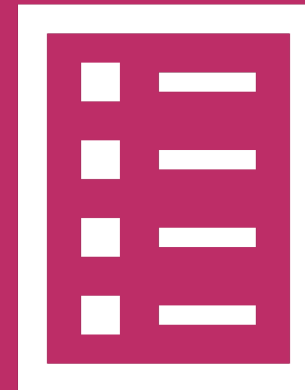
Quarterly
JAO Open Call
10.12.2024

Introduction

Agenda

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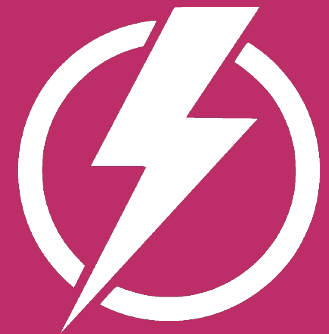6. User Group Updates
7. Q & A

Retrospection
CEE Monthly Auction run with wrong Offered Capacity.

Monthly Auction CEEXD-M-BASE-------240901-01 was opened with 0 ATC values.

After assessing the technical and legal aspect of the issue the second round of the auction has been executed on 06.09.2024.

Retrospection
Resale issue during maintenance period

Incorrect calculations in the auction tool led to overallocation of capacity during maintenance for two auctions

The issue occurred after two consecutive returns were placed on the IF1-FR-GB-Q-BASE---241001-01 auction. One return was made from a flat-based product and another from a maintenance-based product. The system combined the return quantities instead of handling them separately
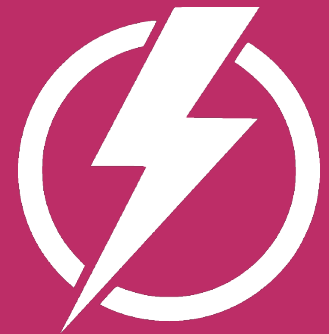
New Service Desk Concept

New Microsoft Dynamics based ticketing platform

Goals:
- easy access for the customers via email
- multi-level ticket handling
- detailed customer feedbacks

Planned Go-live date: Q1 2025

Finance Related Updates

Inside Business Payment

Starting from June 1st, 2024, this is the sole method for processing fund transfers.

Credit Limit

- Credit limit shall always be greater than zero (Article 19; 20; 21; 22 of the HAR)
- Cash collateral and or Bank guarantee
- Daily updates
- 10th Working day Self-billing – update the credit limit
- 16th Working day debit of the business accounts – update the credit limit

Changes and Improvements
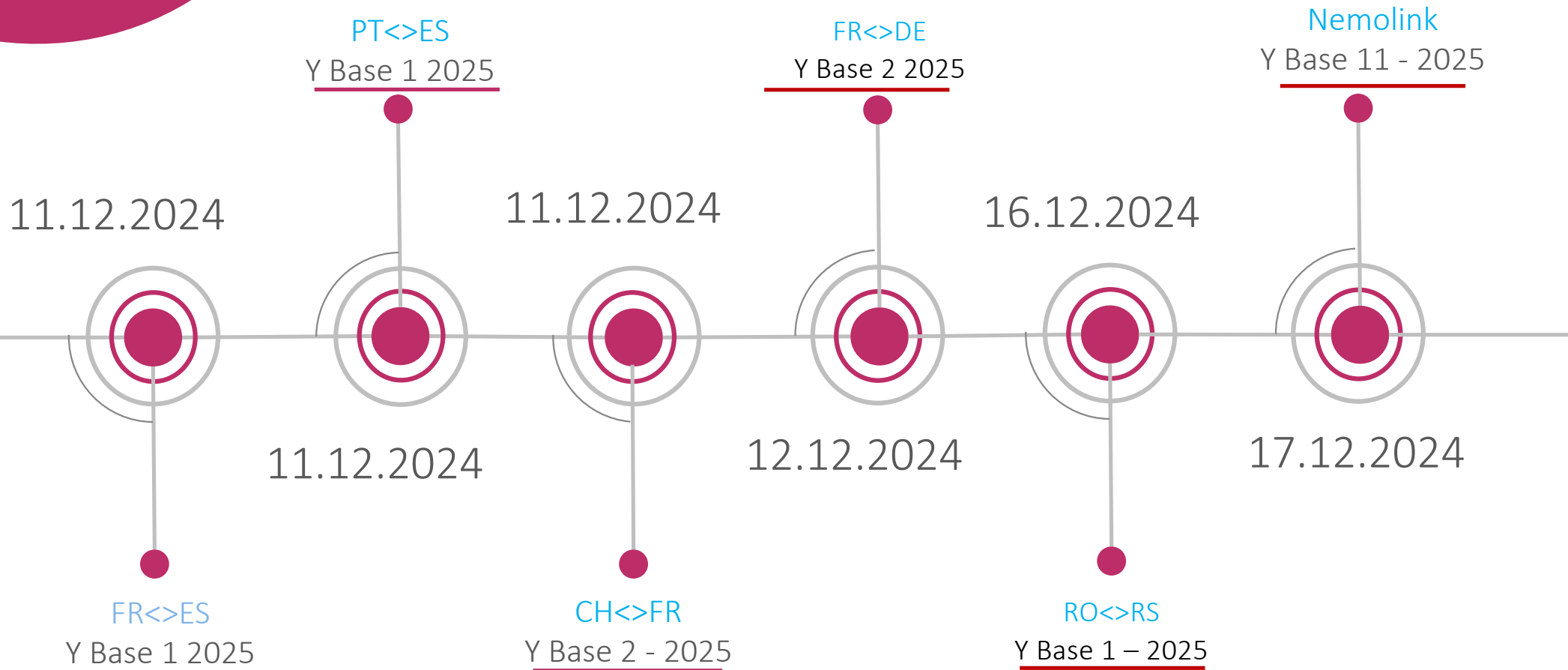
● Resale on French borders

