Results of the 2020 VTP market consultation

August 2020

VTP market consultation process

Aims

- Surveying our customers as to their satisfaction with the VTP services
- Developing measures for further development

Market consultation procedure

- Notification of market partners by email and press release
- Survey via NCG website by means of online survey tool

Consultation period

- Start date: 15/06/2020 06:00
- Closing date: 26/06/2020 23:00

Respondents

- 43 (4 of whom have not released their responses for publication)

Summary of VTP market consultation results

VTP portal, VTP system and customer service

- With regard to the NCG customer service and support nearly all respondents have expressed their satisfaction
- All respondents are satisfied with the availability of the VTP system
- Specific suggestions for further development of the VTP portal/VTP system have been submitted

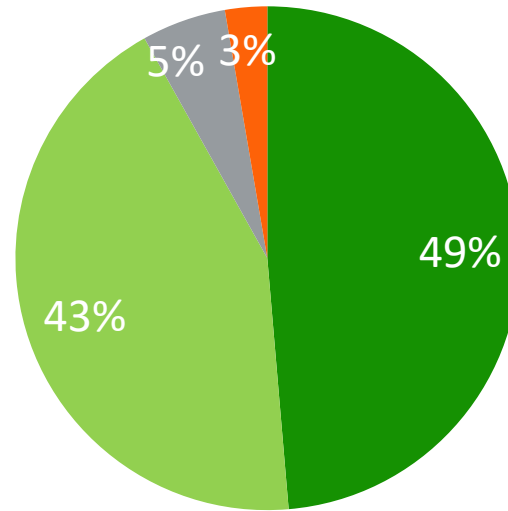## Liquidity in the NCG spot and forward/futures markets

- Market mergers considered positive for development of liquidity

Results of the survey in detail

Please note:
For all free-text questions only excerpts of the responses are presented.

As a VTP user, how satisfied are you with the availability and support of the customer service provided by NCG?
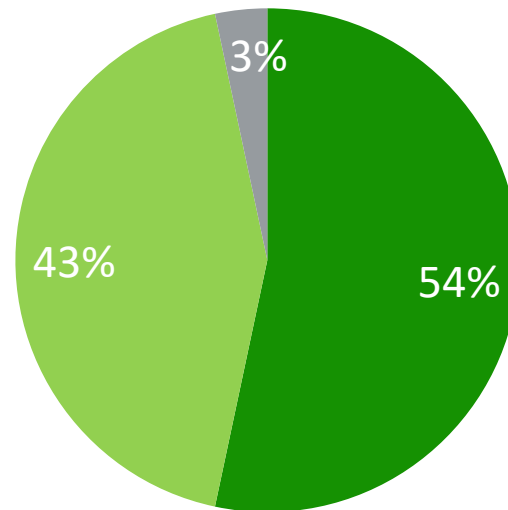
- ■ Very satisfied
- ■ Satisfied
- ■ Only partly satisfied
- ■ Dissatisfied
- ■ Very dissatisfied

No answer: 2

! 92% of respondents are satisfied or very satisfied with
the support and availability of the customer service provided by NCG.

As a VTP user, how satisfied are you with the availability and support of the NCG department "Operations Virtual Trading Point & Balancing Gas"?

Pie chart:
- 54% Very satisfied (dark green)
- 43% Satisfied (light green)
- 3% Only partly satisfied (grey)

■ Very satisfied   ■ Satisfied   ■ Only partly satisfied   ■ Dissatisfied   ■ Very dissatisfied
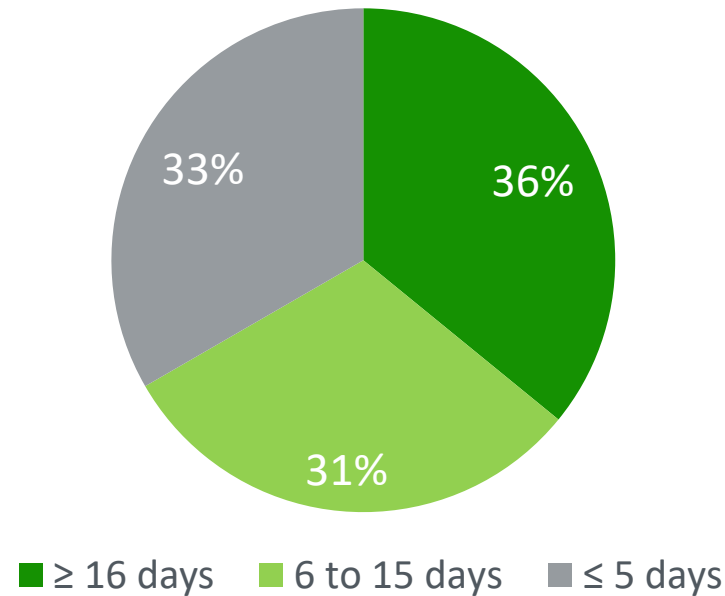
No answer: 9

! 97% of respondents are satisfied or very satisfied with the support and availability of the NCG department "Operations Virtual Trading Point & Balancing Gas".

