User Guide for the Security Platform Gas

For Storage User

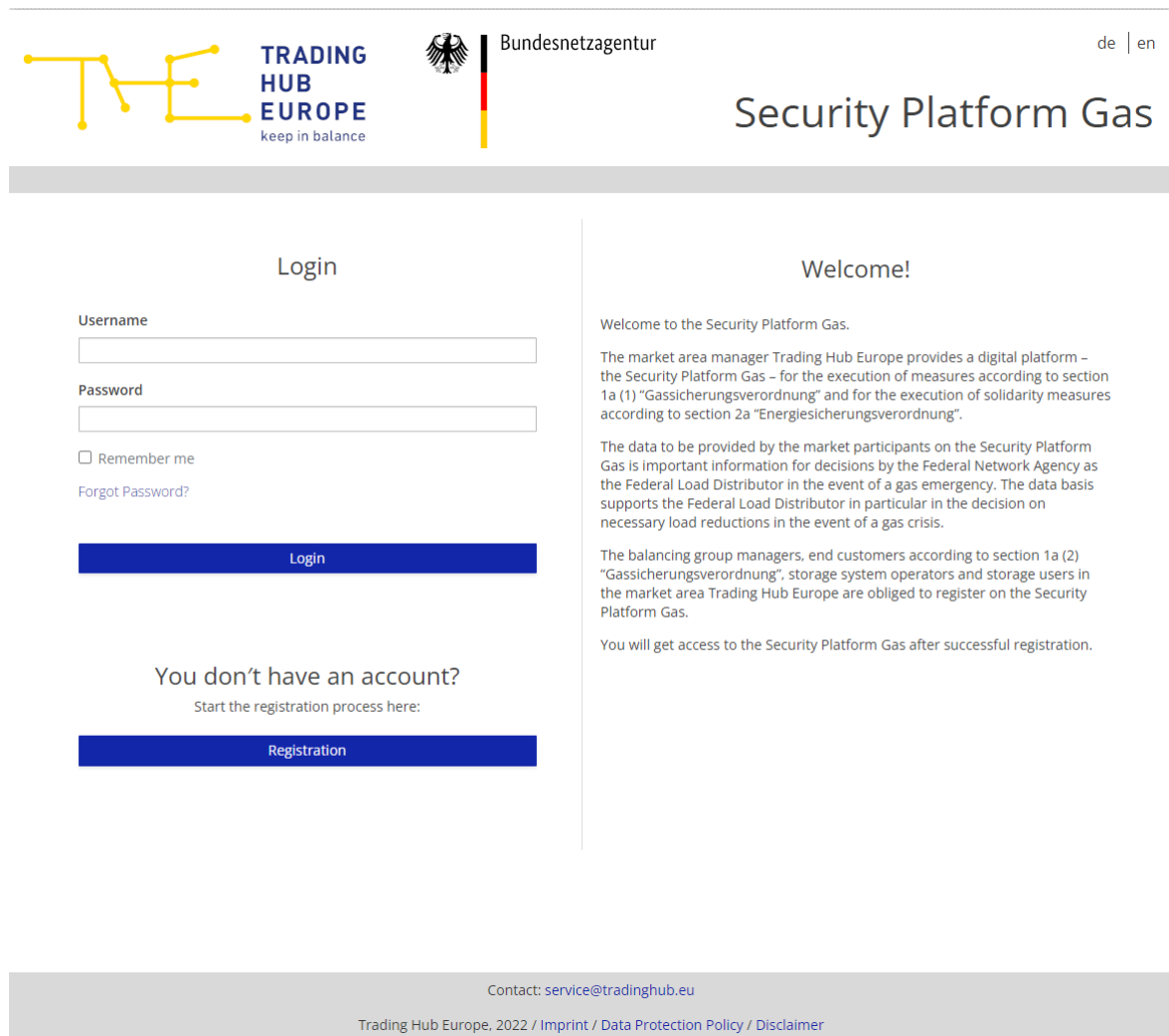# Content

1   The login page of the Security Platform Gas

To access the Security Platform Gas, please first follow the link on the Trading Hub Europe GmbH (THE) website. Alternatively, you can find the Security Platform Gas at www.sicherheitsplattform-gas.de.

The login page of the Security Platform Gas will then open:

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 – the Security Platform Gas – for the execution of measures according to section 1a (1) "Gassicherungsverordnung" and for the execution of solidarity measures according to section 2a "Energiesicherungsverordnung".

The data to be provided by the market participants on the Security Platform Gas is 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, end customers according to section 1a (2) "Gassicherungsverordnung", storage system operators and storage users in the market area Trading Hub Europe are obliged to register on the Security Platform Gas.

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

Contact: service@tradinghub.eu

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Here you have the option of starting the registration process for the Security Platform Gas, logging in or resetting your password.

To reset your password, please use the forgot password function. You need to enter your user name and click on the "Submit" button. You will now receive an automatically generated e-mail with further instructions.

Security Platform Gas

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Bundesnetzagentur

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

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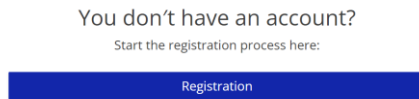
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2 Registration on the Security Platform Gas

To start the registration process, click on the "Registration" button:

Select the market role "Storage User" and specify whether your company (or, if applicable, the company for which you provide services) is already registered as a market partner on the Security Platform Gas or whether you would like to register your company (or, if applicable, the company for which you provide services) for the first time:

Depending on the application type selected, you will be taken to the corresponding authorisation form.