● Seasonal Auction for Nemolink

● Yearly and monthly auctions on Romania – Serbia border

Auction Calendar

PT<>ES
Y Base 1 2025

FR<>DE
Y Base 2 2025

Nemolink
Y Base 11 - 2025

11.12.2024

11.12.2024

16.12.2024

11.12.2024

12.12.2024

17.12.2024

FR<>ES
Y Base 1 2025

CH<>FR
Y Base 2 - 2025

RO<>RS
Y Base 1 – 2025

Auction Calendar

EE <> LV
Q Base 1 – 2025 Q1

PT <> ES
Q Base 1 -2025 Q1

11.12.2024

12.12.2024

12.12.2024

12.12.2024

16.12.2024

IFA1
H Base 2 -2025 Summer

Eleclink
Q Base 2 -2025 Q2

IFA1
Q Base 1 2025 Q3
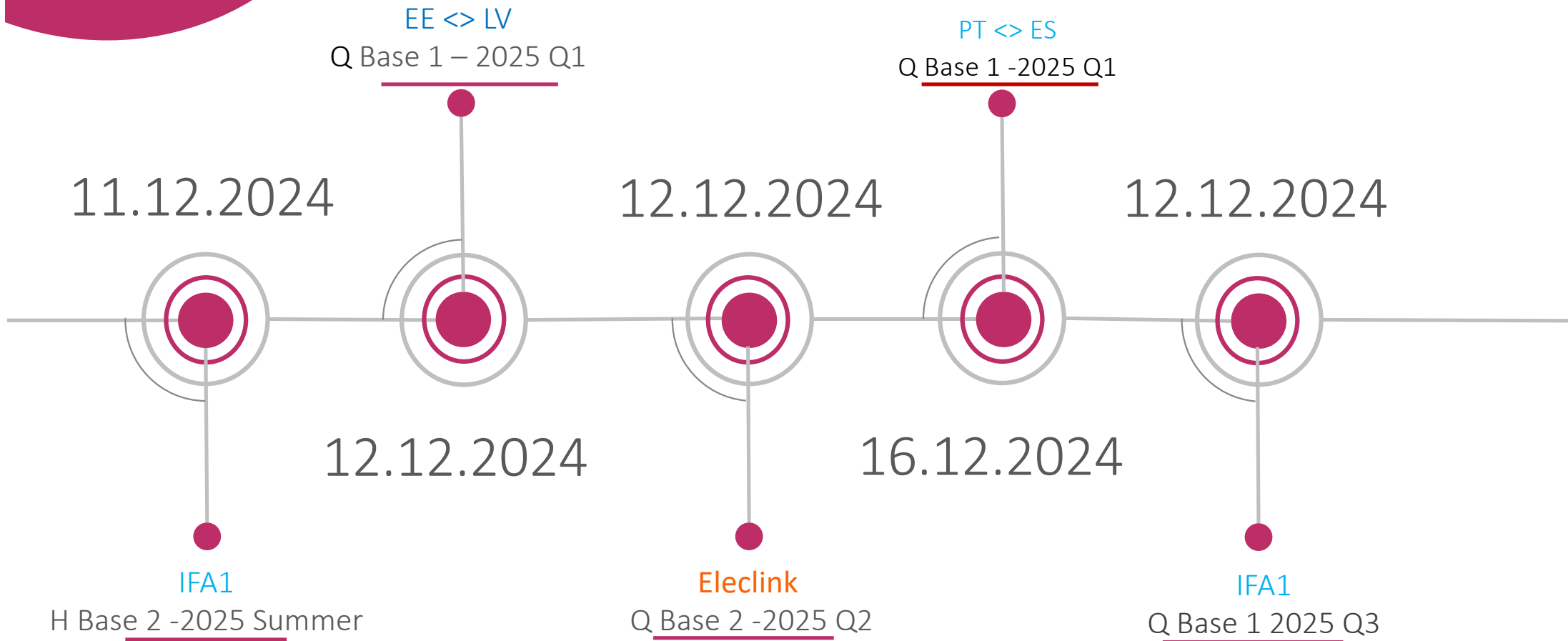
Concept of the User Group

