

Inquiry on ELIA's nomination web site

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Results Inquiry ELIA's Nominations web site

1 Introduction

ELIA's nominations web site has been started on the 1st of October 2001. Although some problems were encountered during those first two years of existence, we generally received positive reactions concerning our web site. We suppose that most of our customers are satisfied.

Nevertheless, to confirm (or counter) our opinion on the one hand and on the other hand, to gather feedback from our customers, it was decided to make an inquiry on the way the use of ELIA's nominations web site is experienced by our customers.

2 Inquiry

On June 30, 2003, two questionnaires were sent by mail to the contact persons « Introduction of Schedules » and « Contractual Aspects » mentioned in the ARP contracts.

One questionnaire contained IT questions. The received answers will not be treated in this document.

The second questionnaire (ANNEX 1) contained general questions on the nominations web site and the contacts between ARPs and ELIA's Customers Services. A summary of the received answers is given in this document.

The remarks and questions are summarized and commented or answered by ELIA in ANNEX 2.

A total of 25 answers were received from 22 different ARPs (In June 2003, 26 ARPs were active users of ELIA's nominations web site).

3 Results

The questionnaire was mainly completed by people from Scheduling & Trading (14 on the 19 mentioned functions).

The received answers came for 65% from ARPs using the nominations web daily :

Frequency of access to nomination web site				
Every day	Every day except WE	Few times a week	Few times a month	Less than once a month
65%	9%	4%	13%	9%

One question concerned the size of the screens used by the ARPs. This information is useful for the page set-up of the displayed screens.

What is the size of the screens you use ?	
15"	4%
17"	52%
18"	26%
19"	18%

Throughout the questionnaire, it was asked to give a quotation going from 1 (Insufficient) to 5 (Excellent).

The answers are resumed in following table:

	1 (Insufficient)	2	3	4	5 (Excellent)
Quality of web site					
Loading speed	0%	4%	39%	57%	0%
Availability	4%	0%	22%	57%	17%
Navigation	0%	9%	23%	55%	14%
Easy retrieval of data	0%	5%	19%	62%	14%
Average	1%	4%	26%	58%	11%
General evaluation nominations web site	0%	4%	26%	61%	9%
Quality of available information	0%	4%	22%	61%	13%
Service offered by ELIA's "Customers Services"					
Availability	0%	5%	14%	32%	50%
Answers to questions	0%	5%	9%	32%	55%
Contacts	0%	5%	14%	55%	27%
Average	0%	5%	12%	39%	44%
General average	0.4%	4.5%	19.9%	50.9%	24.3%

4 Conclusion

The results of the inquiry confirm our impression that ELIA's customers are mostly satisfied with the actual nominations web site.

Your feedback is nevertheless very useful to us. It will enable us to foresee changes and upgrades of the web site in function of what is most interesting for you.

ANNEX 1 : General Questionnaire

	Rue de Rhode, 125 Rodestraat, 125 B - 1630 LINKEBEEK (Belgium)	Tel. : +32.(0)2.382.21.33 Telefax : +32.(0)2.382.21.07
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INQUIRY on ELIA'S NOMINATION WEB SITE (GENERAL QUESTIONNAIRE)

Dear ARP,

In order to improve our nominations web site and to take into account your suggestions for further development, we would like to submit a brief questionnaire.

We would appreciate if you could complete this questionnaire and send it back to our usual e-mail address dnqidaccess@elia.be or fax it to +32 (0)2 382 21 07.

Use 'Tab' to proceed to the next case or 'ShiftTab' to return to the previous one.
Use 'Spacebar' to select/deselect a checkbox.
Use 'Enter' to create an extra line in the text boxes.

Please specify your department and/or function:

Department:

Function:

1. At what frequency do you access the nominations web site?

- Every day
- Every day except during weekends
- A few times a week
- A few times a month
- Less than once a month

Remarks:

2. Working of the Nominations web site:

- Screen loading speed (1=very slow, 5=very fast)

1 2 3 4 5

Remarks:

- Availability (1=insufficient, 5=excellent)

1 2 3 4 5

Remarks:

	Rue de Rhode, 125 Rodestraat, 125 B - 1630 LINKEBEEK (Belgium)	Tel. : +32.(0)2.382.22.11 Telefax : +32.(0)2.382.23.00
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3. Site navigation transparency (1=insufficient, 5=excellent)

1 2 3 4 5

Remarks:

4. Do you easily find the information you look for? (1=not at all, 5=very good)

1 2 3 4 5

Remarks:

5. The available information is:

- Clear and understandable (1=not at all, 5=excellent)

1 2 3 4 5

Remarks:

