Instructions for the Customer Portal

for Balancing Group Managers

Table of contents

1   Login page of the Customer Portal

To access the Customer Portal, follow the link on the Trading Hub Europe website (alternatively, you can find the Customer Portal at https://kundenportal.tradinghub.eu/):
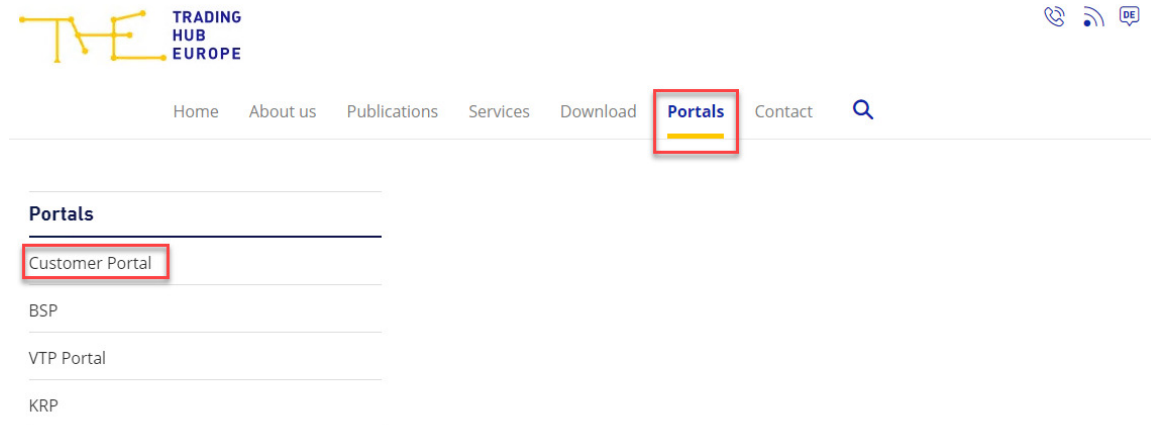
The login page of the Customer Portal will open:
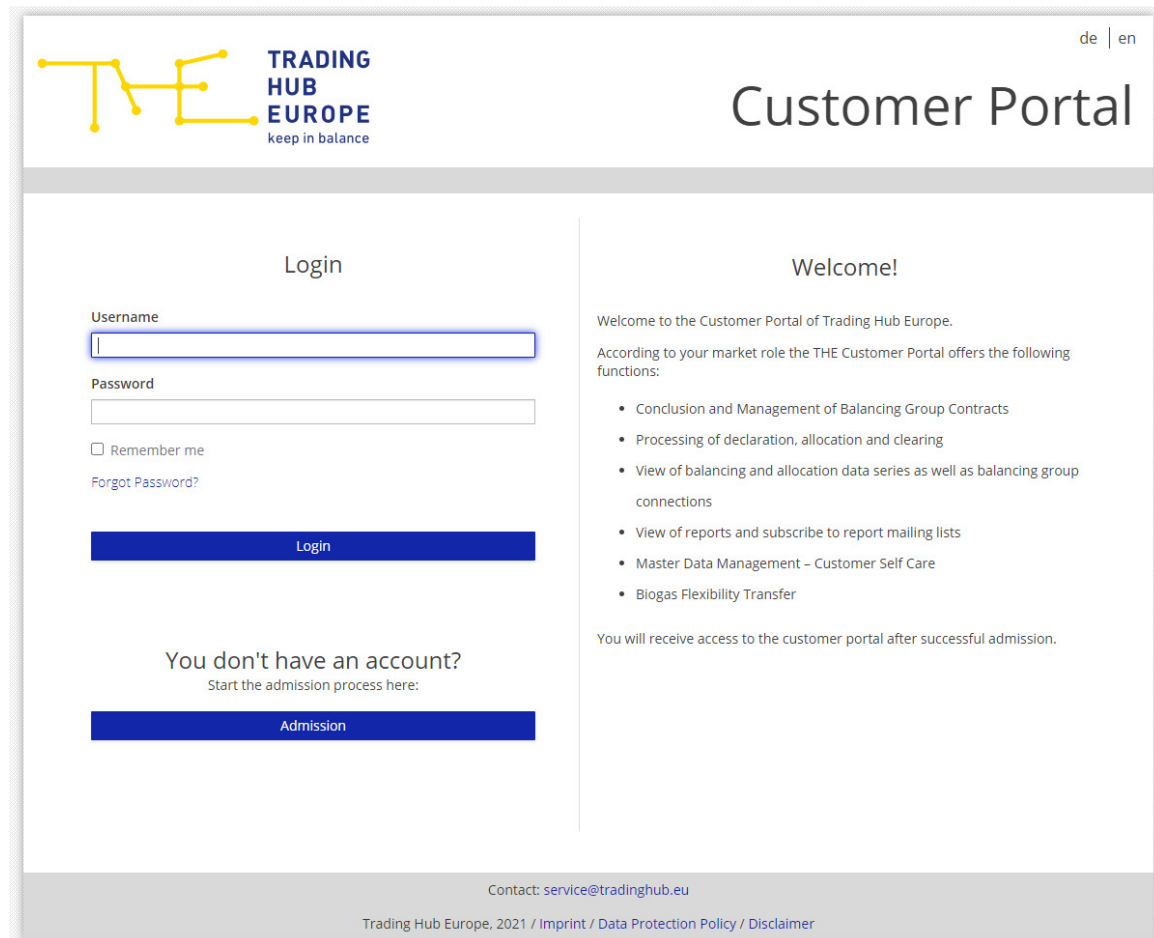
Here you you can log in, reset your password or start the admission process to the Customer Portal.

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.

2 Admission to the Customer Portal

To start the admission process, click on "Admission".

Select the market role "Balancing group manager" and indicate whether your company (or the company for which you provide services) is already admitted as a market partner in the THE market area or whether you want to admit your company (or the company for which you provide services) as a market partner for the first time.

Depending on the type of application you have selected, 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. If your company does not have any of the above codes, you can, for example, apply for the DVGW code on the DVGW website (https://codevergabe.dvgw-sc.de/).

Customer Portal
Admission

← 🏠 Home | Admission of a new Balancing Group Manager

Company name *: [   ] ⑦

Service providers *:
○ I am an employee of the above company
○ I am a service provider acting on behalf of the above company

Company registration No. *: [   ]

VAT ID *: [   ]

ACER code *: [   ] ⑦

≣ Market partner code ⑦ *

DVGW code: [   ] ⑦   GLN code: [   ] ⑦

👥 Contact persons

👤 Contact person Contract ⓘ
Name *: [   ]
Phone *: [▼] (0) [   ] [   ]
Email *: [   ] ⑦

👤 Contact person Market information emails ⓘ
Name *: [   ]
Phone *: [▼] (0) [   ] [   ]
Email *: [   ] ⑦
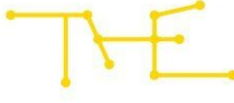
‹ Back   📋 54   › Next

Contact: service@tradinghub.eu
Trading Hub Europe, 2021 / Imprint / Data Protection Policy / Disclaimer

Next, you have to enter some personal details:

7

Please note: If you already have a valid user account and would like to register a new company or apply for access to an already registered company, you can select "Existing user" in the personal online admission form. You then only have to enter the already registered e-mail address under the personal data. This will enable THE to assign the new company to your existing account once all the necessary registration documents have been received.

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 Customer Portal for the first time. Once you have activated your account you can then use the functions of the Customer Portal.

Important: If the user and/or company data you provided during registration have changed, please make the relevant changes in the menu item "Customer Self Care" when you log in for the first time. This is the only way THE can guarantee a smooth process for invoicing, sending market information or general queries.

3 General information about the Customer Portal

By clicking on your login name you can

- change your password

- change the language (German/English)

- log out of the Customer Portal
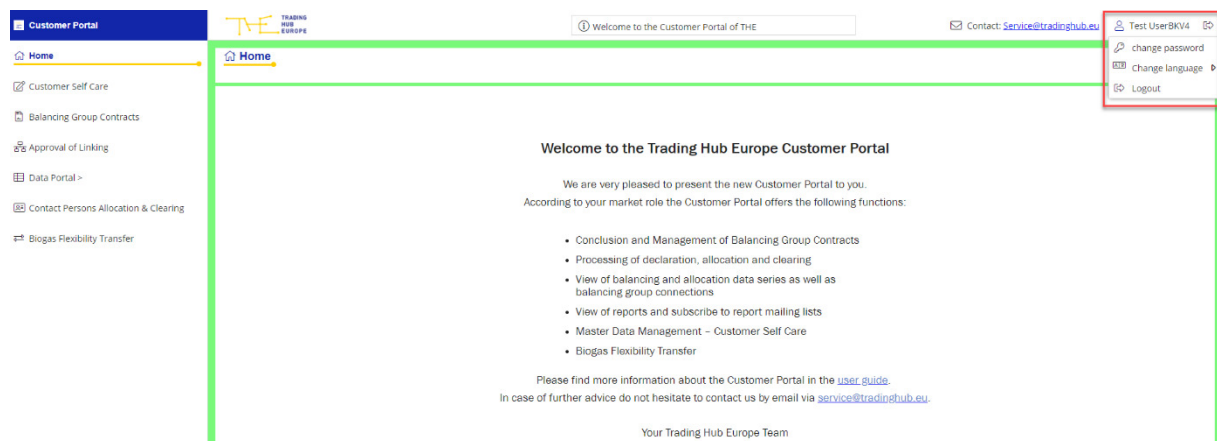
If you have any questions about the Customer Portal, please contact service@tradinghub.eu. You will also find this contact address to the left of your login name.
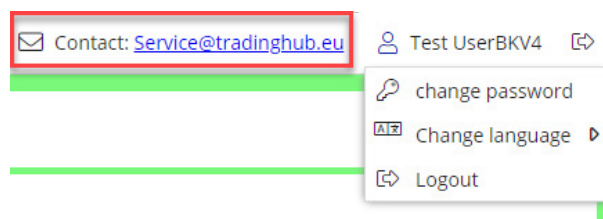
The menu on the left-hand side of the Customer Portal can be collapsed with a click on the double arrow « . Click on the double arrow » to expand the menu.
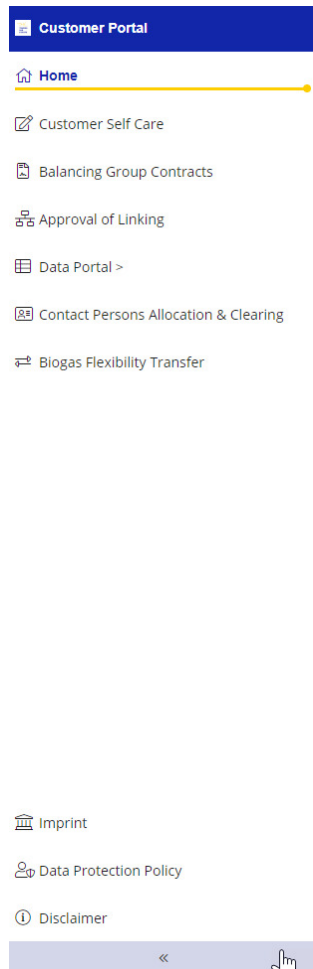
3.1 Authorisations in the Customer Portal

The Customer Portal allows THE to assign different authorisations to a user. In principle, these authorisations apply to all assigned companies.

Please note that the first user of a newly admitted Balancing Group Manager basically applies for and receives all authorisations, e.g. to be able to conclude balancing group contracts. For further users, the authorisations can be applied for individually as part of the process of admission to the Customer Portal. For this purpose, the user will be provided with the corresponding form to be signed after the online admission application has been completed.

Authorisations can be granted for the following functions:

- **Maintenance of company master data:**
  Maintenance of master data of the company/ies for which the user is authorised.

- **Conclusion and administration of balancing group contracts/balancing group structures:**
  Conclusion and termination of balancing group contracts as well as creation and termination of balancing group links.

- **Data portal reading rights:**
  Viewing balancing group data (declarations and allocation data), ordering reports, and viewing requested clearing numbers within the scope of allocation data clearing.

- **Data portal write right:**
  Viewing balancing group data (declarations and allocation data), ordering reports and applying for a clearing number as part of the allocation data clearing process.

- **Biogas flexibility exchange:**
  Managing the exchange of biogas flexibilities between biogas balancing groups.
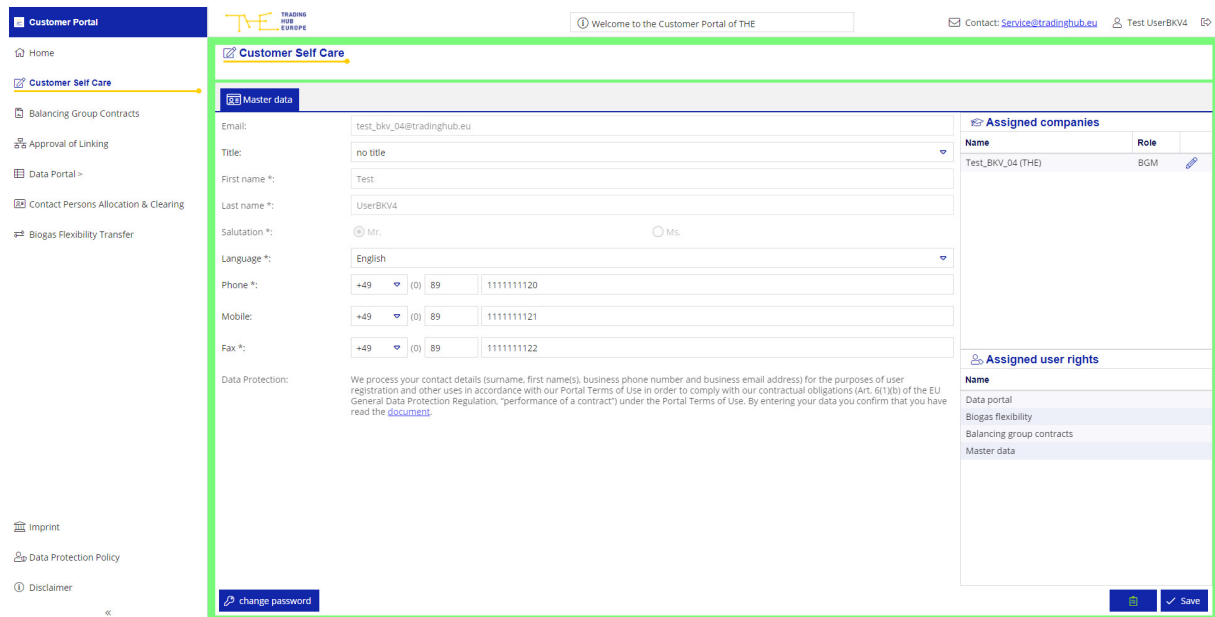
A user with all authorisations will see the following menu:
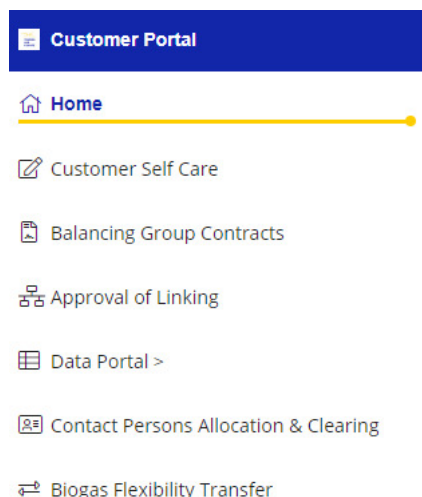
The menu item "Contact Person for allocation & clearing" is available to every user, regardless of the authorisations. Here, the contact persons for allocation & clearing processes can be viewed by Balancing Group Managers and Network Operators.

4 Master data

In the Customer Portal, each user can edit their personal user data and – if authorised – the master data of the assigned companies. The master data can be viewed and edited via the "Customer Self Care" menu item.

4.1 Changing personal master data

User data with a grey background cannot be edited by the user. If you wish to make changes to these data, please contact THE. To change master data that can be edited, click in the desired field, enter the change and then click ✓ Save .

The form field [📋] to the left of the Save button shows the mandatory field validation and will prompt you to enter more details if you have not completed all mandatory fields.

Below the user data, you can click on 🔑 change password to change the password.

In the right-hand area next to the user data, the company to which you are assigned is shown. If you are assigned to several companies, e.g. due to several service relationships, the corresponding companies are listed below each other.

Below the company, the screen shows the authorisations the user has applied for and received as part of its authorisation process.

4.2 Changing company master data

Clicking on the pencil icon next to the company name enables you to view the company master data and, with the relevant authorisation, to edit it.

When you click on the pencil icon, another tab with the company data will open to the right of the master data tab:

Fields that cannot be edited by the user have a grey background. If you wish to make changes to any of these fields, please contact THE.

To change the master data that can be edited, simply click in the desired field, enter the change and click on ✓ Save .

If you have to undo changes made to the user/company data, you can cancel the editing process by clicking on ↻ Reset . This will restore the original status of the master data.

