

User Guide for the Security Platform Gas

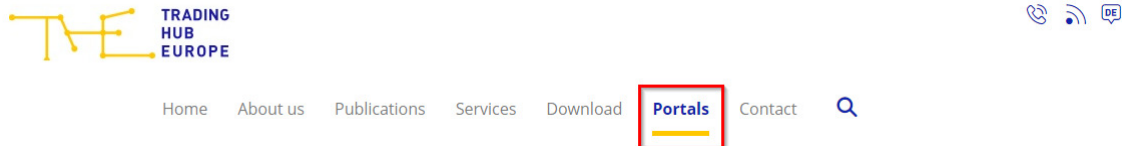
for Balancing Group Managers

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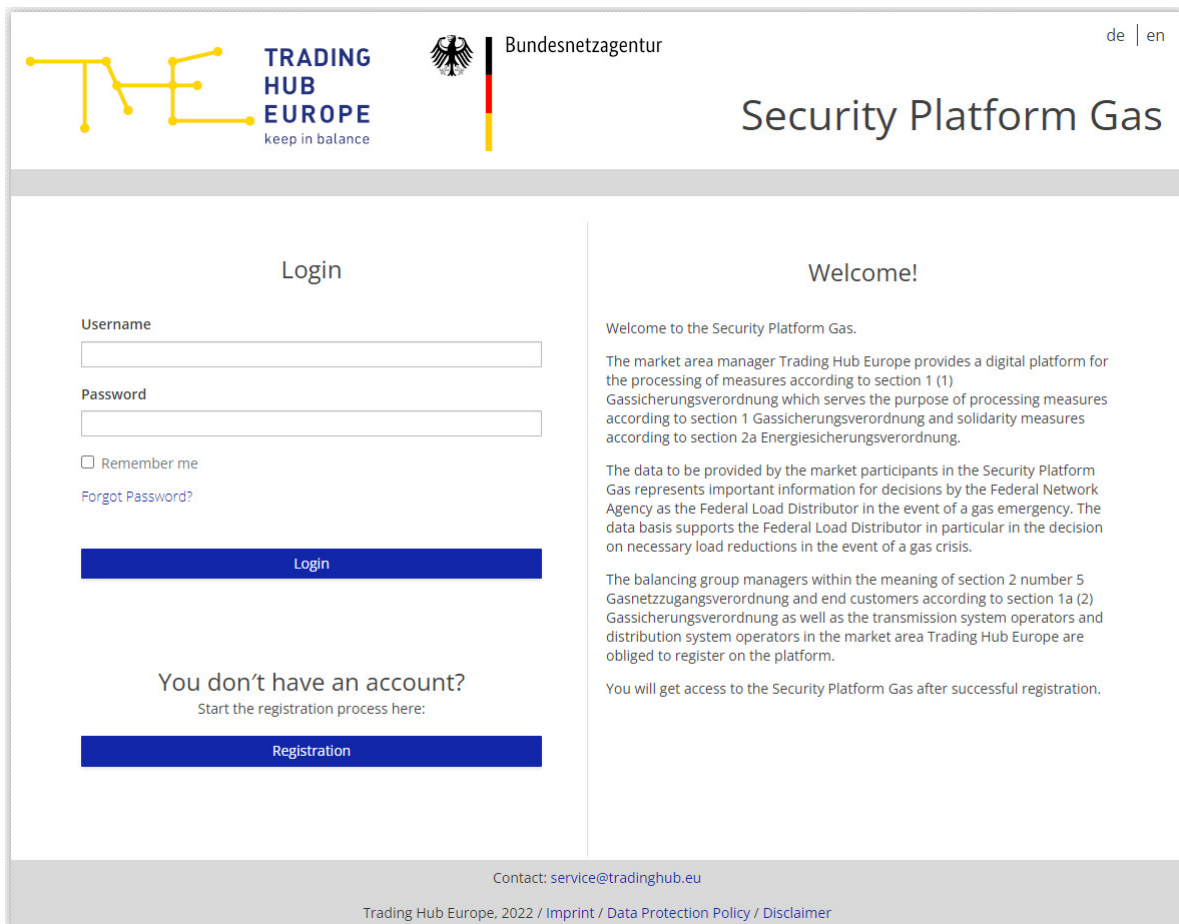
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1 Login page of the Security Platform Gas

To access the Security Platform Gas, follow the link on the Trading Hub Europe website (alternatively, you can find the Security Platform Gas at www.sicherheitsplattform-gas.de):



The login page of the Security Platform Gas will open:



The screenshot shows the Security Platform Gas login page. The page is split into two columns: 'Login' and 'Welcome!'. The 'Login' column contains fields for Username and Password, a 'Remember me' checkbox, a 'Forgot Password?' link, and a 'Login' button. Below this is a 'You don't have an account?' section with a 'Registration' button. The 'Welcome!' column contains a welcome message and detailed information about the platform's purpose and data requirements.

