

Markets/Minna Arfmann

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## **1 SERVICE DESCRIPTION**

According to the Electricity Market Act, Fingrid is tasked with developing the information exchange required for electricity trade and imbalance settlement. Fingrid's information exchange services are part of the electricity markets' information exchange environment. In order to develop efficient, correct information exchange, Fingrid cooperates with such partners as electricity suppliers, grid owners and other electricity market actors, service providers, supervisory authorities, legislators, interest group organisations, national and international messaging developer organisations, as well as with other transmission system operators. All electricity market actors must contribute to securing a well-functioning information exchange environment.

Fingrid's information exchange services form a service entity that promotes the technical exchange of information required for electricity trade and imbalance settlement. This Appendix specifies the rights and obligations of the parties to the electricity market information exchange service agreement. The Appendix is reviewed annually, and it can be amended to further support the development of information exchange services. Amendments to the terms and conditions of service are subject to approval by the Finnish Energy Authority.

## **2 RIGHTS AND OBLIGATIONS OF AGREEMENT PARTIES**

Fingrid produces and develops the services specified in this Appendix for the use of the agreement parties. The agreement parties use Fingrid's services and commit themselves to observing the procedures outlined in this Appendix. In order to secure the confidentiality of information involved in the service and for reasons related to the ownership of information, certain services are limited to electricity market parties only.

## **3 SERVICES AVAILABLE TO ELECTRICITY MARKET PARTIES (ELECTRICITY SUPPLIERS AND GRID OWNERS) AND ELECTRICITY MARKET ACTORS**

### **3.1 The EDIELfi service portal (excluding the accounting point register service)**

Fingrid's information exchange services are contained centrally in the EDIELfi service portal at [www.ediel.fi](http://www.ediel.fi). The service portal enables more effective and interactive information exchange between all parties operating on the electricity retail market. For example, parties to Fingrid's information exchange service agreements can inform other actors of interruptions in information exchange using the portal's news feed. Each party shall assign an EDIELfi main user, who will create user accounts for portal users within the organisation. Fingrid provides portal users with support and guidance when required.

The service portal is available to agreement parties 24/7, excluding maintenance interruptions. Fingrid shall inform users of significant service interruptions on its website. Fingrid monitors the availability of the service portal during regular office hours and initiates corrective action within a reasonable time after receiving a notification of a possible fault in the system. Fingrid is not responsible for the data content of the service or any shortcomings in the content.

### **3.2 Instructions**

The purpose of instructions related to information exchange is to harmonise the deployed messaging standards and procedures and to improve the quality of communications.

Fingrid maintains the technical instructions of information exchange and updates them when required. The instructions are stored in Fingrid's EDIELfi portal.

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The agreement parties shall comply with the information exchange instructions provided in the EDIELfi portal: the Implementation Guide approved by the Nordic Ediel Group, including the valid national application instructions. The technical instructions of information exchange are based on the Nordic Ediel Forum's Message Handbook for Ediel.

### 3.3 Contact information table and list of electricity market parties

A contact information table is maintained in order to help agreement parties find the contact information used by the retail market parties in PRODAT, MSCONS, debt collection and balance settlement.

In the EDIELfi portal, Fingrid provides a table of contact information used in PRODAT, MSCONS, debt collection, and balance settlement, as provided and maintained by electricity market parties. Development suggestions concerning the contents of the contact information table submitted to Fingrid are handled by Fingrid's development group for electricity market information exchange. The contact information table contents can be modified if required. The contact information table is available 24/7, excluding maintenance interruptions. If any faults are detected in the table, Fingrid shall take corrective measures within a reasonable time after being notified thereof. Fingrid will inform users of significant service interruptions on its website. Fingrid is not responsible for the data content of the table or any shortcomings in the content.

Electricity market parties undertake to provide Fingrid with the information for the table and to check the correctness of their information on a regular basis. Electricity market parties shall update the contact information table with any changes in their information without delay.

Fingrid also maintains a list of electricity market parties. The list is updated when required. Fingrid must be notified of any needs to change the electricity market party list contents as soon as possible.

### 3.4 Development group for electricity market information exchange

The development group for electricity market information exchange is an advisory committee working in conjunction with Fingrid. The purpose of the group is to promote the efficient, equal and fair exchange of information.

Fingrid steers the development group for electricity market information exchange and provides it with meeting premises. Fingrid appoints the members of the development group for electricity market information exchange. The targeted composition of the development group comprises representatives of electricity supplier companies, grid owners, Finnish Energy, system providers and other industry service providers. The group membership is subject to annual rotation. The number of members to be replaced each year is defined separately for each rotation, depending on the electricity market parties' desire to participate. In addition, the continuity of the group's work is taken into account, which means that not all members are replaced at once.

Agreement parties and other interest groups are entitled to submit questions, feedback and development suggestions related to technical information exchange and Fingrid's information exchange services to the development group. The group processes all contacts. Members of the development group offer their professional input regarding the matter at hand and, if required, a suggestion of further measures to be taken. Fingrid has the responsibility and decision-making power in issues related to developing the exchange of information. Electricity retail market actors can express their desire to participate in the development group to Fingrid. The task of development group members is to evaluate the development ideas, procedures and instructions related to the technical communications within the electricity retail market. No fees or expense allowances are paid to the development team members.