The form field 📋 to the left of the Save button shows the mandatory field validation and will prompt you to enter more details if you have not completed all mandatory fields.

4.2.1 Changing contact persons

When changing contact persons, please note that the changes will only be permanent after the contact person has agreed to them. The old contact person data will remain valid until approval has been given. If the changed contact person does not agree within 14 days, the change request is automatically rejected.

Successfully saved

The information has been submitted sucessfully.

Note: In accordance to the GDPR the name and email address of the listed contact persons will only be saved once approved by the relevant contact person. If the contact person fails to consent within 14 days, the relevant change request will automatically be rejected.

OK
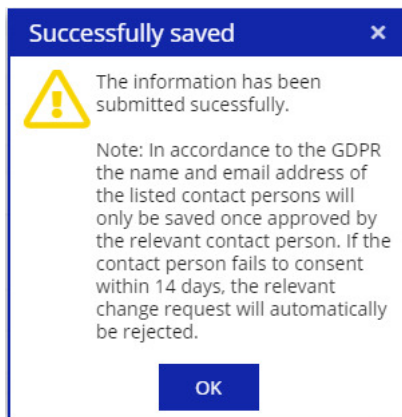
You can return to the user data by closing the company data tab or by clicking on the master data tab.

4.2.2 Changing Email for PDF invoices

The email address for sending invoices via PDF can be changed in the company master data at the "Contact person Invoicing". You can only enter one email address. After the email address has been entered, the change must finally be saved.
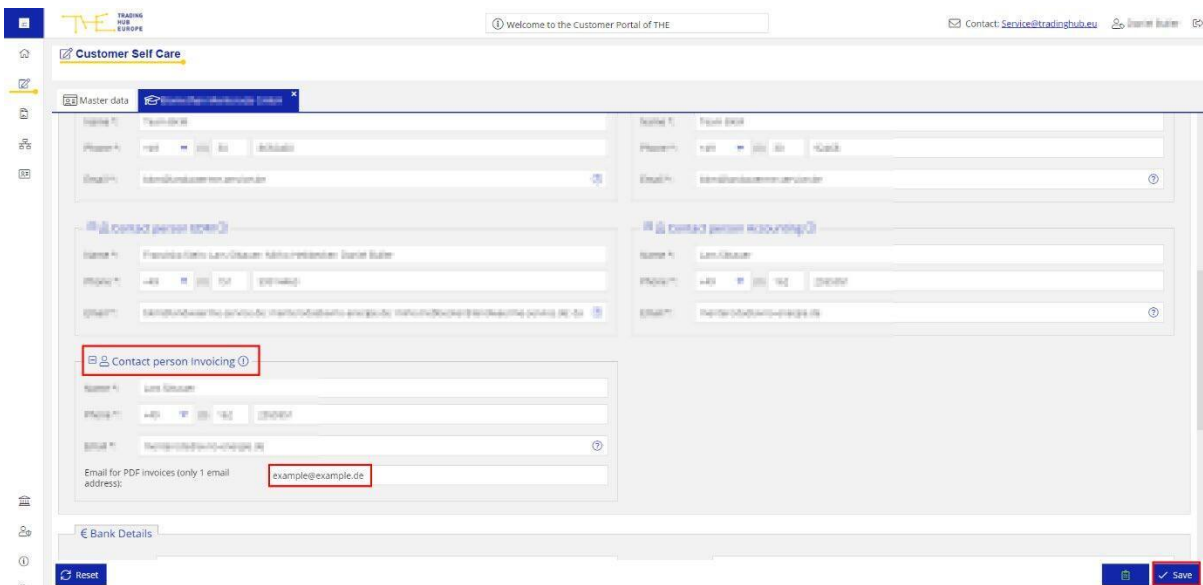
5 Balancing group contracts

If you are authorised to conclude and terminate balancing group contracts and to manage balancing group structures, you can use the menu items "Balancing group contracts" and "Approval of Linking" in the Customer Portal.

The "Balancing group contracts" menu item is divided into the following areas:

- Balancing group list

- Details (of the balancing group contract called up)

- Linking arrangements

- Balancing group portfolio

📄 Balancing Group Contracts					
☰ Balancing group list	◁	① Balancing group contract - THE0BBH690230000			
Balancing group search	✕	📄 Details	◁	⅀○ Linking arrangements	◁	⊞ Balancing group portfolio	◁

The areas can be expanded or collapsed using the arrows ◁/▷.

5.1 Balancing group list

In the "Balancing group list" section, the balancing group contracts you have concluded and the balancing subgroups are displayed with their status (valid, valid from future date, terminated). The balancing subgroups are indented. Above the listed BGs/BSGs there is a search field which you can use to search for balancing group codes.

5.2 Conclusion of balancing group contracts

Below the balancing group list you can conclude balancing group contracts and balancing subgroups by clicking on "Conclusion of new balancing group contract".

Please use the input mask that appears in order to select the desired parameters of the contract to be concluded.

| Balancing group contract	
Details	◁
Company name:	Test_BKV_04 (THE) ▽
Contract type:	○ Balancing group ○ Balancing subgroup
Gas quality:	○ H gas ○ L gas
Biogas:	○ Yes ○ No
Capacity type:	○ FZK ⑦ ○ DZK ⑦
Undiscounted capacity tariff:	☐ Yes ⑦
VTP access:	○ Yes ○ No
Valid from:	📅 ⑦
☐ I accept the Balancing Group Contract Terms & Conditions	

Company name	The company name is automatically displayed here. If you are assigned to several companies in the portal (e.g. due to service relationships), the company for which you want to conclude the contract must be selected here.
Contract type	In this field you must specify whether a balancing group contract or a balancing subgroup is to be concluded.
Associated BG	If a balancing subgroup is to be concluded, one of your currently valid or future balancing group contracts must be selected here.
Gas quality	Select the gas quality (H-gas or L-gas) for which the contract is to be concluded.
Biogas	Here you must select whether the new balancing group contract is a balancing group for biogas. If "No" is selected, a natural gas balancing group contract is concluded.
Capacity type	The capacity type FZK (freely allocable capacity) or DZK (dynamically allocable capacity) must be selected here. Explanations of the capacity types appear when you move the mouse pointer over the corresponding question mark symbol. If DZK is selected, the DZK type must also be selected.
Undiscounted capacity tariff	By selecting this parameter, you conclude a separate BG/BSG contract for adding only entry and/or exit points at gas storage facilities connected to the market area of another state, which are exclusively subject to an undiscounted capacity charge.
VTP access	No individual selection can be made here, as balancing group contracts with the capacity type FZK automatically receive access

to the VTP, while balancing group contracts with the capacity type DZK do not receive access to the VTP.

Valid from   This field determines the date from which the contract is to be valid.

When a balancing group contract/balancing subgroup account is concluded, there is an implementation period of 10 business days, which means that it will take at least 10 business days after the conclusion of the contract before the contract is activated. The earliest possible start date will be shown to you for selection.

When a new balancing group contract or balancing subgroup account is concluded, the contractual terms and conditions must be accepted. When a biogas balancing group contract is concluded, the "Supplementary Energy Balancing Provisions for Biogas (Appendix to the Balancing Group Contract Terms & Conditions)" must also be accepted.

If the input mask has been fully and correctly completed, the [✓ Save] button appears so that the balancing group contract can be finally concluded.

If the Balancing Group Manager concludes both H-gas and L-gas balancing group contracts with the capacity type FZK within the market area, these must be connected with each other in the "Linking arrangements" section. This means that in this case only one balancing group contract at most may be managed as a master balancing group.

5.3 Details

The "Details" section shows information and parameters for the relevant BG/BSG selected in the balancing group list. The parameters can no longer be adjusted after the contract has been concluded and are therefore greyed out. However, you can give your consent to publication as a THE VTP trader on the THE website or withdraw your consent here.

If the balancing group was taken over from the NCG or GASPOOL market areas, the old balancing group code ("Balancing group old") is also displayed in the Details section.

Click on to terminate the selected contract. A pop-up window will open. Here you can enter the desired termination date. The earliest possible termination date is specified in the calendar.

Note: A balancing group contract can be terminated with three months' notice to the end of the month. In addition, there must be no valid balancing group links in place at the time of termination. Please note that all associated balancing subgroup accounts are also terminated when the balancing group is terminated.
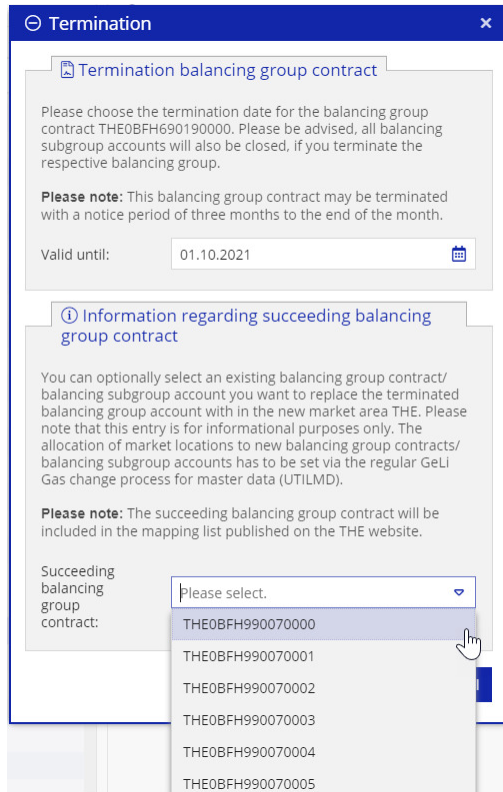
If you select the termination date 01.10.2021, the pop-up window expands and you can select a succeeding balancing group from your valid balancing groups. This entry is optional and for information only. The new allocation of market locations to the BG/BSG must still be carried out via the regular GeLi Gas master data change process (UTILMD).

Note: The succeeding balancing group will also be visible in the mapping list on the THE website and in the BG details in the Customer Portal.

A selected succeeding BG can only afterwards be changed via THE.

5.4 Linking arrangements

In the "Linking arrangements" area, balancing group links (starting from the lower-level balancing group) to a higher-level balancing group can be created, edited and terminated. In addition, links already created for the lower-level balancing group are displayed with the following information: higher-level balancing group (code), start date, end date and percentage share.

5.4.1 Creating a link

A balancing group link can only be created by the Balancing Group Manager whose balancing group is to become a lower-level balancing group. Via the [+ New balancing group linking] button, a link from the selected balancing group (from the balancing group list on the left) to another (higher-level) balancing group can be created.

Consequently, the higher-level balancing group as well as the start date and end date of the link must be entered on the relevant screen. The percentage of the link is preset to 100%, but can be adjusted if a balancing group is to become a lower-level balancing
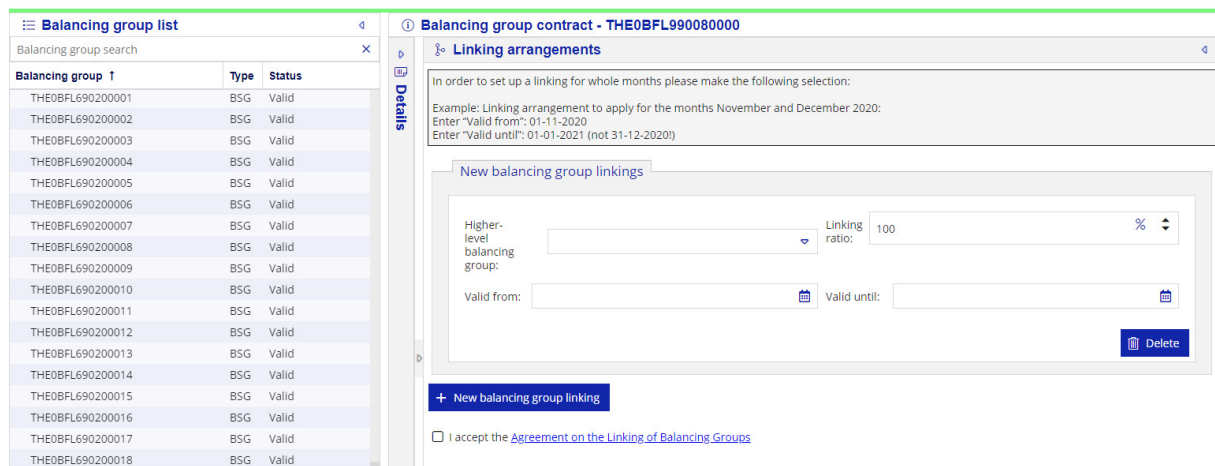
group up to a certain percentage only. A balancing group can be subordinated to one, but not more than four balancing groups.

If a link to several higher-level balancing groups (proportional allocation) is to be made, the corresponding linking ratio and further higher-level balancing groups must be selected by means of repeated clicks on [+ New balancing group linking] . The linking ratio must always total 100%.

Please note that a link must be valid for a minimum period of one month.

If all information has been filled in completely and correctly, the [✓ Save] button for saving the link appears.

The [🗑 Delete] button can be used to discard information that has not yet been saved.

If a link to a higher-level balancing group of another Balancing Group Manager has been created, this Balancing Group Manager must agree to the new link. As long as the other Balancing Group Manager has not agreed to the newly created link, the new link remains in the approval process and cannot be edited. Approval is not required if you connect balancing groups of companies assigned to you.

The status of the link for future active links automatically changes from "Acceptance open" to "Accepted" as soon as the Balancing Group Manager of the higher-level balancing group has approved the link via the menu item "Approval of Linking".

Note: When creating/changing a balancing group link, an implementation period of 10 business days must be observed. This means that there must be at least 10 business days between the conclusion of the contract and the activation.

5.4.2 Modifying and deleting a link

A change can be made to active links as well as links that will be active in the future (if they have the "Accepted" status). If these are links to a higher-level balancing group of a BGM not assigned to you, the latter must first give its consent if the link is to be extended. In the case of a premature termination of the balancing group link, consent is not required. Every change needs to be confirmed via the ✓ Save button.

In addition, a link starting in the future (which has the "Accepted" status) can be selected for deletion via the 🗑 Delete button. In order to confirm the deletion, press the ✓ Save button.

Note: Three and six weeks before the end date of a balancing group link, an automated reminder e-mail is sent to the Balancing Group Managers involved (higher-level and lower-level Balancing Group Managers). This e-mail will make reference to the link that is about to expire. This e-mail is sent to all portal users with authorisation to manage balancing group contracts of the involved BGM.

5.5 Balancing group portfolio

In the "Balancing group portfolio" section, the balancing group links are displayed graphically. Here, balancing group links are displayed starting from the selected balancing group to higher-level and lower-level balancing groups.

Your own balancing groups are shown in yellow. Balancing groups of a third-party Balancing Group Manager are shown in grey.
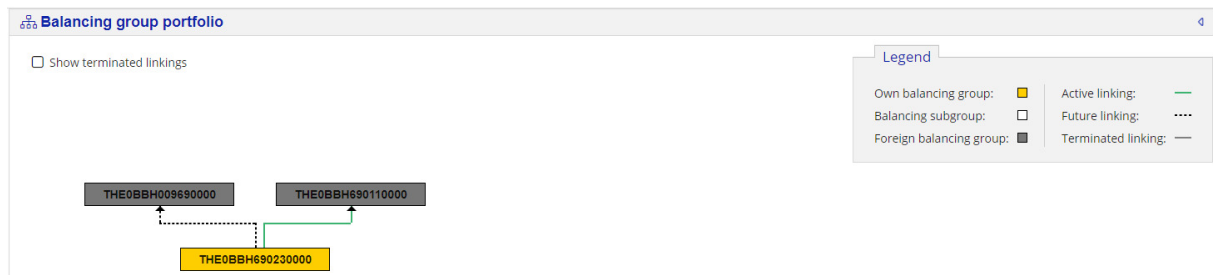

A dashed connecting line between balancing groups means that a link has already been created but is not yet active due to the start date in the future and may not yet have been approved. A green connecting line means that the link is active.

You can display links from the past that have already been terminated by ticking ☑ Show terminated linkings Terminated links are indicated by a grey connecting line.

Keeping the mouse pointer on a connecting line will flag up information on the relevant link (start and end date, linking ratio, status of approval) via tooltip.
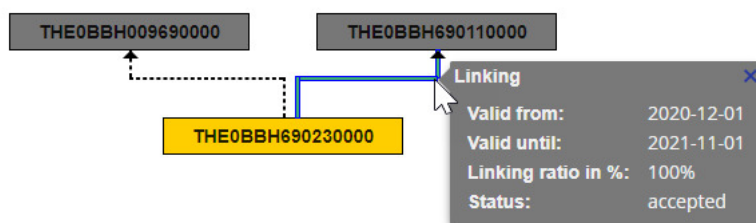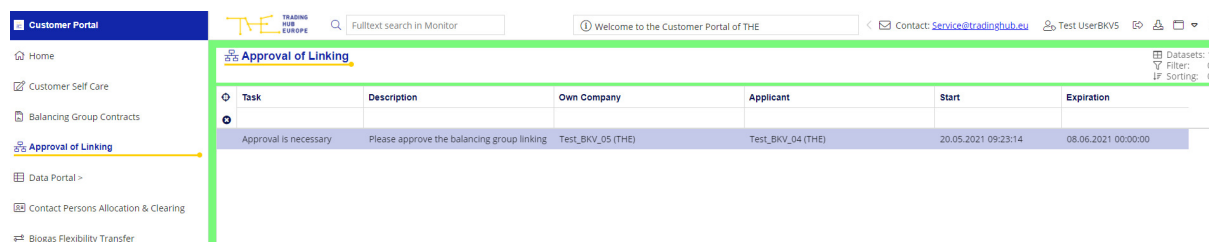
6 Approving BG links

A new or an extension of a balancing group link must be approved by the Balancing Group Manager of the next higher-level balancing group, unless the requesting user is assigned to both companies involved.

