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Results of VTP market consultation 2025



Overview



Procedure for the VTP market consultation

Objective

- Survey of customer satisfaction with VTP services
- Derivation of further development measures

Procedure

- Sending market information, news and LinkedIn posts
- Query via online survey tool

Date

- Start: 17 March 2025
- End: 31 March 2025

Participants

- 60 participants (20 have not consented to publication)

Summary of VTP market consultation

VTP-Portal, VHP-System and Service

- Almost all participants are satisfied or very satisfied with the availability of the VTP
- The majority of respondents are satisfied or very satisfied with the support provided by THE for questions relating to the VTP
- There are proposals for the further development of the VTP portal

Excursus: Planned adjustments in the VTP Portal 2025

- **The following adjustments are to be made**
 - Submission of nominations
 - Extension of upload and download function for more than one balancing group
 - Re-introduction of the counterpart favorites list
 - Matching Status
 - Forwarding to the corresponding nomination dialog by mouse click
 - Improved matching overview, in particular faster updating
 - Order function for mismatch emails via the portal by the customer (elimination of the necessary email to dispatching.backoffice)
 - Usability
 - Improvement of NOMRES export
- **Further adjustments are currently being examined**
- **THE will provide separate information on the implementation of the adjustments**

Detailed evaluation

Please note:

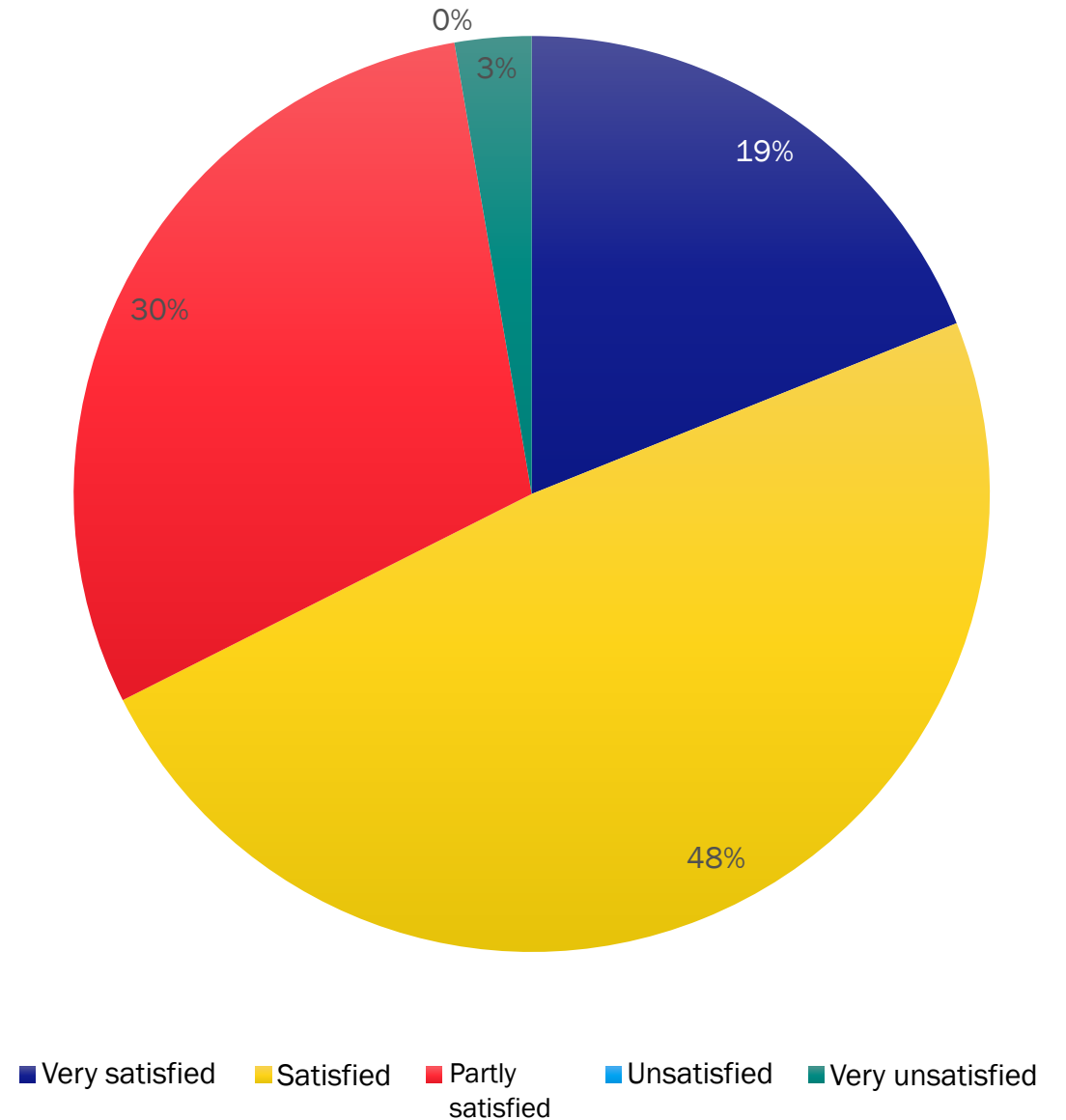
For questions with free text answers, excerpts of the answers and paraphrased answers are shown

Accessibility

As a VTP user, how satisfied are you with the availability of THE for questions about the VTP?

67% of participants are very satisfied or satisfied with the availability of THE for questions about the VTP.

3 participants did not provide any information.



Would you like to explain your above assessment of accessibility in more detail? For example, what contributed to this rating?