- Adequate (1=not at all, 5=excellent)

1 2 3 4 5

Remarks:

6. What additional information would you like to see on the nominations web site?

7. What do you think about the lay-out of the screens:

- Presentation (1=not good at all, 5=excellent)

1 2 3 4 5

Remarks:

- Set of characters used (1=not good at all, 5 = excellent)

1 2 3 4 5

Remarks:

8. What is the size of the screens you use? (this information could help us to improve or adapt the presentation)

<17" 17" 18" 19" 20" >20"

Other:

9. What functionalities would you like to see implemented on the nominations web site?

	Rue de Rhode, 125 Rodestraat, 125 B - 1630 LINKEBEEK (Belgium)	Tel. : +32.(0)2.382.22.11 Telefax : +32.(0)2.382.23.00
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10. Do you submit your nominations via B2C¹ or via B2B²?

- B2C B2B

If you submit your nominations via B2C, do you intend to switch to B2B?

- YES NO

If yes, within what term?

If no, for what reason?

- Not necessary, too few nominations to introduce
 Not necessary, B2C satisfies our needs
 Too complex to switch to B2B

Remarks:

11. What is your general evaluation of the Nominations web site?
(1= not satisfied at all, 5= excellent)

- 1 2 3 4 5

Remarks:

12. Does the service offered by the Elia Customer Service Department (by phone or by mail) satisfy you?

- Availability (1=not good, 5=excellent):

- 1 2 3 4 5

- Answers to your questions (1=not satisfactory, 5=very good)

- 1 2 3 4 5

- Contacts (1=not good, 5=excellent)

- 1 2 3 4 5

What complementary service would you like to obtain from the Elia Customer Service Department?

13. Any other suggestions / remarks?

¹ B2C : Business to Customer

² B2B : Business to Business



Rue de Rhode, 125
Rodestraat, 125
B - 1630 LINKEBEEK (Belgium)

Tel. : +32.(0)2.382.22.11
Telefax : +32.(0)2.382.23.00

	Rue de Rhode, 125 Rodestraat, 125 B - 1630 LINKEBEEK (Belgium)	Tel. : +32(0)2.382.22.11 Telefax : +32(0)2.382.23.00
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Thank you for your cooperation!

Operational Planning - Customer Services

ELIA

Rue de Rhode - Rodestraat, 125
B-1630 Linkebeek (Belgium)

Tel: +32 2 382 2133

Fax: +32 2 382 2107

E-mail: dngridaccess@elia.be



ANNEX 2 : Received remarks

Question :	Received remarks	Answer or comment ELIA
Screen loading speed	<ol style="list-style-type: none"> 1. Some slow, sometimes reasonable 2. In rare cases extremely slow 3. Loading time of a page ca 4 sec. 4. Except for Load forecast nominations, very slow and sometimes a time out before everything appears on the screen 	<p>At every development or upgrade, special care is taken by our software developers to assure that the screen loading speed is as fast as possible and at least acceptable.</p>
Availability web site	<ol style="list-style-type: none"> 1. Sometimes not accessible 2. Good availability 3. If a problem is monitored than an e-mail should be send 4. Like to be informed when website is down [by mail] and indication of duration of down time 	<p>1 & 2 : / 3 & 4. : An e-mail is sent to all ARPs, in following cases:</p> <ul style="list-style-type: none"> • before planned interruptions of more than ½ hour, such as installations of software upgrades, and • during interruptions (breakdown), if it is not possible to repair within ¼ hour <p>In case of short interruptions of the web site, such as:</p> <ul style="list-style-type: none"> • breakdowns that can immediately be repaired • small upgrades, which take only a few minutes <p>we do not send e-mails, because in case of short breakdowns, by the time we prepare an e-mail, it is usually already repaired. Moreover, small upgrades are always planned at the end of the afternoon, after sending the confirmation mails. At that moment, most of the ARPs are not accessing the web site.</p> <p>These last months, we did indeed have (too many) breakdowns and our IT team is trying to find a solution.</p> <p>If you cannot access our web site, please contact us and we will propose you a solution.</p>