- The User group has been established to provide advice to JAO on matters related to the IT interfaces and services provided by JAO.

- Enhancing our knowledge on participants needs and receiving feedback on their experience with JAO is essential to maintain their trust and to continuously improve our services.

- Biannual meetings (one virtual and one in-person) organized for a select group of market participants.

Evolution of the User Group

o Evolution of the role of User group :
  - Bigger focus on operation matter
  - Involvement in test
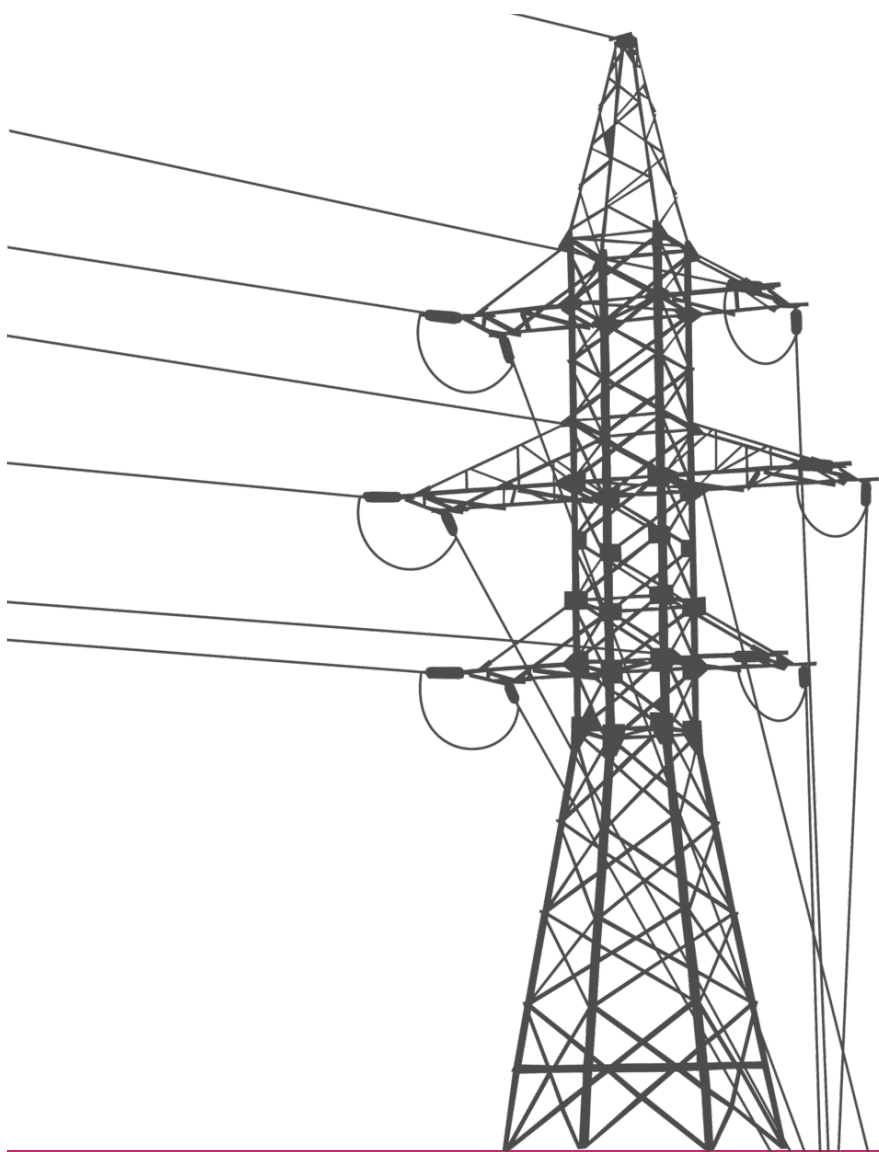 - Sharing best practice

o Call for candidates

Q & A

EDF Trading Ltd:

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

JAO S.A.

Thank you!

JAO S.A.