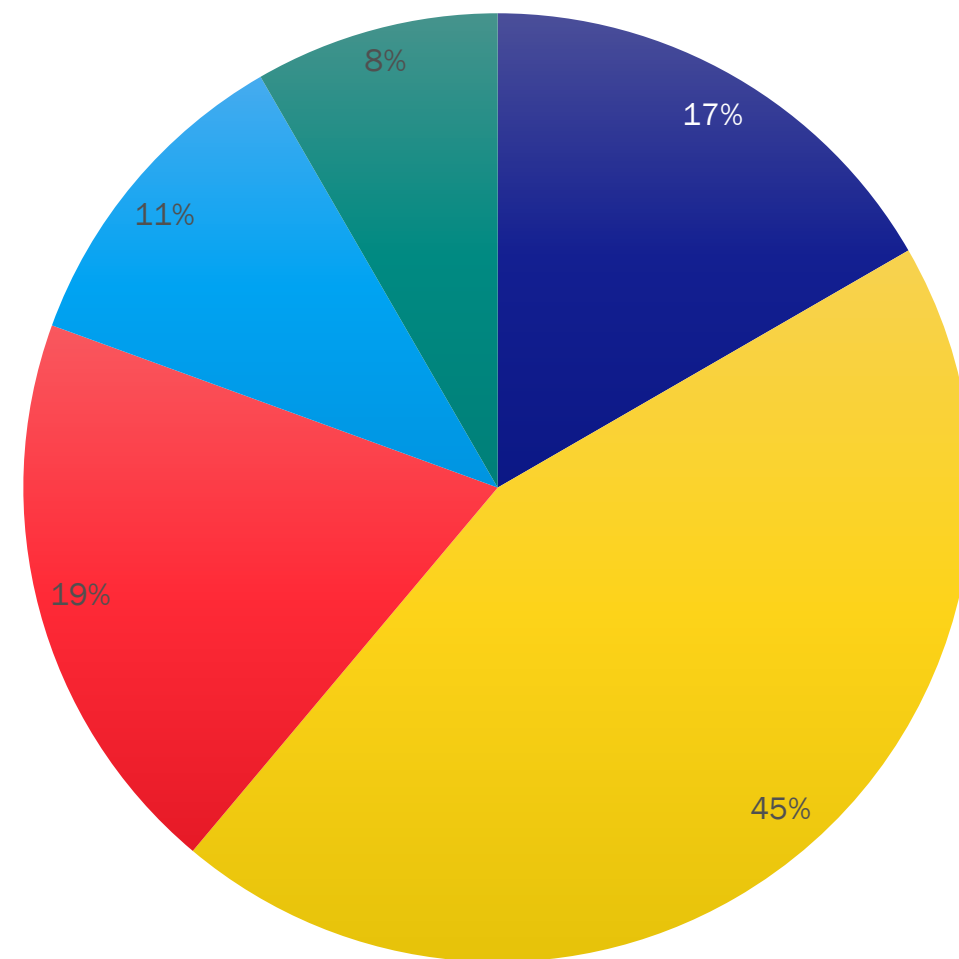
- **Accessibility was better in the past, even if the number of clarification cases has decreased due to the increase in the degree of automation**
- **So far, there has been no reason to contact THE with regard to the VTP**
- **Relatively quick responses**
- **We now get faster feedback**
- **The general availability is fine**

Support

As a VTP user, how satisfied are you with the support provided by THE for questions about the VTP?

62% of participants are very satisfied or satisfied with the support provided by THE for questions about the VTP.

4 participants did not provide any information.



■ Very satisfied ■ Satisfied ■ Partly satisfied ■ Unsatisfied ■ Very unsatisfied

Would you like to explain your above assessment of the support provided by THE in more detail? For example, what contributed to this assessment (1/3)?

- **No proactive feedback from THE after a reported error has been rectified**
- **The higher degree of automation has a small negative side effect in that some faults cannot be easily traced. Even if the clarification of various malfunctions took more time, the corresponding cause could always be found**
- **Quality of answers is fine**
- **We are extremely satisfied with our contact with Ms. Mahnke. She is always easy to reach and almost always has a suitable answer ready. If she doesn't have a direct solution, she immediately obtains the necessary information and gets back to us reliably. One area with room for improvement, however, is the 24/7 support. Here, the answers are often vague or there is a lack of sufficient knowledge to clarify our concerns directly**

Would you like to explain your above assessment of the support provided by THE in more detail? For example, what contributed to this assessment (2/3)?

- **I have been waiting for weeks for relevant information regarding the submission of nominations without automatic data communication**
- **We now get faster feedback**
- **It is often not possible to clarify issues over the phone, so an e-mail is essential**
- **Thanks to our long-standing contact with customer advisor Ms. Mahnke, we are lucky enough to receive help and support with our concerns quite quickly and we really appreciate that. She also knows who to contact for non-specialist issues. Other customer advisors are also always very helpful and competent**
- **It took a long time for THE to understand my feedback regarding the confirmation format and the impact on VTP participants. There are still various problems**

Would you like to explain your above assessment of the support provided by THE in more detail? For example, what contributed to this assessment (3/3)?