Login

Username

Password

Remember me

[Forgot Password?](#)

Login

You don't have an account?
Start the registration process here:

Registration

Welcome!

Welcome to the Security Platform Gas.

The market area manager Trading Hub Europe provides a digital platform for the processing of measures according to section 1 (1) Gassicherungsverordnung which serves the purpose of processing measures according to section 1 Gassicherungsverordnung and solidarity measures according to section 2a Energiesicherungsverordnung.

The data to be provided by the market participants in the Security Platform Gas represents important information for decisions by the Federal Network Agency as the Federal Load Distributor in the event of a gas emergency. The data basis supports the Federal Load Distributor in particular in the decision on necessary load reductions in the event of a gas crisis.

The balancing group managers within the meaning of section 2 number 5 Gasnetzzugangsverordnung and end customers according to section 1a (2) Gassicherungsverordnung as well as the transmission system operators and distribution system operators in the market area Trading Hub Europe are obliged to register on the platform.

You will get access to the Security Platform Gas after successful registration.

Contact: service@tradinghub.eu

Trading Hub Europe, 2022 / [Imprint](#) / [Data Protection Policy](#) / [Disclaimer](#)

Here you you can log in, reset your password or start the registration process to the Security Platform Gas.

To reset your password, please use the 'Forgot password' function. Enter your user name and click on "Submit". You will then receive an automatically generated e-mail with further instructions.



Security Platform Gas

Login

Username

« Back to Login

Submit

Please enter your username. After pressing "Submit" you will receive an email with further instructions to your registered email address (provided your entered username exists).

You don't have an account?

Start the registration process here:

Registration

Welcome!

Welcome to the Security Platform Gas.

The market area manager Trading Hub Europe provides a digital platform for the processing of measures according to section 1 (1) Gassicherungsverordnung which serves the purpose of processing measures according to section 1 Gassicherungsverordnung and solidarity measures according to section 2a Energiesicherungsverordnung.

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You will get access to the Security Platform Gas after successful registration.

Contact: service@tradinghub.eu

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2 Registration to the Security Platform Gas

To start the registration process to the Security Platform Gas, your company needs to be admitted as a Balancing group manager in the THE market area. If you wish to register, click on "Registration".

You don't have an account?
Start the registration process here:

Registration

Select the market role "Balancing group manager" and indicate whether you already have access to the Customer Portal or whether you want to start a new registration. If you already have access to the Customer Portal of THE, you can use the same login data for the Security Platform Gas after activation.