The Balancing Group Manager of the higher-level balancing group is informed by e-mail if a new link or the extension of an existing link has been requested by the Balancing Group Manager of the lower-level balancing group. This e-mail is sent to all users who are authorised to conclude and manage balancing group contracts/links. The approval or rejection of a new link or an extension of a link must be made in the menu item "Approval of Linking".

If a link is to be approved/rejected, the task is shown in the menu item "Approval of Linking".

The task remains in the "to be approved/rejected" status for 10 business days from the time of creation. If the task is not processed within this period, it is automatically rejected. The link is therefore not made and must be requested again if necessary.

Double-clicking on the task will open a new window in which further details on the new link/extension (balancing group codes affected, applicant, creation time, start and end date of the link, percentage linking ratio) can be viewed.
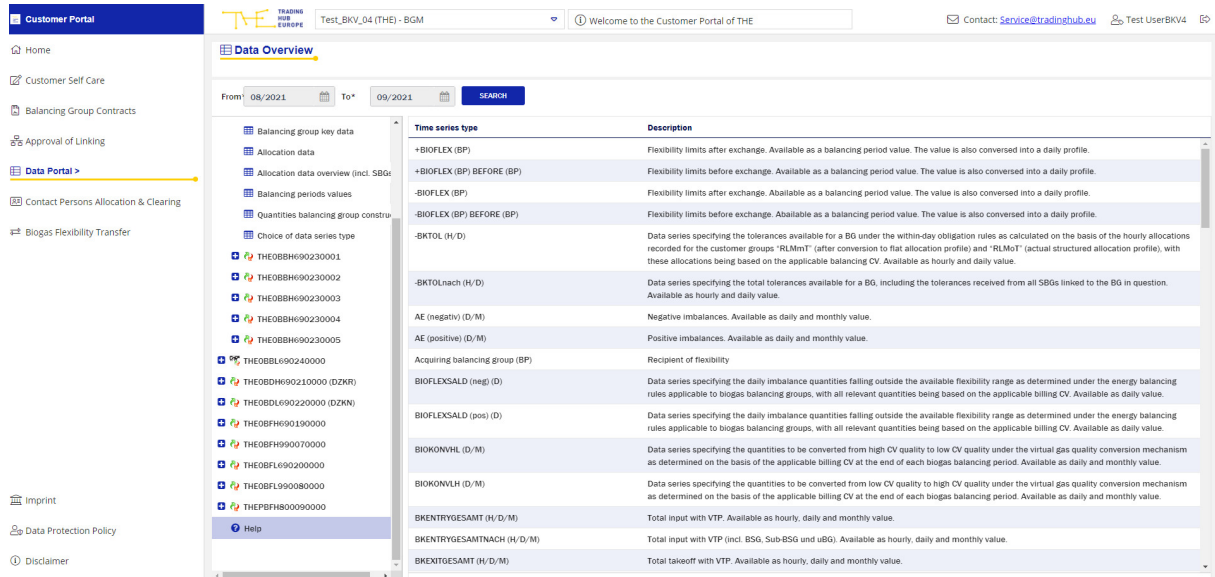
After approval or rejection of the link, the task is automatically removed. If the link is rejected by the higher-level Balancing Group Manager, the latter must also provide a reason for the rejection.

Provided you connect your own balancing groups with each other, i.e. the higher-level balancing group is your own balancing group, the intermediate approval step is not required. Approval is also not required if you have access to the balancing groups of the higher-level Balancing Group Manager in the portal, e.g. due to an existing service relationship. In this case, you will not receive a task for these links in the menu item "Approval of Linking".

7 Data Portal

In the Data Overview section of the Data Portal, you can click on "Help" (at the very bottom) for a page showing details about the data series types displayed in the Data Portal, which are explained here.

Apart from the display function, the Data Overview has an export function for all charts and tables provided. Clicking on EXPORT allows you to export the charts in tabular form as an Excel and/or CSV file.

7.1 Natural gas charts

The Data Overview also allows you to view the details of your balancing groups as charts. A total of five different charts are available for natural gas balancing groups.

7.1.1 Balancing group balance
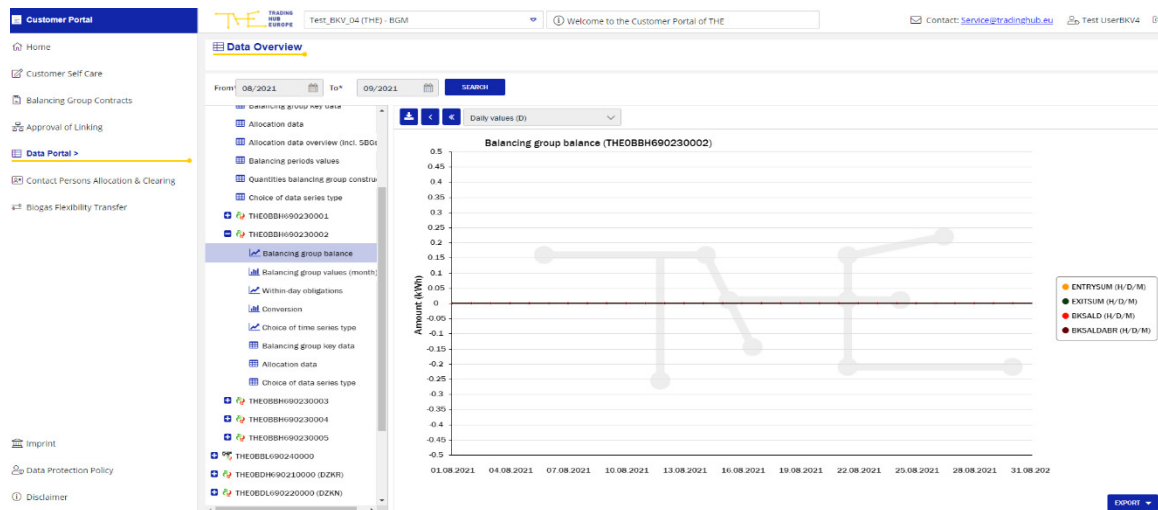
What is displayed here are the total inputs (ENTRYSUM), offtakes (EXITSUM), the balancing group balance (BKSALD (Bil.)) that is relevant for the calculation of daily imbalance charges, as well as the balancing group balance including the RLM quantity difference (BKSALD (Abr.)) – initially shown as daily values (D) when a month or more than one month is selected. Hourly values can be selected in the display for a maximum period of one month.

Important: The data export for a maximum period of one month always contains only the hourly values, not the daily values. It is not possible to export daily values for one single month.

7.1.2 Balancing group values (month)
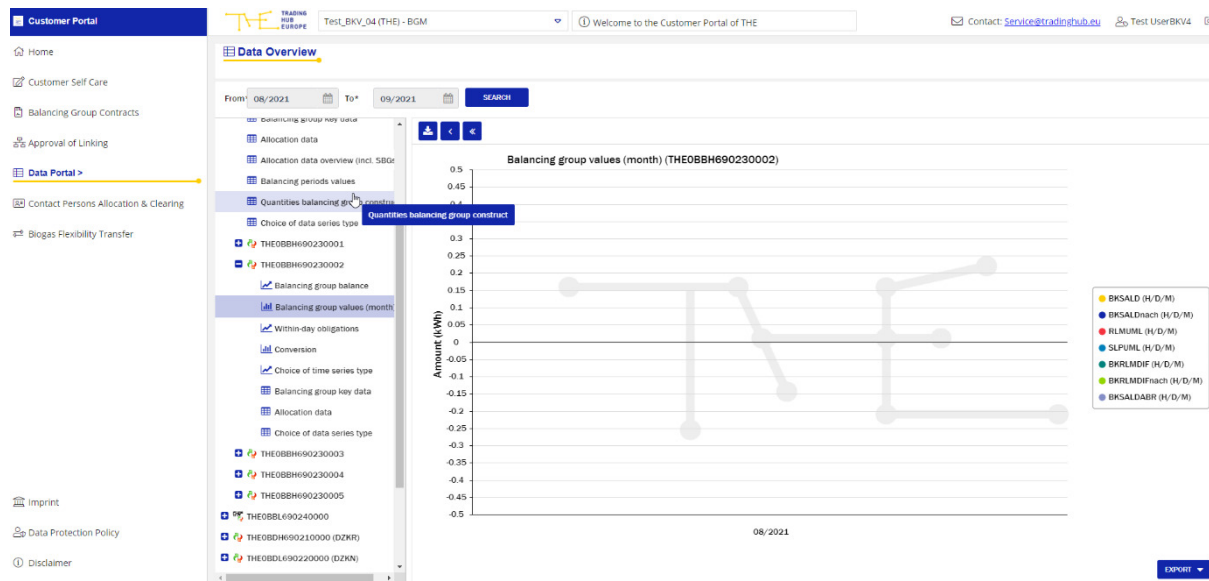
What is displayed here are the balancing group balances that are subject to daily imbalance charges (BKSALD (Bil.)), the balancing group balances that are subject to daily imbalance charges including the balances from subordinate balancing groups (BKSALDNACH (Bil.)), the daily imbalance quantity from the undersupply (negative daily imbalance quantity) and the daily imbalance quantity from oversupply (positive daily imbalance quantity), the quantities subject to RLM and SLP charges including SBGs (RLMUML, SLPUML), the RLM quantity differences (BKRLMDIF), the RLM quantity differences including SBGs (BKRLMDIFnach), the balancing group balances including RLM quantity differences (BKSALD (Abr.)), the balancing group balance including RLM quantity differences and the balances from subordinate balancing groups (BKSALDNACH (Abr.)) and the cumulative sum of the absolute values of the hourly imbalance quantities falling outside the tolerance limits available under the within-day obligation rules including subordinate balancing groups (BKFLEXnach). All of these values are also shown as monthly values and can be exported.

7.1.3 Within-day obligations
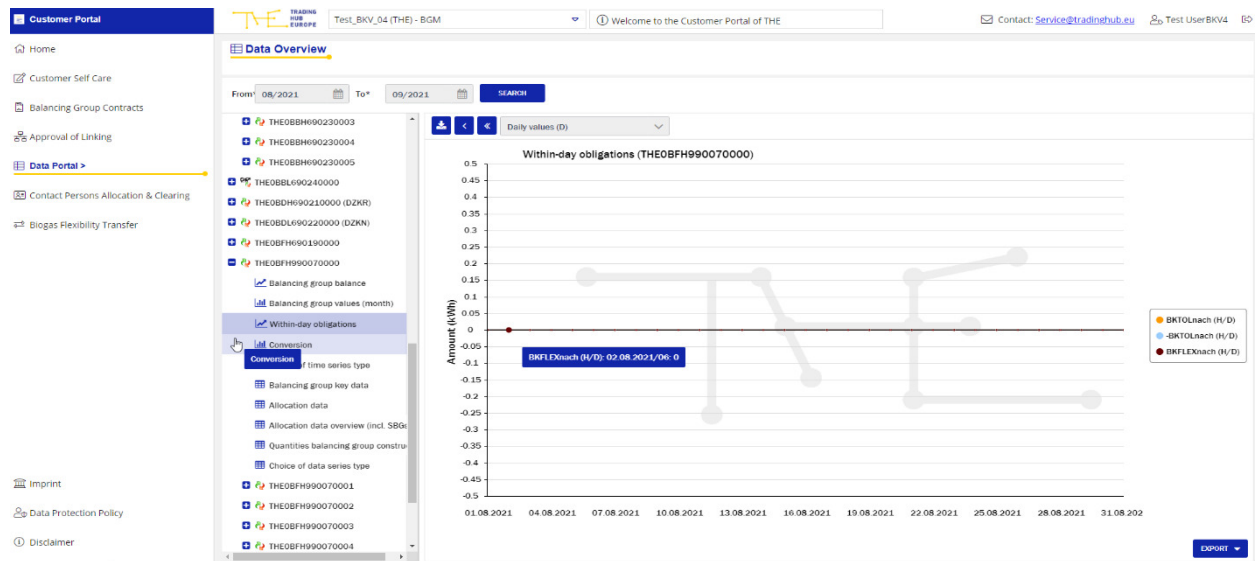
This chart shows the tolerance for within-day obligations (BKTOLnach, -BKTOLnach) and the financial flexibility quantity (BKFLEXnach), each including the tolerance overruns from any subordinate balancing groups. The values are initially shown as daily values (D) when a month or more than one month is selected. Hourly values can be selected in the display for a maximum period of one month.

Important: The data export for a maximum period of one month always contains only the hourly values, not the daily values. It is not possible to export daily values for one single month.

7.1.4 Conversion
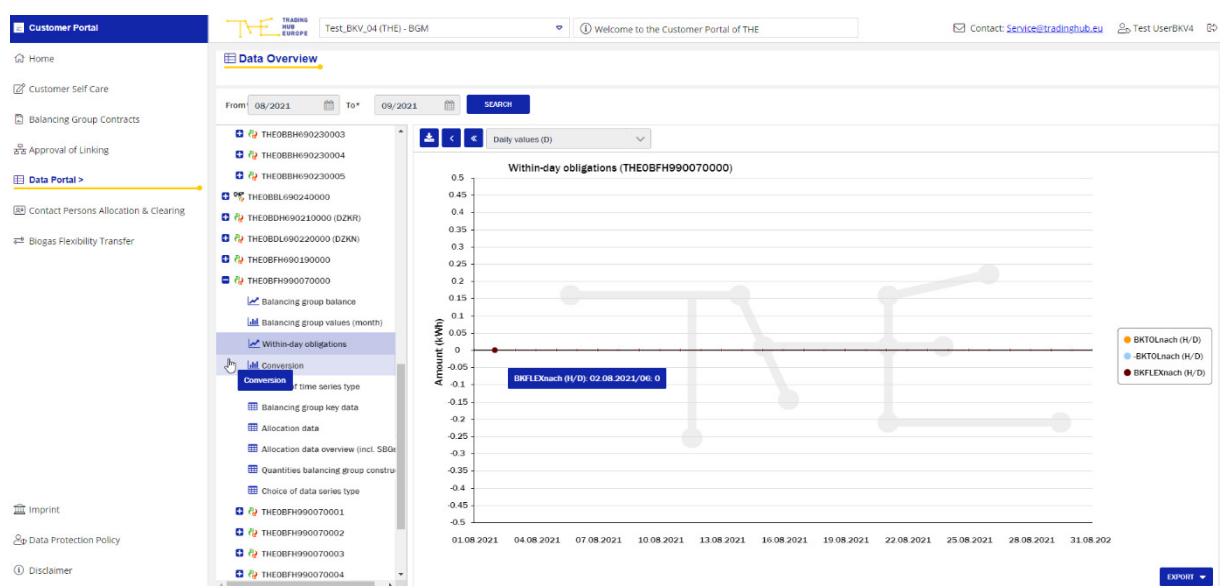
This is where the conversion quantity in both directions (KONVHL, KONVLH) and the balancing group balance for H-gas and L-gas (HSALD, LSALD) (each including the SBG) as well as the quantity subject to conversion charges including the SBG (KONVUM) are shown. All values are displayed as monthly values and can be exported.