- Often very long time until feedback
- Good contact and quick help/problem solving
- The introduction of the new VTP portal with its various messaging issues was disappointing. THE did not respond well here, so we had to develop our own tool to check the matching status
- We are very satisfied with the switch to Edigas 6.1 - fast response
- At the end of 2024, we had many problems with the new web portal. The availability of THE in terms of answering and resolving the problems was very disappointing

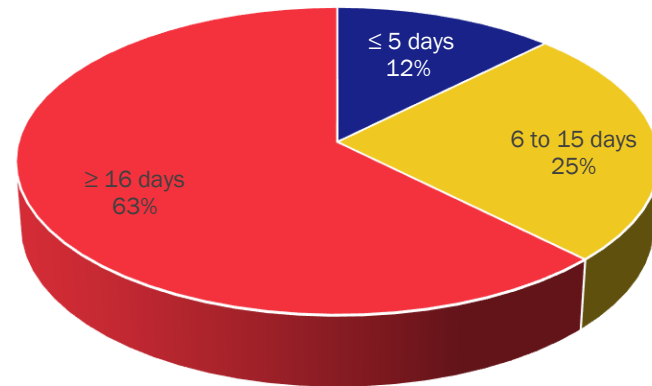
What measures would increase your satisfaction with THE in relation to the VTP?

- **Display of mismatches against the EEC balancing groups (exchange)**
- **Precise information on where documents can be found or a direct link in the e-mail to the document affected by the change**
- **Restoring a stable system status. The new VTP system, which was introduced at the end of 2024, makes working together challenging. An update is on the horizon**
- **Information to all market partners (and review) before adjustments are made**
- **Faster response to errors**
- **As “in the past” the (hourly) e-mail about the matching status (or an hourly e-mail if there are unmatched positions) - also with the option of sending this to e-mail addresses not stored in the portal**

Usage of portal

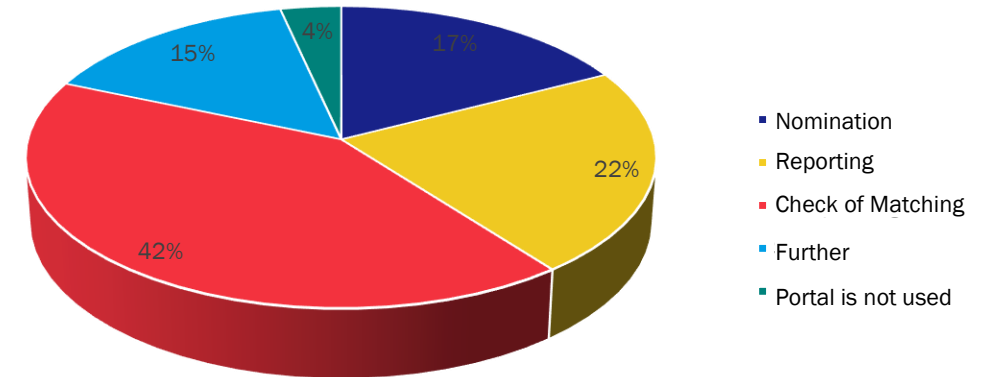
How many days a month do you use the VTP portal offered by THE?

Almost 90% of participants use the portal regularly



What do you use the VTP portal offered by THE for?

Most participants use the VTP portal to check their matching status (multiple answers possible)



If you use the VTP portal offered for “Other”, what do you use it for?

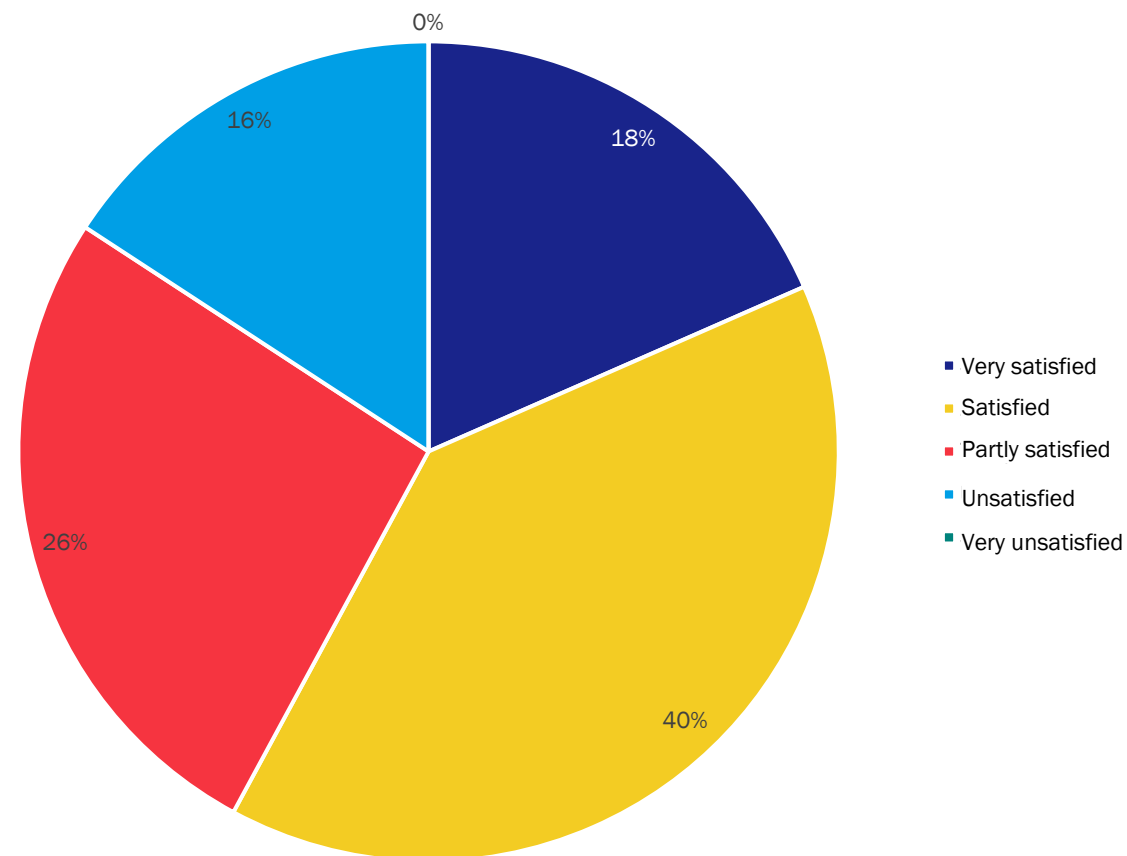
- **Nomination as a fallback solution and for changeovers (cut-off dates, WD, etc.)**
- **Nomination via portal as a fallback solution**
- **Nominations in exceptional cases. Daily check of the matching status**
- **As a backup check in the event of a problem with Edigas**