← Home Role / Application type

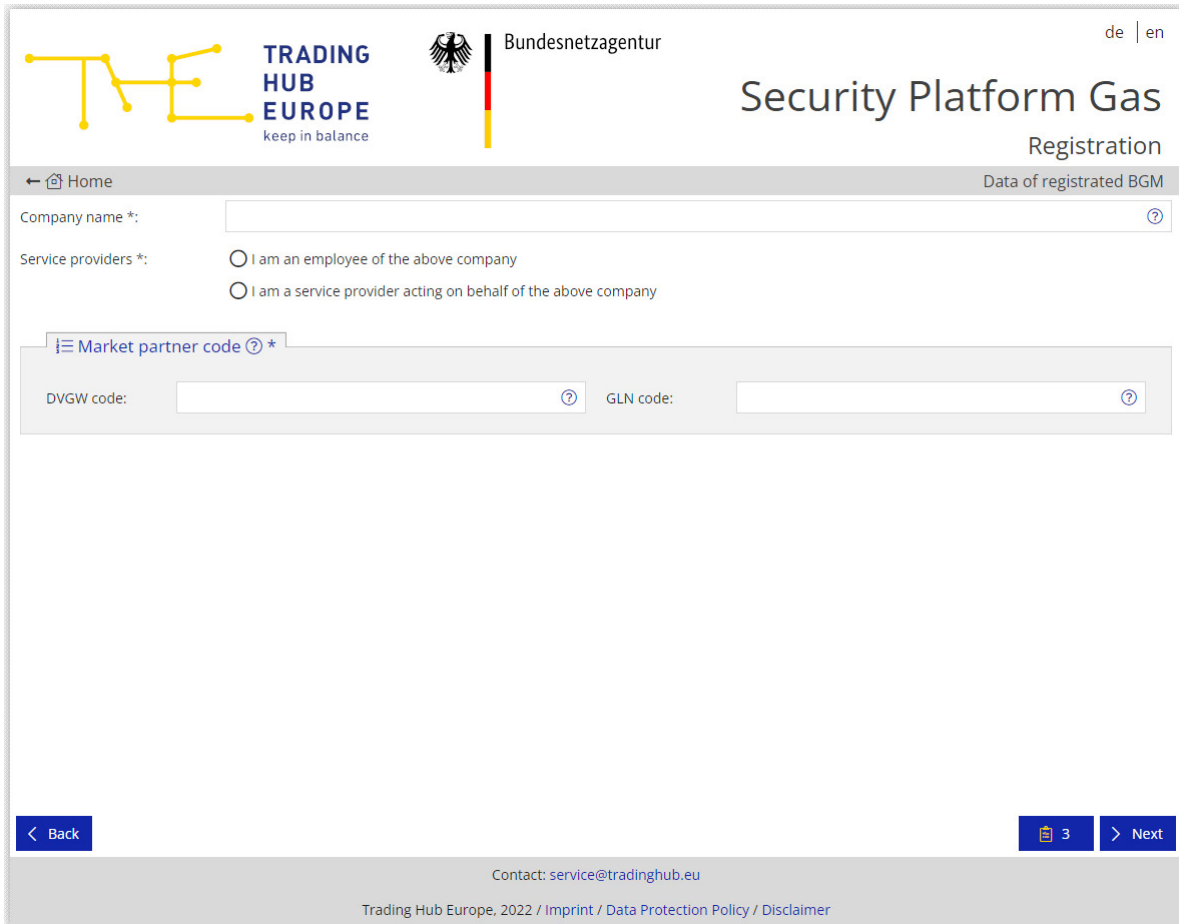
Role *:
 Balancing group manager
 Final consumer with a technical connection capacity ≥ 10 MWh/h (hereinafter "Final consumer")

Application type *:
 I would like to apply for a user account on the Security Platform Gas and do not have a user account for the Customer Portal of THE
 I would like to apply for a user account on the Security Platform Gas and already have a user account for the Customer Portal of THE

In case you do not have access to the Customer Portal you will be directed to the corresponding admission form.

Please note that the fields marked with an asterisk (*) in the online admission form are mandatory.

First you have to enter some information about your company. For the admission as Balancing group manager, you either need a DVGW market participant code (in the role of Balancing group manager) or an international GLN.



The screenshot shows the registration page for the Security Platform Gas. At the top left is the Trading Hub Europe logo. In the center is the logo of the Bundesnetzagentur (German Federal Network Agency). At the top right, there are language options 'de | en'. The main heading is 'Security Platform Gas' with 'Registration' below it. A breadcrumb trail shows 'Home' and 'Data of registered BGM'. The form contains several fields: 'Company name *' with a search icon; 'Service providers *' with two radio button options: 'I am an employee of the above company' and 'I am a service provider acting on behalf of the above company'; a section titled 'Market partner code *' containing 'DVGW code:' and 'GLN code:' fields, both with search icons. At the bottom left is a 'Back' button, and at the bottom right is a 'Next' button with a '3' icon. The footer contains contact information: 'Contact: service@tradinghub.eu' and 'Trading Hub Europe, 2022 / Imprint / Data Protection Policy / Disclaimer'.