7.1.5 Free selection of data series
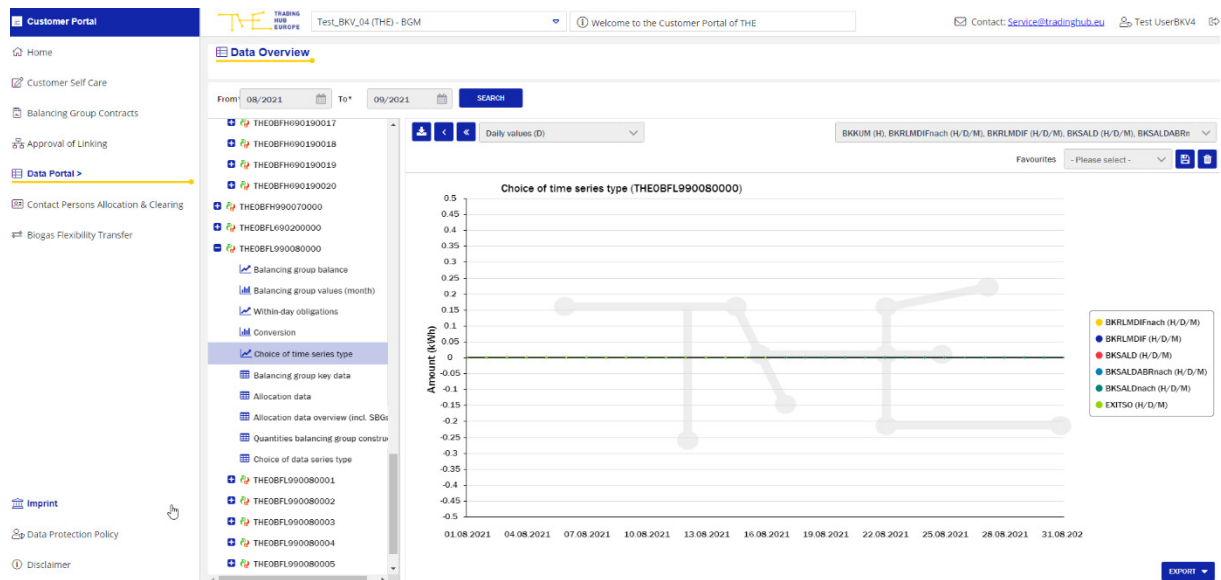
This is where you can create your own charts for the data series selected. A maximum of 10 data series types can be selected at any one time. Each selection may be exported.

The following data series are available:

- **Hourly values:**
  BKFLEX, BKFLEXNACH, BKKUM, BKKUMNACH, BKRLMDIF, BKRLMDIFNACH, BKSALD (ABR.), BKSALD (Bil.), BKSALDNACH (ABR.), BKSALDNACH (Bil.), ENTRYH2, ENTRYSO, EXITSO, HSALD, LSALD, RLMMTB (ABR.), RLMMTB RLMoT (ABR.), RLMoT, SLPANA, SLPSYN, VHPENTRY, VHPENTRYNACH, VHPEXIT, VHPEXITNACH

- **Daily values:**
  Daily Imbalance Quantity (AE) negative, Daily Imbalance Quantity (AE) positive BKFLEX, BKFLEXNACH, BKRLMDIF, BKRLMDIFNACH, BKSALD (ABR.), BKSALD (Bil.), BKSALDNACH (ABR.), BKSALDNACH (Bil.), ENTRYH2, ENTRYSO, EXITSO, HSALD, LSALD, RLMMTB (ABR.), RLMMTB, RLMoT (ABR.), RLMoT, SLPANA, SLPSYN, VHPENTRY, VHPENTRYNACH, VHPEXIT, VHPEXITNACH

- **Monthly values:**
  BIOFLEX, -BIOFLEX, BIOFLEX VOR, -BIOFLEX VOR, BKRLMDIF, BKSALD (Abr.), BKRLMDIFnach, BKSALD (Bil.), BKSALDNACH (Abr.), BKSALDNACH (Bil.) ,

ENTRYBIO, ENTRYSO, EXITSO, RLMMTB, RLMMTB_ABR, RLMOT_ABR, RLMOT, SLPANA, RLMUML, SLPSYN, SLPUML. VHPENTRY, VHPENTRYNACH, VHPEXIT, VHPEXITNACH, KONVHL, KONVLH, KONVUM
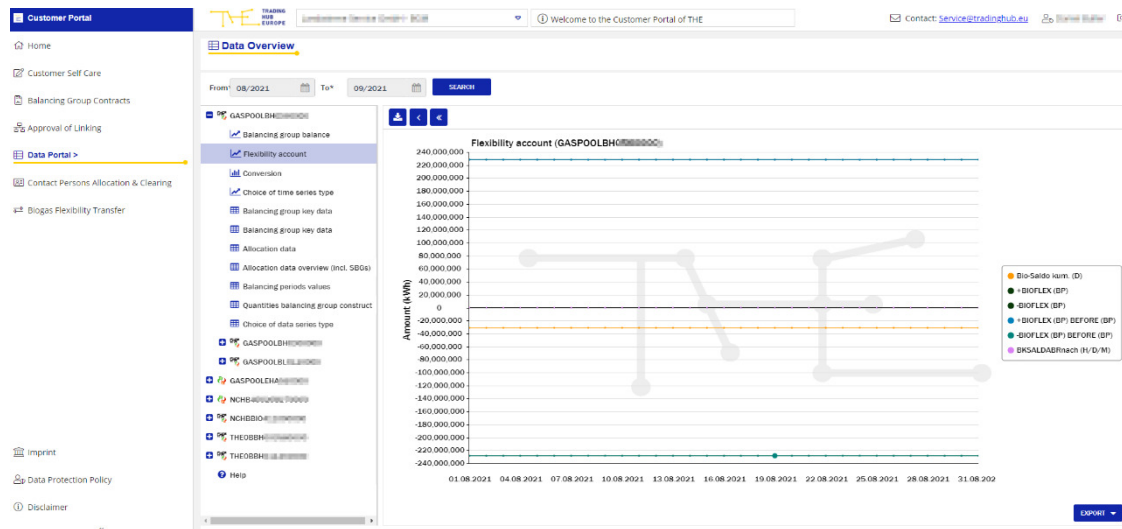
7.2 Biogas charts

A total of four different charts are available for biogas balancing groups.
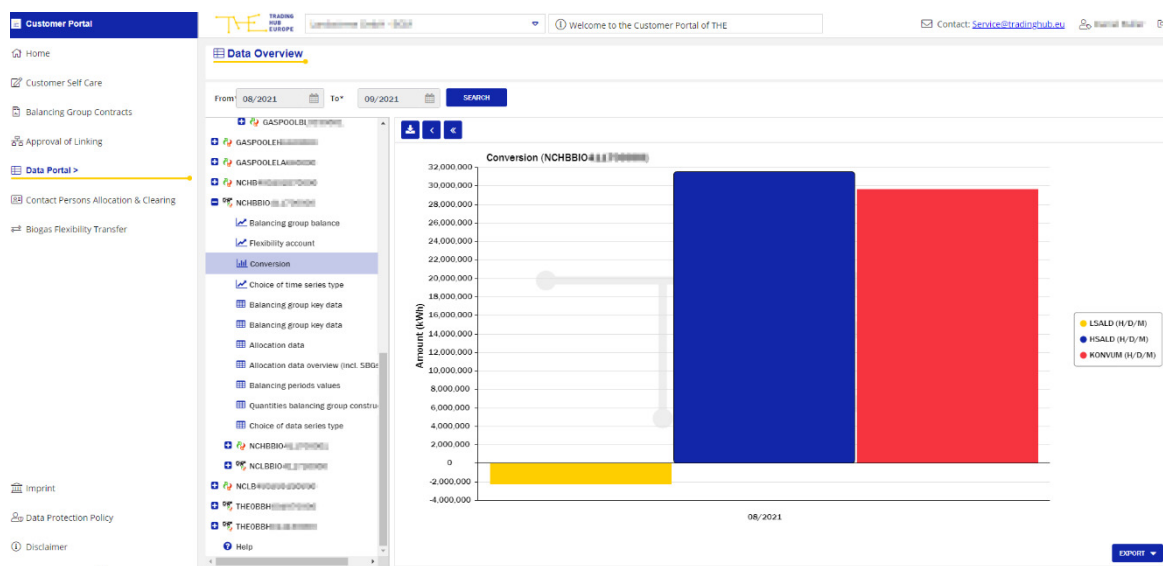
7.2.1 Balancing group balance
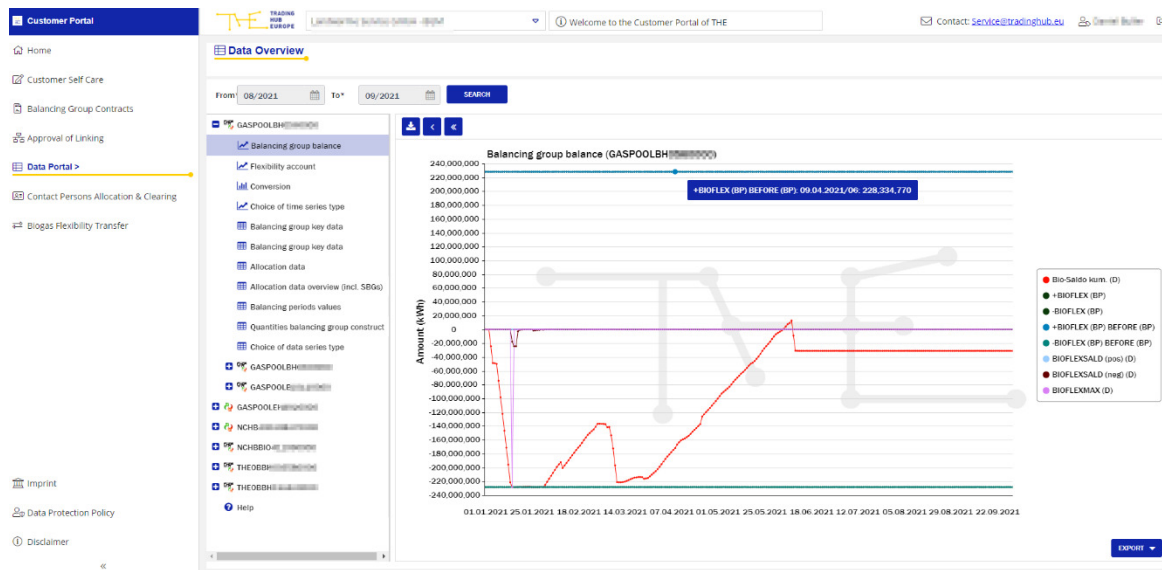
This chart shows – for biogas balancing groups – the cumulated balancing group balance within the bioflex framework (bio-balance cum.), the flexibility framework relevant to this biogas balancing group incl. quantities from flex swaps executed (+BIOFLEX and -BIOFLEX), the flexibility framework before the biogas flexibility swap (+BIOFLEX (BP) VOR), (-BIOFLEX (BP)VOR), the flexibility overrun from any under- and oversupply (BIOFLEXSALD (pos.)), (BIOFLEXSALD (neg.)) and the maximum utilisation of flexibility (BIOFLEXMAX). The daily values of the selected period are always shown first. However, the data export always automatically contains all values for the entire balancing period.

7.2.2 Flexibility account

This chart shows the cumulative balancing group balance within the bio-flex framework (bio balance cumulative), the flexibility framework relevant to this biogas balancing group including quantities from flex swaps (+BIOFLEX and -BIOFLEX), the flexibility framework before the biogas flexibility swap (+BIOFLEX (BP) VOR), (-BIOFLEX (BP)VOR), as well as the bio balancing group balance including SBG (BIOSALDNACH (Abr.)). The daily values of the selected period are always shown first. However, the data export always automatically contains all values for the entire balancing period.

7.2.3 Conversion

This is where the balancing group balances for H-gas and L-gas (HSALD, LSALD) (each including SBG) and the quantity subject to conversion neutrality charges including SBG (KONVUM) are shown. All values are displayed as monthly values and can be exported.

7.2.4 Free data series selection
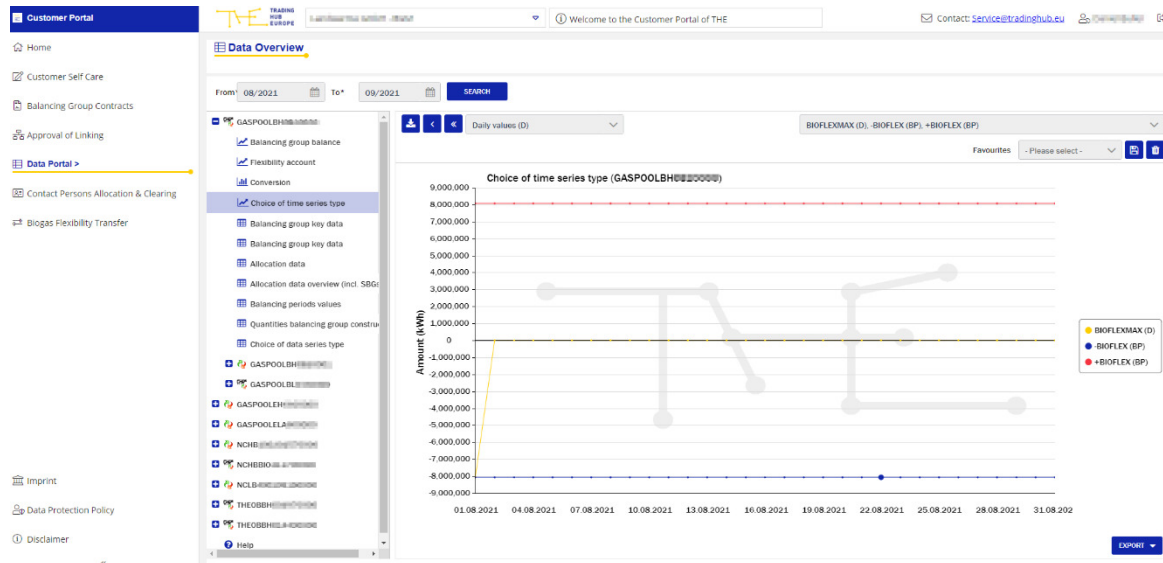
This is where you can create individual charts for the data series you have selected. A maximum of 10 data series types can be selected at any one time. Each selection may be exported.
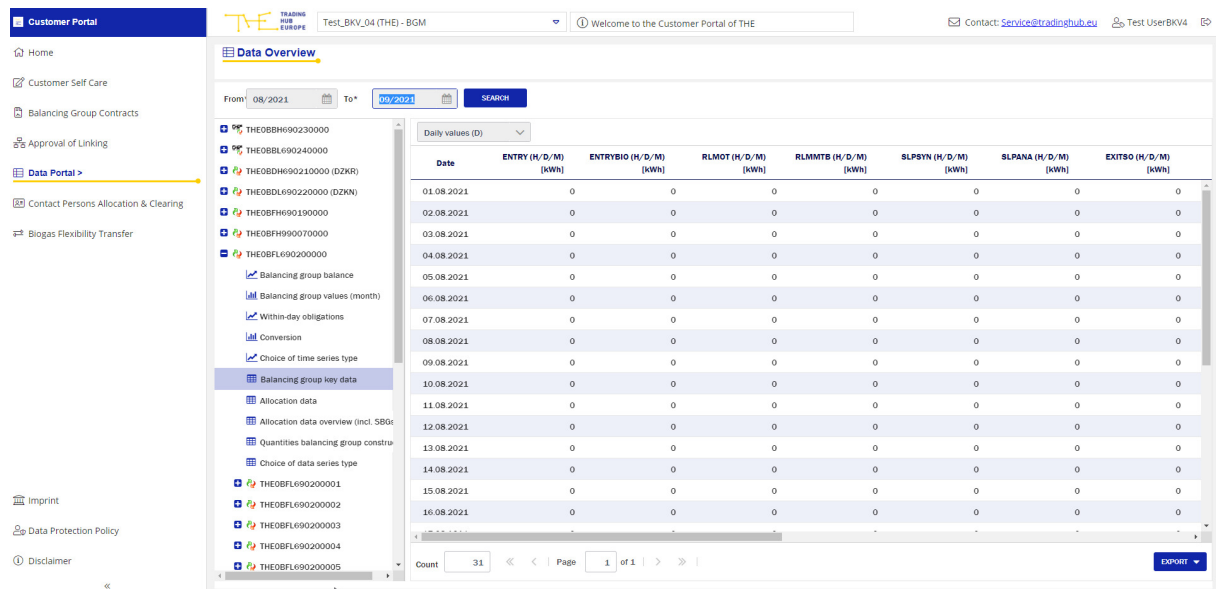
The following data series are available:

- **Hourly values:**
  BKFLEX, BKFLEXNACH, BKKUM, BKKUMNACH, BKRLMDIF; BKRLMDIFNACH, BKSALD, BKSALDNACH; ENTRYBIO; ENTRYSO, EXITSO, RLMMTB, RLMMTB_ABR, RLMOT_ABR, RLMOT, SLPANA, SLPSYN, VHPENTRY, VHPENTRYNACH, VHPEXIT, VHPEXITNACH

- **Daily values:**
  BIOFLEX, -BIOFLEX, BIOFLEX VOR, -BIOFLEX VOR, BIOFLEXMAX, BIOFLEXSALD (pos), BIOFLEXSALD (neg), BKFLEX, BKFLEXNACH, BKRLMDIF, BKRLMDIF, BKSALD (Abr.), BKRLMDIFnach, BKSALD (Bil.), BKSALDNACH (Abr.), BKSALDNACH (Bil.), ENTRYBIO, ENTRYSO), EXITSO, RLMMTB, RLMMTB_ABR, RLMOT_ABR, RLMOT, SLPANA, SLPSYN, VHPENTRY, VHPENTRYNACH, VHPEXIT, VHPEXITNACH

- **Monthly values:**
  BIOFLEX, -BIOFLEX, BIOFLEX VOR, -BIOFLEX VOR, BKRLMDIF, BKSALD (Abr.), BKRLMDIFnach, BKSALD (Bil.), BKSALDNACH (Abr.), BKSALDNACH (Bil.), ENTRYBIO, ENTRYSO, EXITSO, RLMMTB, RLMMTB_ABR, RLMOT_ABR, RLMOT, SLPANA, RLMUML, SLPSYN, SLPUML, VHPENTRY, VHPENTRYNACH, VHPEXIT, VHPEXITNACH, KONVHL, KONVLH, KONVUM

7.3 Natural gas tables

Apart from the charts, the Data Overview provides the data in tabular form. A total of six tabular presentations are available for natural gas balancing groups.

