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1 Login and password

Are user IDs and passwords automatically deactivated when they are not used for a while?

User IDs and passwords are valid for a maximum of 120 days. Afterwards the system will ask you to change your password in the B2C website.

If I try to login with an incorrect password, will my account be locked?

Yes, after 5 attempts with an incorrect user password your account is locked.

Do I have to recertify my user ID and password every year?

No, Elia does not require recertification of the user ID and password.

Can I change my password?

You can change your password at all times via the following URL: https://edi.elia.be/pwdadmin/

Do passwords have to meet certain standards?

A password has to contain at least 8 characters and cannot resemble the user ID. Passwords that repeat more than 2 subsequent letters of the user ID are not accepted.

Furthermore, passwords need to respond to at least 3 of the 4 following constraints:

- The password must contain at least one upper case,
- The password must contain at least one lower case,
- The password must contain at least one special character (Example !$#,%),
- The password must contain at least one numeric character.

Does the password provided by Elia expire upon first use?

No, you can use the password provided by Elia for a maximum of 120 days. Afterwards the system will ask you to change your password.

Can we request more user IDs?

Yes, you can request user IDs via an email to Elia's Energy Scheduling Office: dngridaccess@elia.be.

🖉 **Tip**

For more information on Login and Passwords, see: User IDs and Password Procedure.

2   Security

Which methods are used to ensure the confidentiality of transmitted data?

The data is encrypted in SSL –RSA (1024 bits). During the authentication process, SSL (HTTPS) certificates are used.

Besides user IDs and passwords, are other authentication methods used to identify users?

No, but the access is monitored. Elia can see who logs in to the system and at what time.

Does Elia maintain and monitor logs? If so, which information is saved?

Elia logs all the updates in the extranet zone. The system keeps track of access information and user actions. It registers who accessed the system, at what time, etc. This information is confidential.

Is there a list of all users of the system and their access permissions?

The list of the Companies having access to the system is listed on our site: http://www.elia.be/upload/List_Arp.html. This information can be consulted by all extranet users.

Information on access permissions is considered confidential and cannot be provided to extranet users.

Does Elia execute penetration tests? Can I have a document proving this?

We regularly execute external and internal penetration tests, but reporting of these tests is confidential.

Who has access to the scheduling system at Elia? Can Elia make changes to nominations introduced by ARPs?

Elia employees with specific rights have access to the Extranet. As for extranet users, the access is monitored.

Only the Elia employees of the Energy nomination Schedule office may change the nominations introduced by the ARPs, but exclusively on request of the ARP and in case of technical problems on behalf of the ARP.

3   Submitting Nominations

Can I submit nominations on the internet via an ISDN dial-up connection?

No the submission of nominations via ISDN dial-up connection is not possible.

How is daylight saving time handled?

Different schedules are used for a short (23 hourly blocks), normal (24 hourly blocks) and long day (25 hourly blocks). For an example of these schedules, please consult the B2C website.

How can I know if my nominations have been confirmed?

Every ARP receives a daily feedback mail informing if the nominations are confirmed or not:

- For day-ahead nominations: on day D-1 before 06.00 pm (CET).
  If the ARP has not been informed before 06.00 pm (CET) on day D-1, you can contact Elia's Energy Scheduling Office by phone to obtain confirmation.

- For intraday international nominations: one hour and 45 minutes after the gate is closed.

- For intraday internal nominations: on day D+1 before 06.00 pm (CET).
  If the ARP has not been informed before 06.00 pm (CET) on Day D+1, you can contact Elia's Energy Scheduling Office by phone to obtain confirmation.

Help! The nominations site looks different!

If the Elia web servers are not connected to the Elia back end system or the internet access is not guaranteed, you are redirected automatically to the fallback site.

The fallback site is not connected to the back end system, therefore:

- It can be used to store nominations, but not to retrieve information.

- It cannot display a list of contracts to choose from as it cannot retrieve this information this information.
  Therefore, you have to type contract numbers yourself except if you saved a copy of your contract list on your computer.

- It doesn't perform error checking to the same extent as the normal web site. Moreover, the error checking is not done in real time by the system, but afterwards by the Nominations team. Thus, if the submitted nomination contains an error, you are only informed after a certain delay. Therefore, you have to be careful to provide valid data.

This is an internal Elia procedure. It is only used in very exceptional situations. The fallback address is the same as the "normal" address. The switch is made by Elia.

Tip

For more information on the fallback site, see: Online Help for the Business to Client Website (B2C).

4   Versioning

Is it possible to submit different versions of nominations?

You can submit several versions of the same nomination but the version number has to be at least "+1" each time. The final nomination will be the nomination with the highest version number that has been submitted correctly within the time limits.

What happens if I modify and resubmit a nomination and afterwards our B2B system submits a nomination with the same version number?

The nominations site returns an error. The nomination cannot be submitted with the same version number. B2B has to submit a nomination with a higher version number for the data to be accepted.

ARPs can consult their position via our B2C website at any time.

If the counterparty submits nominations with certain values, and then submits a second version of the nomination with zero values (i.e. a zero net position), what values do I have to submit?

Your nomination values always have to match the values of the last valid version the counterparty submitted. In this case, you have to provide zero values.

Does the B2B API retrieve the next version number of a nomination automatically?

You have to use the query-method on <type>nom. The result is a list of nominations for a certain date (parameter of the query). Only the latest version of each nomination is included. The returned version number has to be incremented in order to create a new version.

5   B2B Mechanisms

How do the B2B interface and the B2C website relate to each other?

The B2B interface and the B2C website are fully interchangeable. Submissions via the B2B interface can be monitored and updated via the B2C website.

How do I upload submissions via the B2B interface?

Elia provides both a Microsoft Excel B2B upload macro and an upload template. Information is available and can be downloaded (password required) via the Nominations extranet under the section "Documentation & Components".

How is the scheduling info sent from the B2B interface or the B2C website to Elia?

Elia uses the HTTPS (TCP/IP) service to transfer the scheduling info.

🖉 Tip

For more information on the B2B interface, see: Information on the Business to Business interface. (Password Required)