Site navigation transparency	<ol style="list-style-type: none"> 1. Use different colours for screens Internal and International nominations to avoid mix up 	<ol style="list-style-type: none"> 1. The nominations web site has to respect the « ELIA » colors and layout for the displayed screens. We will nevertheless try to change the different screens so that confusion between them will not be possible anymore.
Easily find information	<ol style="list-style-type: none"> 1. No problem for frequent user 2. Updates of tariffs difficult to find 	<ol style="list-style-type: none"> 1. / 2. A proposition has been made to ELIA's Communication Dept. to set a link in the nominations web site to the tariffs documents
Clear and adequate information	<ol style="list-style-type: none"> 1. For harder questions, I rather make a phone call 2. The not netted position in Global position is not clear 	<ol style="list-style-type: none"> 1. / 2. The <u>netted position</u> should always be zero. Nevertheless, an imbalance¹ of max. 0.9 MW/hour is accepted. This authorized exception is to cope with possible differences on our South border because RTE only accepts nominations rounded to 1 MW. The <u>not netted position</u> is the total of all introduced nominations; it totalizes every transaction introduced for one day. This value is only given for your information.
Adequate information	<ol style="list-style-type: none"> 1. OK for every day use 	<ol style="list-style-type: none"> 1. /
Need for additional information available on nominations web site?	<ol style="list-style-type: none"> 1. Current information is adequate 2. See if the counter party has already nominate something 3. Netted and not-netted import and export flows on borders should be available (as on RTE web site) 4. General overview of daily nominations 5. Mismatched and non-confirmed transactions 	<ol style="list-style-type: none"> 1. / 2. In the Hub screens, the status indicates if the counter party has already introduced its nominations (all possible statuses are published on the nominations web site main page). It is now also possible to see the status in the global screen. In case your counter party has not yet nominated or if it does not correspond to your nomination, a yel-

¹ Only a too long position of max 0.9 MW/hour is accepted, an ARP may never be too short in Belgium

	<p>per border</p> <p>6. Total nominated value per day netted in a sheet that covers one month</p>	<p>low "alert" sign is displayed.</p> <p>3. This question has been forwarded to ELIA's management level.</p> <p>4. The global position screen could be enhanced to contain more details. Possible changes will be analysed.</p> <p>5. The mismatched and non-confirmed transactions per border could be displayed but only after the final check with neighbour TSO's (this will be analysed).</p> <p>6. This demand has been added to our logbooks for future software developments</p>
Lay-out of screens	<p>1. See all 24h at once</p> <p>2. More information on one screen</p> <p>3. Possible to see without scrolling in 15" screen</p> <p>4. In the global position screen: the header is too big and repeat hours between different items or at bottom of screen</p>	<p>1. We use 18" screens - resolution 1280 x 1024 pixels and except for the « Global Position Screen », 24h are displayed at once.</p> <p>2. & 3. We will ask our software developers to try to display as much information as possible in one screen, but as some of you use 15" screens, it is difficult. Perhaps, you can also try to adapt the resolution of your screens.</p> <p>4. This remark will be taken into account in one of our next upgrades.</p>
Size of the screens used by ARPs	<p>1. Resolution 1280 x 1024</p>	<p>1. /</p>
Additional functionalities?	<p>1. Introduce nominations for a whole month rather than copy day by day</p> <p>2. Excel compatibility</p> <p>3. It should be possible to extract mismatching nominations</p> <p>4. Show deadlines on pages</p> <p>5. Actual cross border capacity available for ARP</p>	<p>1. The analysis of a tool allowing the introduction of nominations for a whole month is running. This upgrade will probably be installed beginning next year.</p> <p>2. ARPs having many nominations to introduce can use our B2B system using XML. ELIA is nevertheless considering the introduction of a tool allowing</p>

	<p>6. See only contract we actually have / can use</p>	<p>download of nominations in an Excel format (xls or csv format).</p> <p>3. Mismatched nominations cannot be extracted because they are linked to the responsibility for inconsistencies. In case of mismatching nominations, a new version with zero values or with the correct values should be introduced.</p> <p>4. This remark has been taken into account: The deadlines for introduction of nominations have been added on the home page of the nominations web site.</p> <p>5. This demand has been partially satisfied in an upgrade installed in November 2003. Indeed, a status for Capacity was added in the "global position" and "international nominations" screens. We will also analyze the possibility to display the available cross border capacity per hour.</p> <p>6. This is already the case. If you choose "create a new nomination", you will see only the contracts available for the displayed execution day. If you select another execution day, the contract list will be refreshed to display only contracts available for the selected execution day.</p>
<p>Switch from B2C to B2B</p>	<p>1. We tried, but it is not easy to implement B2B 2. Switch to B2B depends on our available budget 3. We don't know if we will switch 4. Yes, probably within the year 5. Not tested yet 6. No, we run macro's</p>	<p>1. The documentation and examples for B2B given on ELIA's web site should make it possible for your IT department to implement B2B easily. Nevertheless, if any difficulties are encountered, send us your questions and problems and our IT people will help you.</p> <p>2, 3, 4, 5: /</p> <p>6. We don't know what macro's are used but please</p>



Rue de Rhode, 125
Rodestraat, 125
B - 1630 LINKEBEEK (Belgium)