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### 3.5 Advisory and customer services

Fingrid provides agreement parties with advice and instructions related to the technical instructions and procedures of information exchange. Actors can submit development ideas concerning the exchange of information to Fingrid, which will further process them. When required, Fingrid will arrange training or information briefings.

### 3.6 Development

The goal of development activities is to promote the efficient, equal and fair exchange of information.

Fingrid contributes to the development of information exchange in the electricity retail market both at the national and international level.

Agreement parties and other interest groups can participate in the development by submitting development ideas to Fingrid, which will process them further. Fingrid can assign the processing of the ideas to the development group for electricity market information exchange or other groups working in conjunction with Fingrid.

### 3.7 Testing service

The purpose of the testing service is to make sure that the market parties' systems function as agreed and send messages complying with the agreed format and standard. One key goal is to eliminate errors related to the interpretation or incompatibility of messages and, consequently, promote the better functionality of communications.

Fingrid maintains the national testing services for PRODAT and NBS messaging. With the testing service, users can independently test their messaging according to the given instructions. Support is also provided for the testing when required. The testing service systems are available 24/7, excluding maintenance interruptions. In fault situations, Fingrid shall take corrective measures within a reasonable time after being notified of a possible fault detected in the system. Fingrid will inform users of significant service interruptions on its website. The user IDs and passwords are company-specific. Each agreement party is responsible for all actions taken with its user IDs, also in the case that the party gives its user ID and password to a third party. Fingrid must be informed of the handover of a user ID and password to a third party before the handover takes place.

### 3.8 Monitoring

The purpose of monitoring is to observe compliance with the instructions and procedures for information exchange.

Fingrid receives agreement parties' requests in cases of severe problems in information exchange, which cannot be resolved between the involved parties. In order to review and verify the problem, Fingrid requests the involved parties to submit figures and documents related to the situation. Fingrid analyses all action requests and takes action when required. If the problem cannot be resolved with Fingrid's actions, Fingrid can submit an investigation request to the Energy Authority.

Agreement parties are also entitled to subject the matter directly to the Energy Authority for processing, if they so desire.

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#### **4 SERVICES AVAILABLE TO ELECTRICITY MARKETS PARTIES (ELECTRICITY SUPPLIERS AND GRID OWNERS) ONLY**

##### 4.1 Metering point register service

The purpose of the register is to enable the verification of accounting point information in the communication between electricity market parties in cases of consumers switching suppliers or moving. Development suggestions submitted by agreement parties and other stakeholders concerning the data contents of the metering point register are handled by Fingrid's development group for electricity market information exchange. The metering point register contents can be modified if required.

Grid owners shall submit the metering point-specific information for the register at least on a monthly basis. The information is submitted in electronic format (via FTP or another agreed transfer method). Service users can access the register contents using a web-based interface or the web service interface. Grid owners are responsible for making sure that the register contains up-to-date information. Electricity market parties shall commit themselves to making sure that the register contents are only used for verifying metering point information and, consequently, improving the correctness of communications. The register contents must not be used for any other purpose, such as direct marketing, creation or extension of address databases, or other such actions not related to electricity market communications.

Each electricity market party is responsible for all actions taken with their user IDs, also in the case that the party gives its user ID and password to a third party. Fingrid must be informed of the handover of a user ID and password to a third party before the handover takes place.

Fingrid maintains the metering point register service and automatically updates the register data from update files sent by distribution system operators. If the automatic update from an update file is not successful, Fingrid will inform the grid owner of this. The metering point register service is available for electricity market parties 24/7, excluding maintenance interruptions. Fingrid will inform users of significant service interruptions on its website. Fingrid monitors the availability of the metering point register service during regular office hours and initiates corrective action within a reasonable time after receiving a notification of a possible fault in the system. Fingrid is not responsible for the data content of the register or any shortcomings in the content.

The metering point register service will be added to Fingrid's EDIELfi portal in 2017.

In order to secure the confidentiality of information contained in the metering point register, the service is only available to grid owners and electricity suppliers.

##### 4.2 Reporting

The purpose of reporting is to increase electricity market parties' awareness of the quality of information exchange and to improve the quality.

Fingrid receives electricity market parties' reports concerning sent PRODAT and MSCONS messages and any respective negative APERAK replies. Fingrid compiles statistics of these reports, featuring such data as the number of negative APERAK replies and the average percentage proportion of such replies in all PRODAT and MSCONS messages sent in Finland. In its EDIELfi portal, Fingrid publishes general statistics based on figures provided by electricity market parties.

Electricity market parties report to Fingrid every four months (the first report for the period 1 January–30 April shall be submitted by 15 May, etc.), stating the number of PRODAT messages sent during the period,

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the MSCONS messages sent (per time series), and the number of negative APERAK replies received (separately for PRODAT and MSCONS messages). Reporting takes place via the EDIELfi portal.