Next, you have to enter some personal details such as:

- Email
- First and last name
- Salutation
- Language (German and English only)
- Phonenumber



The screenshot shows the registration page for the Security Platform Gas. At the top, there are logos for Trading Hub Europe and Bundesnetzagentur. The page title is "Security Platform Gas" and the sub-header is "Registration". A breadcrumb trail shows "Home" and "Personal userdata". The form includes fields for Email, Title (dropdown), First name, Last name, Salutation (radio buttons for Mr, Ms, Divers), Language (dropdown), Phone, Mobile, and Fax. Each phone number field has a dropdown menu and a "(0)" indicator. At the bottom of the form, there is a checkbox for accepting the Portal Terms of Use and data protection policy. Navigation buttons for "Back" and "Register" are present, along with a page number "12". The footer contains contact information and a disclaimer link.

When the registration form has been fully and correctly completed, you will receive an e-mail confirming receipt of your application for admission.

THE will then verify the data provided in the form and you will receive a separate e-mail specifying the documents you need to submit to complete the admission process.

As soon as you have submitted the requested documents in full and THE has successfully completed its review, you will be informed about the activation of your account and the corresponding access data will be sent to you by e-mail. Please change the initial password when you log in to the Security Platform Gas for the first time.

When logging in for the first time you need to set up a two-factor authentication (2FA).


In order to complete the 2FA configuration please install an authenticator application on your device. For example, one of the following applications can be used:

- FreeOTP / FreeOTP+,
- Google Authenticator,
- Microsoft Authenticator,

- andOTP

and link the app with your user account by scanning the displayed QR-Code. The app should show a one time password now, which you will need everytime you login.

Login

 You need to set up Mobile Authenticator to activate your account.

1. Install an authenticator application on your device. For example, one of the following applications can be used:

- FreeOTP / FreeOTP+
- Google Authenticator
- Microsoft Authenticator
- andOTP

2. Open the application and scan the barcode



[Unable to scan?](#)

3. Enter the one-time code provided by the application and click Save to finish the setup


One-time code

Save

After linking the authenticator app with your account, the Security Platform Gas will generate Backup Codes. These are one-time use codes to reset the 2FA configuration.

Once you have downloaded the Backup Codes the login button appears and you can login to the Security Platform Gas. The Backup Codes are only shown once, please store them in a safe place!

Login

 The Backup Codes are only shown once. In order to login, please download the Backup Codes and store them in a safe place.

Here are the new Backup Codes for the THE Customer Portal generated at **Sep 26, 2022, 8:10:59 AM**.

1. vKeyg16eYFUj
2. JsrQLnB971u0
3. 5W0mtoyF2C0Q
4. aAoY2IfC4EXT
5. EcnINbTp9P2B
6. xRA8bwI0zRxt
7. O4rnB4ISaVmk
8. REFPIlUTZO9a
9. LqXVLRVAHTw
10. c0x9mDEZPRet

[Download Backup Codes](#)

Login

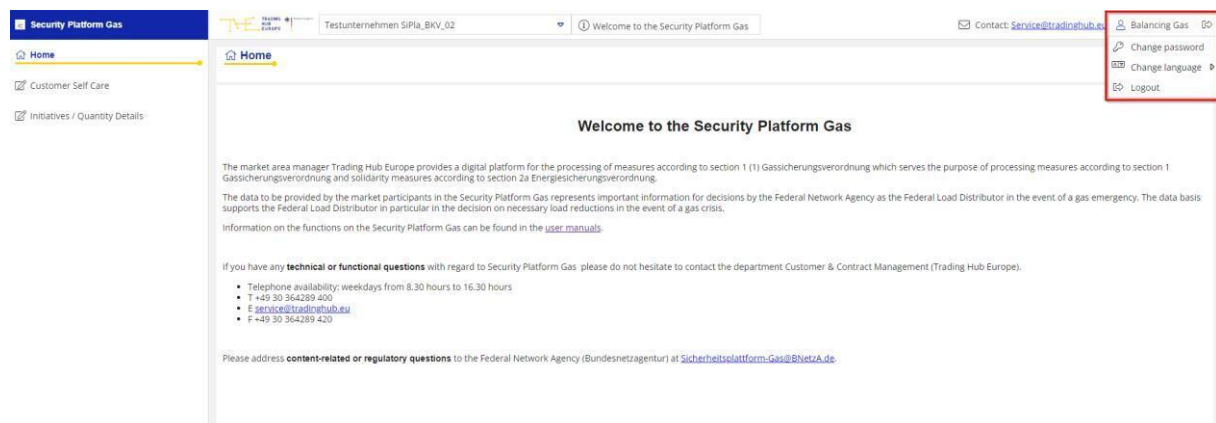
Once you have activated your account you can then use the functions of the Security Platform Gas.