7.3.1 Balancing group figures

This is where the aggregated hourly, daily and monthly values of different data series types balanced in this balancing group are shown. The data series types are preset by default and cannot be selected.

The hourly and daily values can be exported while the monthly values are not available for export.

7.3.2 Allocation data

In the "Allocation data" table you can view the values allocated by the network operators in the selected balancing group on an hourly or daily basis.

In the upper line you can select the granularity (daily values or hourly values), the qualities and the data series types you want to view (in each case, multiple selections can be made by clicking on the qualities, which can be deselected in the same way). The initial screen always shows the "Daily values", the "Best of" quality and no data series types first.

The selected views can be exported.

You have the option of saving your own favourites. When you have selected the granularity, quality and data series types, you can select a name for your favourite and confirm your choice by clicking Save. If you no longer need your favourites, they can be removed by clicking Delete.
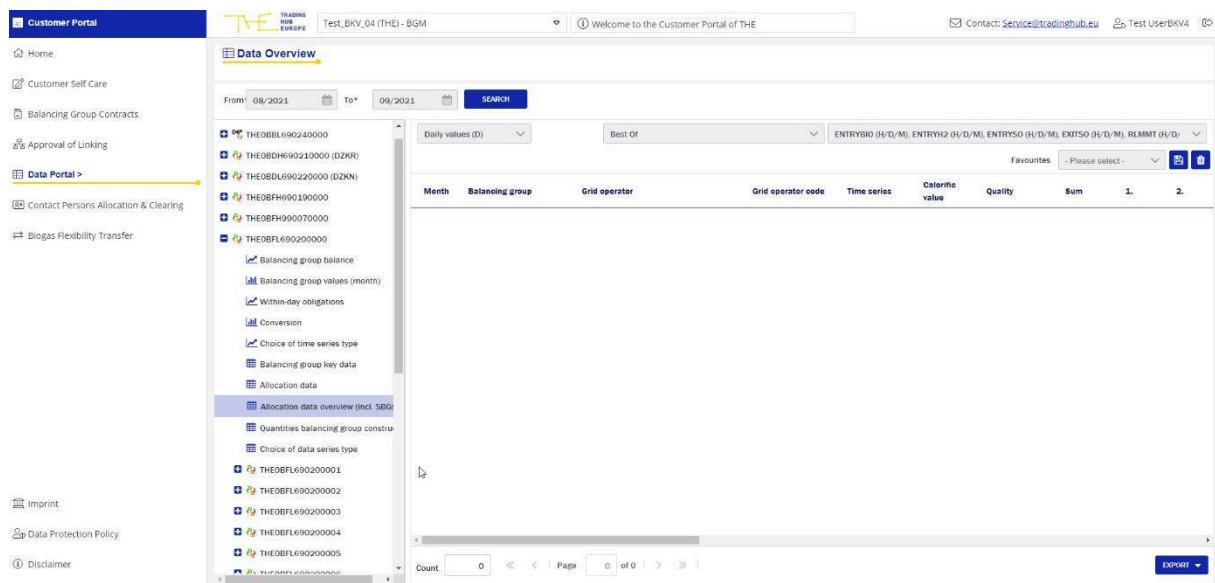
Meaning of the qualities:

- The "vorläufig" quality refers to the within-day RLM allocation to D (first data delivery comprises 6 hourly values, updated by a second data delivery comprising 9 hourly values).

- The "korrigiert" quality denotes the M+12 messages (RLM, EntrySo, ExitSo, EntryBio, EntryH2, EntryFLG) and the M+21 (system IP).

- The "endgültig" quality denotes the D-1 message in the SLP area and the D+1 message in the area of physical points.

- The "Ersatzwert" quality denotes substitute values formed by THE in the SLP area.

- The "Hilfswert" quality denotes substitute values formed by THE in the RLM area for the RLM quantity corrected by using the gross calorific value used for billing (billing CV).

- The "Clearing" quality comprises any clearing allocations transmitted.

- The "Best of" quality is a track generated by the system, which basically contains the most recent value (at the time of the query).
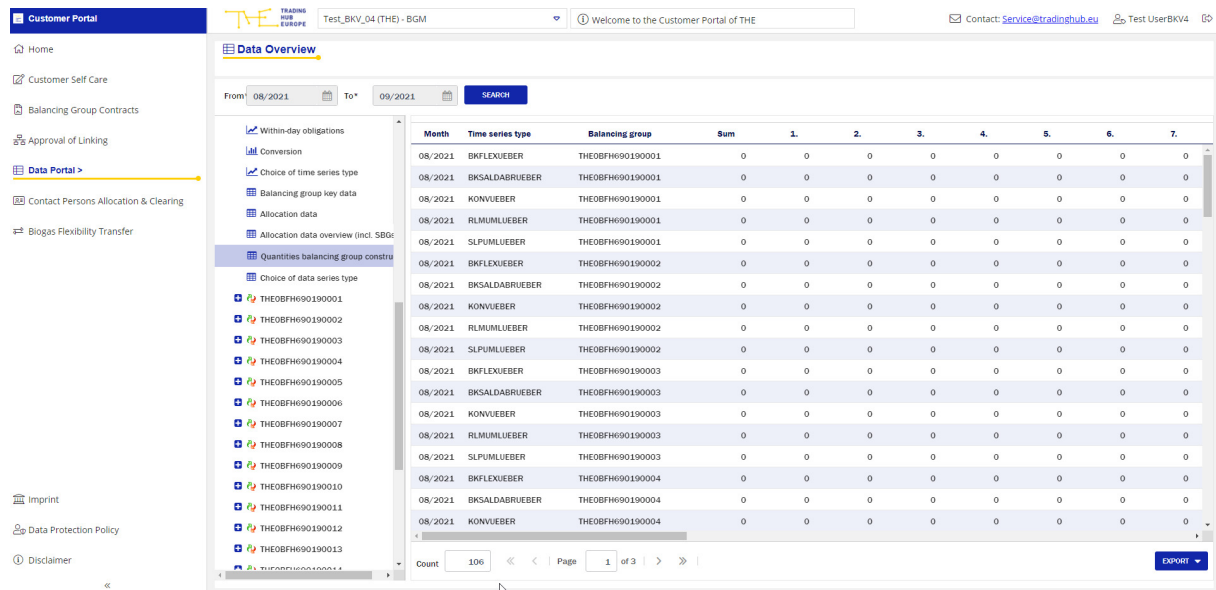
7.3.3 Allocation overview (incl. BSGs)

As in the "Allocation data" table, you can view the values allocated by the network operators in the selected balancing group and all subordinate balancing groups belonging to the balancing group on an hourly or daily basis after you have made your selection.

7.3.4 Balancing group portfolio quantities

What is displayed here are the balancing group balances that are relevant for the calculation of daily imbalance charges (BKSALDUEBER), the balancing group balances including RLM differential quantities (BKSALDABRUEBER), the quantities subject to SLP and RLM neutrality charges (RLMUMLUEBER, SLPUMLUEBER) and the quantities subject to conversion neutrality charges (KONVUEBER) transferred from the SBGs.

The values are displayed as daily and monthly values and can be exported.

7.3.5 Indicative invoice amount

This is where you find information about the amount expected for the relevant balancing group invoice for the relevant delivery month at each billing balancing group.

Please note: The information comes without any guarantee and will not be updated if there is a clearing process.

You can only view this submenu item from M+15WT until the end of the clearing period (M+2M-10WT-1KT) for delivery month M.

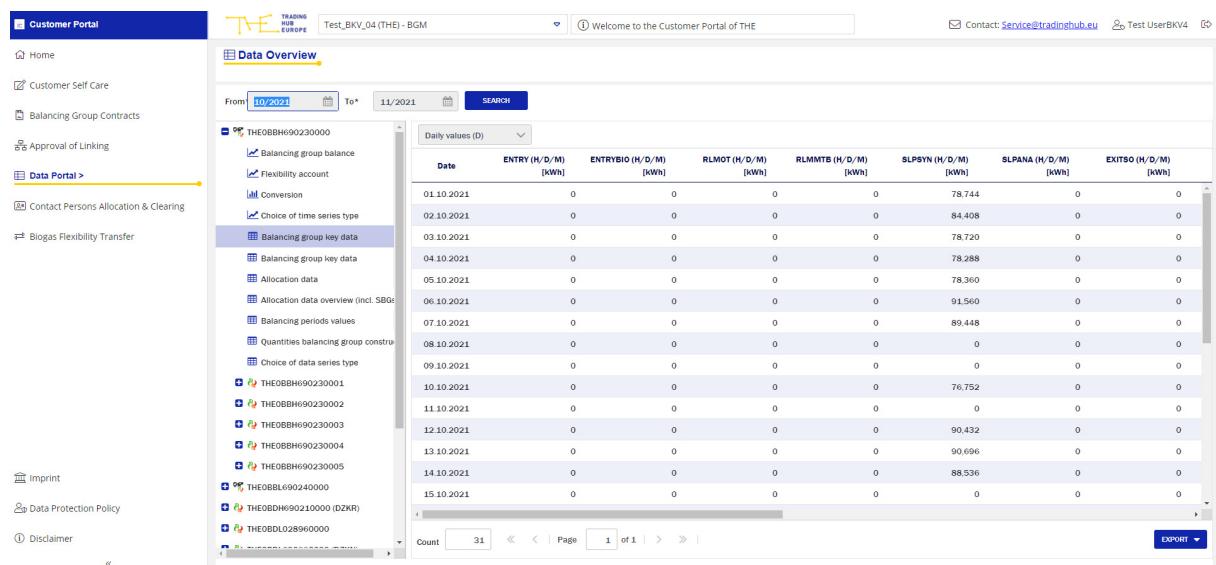### 7.3.6 Free data series selection

The functions are the same as in the chart (section 4.1.5).

7.4 Biogas tables

A total of seven tabular views are available for biogas balancing groups.
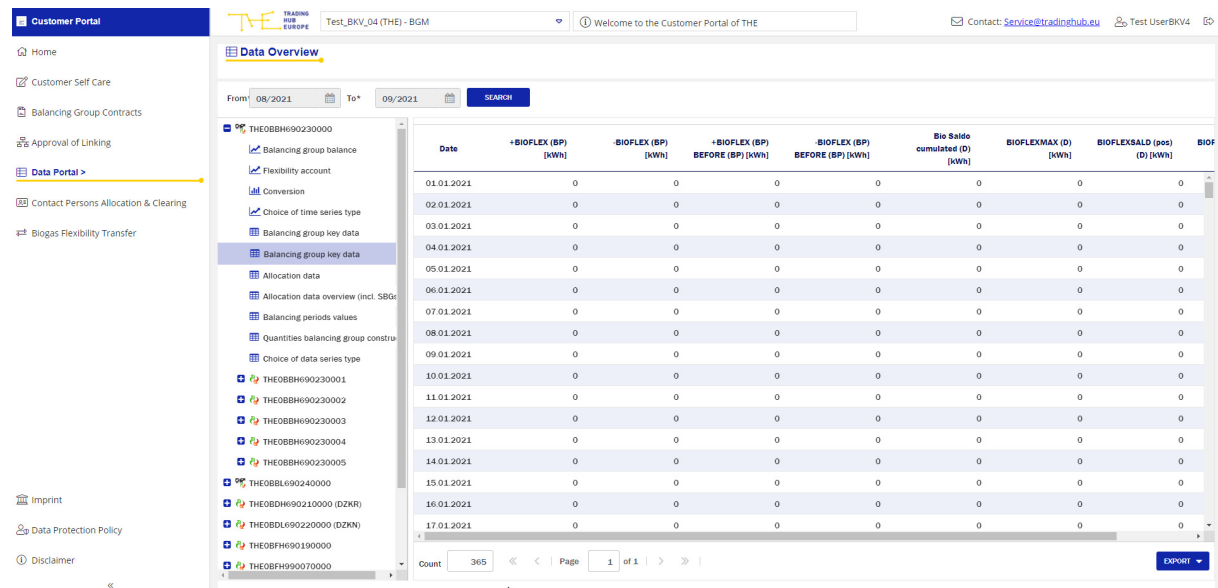
7.4.1 Balancing group figures

This is where the aggregated hourly, daily and monthly values of different data series types balanced for this balancing group are shown. The data series types are preset by default and cannot be selected.

The hourly and daily values can be exported, the monthly values are not available for export.

7.4.2 Balancing group figures (Total)

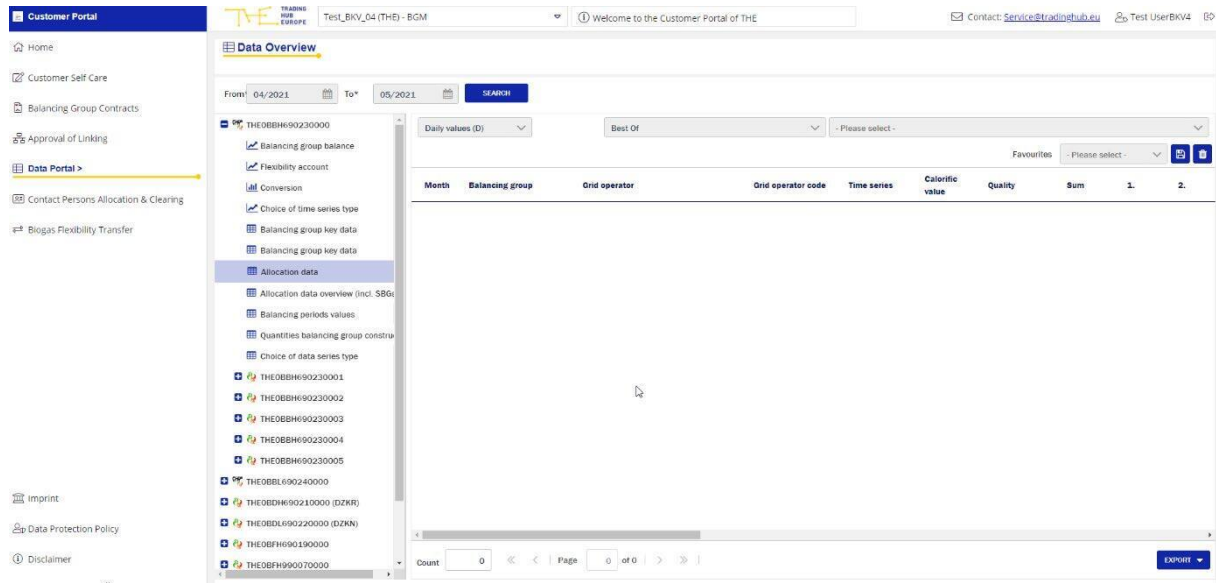This is where the aggregated daily and monthly values for biogas data series are shown. The data series types are preset by default and cannot be selected.

The exports always contain the daily values. It is not possible to export the monthly values.

7.4.3 Allocation overview

In the "Allocation data" table you can view the values allocated by the network operators to the selected balancing group on an hourly or daily basis.

In the upper line you can select the granularity (daily values or hourly values), the qualities and the data series types that you want to view (in each case, multiple selections can be made by clicking on the qualities, which can be deselected in the same way). The initial screen always shows the "Daily values", the "Best of" quality and no data series types first.

The selected views can be exported.

You have the option of saving your own favourites. When you have selected the granularity, quality and data series types, you can select a name for your favourite and confirm your choice by clicking Save. If you no longer need your favourites, they can be removed by clicking Delete.