What measures would increase your satisfaction with the NCG customer service or the NCG department "Operations Virtual Trading Point and Balancing Gas"?
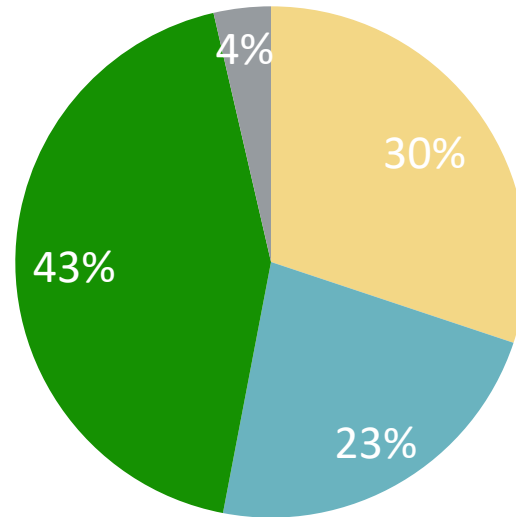
- Improve reachability by phone. However, a callback is currently taking place promptly.

- Goodwill and better support for problems with regard to certificate and connection without just referring to general guidelines.

On how many days in a month do you use the VTP portal provided by NCG?

Pie chart:
- 36% ≥ 16 days (dark green)
- 31% 6 to 15 days (light green)
- 33% ≤ 5 days (grey)

■ ≥ 16 days   ■ 6 to 15 days   ■ ≤ 5 days

! 69% of respondents use the VTP portal on a regular basis.

For what type of activity do you use the VTP portal provided by NCG?*

Pie chart:
- 30% Nominations
- 23% Reporting
- 43% Monitoring of matching status
- 4% I don't use the VTP portal

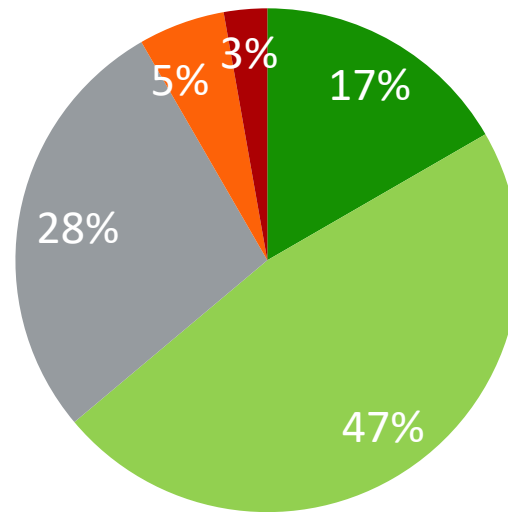■ Nominations ■ Reporting ■ Monitoring of matching status ■ I don't use the VTP portal

No answer: 0

*) Multiple answers possible

! Respondents primarily access the VTP portal
for the purpose of monitoring their matching status.

NCG launched a new VTP portal last year. How satisfied are you with the functions provided on the VTP portal for use of the VTP?
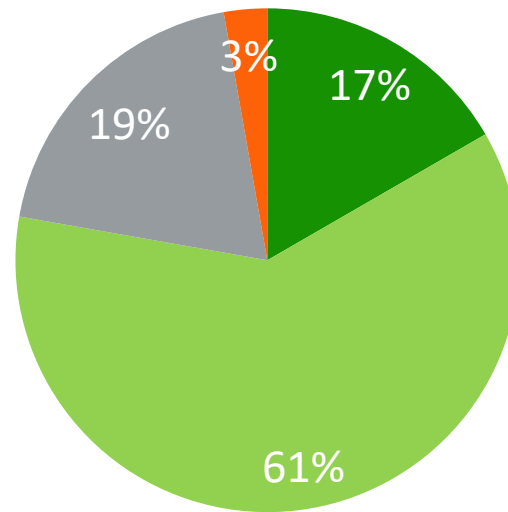

- **Very satisfied** (17%)
- **Satisfied** (47%)
- **Only partly satisfied** (28%)
- **Dissatisfied** (5%)
- **Very dissatisfied** (3%)

No answer: 3

! 64% of respondents are satisfied or very satisfied with
the functions provided on the VTP portal for use of the VTP.

How satisfied are you with the performance (e.g. response times, reliability) of the VTP portal?