Important: With the activation of your account you also receive limited access to the THE Customer Portal. If the user and/or company data you provided during registration have changed, please make the relevant changes in the **THE Customer Portal** menu item "Customer Self Care" when you log in for the first time.

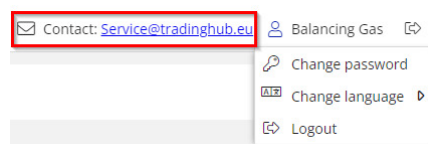
3 General information about the Security Platform Gas

By clicking on your login name you can

- change your password
- change the language (German/English)
- log out of the Security Platform Gas



If you have any questions about the Security Platform Gas, please contact service@tradinghub.eu. You will also find this contact address to the left of your login name.



The menu on the left-hand side of the Security Platform Gas can be collapsed with a click on the double arrow « . Click on the double arrow » to expand the menu.

 Security Platform Gas

 **Home**

 Customer Self Care

 Initiatives / Quantity Details

 Imprint

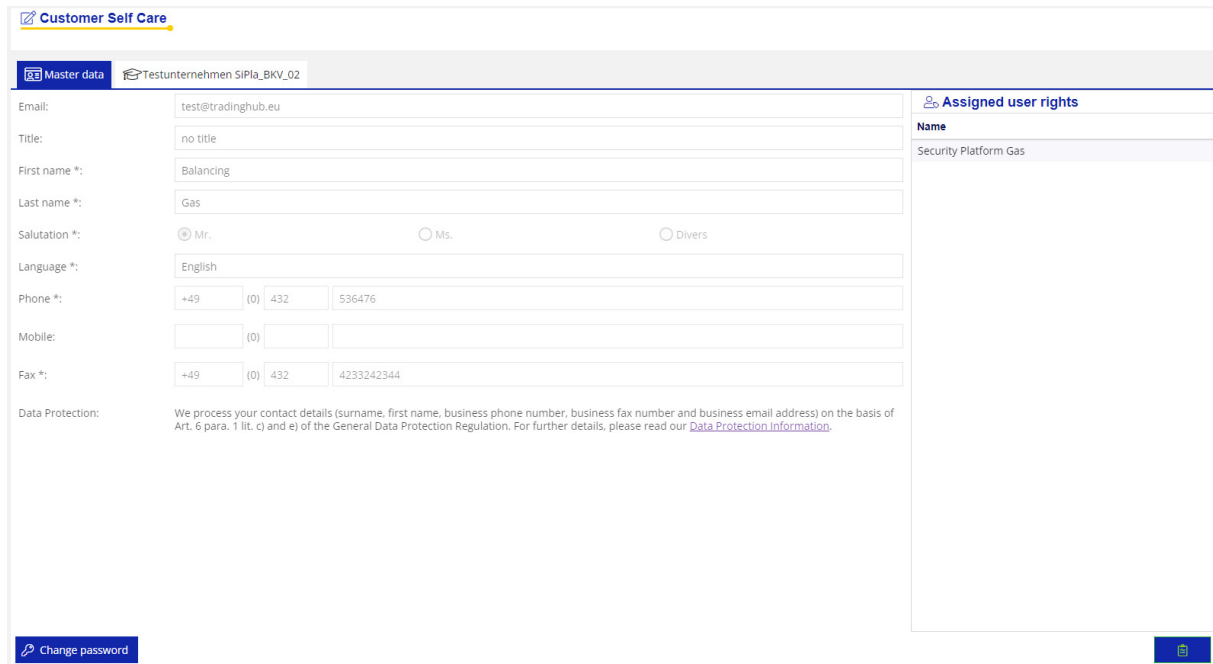
 Data Protection Policy

 Disclaimer

« 

4 Master data

In the Security Platform Gas, each user can view their personal user data and the master data of the assigned companies. The master data can be viewed via the "Customer Self Care" menu item. Editing the master data is not possible in the Security Platform Gas. Please use the THE Customer Portal for this purpose.