Meaning of the qualities:
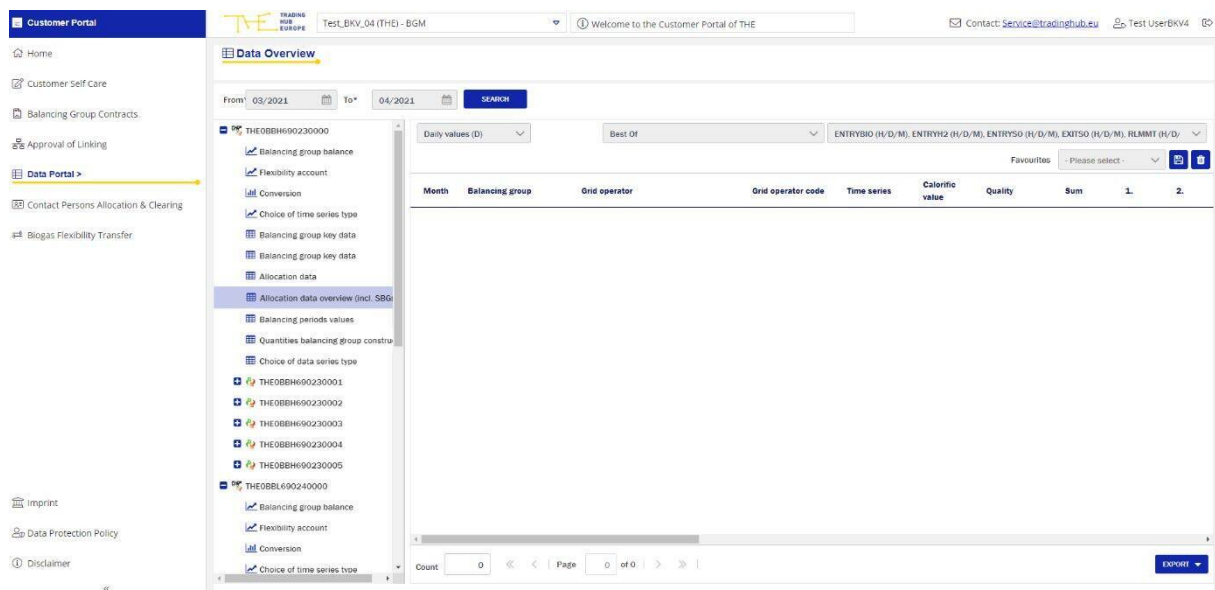
- The "**vorläufig**" quality refers to the within-day RLM allocation of D (first data delivery comprises 6 hourly values, updated by a second data delivery comprising 9 hourly values).

- The "**korrigiert**" quality denotes the M+12 messages (RLM, EntrySo, ExitSo, EntryBio, EntryH2, EntryFLG) and the M+21 (system IP).

- The "**endgültig**" quality denotes the D-1 message in the SLP area and the D+1 message in the area of physical points.

- The "**Ersatzwert**" quality denotes substitute values formed by THE in the SLP area.

- The "**Hilfswert**" quality denotes substitute values formed by THE in the RLM area for the RLM quantity corrected by using the gross calorific value used for billing (billing CV).

- The "**Clearing**" quality comprises any clearing allocations transmitted.

- The "**Best of**" quality is a track generated by the system, which basically contains the most recent value (at the time of the query).

7.4.4 Allocation data overview (incl. BSGs)

As in the "Allocation data" table, you can view the values allocated by the network operators in the selected balancing group and all subordinate balancing groups belonging to the balancing group on an hourly or daily basis after you have made your selection.

7.4.5 Balancing period values

What is displayed here are the balancing periods per biogas balancing group, the start and end dates of the balancing period, the information on the transfer of the positive final balance, the final balance transfer quantity, the balance relevant for billing, the conversion and the utilisation of flexibility.

7.4.6 Balancing group portfolio quantities

What is displayed here are the balancing group balances that are relevant for the calculation of daily imbalance charges (BKSALDUEBER), balancing group balances including RLM differential quantities (BKSALDABRUEBER), the quantities subject to SLP

and RLM neutrality charges (RLMUMLUEBER, SLPUMLUEBER) and the quantities subject to conversion neutrality charges (KONVUEBER) transferred from the SBG.

The values are displayed as daily and monthly values and can be exported.

7.4.7 Free data series selection
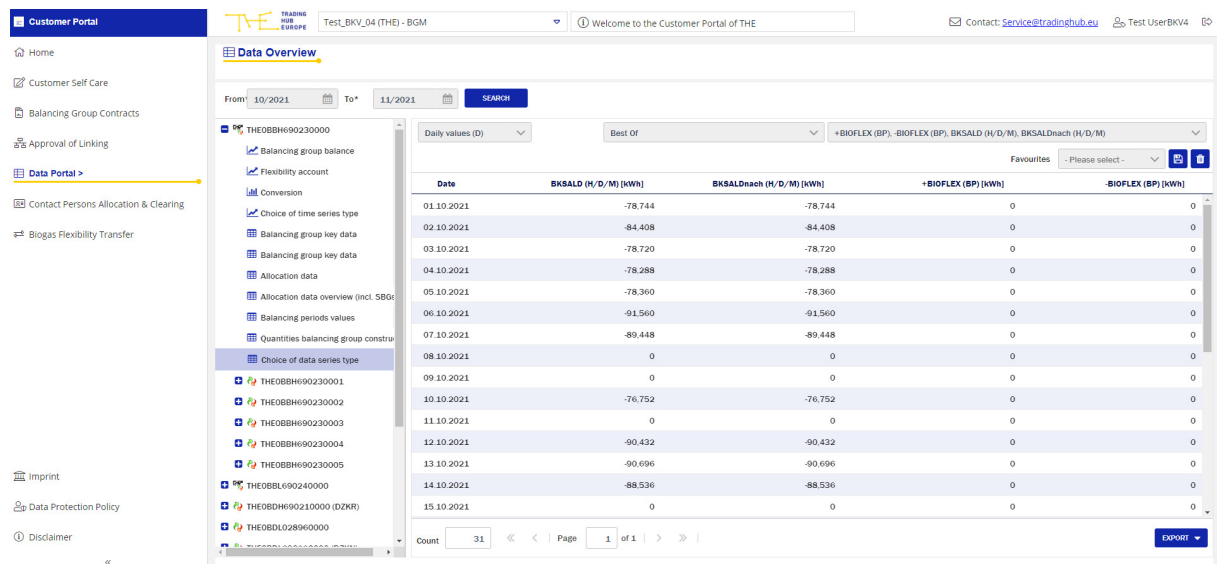
The functions are the same as in the chart (section 7.1.5)

7.4.8 DZK balancing groups
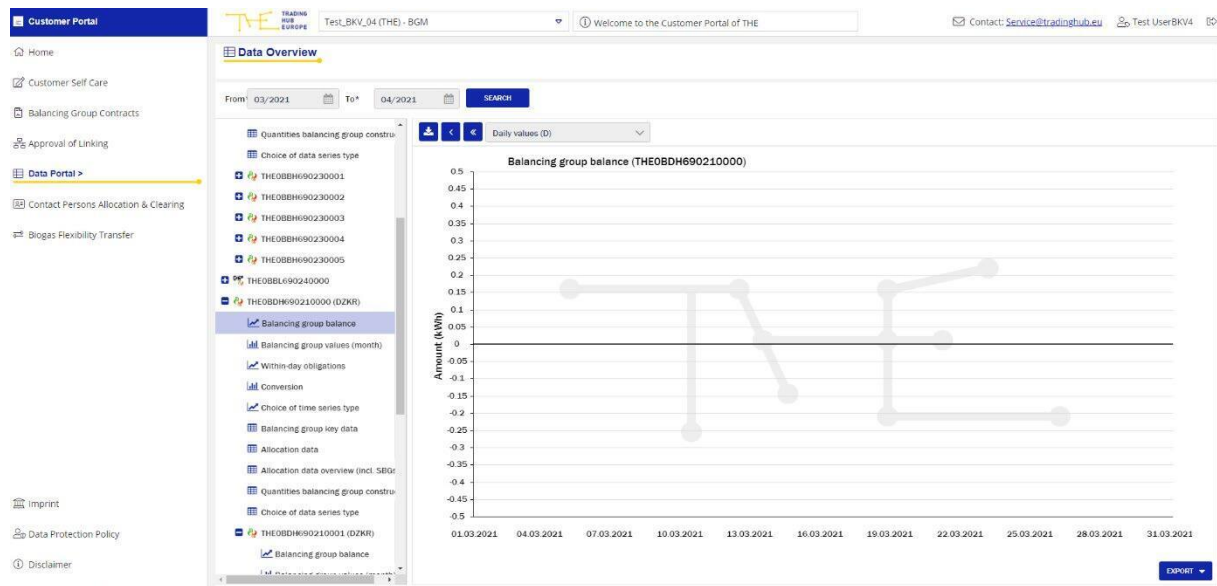
For the DZK balancing groups (which can be recognised by the DZKR or DZKN tag), the key figures for the uninterrupted and interrupted periods are shown.
The key figures for the uninterrupted period are identified by the acronym oNBS (“*ohne*

Nutzungsbeschränkung" = "without usage restriction") and the key figures during the interruption are identified by the acronym NBS ("*Nutzungsbeschränkung*" = usage restriction).

7.5 Declaration

The declaration overview shows all available declarations for your balancing groups for the selected month. The month for which the most recent declarations are available are always shown first. The view shows the balancing group, the name of the network operator, the market partner code of the network operator (DVGW code), the period of validity of the declaration and the information about which data series type was registered.

By selecting a specific period, you can also view declarations from previous months.

The selected month can be exported in various formats (CSV, EXCEL and PDF).

7.6 Allocation clearing

7.6.1 Overview

The allocation clearing offers the possibility to correct allocations together with the network operators within the clearing period.
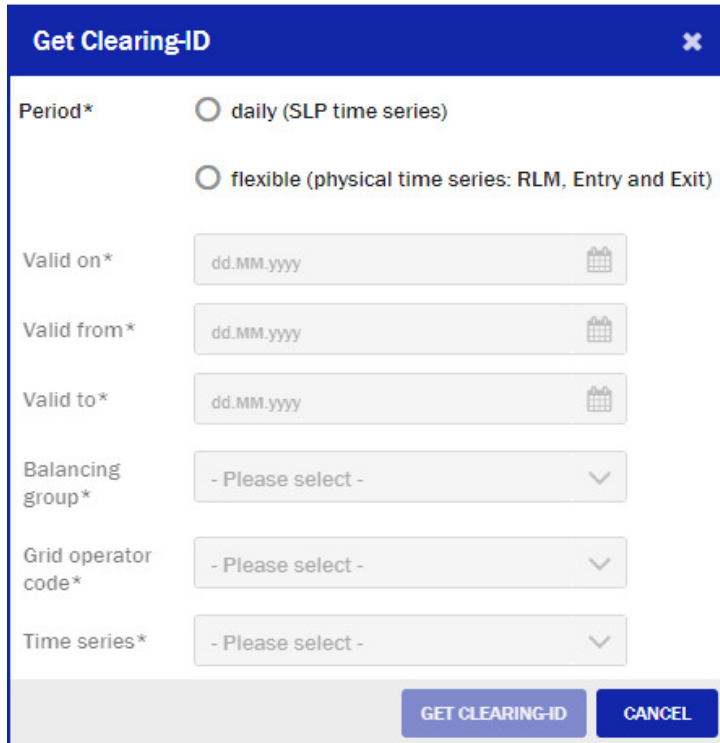
In the "Overview" area you can request a new clearing number and also view clearing applications for the current clearing period that are already being processed. You can view the following information:

- Request (time the clearing number was requested in the Portal)

- Clearing number

- Balancing group for which the clearing number was requested

- Network (the DVGW number of the network operator concerned)

- Data series for which the clearing number was requested

- "Valid from" date

- "Valid until" date

- Status (processing status of your clearing number -> green: clearing number is open; yellow: clearing number has been successfully processed or is no longer valid)

- User (login name of user who requested the clearing number)

You can click on "Get clearing ID" to generate a new clearing number.
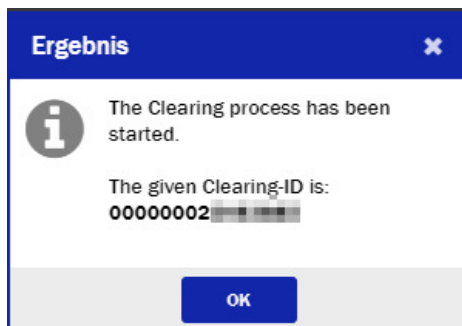
Important: The following deadlines must be observed. You can only request clearing numbers within these deadlines. Outside these deadlines, no valid time slot will be made available to you.

- SLP: D-1 from 13:00 hrs until M+2M-10WT-1KT

- Physical points: M+15WT until M+2M-10WT-1KT

After you have entered all the data, click on "Get clearing ID" to see your clearing number:

Please note:
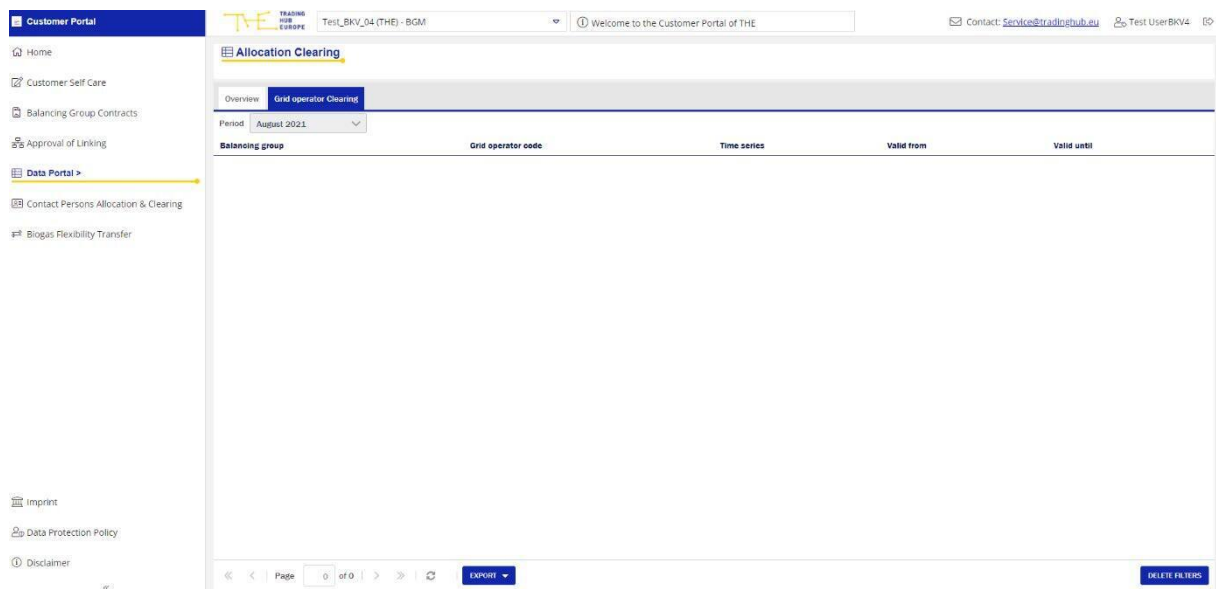
For the SLP data series type, you have to apply for a clearing number for each individual day.

For physical data series types for an entire month, you only need one clearing number, provided that the declaration has been made consistently for the entire month.

Once you have submitted a request a clearing number, the network operator concerned will receive an e-mail listing your balancing group, the network, the data series concerned in the clearing and the validity period.

Important: The clearing number is not emailed to the network operator! It has to be submitted to the network operator by the balancing group manager.

7.6.2 Network operator clearing

Network operator (NO) clearing can be carried out only by the NO (no clearing number of BGM required) and serves exclusively to correct the RLM quantity revalued with the billing CV. The balancing CV is not corrected.

In the "Grid operator clearing" area, you can view information on the NO clearing applications submitted by the network operators for your balancing groups for the current clearing period.

The following information is shown here:

- Balancing group for which the clearing number was requested

- Network (the DVGW number of the network operator concerned)

- Data series for which the clearing number was requested

- "Valid from" date

- "Valid until" date

You will also receive this information by e-mail. The recipient is the "EDM contact person" stored in the Customer Portal.

Important: The NO clearing number is not displayed in the Portal and is not made available by e-mail! The network operator can perform the clearing process without the BGM's consent. This overview is provided to the BGM for information purposes only.

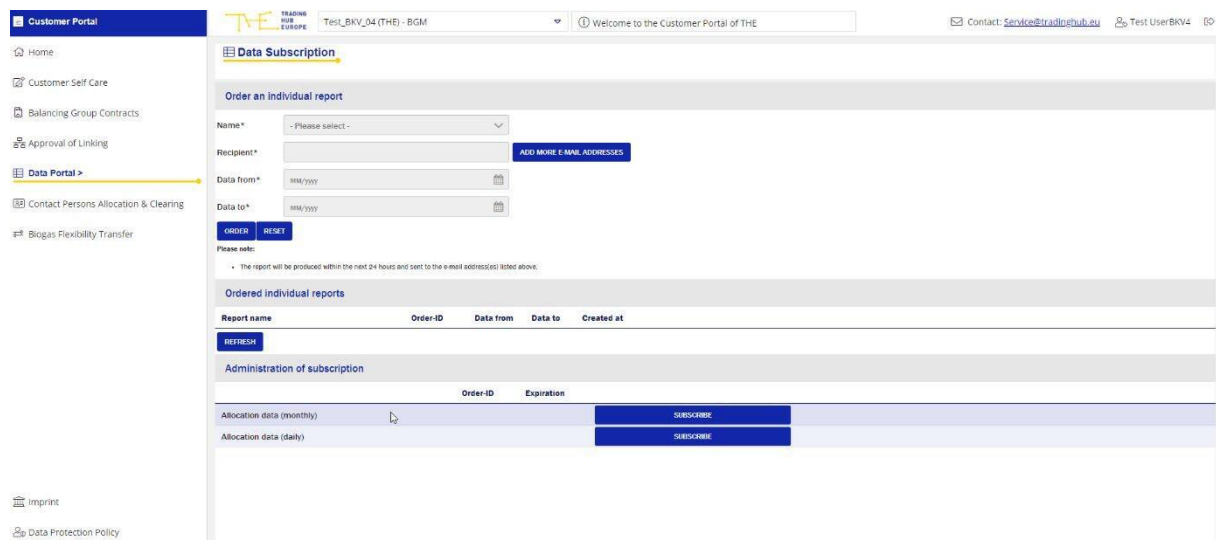## 7.7 Data requests

In the "Data Subscription" section, you can make an individual request for historical data.