Functionality

How satisfied are you with the functionalities offered in the VTP portal?

58% of participants are satisfied or very satisfied with the functionalities offered in the VTP portal.

2 participants did not provide any information.



What suggestions do you have for improving the functionalities offered by the VTP portal or are there desirable functionalities (1/3)?

- The mobile view via a smartphone is not really usable
- It is no longer possible to copy/export the details (counterpart overview) in the balancing group overview when expanding the BG. This is much more convenient for further processing
- The filtering of the matching table could be improved
- Re-introduction of the “eye” function
- Loading times are sometimes a little long; native support for other resolutions is not provided (display of the matching status, for example, is impractical on smartphones)
- A general selection of trading partners in the matching portal (not just separated by buyer/seller), so that I can see both directions at the same time
- Matching status display too wide, better for “Overview”, but a permanent setting option for favorites would be desirable here; Matching status: after updating, the daily setting and the values actually displayed sometimes do not match

What suggestions do you have for improving the functionalities offered by the VTP portal or are there desirable functionalities (2/3)?

- Handling is quite difficult on a mobile device such as a cell phone. Among other things, switching between the dashboard and matching status when checking nominations or the matching status does not work properly. There is no reaction when tapping.
- The old VTP portal was more user-friendly than the new one, the functions of the old portal should be continued
- Setting up 2-factor authentication when changing an end device (e.g. Android <-> IOS) cannot be carried out independently and requires support from THE
- The mobile view via smartphone is not usable
- Better clarity of the matching list
- Clarity of the displayed data. At least one status must always be selected separately for the matching status; each status should always be displayed when called up.

What suggestions do you have for improving the functionalities offered by the VTP portal or are there desirable functionalities (3/3)?

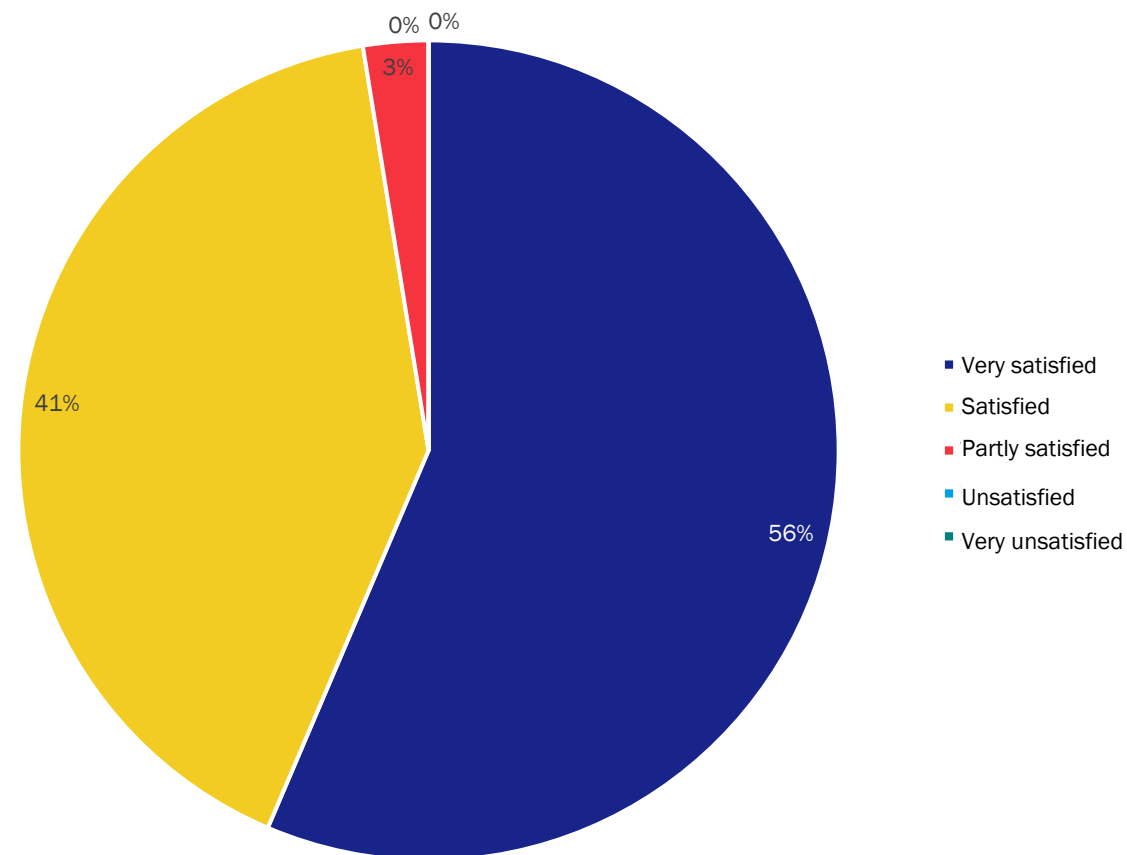
- What we lack with VTP nomination is a reliable backup solution in the event of a system failure - apart from the manual entry of all quantities. We send out schedules for 64 balancing groups with over 4,000 deals every day. In the event of an IT error, manual entry in the VTP by two or three people would be impractical and almost impossible to implement. The transmission system operators (TSOs) already offer alternative solutions for the nomination of electricity schedules: Germany: in the event of an IT failure, schedules can be submitted via a certified e-mail. If this does not work, there is the option of a telephone message followed by a written confirmation by e-mail of all counterparty nominations. France: Here, the FP file (EDI 4.6) can be uploaded directly and easily via the portal. A comparable backup option for the VTP nomination would be desirable in order to ensure operational stability and reliability
- We would like an upload option, e.g. through a template per balancing group that can be downloaded from the portal or by uploading an Edigas NOMINT. The focus here should be on mass capability, as manual input can take a lot of time for larger constructs