Customer Self Care

Master data Testunternehmen SIPla_BKV_02

Assigned user rights

Name
Security Platform Gas

Personal Data:

Email: test@tradinghub.eu

Title: no title

First name *: Balancing

Last name *: Gas

Salutation *: Mr. Ms. Divers

Language *: English

Phone *: +49 (0) 432 536476

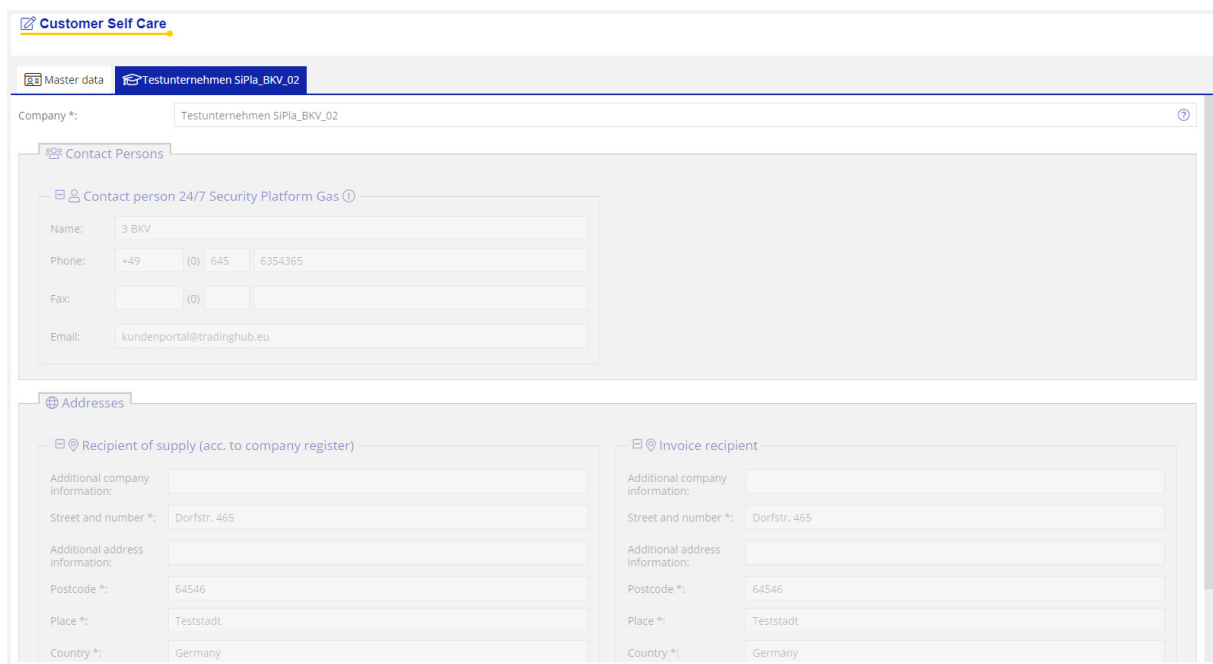
Mobile: (0)

Fax *: +49 (0) 432 4233242344

Data Protection: We process your contact details (surname, first name, business phone number, business fax number and business email address) on the basis of Art. 6 para. 1 lit. c) and e) of the General Data Protection Regulation. For further details, please read our [Data Protection Information](#).

[Change password](#)

The company master data can be viewed by switching to the relevant tab.



Customer Self Care

Master data Testunternehmen SIPla_BKV_02

Company *: Testunternehmen SIPla_BKV_02

Contact Persons

Contact person 24/7 Security Platform Gas

Name: 3 BKV

Phone: +49 (0) 645 6354365

Fax: (0)

Email: kundenportal@tradinghub.eu

Addresses

Recipient of supply (acc. to company register)

Additional company information:

Street and number *: Dorfstr. 465

Additional address information:

Postcode *: 64546

Place *: Teststadt

Country *: Germany

Invoice recipient

Additional company information:

Street and number *: Dorfstr. 465

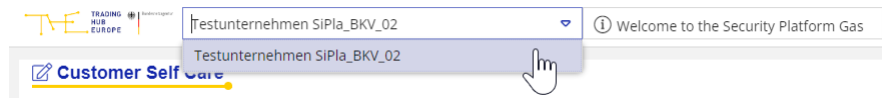
Additional address information:

Postcode *: 64546

Place *: Teststadt

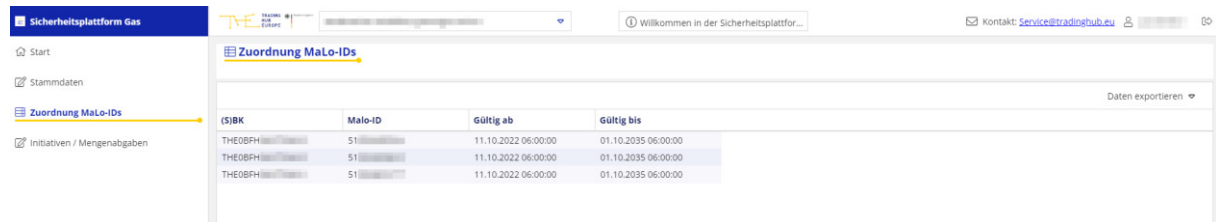
Country *: Germany

To change the displayed company please use the drop-down menu.



5 Assignment of market location identification numbers

In the menu item „Zuordnung MaLo-IDs” you have the possibility to check the assignment of the market location identification numbers (MaLo-IDs) to your balancing groups / balancing subgroups (including the period of validity). The data for the assignments are transmitted by the network operators in the THE market area and can be exported as a CSV file.



(S)BK	MaLo-ID	Gültig ab	Gültig bis
THE0BFH	51	11.10.2022 06:00:00	01.10.2035 06:00:00
THE0BFH	51	11.10.2022 06:00:00	01.10.2035 06:00:00
THE0BFH	51	11.10.2022 06:00:00	01.10.2035 06:00:00

6 Initiatives / Quantities

As part of the processing of solidarity measures in accordance with sec. 2a EnSiG, balancing group managers have the option of submitting market-based offers on the Security Platform Gas. These offers, which are entered on a voluntary basis, can be called by a Member State via the platform. If the Member State calls and therewith accept an offer, a contract is concluded between the Member State and the balancing group manager.

In order to process the solidarity measures, a so-called initiative is created in advance on the Security Platform Gas. An initiative is a process on the platform for the procedural handling of a gas shortage or a request for solidarity from a member state. The initiatives that have been created are displayed in the menu item "Initiatives / Quantities".



Status	ID	Name	Typ	Meldung	Zeitfenster: Öffn...	Zeitfenster: Schl...	Leistungszeitra...	Leistungszeitra...	Erstellt i 1	letzte Ände
Gestartet	4	Marktbasierter Solidaritätsfall	MB Soli	Initiative gestartet	27.09.2022 20:00...	27.09.2022 21:00...	28.09.2022 06:00...	29.09.2022 06:00...	27.09.2022 18:58...	27.09.2022
Initial	3	Test1	EnSiG	Initiative angelegt	13.09.2022 13:14...	15.09.2022 06:00...	14.09.2022 06:00...	15.09.2022 06:00...	13.09.2022 13:08...	13.09.2022
Zurückg...	2	Test am 12.09.	EnSiG	Initiative zurückgezogen	12.09.2022 09:42...	14.09.2022 06:00...	13.09.2022 06:00...	14.09.2022 06:00...	12.09.2022 09:35...	13.09.2022
Zurückg...	1	Test	EnSiG	Initiative zurückgezogen	09.09.2022 10:55...	11.09.2022 06:00...	10.09.2022 06:00...	11.09.2022 06:00...	09.09.2022 10:46...	12.09.2022

After double-clicking on the relevant initiative, a new window for submitting offers opens and you then have the option of submitting the offers for each balancing group or balancing subgroup.

When submitting the offer, the following data must be provided:

- Balancing group / balancing subgroup
- Call lead time
- Commodity price in EUR/MWh (precisely to the cent):
- Quantity in MWh/h

7 Sending of notifications by the Federal Load Distributor

In case the Federal Network Agency as the Federal Load Distributor creates and starts an initiative on the Security Platform Gas, information is sent to the BGM by e-mail. The e-mail is sent from the sender address noreply@Sicherheitsplattform-gas.de to the 24/7 contact person for the Security Platform Gas registered in the THE Customer Portal.

Depending on the situation, the subject and content of the e-mail (notification) are shown below.

Situation: National gas shortage

Subject: Vorbereitung von Maßnahmen zur Aufrechterhaltung der Gasversorgung:
Aufforderung zur Datenaktualisierung auf der Sicherheitsplattform Gas

Sehr geehrte Damen und Herren,

seit dem **[DD.MM.YYYY]** gelten in Deutschland die Regelungen hinsichtlich der dritten Eskalationsstufe – der sogenannten Notfallstufe – des Notfallplans Gas. Die Notfallstufe macht Eingriffe in den Energiemarkt unabdingbar.