The following individual requests can be made:

- Allocation evaluation (individual request)

- HL-LH conversion quantities
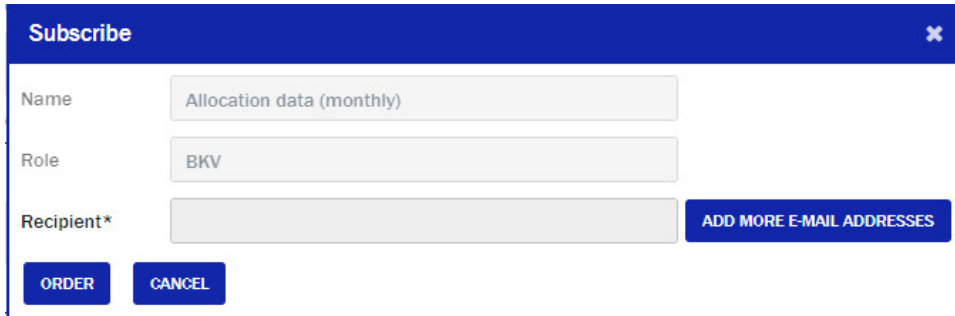
In addition, you can select subscriptions for data provided on a monthly (dispatch after completion of the delivery month) and/or daily basis.

Under a daily subscription, only the most recent data for checking the daily allocations is made available.

To request data as part of an individual request, you need to enter one or more recipient addresses and then specify the desired period in the "MM/YYYY" format. After you have clicked on "Order", the individual order will appear in the "ordered individual reports" list. The order will be processed within the next 24 hours and will generate a separate e-mail

for each month ordered. If you have access to the data of several companies, you will receive a separate file for each company.

The subscription function, on the other hand, is an automated process. When you click on "Subscribe" you will see the following window:
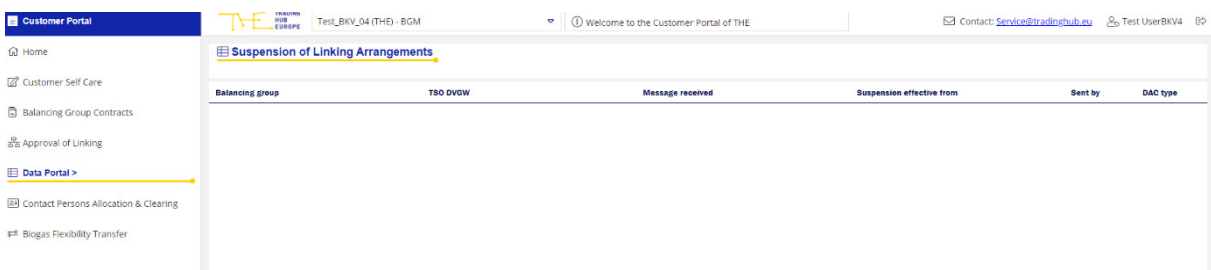
This is where the recipient (or recipients) must be entered. The process then has to be confirmed by clicking "Order", which takes you back to the overview.

The subscription expires automatically after one year, but can be extended by another year by clicking "Extend". The maximum duration of a subscription is 24 months. After this period has expired, the subscription must re-entered. The subscription can be terminated at any time by clicking "Unsubscribe".

7.8 Restriction of use

This is where restrictions of use for DZK balancing groups can be viewed. The system will display the balancing group, the DVGW code of the gas TSO that issued the restriction, the time of the notification, the start of the interruption, the login of the user who created the interruption and the DZK type.

In addition to what is displayed in the Portal, the BGM will also receive the information about the granted usage restriction by e-mail to the recipient retained in the master data.
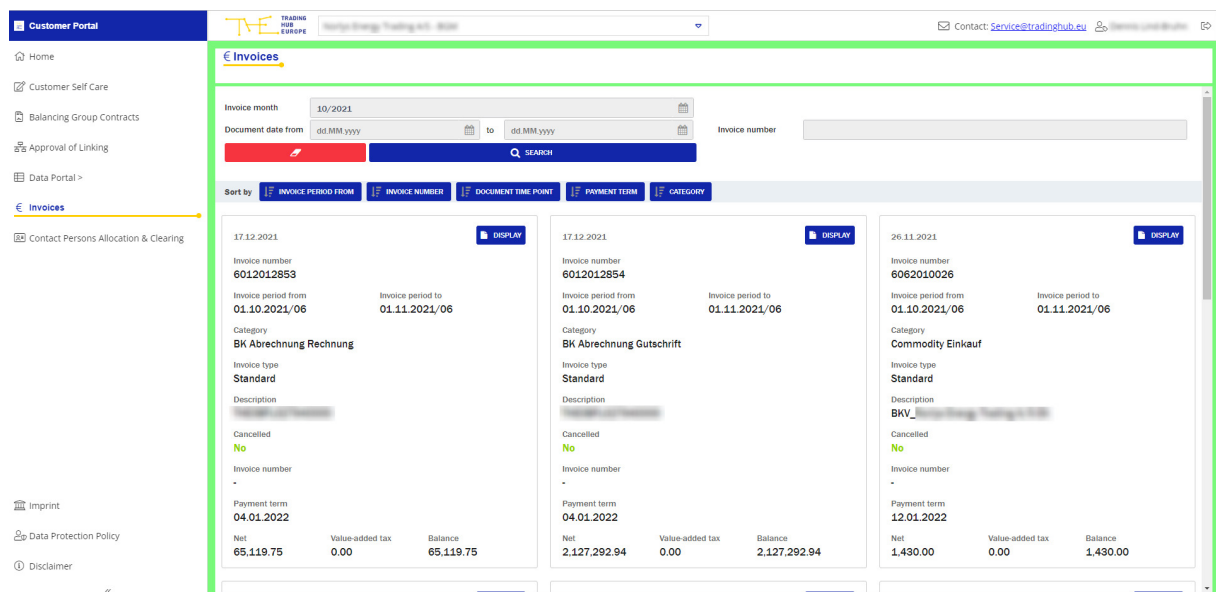
The information that an interruption has been granted is sent both to the BGM of the BG concerned and to the higher-level BGM (if the BG has been assigned to another "foreign" BG).

8 Invoices

Every user with access to the data portal has access to the menu "Invoices". Here you can view and download the invoices sent by THE. In addition, older invoices are also

available. To download the invoice, please press the button [DISPLAY] and then download the file.

- Balancing group invoices/credit note

- Monthly biogas invoices

- Final biogas invoices

- VTP invoices

- External system balancing invoices (e.g. LTO, STB, SCB, FLEX)

The available invoices can be searched by invoice month, document date or invoice number. The search fields can be cleared again by clicking on the eraser.

In addition, the invoices can be sorted by invoice period, invoice number, document time point, payment term and category.
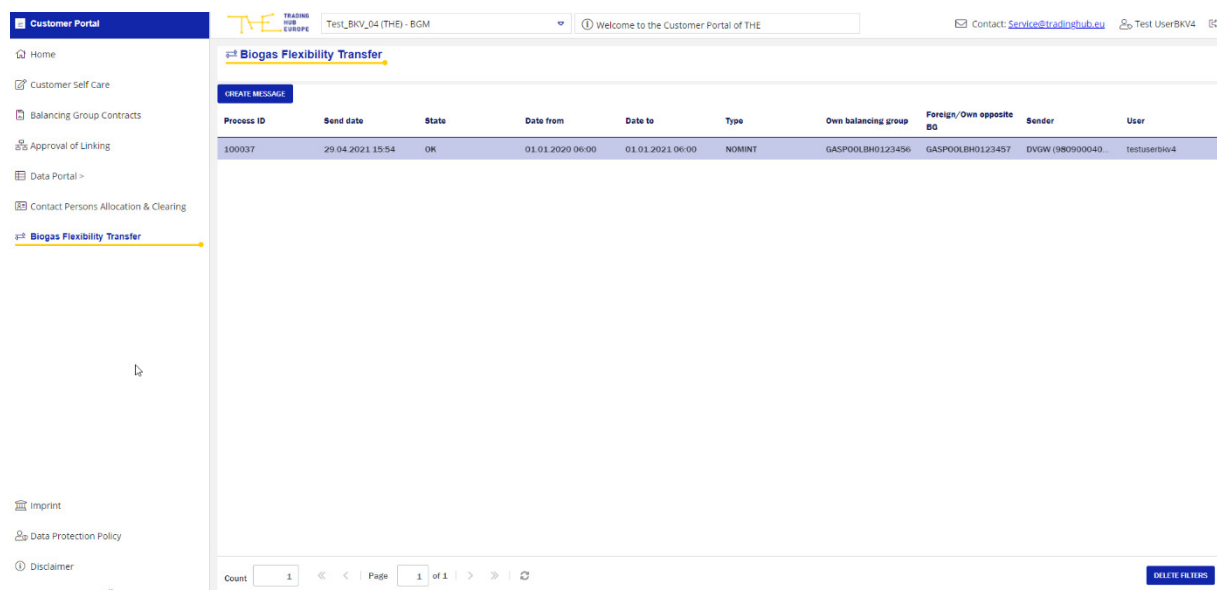
9 Contact person for allocation & clearing

The menu item "Contact person for allocation & clearing" is available to every user, regardless of the authorisations. Here, the contact persons for the allocation & clearing processes of Balancing Group Managers and Network Operators can be viewed. The list can be searched via the search bar. You can also click on the column header to sort a desired column in ascending or descending order.
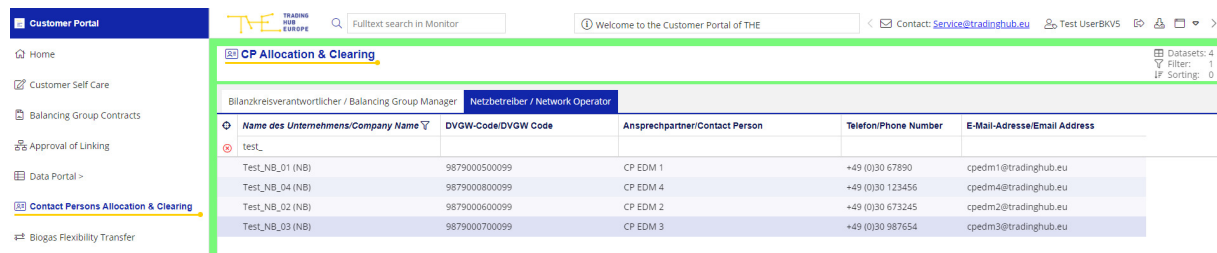

10 Biogas flexibility swap

If you have biogas balancing groups and have been authorised to swap biogas flexibilities in the Portal, you can check the flexibility transfer process here. To do so, click on "Create message" to open the relevant window. Please enter the current balancing period of your balancing group, the balancing group number of your own balancing group (must be a master balancing group), the role of the balancing group manager (i.e. delivering or receiving BG), the balancing group manager to which the quantities are to be transferred or from which quantities are to be received (the role is assigned automatically) and the quantity to be swapped. By clicking on "Create message" you can create a NOMINT message. For the swap to be successful, an identical message from the counterpart must be received. Only then will the transfer be executed.

As soon as the matching has been completed, you can view the swap in the Data Overview – Flexibility Account chart.

11 Virtual Trading Point

Trading Hub Europe has decided to integrate the VTP Portal in the Customer Portal. Therefore you only have to log in once to be able to use both portals. The VTP Portal is available as an additional menu item in the Customer Portal:
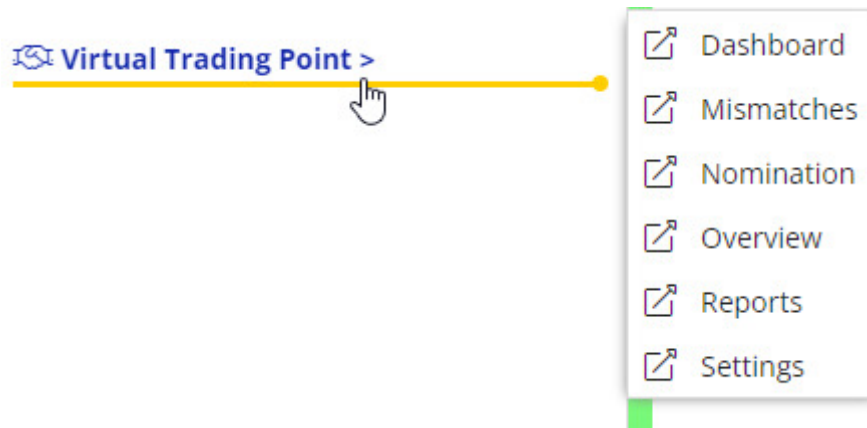
The VTP Portal can be used to view one's own balancing group as well as the third parties balancing group.

You can find further help for each overview in the corresponding online help.

11.1 Dashboard

You can use the "Dashboard" dialogue to generate charts showing you an overview of your matching status both intraday ("Matching intraday") and day-ahead ("Matching day ahead").
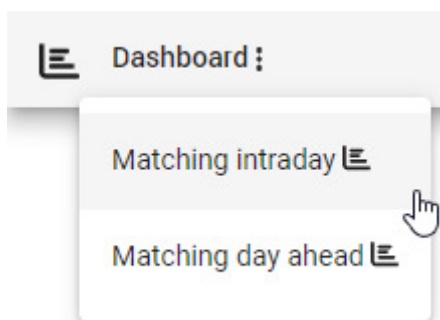
With your next login the dashboard is automatically shown in the configuration saved last before the application was closed.

The "Matching intraday" view

When you click the "Dashboard" function and select "Matching intraday", you will be asked to configure the chart for the "Matching intraday" view.

Chart configuration: Matching intraday

Refresh
60 minutes ▾

Create   Cancel

If you choose to have the chart refreshed automatically, you can decide at what intervals the chart will be updated. The view shows the matching status for all balancing groups available to the current user for the current gasday in the form of a column chart.

Once the chart has been generated, you can see the "Matching intraday" view.

The matching status are defined as follows:

- Orange: Possibly mismatch because a counterpart nomination is available without own nomination

- Red: Mismatch after "lesser of rule"

- Green: No mismatch

- Green*: No mismatch but one party has nominated 0 whilst the other party has not submitted a nomination

When moving the mouse pointer over a coloured column, the total number of affected balancing group contracts is displayed in a tool tip.

By clicking one of the columns, you can switch to the "Mismatches" dialog. The data in the mismatch overview is displayed automatically and is filtered according to the balancing groups and the matching status of the selected graph.

The chart may be updated manually when you click the ↻ symbol.

The configuration of the chart can be changed via the ⋮ symbol.

The "Matching day ahead" view

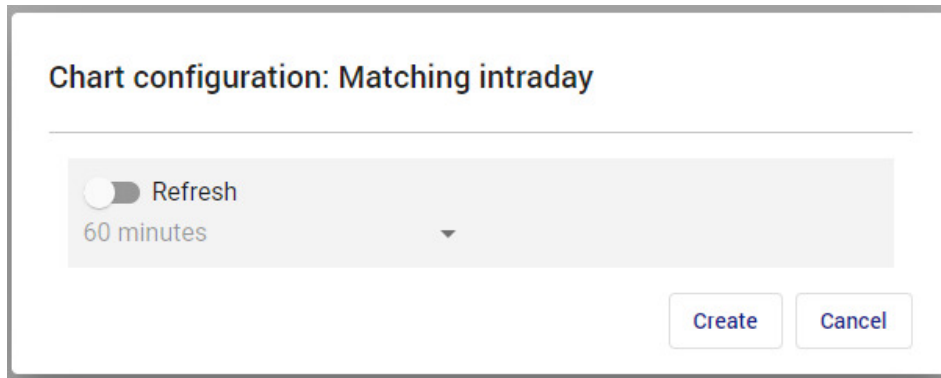When you click the "Dashboard" function and select "Matching day ahead", you will be asked to configure the chart for the "Matching day ahead" view. The configuration and display options for the "Matching day ahead" chart are the same as for the "Matching intraday" chart.