Availability

How satisfied are you with the availability of the VTP system?

Almost all participants are very satisfied or satisfied with the availability of the VTP system.

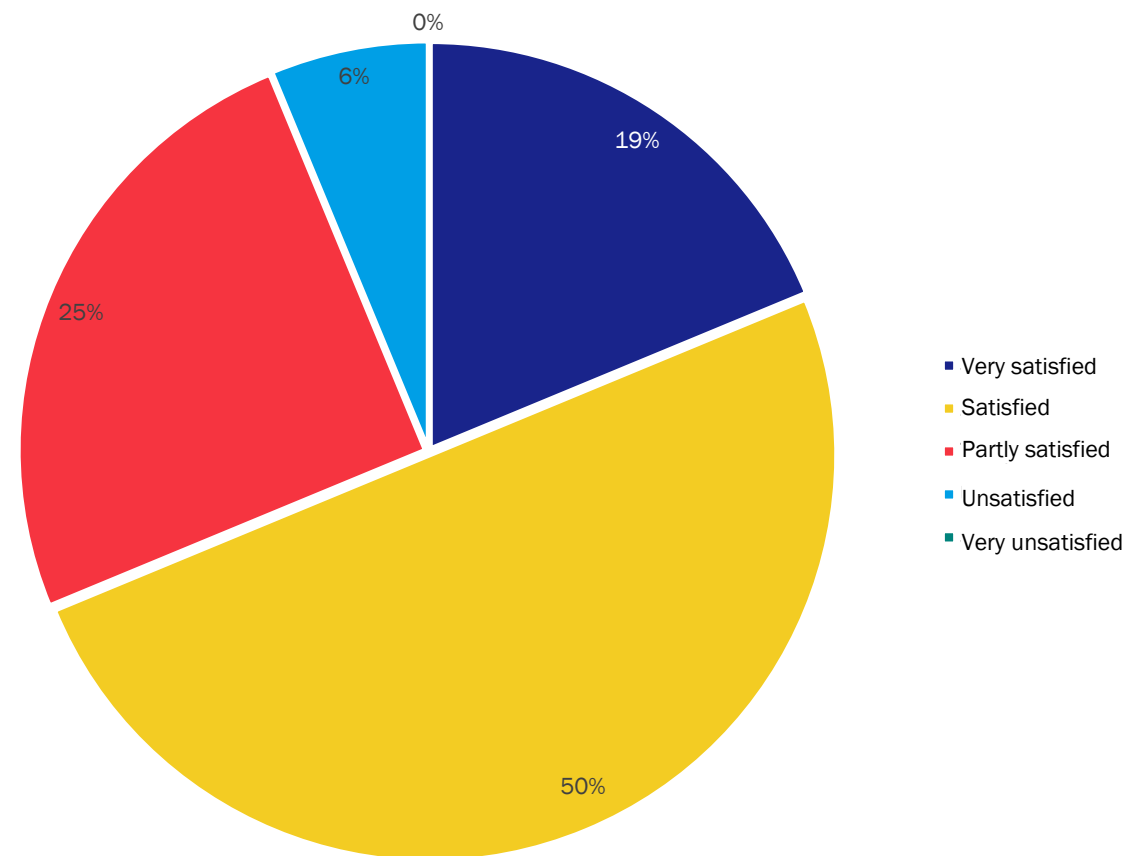
1 participant did not provide any information.



Support

How satisfied were you with the support provided by THE when the VTP was not available?

The majority of respondents are very satisfied with the assistance provided by THE when the VTP was not available