Tel. : +32.(0)2.382.22.11
Telefax : +32.(0)2.382.23.00

		pay attention that in case of changes in our software, the macros could give problems. We recommend using B2B. Some "dll" allowing easy programming of macro's are at your disposal in the B2B documentation on our website.
General evaluation of nomination web site	1. Nearly self-explaining pages	1. /

Question :	Received remarks	Answer or comment ELIA
Service offered by Customer Services	<ol style="list-style-type: none"> 1. You've been most helpful 2. Complementary service wished: send a mail in case of problems with web site + one when solved 3. First run with TenneT earlier for the M-Y – contracts 4. Competent and very friendly staff; thanks to Christiane Renders and colleagues 5. Outage messages regarding Elia Market 6. No contact with ELIA's Customers Services, only with dispatching 	<ol style="list-style-type: none"> 1. You're welcome ! 2. See ELIA's answer on question « Need for additional information available on nominations web site » above 3. Year and month nominations have to be introduced day-ahead before 8am. Between 8h15 and 9h00 am, ELIA receives from Tennet the details of the nominations introduced at Tennet on Y & M capacity. This enables us to detect possible discrepancies and to contact the concerned ARP on ELIA's site. If it is before 9h00, the ARP can still buy day capacity at the Auction Office and thus rectify its total nominations on Be/NL border. Indeed, at the final check of border nominations with Tennet, we now only check the netted total nominations per ARP. Of course, we cannot contact the ARPs before receiving the data from Tennet. 4 & 6. / 5. The outages of ELIA's grid components that might affect the international interconnections are published on our web site: item « Capacity / Unavailability ».
Any other suggestions / remarks?	<ol style="list-style-type: none"> 1. In the last year ELIA makes 2 software updates on the B2B client. After these updates our B2B-macro's did not work. Also your example-macro on the documentation part of your web site did not work. In both cases you told us that you make mistakes. Please check your changes more carefully in the future. 2. Switching to XML for nominations by mail 	<ol style="list-style-type: none"> 1. Our apologies for the inconvenience caused. Before each installation of an upgrade of the nominations web site, a test meeting is held. From now on, following points are added to the agenda of these meetings: <ul style="list-style-type: none"> • Check implications of upgrade for B2B users • Check available documentation and examples • Check if information mail towards B2B users is

	<ol style="list-style-type: none"> 3. Please use different colours for the different types of nominations / reports. 4. Nominations conform to ESS should be accepted during 2004 5. We are not sure what causes the problem but it looks like the nomination should have values with dots at one time and the next it wants values with comma. The problem is probably here, but we don't know for sure 6. At this moment we have a general password, we would also like a password with only read rights [that our back office can use] 7. When entering the test website it's not immediate clear that you're in the test website. This should be written in the background 8. A good functioning and clear nomination website 	<p>necessary</p> <ol style="list-style-type: none"> 2. As this remark was not clear to us, the concerned ARP has been contacted. This ARP mentioned that the introduction of nominations on the website was time consuming and that it could be accelerated via XML mails. We informed ARP that the B2B method uses XML. Before October 2001 when ELIA's nomination web site was started, the nominations (Excel files) were sent by mail. As e-mail is neither secure, nor reliable, ELIA has no intention of accepting again nominations via mail. Please contact us in case of problems with the web site; if it cannot be solved immediately, we can propose you a back-up solution (RAS connection, fax, ...). 3. See ELIA's answer to the question « Site navigation transparency » above. 4. The use of EIC codes will be mandatory at ELIA from 2004 on. The switch to ESS is foreseen but probably not for 2004. Using ESS is one of our targets for the future, but the introduction of ESS requires a lot of changes : <ul style="list-style-type: none"> • some business rules have to be adapted • it has implications on the way nominations have to be introduced (eg it requires more data input from the ARPs) • it has to be implemented in collaboration with neighbour TSO's (counter parties) • it requires important software developments 5. For B2B nominations, the point is defined as decimal separator. For B2C nominations, the decimal
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		<p>separator depends on the server used by ELIA. This problem will be corrected in one of the following upgrades of our web site.</p> <p>6. ELIA has implemented the possibility to have passwords with only a read right. The procedure "User and Password" has been updated consequently (see nominations web site - Documentation & Components to download - Documentation and Procedures: «User and Password»). Please fax us the completed form if you need a read only password.</p> <p>7. Indeed, the first screen of the test environment does not have the mention « test environment » in background. This will be updated in one of the next releases.</p> <p>8. /</p>
General remarks	1. We have not passed the IT questionnaire to our IT specialists because we have never required their assistance to access your site	1. /