In diesem Zusammenhang hat der Bundeslastverteiler eine Initiative für den **[DD.MM.YYYY]** eröffnet. An diesem Tag könnten Maßnahmen notwendig sein, um die Versorgung geschützter Kunden mit Gas in Deutschland sicherzustellen.

Das Unternehmen **[Company BGM]** ist als Bilanzkreisverantwortlicher auf der Sicherheitsplattform Gas registriert.

Sie sind gemäß § 1a Abs. 6 S. 3 GasSV i.V.m. § 10 Abs. 1 EnSiG – bei Bedarf – zur Anpassung der Daten verpflichtet. Wir fordern Sie daher höflich auf, wenn sich Änderungen ergeben haben, diese Daten zu aktualisieren.

Zur Aktualisierung der Daten melden Sie sich bitte unter folgendem Link auf der Sicherheitsplattform Gas an:

www.sicherheitsplattform-gas.de

Bitte stellen Sie ebenfalls sicher, dass der im THE-Kundenportal für Ihr Unternehmen hinterlegte „Ansprechpartner 24/7 Sicherheitsplattform Gas“ zu jeder Zeit unter den angegebenen Kontaktdaten erreichbar ist.

[Comment field]

The positions marked in yellow are text or number variables, which contain individual data in the respective situation.

Situation: Non-market-based solidarity request by a Member State

Subject: Vorbereitung von Maßnahmen zur Aufrechterhaltung der Gasversorgung:
Aufforderung zur Datenaktualisierung auf der Sicherheitsplattform Gas

Sehr geehrte Damen und Herren,

das Unternehmen **[Company BGM]** ist als Bilanzkreisverantwortlicher auf der Sicherheitsplattform Gas registriert.

Sie sind gemäß § 1a Abs. 6 S. 3 GasSV i.V.m. § 10 Abs. 1 EnSiG – bei Bedarf – zur Anpassung der Daten verpflichtet. Wir fordern Sie daher höflich auf, wenn sich Änderungen ergeben haben, diese Daten zu aktualisieren.

Zur Aktualisierung der Daten melden Sie sich bitte unter folgendem Link auf der Sicherheitsplattform Gas an:

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[Comment field]

The positions marked in yellow are text or number variables, which contain individual data in the respective situation.

8 Sending of orders by the Federal Load Distributor

In case the Federal Network Agency as the Federal Load Distributor orders a reduction of gas consumption for an end consumer the order to maintain the gas entry into the balancing group is also sent by e-mail to the BGM to whose balancing group or balancing subgroup the end consumer is assigned. The e-mail contains the order as a PDF attachment and is sent from the sender address bundeslastverteiler-gas@bnetza.de to the 24/7 contact person for the Security Platform Gas registered in the THE Customer Portal.

The subject and content of the e-mail (order) are shown below.

Subject: *Anordnung zur Aufrechterhaltung von Entrys*

Sehr geehrte Damen und Herren,

*seit dem **[DD.MM.YYYY]** gelten in Deutschland die Regelungen hinsichtlich der dritten Eskalationsstufe – der sogenannten Notfallstufe – des Notfallplans Gas. Die Notfallstufe macht Eingriffe in den Energiemarkt unabdingbar.*

Davon sind auch Sie betroffen: Die angehängte Verfügung wird Ihnen hiermit bekanntgegeben.

Weitere Informationen zu Verfügungen der Bundesnetzagentur finden Sie auch auf unserer Homepage.

Sollten Sie darüber hinaus Rückfragen zu der Verfügung haben, können Sie uns jederzeit per E-Mail kontaktieren.

Bitte beachten Sie, dass die Verfügung für den gesamten Geltungszeitraum umzusetzen ist. Dies gilt auch für den Fall, dass Rückfragen noch nicht beantwortet wurden.

The position marked in yellow is a number variable, which contains individual data in the respective situation.

9 Your contacts

If you have any questions regarding the technical or functional aspects of the Security Platform Gas please contact the department Customer & Contract Management.:

E-mail: service@tradinghub.eu

Tel: +49 30 364289 400

Please direct all remaining questions at the Federal Network Agency via:

Sicherheitsplattform-Gas@BNetzA.de