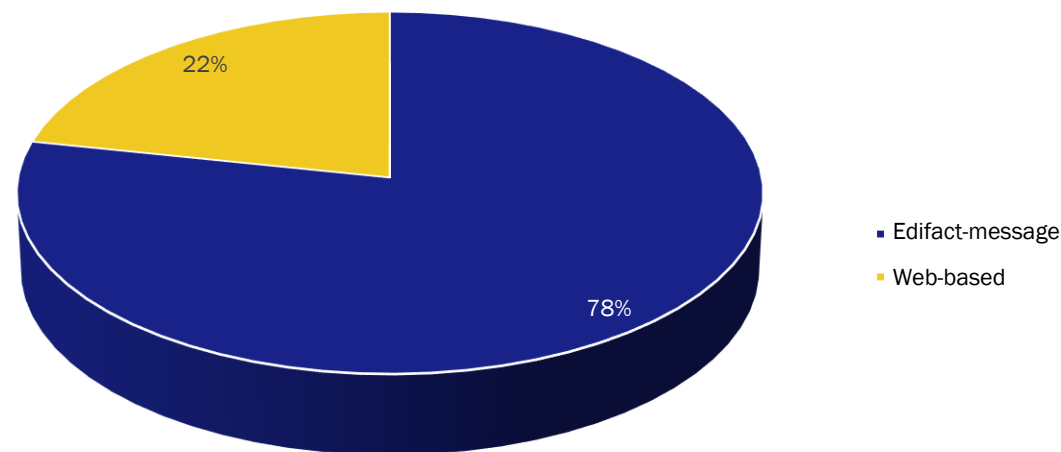


Nominations

How do you make nominations at THE VTP?

(multiple answers possible)

The majority of participants make nominations via Edifact message



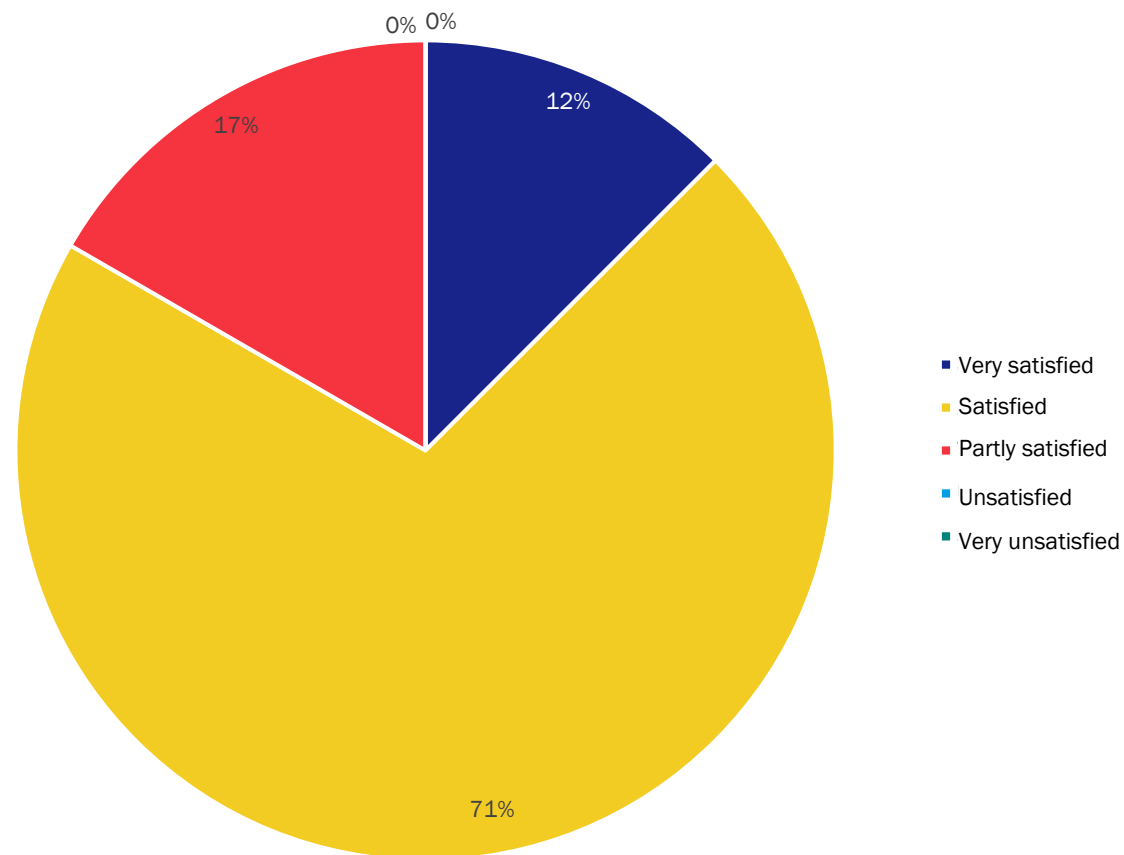
Publications

How satisfied are you with the VTP publications provided by THE (e.g. trading volumes, churn rate)?

Over 80% of participants are satisfied or very satisfied with the VTP publications provided

What other data do you consider useful to publish?

Linepack/system status, company-specific transport flows to/from THE - including nomination and matching status



Liquidity

In your opinion, what other measures could increase liquidity on the spot market (exchange and/or OTC) at THE VTP?

- In my opinion, liquidity is sufficiently good
- Generally less bureaucracy and fewer data cemeteries
- Better visibility of data, especially system data. THE is not as transparent regarding the costs of imbalances compared to other Western European countries

In your opinion, what other measures could increase liquidity on the derivatives market (exchange and/or OTC) at THE VTP?