Pie chart:
- 17% Very satisfied (dark green)
- 61% Satisfied (light green)
- 19% Only partly satisfied (grey)
- 3% Dissatisfied (orange)

■ Very satisfied ■ Satisfied ■ Only partly satisfied ■ Dissatisfied ■ Very dissatisfied

No answer: 3

! 78% of respondents are satisfied or very satisfied with the performance of the VTP portal.

What suggestions for improvement do you have regarding the usability and/or functionalities of the VTP portal? (1/4)

- More personalisation options for the dashboard; shortcuts.

- After selecting the counterparts for nomination only the balancing group codes are shown. The company names should also be displayed (as with checking the nomination in overview mode).

- The old portal was clearer (more compact), more intuitive and more user-friendly.

- The display on mobile devices is insufficient.

- Improve usability by, for example, not always having to open the details to see the individual positions. A position could be opened by default.

- Login on the portal takes a long time.

What suggestions for improvement do you have regarding the usability and/or functionalities of the VTP portal? (2/4)

- The dashboard and favorites often needs to be reconfigured.

- Extension of dashboard.

- It is not possible to change the password.

- Response times are relatively long.

- The display of the matching status should be made easier and more ergonomic especially for companies with many balancing groups.

- Introduction of a tabular overview of all mismatches on one page (including scrolling on the page).

- Highlight mismatches in bold font and color (red).

What suggestions for improvement do you have regarding the usability and/or functionalities of the VTP portal? (3/4)

- On the old portal the DA matching status along with values were displayed at a glance (without clicking several times).

- The matching status (green/red) can be recognized at a glance, but this is useless for DA since many market participants send nominations very late. Either all market participants are obliged to nominate before 3:00 p.m. (with effective sanctions) or the red/green status is replaced by a list of mismatches that is shown immediately.

- The green matching status of a balancing group does not mean that all positions are matched. So it may be the case that we do not send a nomination with regard to a position of a counterpart and no mismatch is displayed. It is necessary to have a manual check in order to be sure that all positions are nominated.

What suggestions for improvement do you have regarding the usability and/or functionalities of the VTP portal? (4/4)

- Configuration of default settings to check nomination.

- If you have selected a balancing group and period other balancing groups are shown to choose for nomination. While entering a company name or balancing group to find a counterpart the display jumps back. Thereafter the entered search text is gone and you need to enter it again.

- If you nominate against a balancing group and do not deselect it afterwards the balancing group appears again in the input mask although you have selected a different balancing group.

- It should be possible to download files on the portal that are sent via AS2/AS4.

- The page may have to be optimised for Chrome.

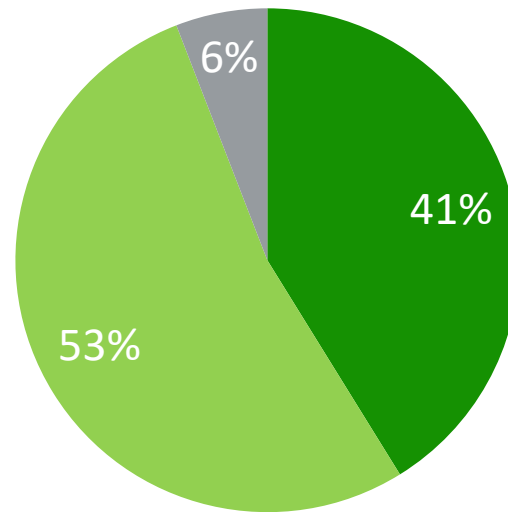# How satisfied are you with the availability of the VTP system?
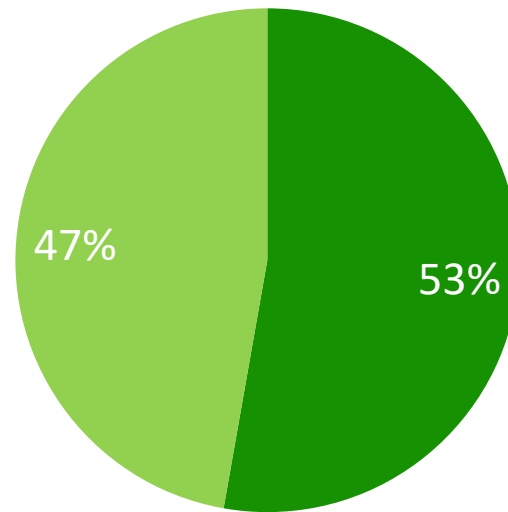
- 🟩 Very satisfied 🟩 Satisfied ⬜ Only partly satisfied 🟧 Dissatisfied 🟥 Very dissatisfied

No answer: 3

! All respondents are satisfied or very satisfied
with the availability of the VTP system.