11.2 Mismatches
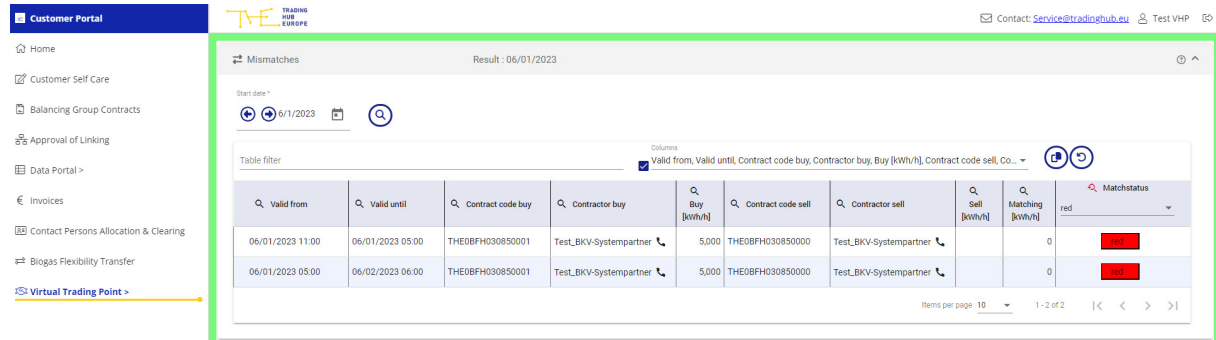
For many shippers it is important to have an overview of their current mismatches. These are given in the „Mismatches" overview.

Both, the own and the counterparts balancing group can be considered.

Depending on the clearance of the counterpart, the 24/7 phone number can be shown.

The mismatch overview can be called up via the main menu or by clicking on the dashboard. If the dialogue was opened from the dashboard, the gasday and the status

are adopted from the dashboard and the data is automatically displayed according to the adopted filters.

If the mismatch dialogue is accessed via the main menu, it is displayed in the following steps:

1. Selecting a gasday

2. Overview table

Selecting a gasday

First, choose the gasday you would like to view by either:

- pressing the arrow symbols ⬅ ➡

- entering the date in the corresponding input field

- pressing the calendar symbol and selecting the date from the calendar

By clicking 🔍 an overview with all mismatches on the selected gasday is displayed.

Matchstatus

The following matching status are displayed:

- White: No information available / no matching has taken place yet

- Orange: Mismatch possible; counterparty has nominated but balancing group owner has not submitted any own nominations.

- Red: Mismatch after application of "lesser-of" rule

- Green: No mismatch

- Green*: No mismatch but one party has nominated 0 whilst the other party has not submitted a nomination

The default filter setting of the column Matchstatus is „red" and „orange".
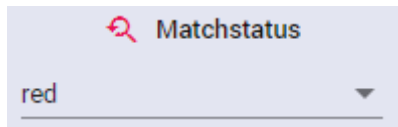
After displaying the values the filter can be changed in any combination. By opening the drop down list you can select the desired matchstatus combination from the available status.

11.3 Nomination

To submit nominations, select the "Nomination" item in the menu
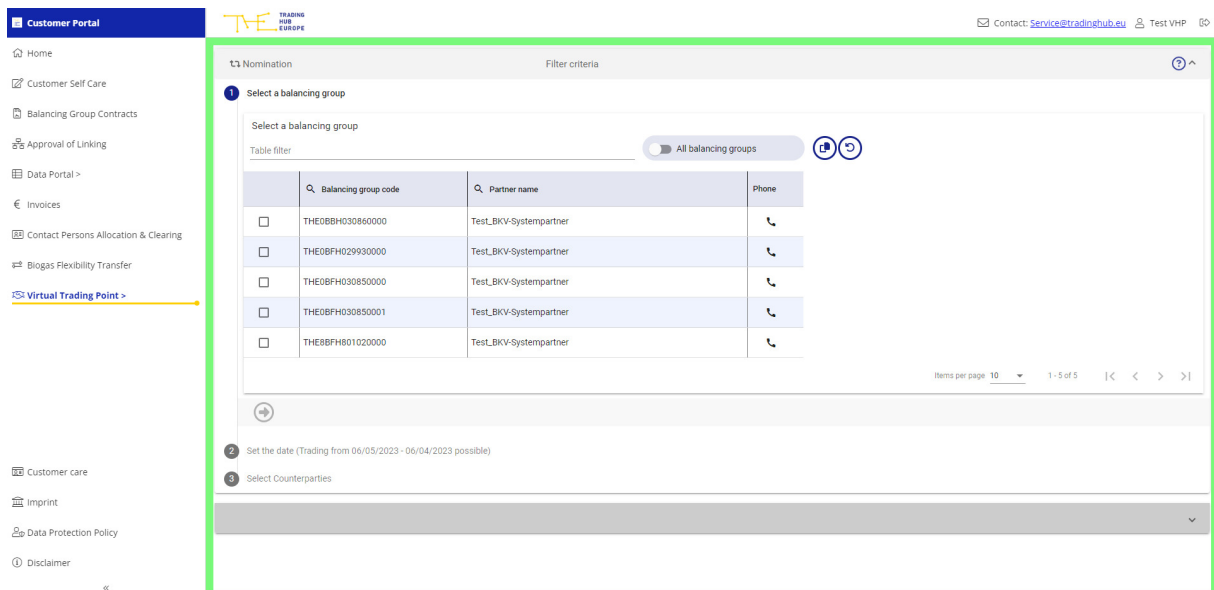
In order to submit a nomination you will have to follow these four steps:

1. Select a balancing group

2. Select nomination period

3. Select counterparty

4. Submitting your nomination

Selecting a balancing group

The table ("Select a balancing group") lists all balancing groups for which the current user can submit nominations. For each balancing group the VTP Portal also displays the name of the business partner (balancing group owner).

Activating the "All balancing groups" slider, shows all valid balancing groups to which the user's business partner is or was ever assigned as a trader and/or service provider.

All balancing groups
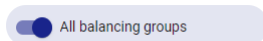
You may click on the 📞 symbol to see the phone number of the 24/7 VTP contact of the balancing group owner.

In the first column of the table, select the balancing group for which you would like to submit a nomination and click the ➡ symbol to proceed to the next step.

Selecting the nomination period

You have two options to specify the exact nomination period:

1. You can use the drop-down box "Time period" to select one of the following:

   - D: Current gasday (Intraday)

   - D+1: Next gasday (Day Ahead)

   - W+1: Next week (from Monday start of gasday until Sunday end of gasday)

   - M+1: Next month (start of first gasday until end of last gasday)

2. Alternatively, you can also set the "From - To" dates by either:

   - Pressing the arrow symbols ⬅ ➡

   - Entering the value in the corresponding input field

   - Pressing the calendar symbol and selecting the date from the calendar


The time period entered in Gasday from - To is processed as follows: Gasday start of the from date to the gasday end of the to date.

Example: If you enter "From October 1st, 2021 to October 31st, 2021", the nomination period is from the start of the gasday on October 1st, 2021 to the end of the gasday on October 31st, 2021. This corresponds to 10/01/2021 6:00 a.m. to 11/01/2021 6:00 a.m.

Please note that the nomination period selected or entered here must not exceed monthly limits.

After selecting/entering the nomination period, click the ⮕ symbol to get to the next step.

Selecting the counterparty

You can select your counterparties for buy/sell nominations from a list of all available counterparties (see "Settings" dialog, "Counterparty administration").

When nominating a natural gas balancing group, no biogas counterpart can be selected on the sell page. When nominating a biogas balancing group, no natural gas counterparts can be selected on the Buy page.

Submitting your nomination

You can enter the nomination values in an input table for each selected counterpart.

THE0BFH029930000 (✕)

Nomination | Opposite direction

💾 **SELL**: THE0BFH030850001 (Test_BKV-Systempartner) - THE0BFH029930000 (Test_BKV-Systempartner)

Amount [kWh/h]

Stunde	06/05/2023
06 - 07	
07 - 08	
08 - 09	
09 - 10	
10 - 11	
11 - 12	
12 - 13	
13 - 14	
14 - 15	
15 - 16	
16 - 17	
17 - 18	
18 - 19	
19 - 20	
20 - 21	
21 - 22	
22 - 23	
23 - 24	
00 - 01	
01 - 02	
02 - 03	
03 - 04	
04 - 05	
05 - 06	

The view generates a separate worksheet for each counterparty. You can switch between the worksheets by clicking on their title tabs.

The input table has a separate row for each hour of the gasday. When the clock changes from or to daylight saving time, this is taken into account accordingly.

When submitting a nomination for a longer time period separate columns are provided for each gasday within the selected time period.

You can switch between buy and sell by clicking on the „Opposite direction" tab.

If a natural gas balancing group is nominated to buy a biogas counterpart, it is not possible to switch to the opposite direction (in this case sell). Likewise, if a biogas balancing group is nominated to sell to a natural gas counterpart, it is not possible to switch to the opposite direction (in this case buy).

When submitting intraday (re)nominations, it is possible, due to expiry of the applicable lead times, that certain hours cannot be edited.

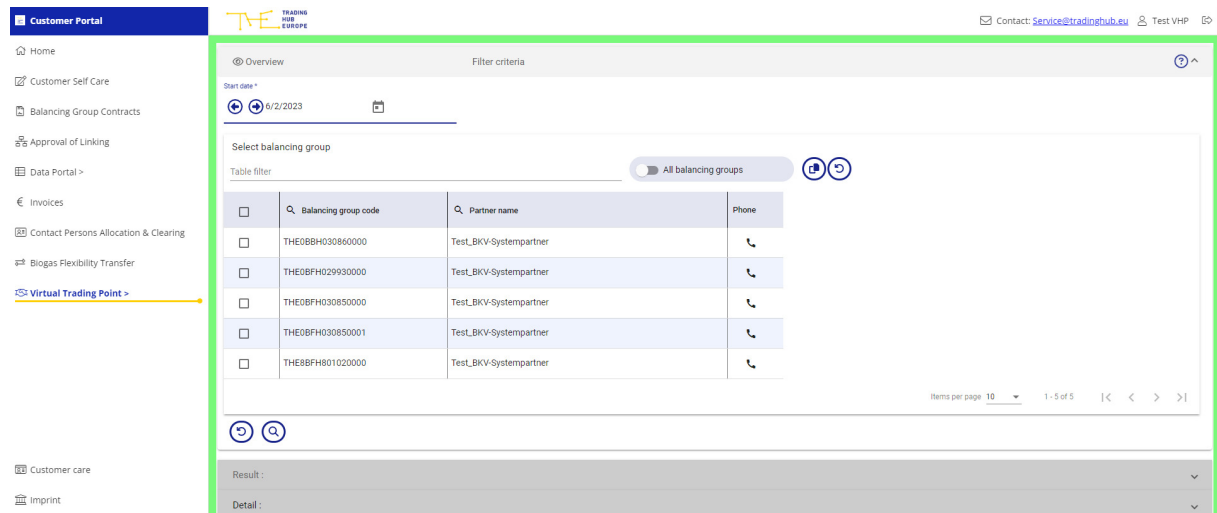All quantities to be nominated must be entered in kWh/h.

When you click the symbol and then confirm, the values you have entered will be saved and stored on the system.

Please note: Each worksheet and therefore the nominations for each counterpart must be saved separately. If on exiting the dialog there are values available that have not been saved yet, the VTP Portal will inform you of this. You can then either save or reject the changes made.

11.4 Overview

In the menu bar "<u>Overview</u>" you can view the exchanged quantities of your own Balancing Groups with the counterparts after selecting the gasday as well as the desired balancing groups.

The display of the overview follows the following steps:

1. Selecting a gasday

2. Selecting a balancing group

3. Overview table

4. Details view

Selecting a gasday

First, choose the gasday you would like to view by either:

- pressing the arrow symbols

- entering the date in the corresponding input field

- pressing the calendar symbol and selecting the date from the calendar
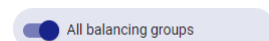
Selecting a balancing group

The table shown here lists all balancing groups to whose data the current user has access.

Activating the "All balancing groups" slider, shows all valid balancing groups to which the user's business partner is or was ever assigned to as a trader and/or service provider in the table.

For each balancing group code the VTP Portal also displays the name of the business partner (balancing group owner).You can click the ☏ symbol to see the phone number of the 24/7 VTP contact of the balancing group owner.

After selecting a balancing group and clicking on 🔍 the overview table is provided.

Overview table

The results in form of a table show the daily quantities for the selected balancing groups.

	Balancing group code	Partner name	Matching status	Σ Exit [kWh]	Σ Nom Buy [kWh]	Σ Counterpart Nom Sell [kWh]	Σ Match Buy [kWh]	Σ Nom Sell [kWh]	Σ Counterpart Nom Buy [kWh]	Σ Match Sell [kWh]	Σ Entry [kWh]	Gas quality
☐	THE0BFH030850001	Test_BKV-Systempartner	red	0	95,000		0				0	H

Items per page 10 ▾ 1 - 1 of 1 |< < > >|

In the first column of the table, select one or several balancing groups for which you would like to see more detailed data and click the ⬢ symbol.

Detail view

You can also view more detailed information by selecting "Details" from the context menu available for each row of the overview table, which opens a new worksheet below the main table.

The "Details" table shows the hourly quantities for the selected balancing groups. In addition to the table filter, you can limit the display to mismatches or exclude 0 nominations. Only one of the three filters in this group can be set at a time.

11.5 Reports

For past months, all VTP transactions for one's own balancing group can be retrieved as an XLSX or CSV file via the report download.

In order to view or download reports, select or enter the relevant month and year you would like to see. Select month/year using a calendar tool or enter the values in the format MMM YYYY

Activating the "All balancing groups" slider, shows all valid balancing groups to which the user's business partner (parent company) is or was ever assigned as a trader and/or service provider are displayed in the table.
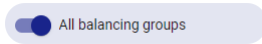
For each balancing group code the VTP Portal also displays the name of the business partner (balancing group owner). You can click the ☎ symbol to see the phone number of the 24/7 VTP contact of the balancing group owner. After selecting one or several balancing groups in the first column of the table and clicking the 🔍 symbol, you can view all approved reports for the business partner in the form of a table.

Results table

All reports shown in the table can be downloaded. The following report types exist at the moment:

- ABRECHNUNG_S1 (S1 report): This report lists all nominated and confirmed daily quantities of a balancing group for the regarded month and specifies the related monthly totals. .

- ABRECHNUNG_S2 (S2 report): This report lists all nominated and confirmed daily quantities of a balancing group per counterpart for the regarded month and specifies the related monthly totals.

- ABRECHNUNG_S6 (S6 report): This report lists all nominated and confirmed hourly quantities of a balancing group for the regarded month and specifies the related daily and monthly totals .

11.6 Settings

The "Settings" dialog allows the current user to customise their dialog settings. By clicking "Save" button 💾 the settings are saved and applied until the next changes are made.

User settings

Please note that these settings apply individually to the user who selected and saved the settings.

Nomination default entries

In this section, the default settings for the "Nomination" dialog can be made.

- Default time period: Here you can define the default setting for the gasday / nomination period for the "Nomination" dialog.

- Counterparties: This table shows all counterparties available for trading at the VTP. You can select your preferred counterparties to be shown in the nomination dialog. Using the slider "Selection" you set to display only checked counterparts in the administration table. Check the "Use selected counterparties" box to add the selected counterparties to the nomination dialog.
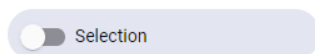

Overview default entries

In this section, the default settings for the "Overview" dialog can be made.

- Default time period: Here you can define the default setting for the gasday for the "Overview" dialog.

- Default filter for Detail table: Here you can define the default filter setting for the detail table of overview dialog. Only one of the three filters offered can be activated at a time.

- The lines of the details table are filtered for mismatches with the "Filter: Mismatches" slider.

- With the slider "Filter: eventual mismatches" the lines of the details table are filtered for possible mismatches in which there is a counterpart nomination without an own nomination.

- With the slider "Filter: 0-nomination" the lines of the details table are filtered to 0-nominations, for which the other side has not submitted a nomination.

E-mail notification in case of mismatch

Here you can configure whether or not you would like to receive e-mail notifications in case of a mismatch. For day-ahead notifications you can further select the time(s) when you would like to receive your notifications.

Partner settings

Please note that the settings you choose here apply to all users registered for the same business partner and are always applied based on the most recent changes saved.

Show partner data

The partner settings menu allows you to select whether or not your own partner name and the phone number of your 24/7 contact are shown to other VTP Portal users when they select your balancing group as their counterparty balancing group.

Confirmation in the absence of your own nomination

The table shown here lists all balancing groups to whose data the current user has access.

Activating the "All balancing groups" slider, shows all valid balancing groups to which the user's business partner is or was ever assigned as a trader and/or service provider.
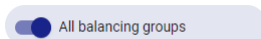
Individual or all balancing groups can be marked in the first column of the table. The communications partner to whom the NOMRES are sent will also be sent the balancing groups marked here if the counterparty has submitted a changed nomination without the trader himself having changed his nomination.

12 Your contacts

If you have any further questions regarding the use of the Customer Portal, please contact the Customer and Contract Management Department:

E-mail: service@tradinghub.eu

Tel: +49 30 364289 400