- A more straightforward approach for market participants to trade physical quantities would be desirable. Pure financial trading is simpler in terms of licenses and nominations
- Generally less bureaucracy and fewer data cemeteries

Market Maker

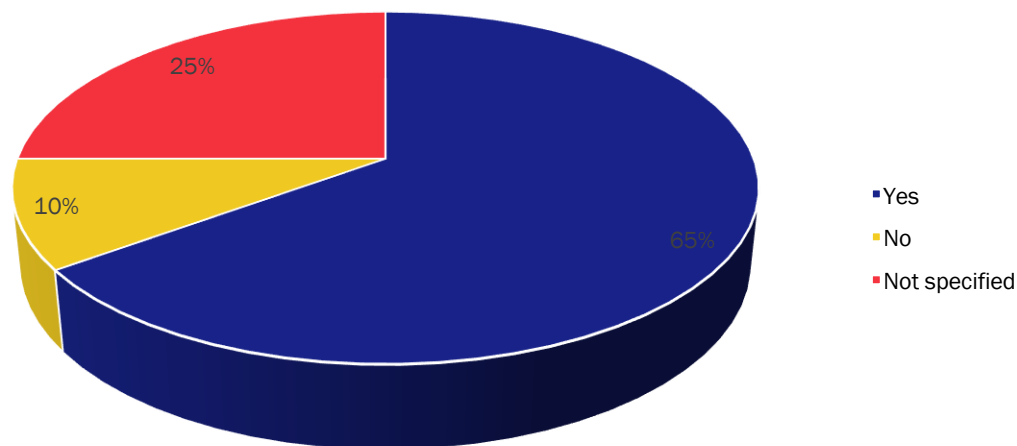
Tenders for the provision of market maker services in the derivatives market on the VTP have been conducted for several years. Are you aware that THE is conducting tenders for the provision of market maker services?

- Yes

Do you have any suggestions or ideas for improving the market maker tenders?

- The T&Cs are strict, but make sense in this form, so they should not be changed

The new VTP also introduced a change to the pre-matching process. It is now also possible to nominate and match periods of more than one year in the future. Do you find this change helpful?



What further adjustments should be made to VTP processes?

- **When nominating via AS4, a change of direction in the nomination should also be processed correctly automatically. Currently, nominations with a change of direction result in both nominations (buy and sell direction) being displayed in the portal. This regularly leads to a mismatch and avoidable manual effort**
- **In general, pre-matching makes sense. However, the cycles in which the NOMRES confirmations are sent must be evaluated. Particularly with large balancing groups, a large number of messages can lead to performance problems, both in terms of response time and the structure of the messages (e.g. we prefer 1 NOMRES per own balancing group and not one per balancing group code pair)**
- **If the direction of the previous nomination changes, the time series is not overwritten, resulting in a mismatch**

What other information should the VTP portal display or what other functionalities should the VTP portal offer? (e.g. possibility to trigger a new NOMRES dispatch, subscribe to mismatch email, etc.) (1/4)

- Possibility to subscribe to mismatch e-mail; preselection of counterparts for nomination (as in the previous system)
- Triggering a NOMRES dispatch (analogous to status request in the stream)
- Show mismatch against exchange
- Subscribe to Mismatch E-Mail
- Option for renewed NOMRES dispatch
- “Status request” (analogous to power)
- Provision of NOMRES, mismatch e-mails (from 20:00 to D-1) and APERAK messages by e-mail in the event of errors in the codes or in the structure of the Edigas message on request

What other information should the VTP portal display or what other functionalities should the VTP portal offer? (e.g. possibility to trigger a new NOMRES dispatch, subscribe to mismatch email, etc.) (2/4)

- **Re-triggering Nomres dispatch sounds helpful. Introduce status requests to be able to trigger a nomres dispatch in the target system as well. Possibility to display all buy and sell traces of a balancing group simultaneously in matching, instead of only selling or only buying**
- **In NOMRES, due to the lesser-of rule, it is not clear whether there is a mismatch if the lower quantity has been nominated. As it is in the interest of all parties involved to identify and clarify mismatches at an early stage, it would make sense if both parties could view the deviation. This would increase transparency and enable more efficient coordination**
- **Note for counterpart who has not nominated the volumes or is in mismatch status. Checking the contact information could also be useful**

What other information should the VTP portal display or what other functionalities should the VTP portal offer? (e.g. possibility to trigger a new NOMRES dispatch, subscribe to mismatch email, etc.) (3/4)

- The sending time for the mismatch emails should be freely configurable. It is also helpful to trigger a new NOMRES dispatch
- The option of manually resending a NOMRES in the portal can help in the process. We also consider a process monitor with incoming messages and follow-up processes such as matching to be a support option
- Possibility to subscribe to Mismatch Email. Preselection of counterparts for nomination (as in the previous system)
- Possibility to trigger renewed NOMRES dispatch, change mismatch email, better view on mobile devices (app, API)
- Consistently the same format for NOMRES

What other information should the VTP portal display or what other functionalities should the VTP portal offer? (e.g. possibility to trigger a new NOMRES dispatch, subscribe to mismatch email, etc.) (4/4)

- Query the matching status via SRQ (based on the request in power)
- In the Matching Status field extension by “last changed” (DD.MM.YYYY, HH:MM)
- Subscribe mismatch mail
- Configurable mismatch e-mail: Set time individually for each company, reconcile balancing groups at different times, repeat hourly reconciliation and mail dispatch if mismatch still exists. new NOMRES dispatch can be triggered manually
- Automated e-mail in case of mismatch, new NOMRES dispatch by button
- E-mail notification in case of mismatch