How satisfied are you with the assistance provided by NCG when the VTP was unavailable?
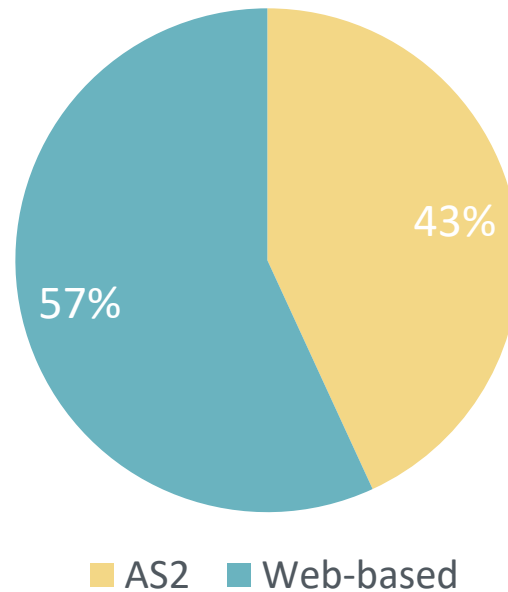

- 🟩 Very satisfied
- 🟩 Satisfied
- ⬜ Only partly satisfied
- 🟧 Dissatisfied
- 🟥 Very dissatisfied
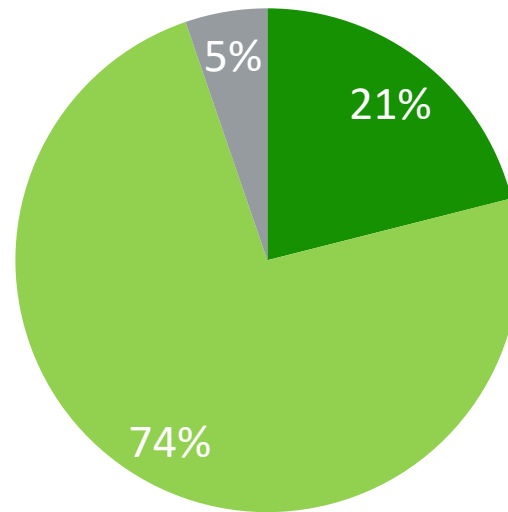
No answer: 22

! 94% of respondents are satisfied or very satisfied with the assistance provided for system issues.

Which channel do you use for submitting VTP nominations?*

AS2 ■ Web-based

*) Multiple answers possible

How satisfied are you with the VTP statistics published by NCG (e.g. trading volumes, churn rate)?

Pie chart segments:
- 21% — Very satisfied
- 74% — Satisfied
- 5% — Only partly satisfied

■ Very satisfied ■ Satisfied ■ Only partly satisfied ■ Dissatisfied ■ Very dissatisfied

No answer: 20

! 95% of respondents are satisfied or very satisfied
with data transparency and availability.

What other data do you think should be published?

- Inclusion of code 18G in Edig@s message 5.1.

What measures would you say could be taken to increase the level of liquidity in the spot market (exchange and/or OTC) operated at the NCG VTP?

- Market mergers if possible/useful (e.g. with GPL and/or TTF).

Are you aware that NCG has tendered out contracts for market-making services? Do you have any suggestions in this context?

■ Yes, but no suggestions.

What measures would you say could be taken to increase the level of liquidity in the futures/forwards market (exchange and/or OTC) operated at the NCG VTP?

- At brokers the limit in the futures market should be lowered from 5 to 1 MW (similar to the power market).

- Merger with adjacent market areas.

- Market merger with TTF.

- The German market area merger should improve liquidity and spread between TTF/NCG or ZTP/NCG.

Do you have any other comments or suggestions for improvement regarding the NCG VTP? (1/2)

- The NOMRES 18G (counterpart nomination) should also be sent if the matching at the VTP does not change. The consequence is otherwise that a comparison of NOMRES messages with own nominations does not identify a mismatch early enough in the case that a counterpart nominates a higher value.

- Introduction of an app for mobile devices or programming the VTP portal in a way that it can also be used appropriately on mobile devices.

- Email notifications about mismatches can be set for intraday and/or day-ahead. However, the information about whether there was a mismatch is only required the following day.

- Introduction of AS4 which is considered as European market standard.

- Providing information about German market area merger.

Do you have any other comments or suggestions for improvement regarding the NCG VTP? (2/2)

- Regarding the market partner portal: In order to be admitted to the market partner portal a signing authority is required. This is not practical especially for large companies (balancing group assignments). Separate signatures must also be obtained from the management of other companies for which a service is provided although the other companies already gave a power of attorney with regard to the BGM service to the own company.

- Provision of a report with the total of ALOCAT data (best of … for all network operators) per gas quality (hourly or daily value). So far data of all network operator needs to be exported separately and merged in an Excel file.