Instructions

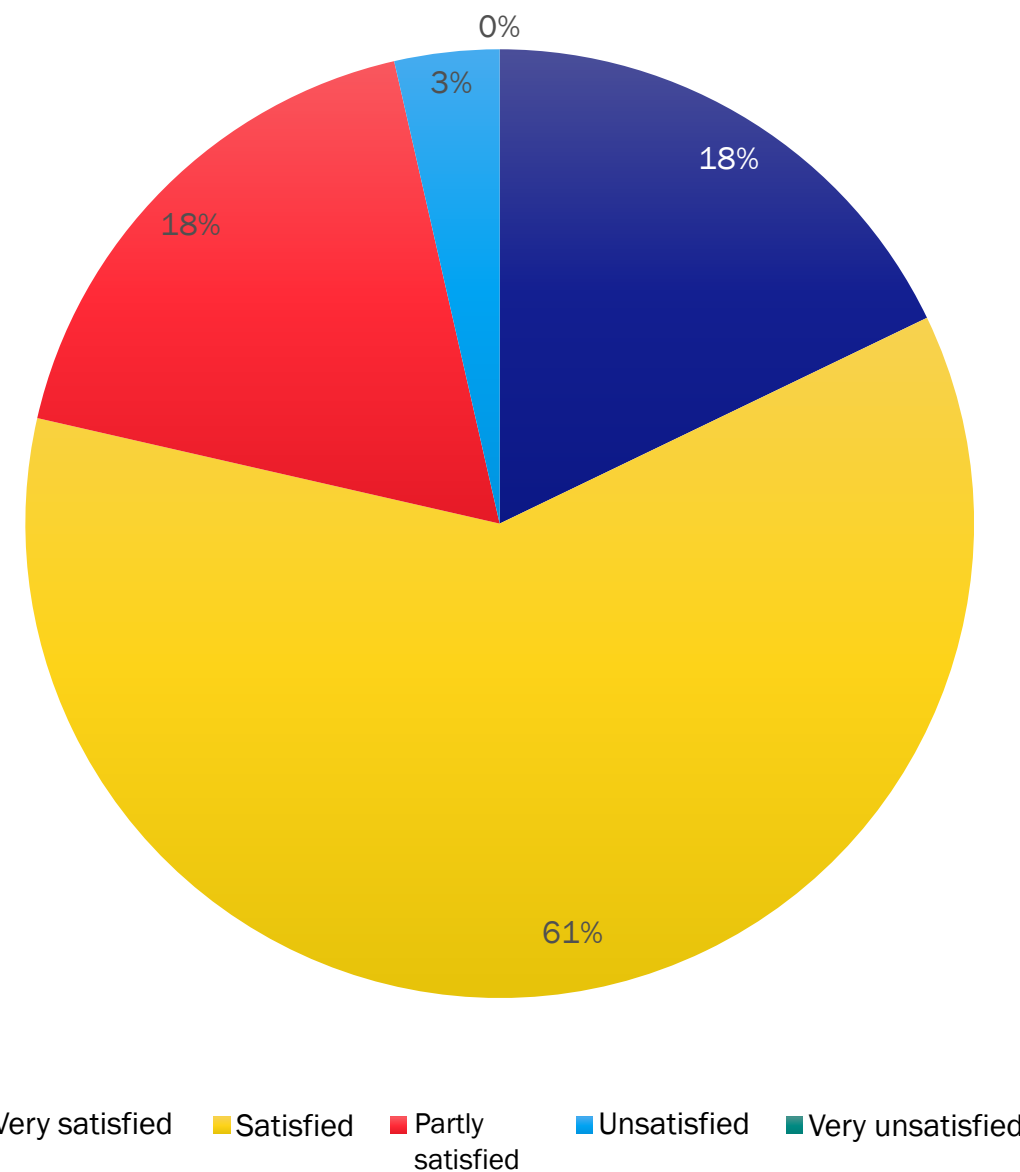
How satisfied are you with the instructions for the VHP portal provided on THE website?

The majority of participants are satisfied or very satisfied with the instructions provided.

12 participants did not provide any information.

Which topics should be supplemented or presented in more detail in the instructions for the VTP portal?

More training videos on the website

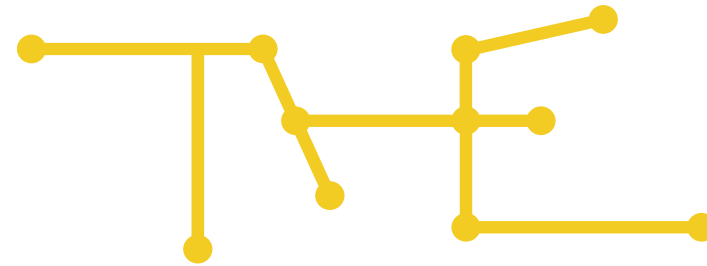


Do you have any other comments or suggestions for improving THE's VTP? (1/2)

- **Central authorization control by the company. Administration by the company is urgently required for the overview of employees in the portal. Background: it is not the employee who is liable for errors, but the company, and therefore the company should also have the option of assigning and withdrawing authorizations. Example: Employee leaves the company!**
- **It would be desirable for user access and authorizations to be controlled by the market partner itself (this is currently the responsibility of THE)**
- **All in all - good job dear THEs :)**
- **High requirements and hurdles when registering new users. Support during this process is sometimes delayed. It would also be desirable to provide contact details for the respective nomination counterpart**
- **Introduce AS4 as a communication channel**
- **Implementation of Edig@s 6.1 worked as expected. However, the change in the matching process led to complications**

Do you have any other comments or suggestions for improving THE's VTP? (2/2)

- **Better mobile version, especially for the matching status**
- **Option to upload the nomination file if communication fails**
- **The responsive design is not optimal (buttons too small, scales shifted, problems with scrolling). A clearer display on cell phones would be desirable**
- **Sometimes a mismatch is displayed in the dashboard. For example, a mismatch status is displayed in the graphic although the category Mismatch is missing or there is no mismatch in the matching status**
- **The mobile display in the old portal was more user-friendly, the display via cell phone is poor (if you open the portal via cell phone)**



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