Please note that the fields marked with * in the online registration form are mandatory.

The information symbols (question marks) also provide you with useful information on the respective master data.

The 24/7 contact must be entered in the online registration form:

The entry of the contact details "24/7 availability" are required in accordance with Section 1a (3) GasSV so that the federal load distributor can reach your company at any time in the event of a national gas shortage or to fulfil the obligation to take solidarity measures in accordance with Article 13 of Regulation (EU) 2017/1938, e.g. to send your company decrees in accordance with Section 14 EnSiG or to contact you in the event of queries. In the emergency level, storage withdrawal orders are sent to the email address provided. In the emergency level, it must be ensured that 24/7 availability is guaranteed, as storage withdrawals must be implemented within a short period of time.

When entering or changing contact persons, it is important to note that the entries or changes are only applied once the contact person has given their consent. The user data or the old contact person data will initially remain in place until approval is given. If the new contact person does not give their consent within 14 calendar days, the corresponding change request is automatically discarded.

The following company details must then be entered:

- Name of the company

- VAT ID

    o Do not use spaces

- o   Do not use any special character

- Address of the company

Personal data must be entered:

- E-mail address (an e-mail address may only be registered once)

- First name, surname

- Salutation
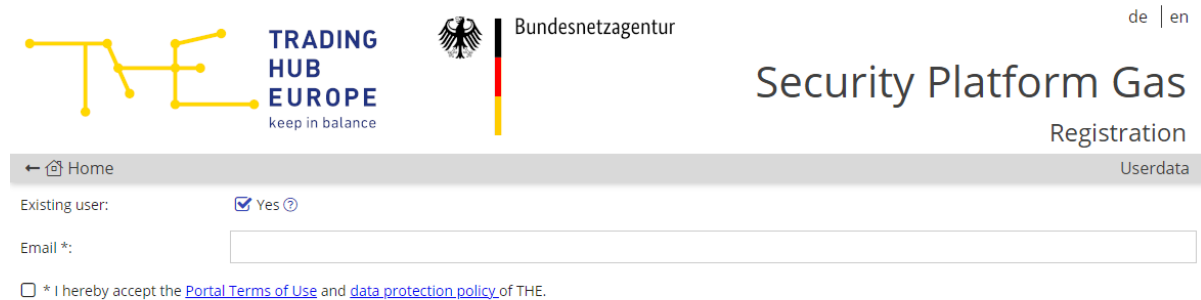
- Phone number

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 have the option of selecting the "Existing user" option in the online registration form. You only need to enter the e-mail address you have already registered under personal details. This will allow THE to assign the new company to your existing account once all the necessary registration documents have been received.

Once you have completed the registration form correctly, you will receive an e-mail confirming receipt of your registration application. THE will then check the data provided in the form and you will receive a separate e-mail containing the documents required for a successful registration process.

The required documents are:

1. The " "Market Participant's power of attorney for the user of the security platform gas", completed in full and signed by the user and an authorised signatory. The authorisation to sign must be equivalent from the extract from the commercial register. If a person who is not authorised to sign is signing, a power of attorney is also required to authorise them to sign. This power of attorney must be issued by a person authorised to sign.

2. A copy of the front of the valid identity card of the authorised signatory and the user (all details on the copy of the identity card, with the exception of first name and surname, date of birth, signature and period of validity, must be made unrecognisable before transmission. Failure to make the details unrecognisable will result in the immediate deletion of the copy sent and must be resubmitted. The copy of the ID card should always be sent by post or by fax (to the fax number: + 49 30 364 289-420). If the copy of the ID card is sent by e-mail, it is essential to ensure that the file containing the redacted copy of the ID card is password-protected).

3. A current extract from the commercial register (not older than three months)

4. If service providers are used, please provide us with the fully completed and signed "Power of Attorney for Service Providers" (https://www.tradinghub.eu/en-gb/Download/Download-center-THE)

As soon as you have submitted the requested documents to us in full by e-mail (sicherheitsplattform@tradinghub.eu) or by post and THE has successfully completed the check, you will be informed that your account has been activated 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 you log in to the Security Platform Gas for the first time, you must also set up two-factor authentication (2FA). To set up 2FA, please install an authenticator application on your smartphone or other mobile devices:

- FreeOTP / FreeOTP+,

- Google Authenticator,

- Microsoft Authenticator,

- andOTP,

- etc.

and link the app to your account by scanning the QR code displayed. A temporary one-time password should now be displayed in the app, which you will need to enter every time you log in.

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

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The balancing group managers and end customers according to section 1a (2) "Gassicherungsverordnung" in the market area Trading Hub Europe are obliged to register on the Security Platform Gas.

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

Once you have linked the Authenticator application to your user account, the Security Platform Gas will display backup codes. These are single-use codes for resetting the 2FA setup.

You can only log in to the Security Platform Gas once you have downloaded the backup codes. The backup codes are only displayed once. Keep them in a safe place!

Once your account has been activated, you can use the functions of the Security Platform Gas.

Important: If the user and/or company data you entered when registering has changed, please adjust it in the Master data menu item when you log in for the first time.

3 Your Contacts

If you have any technical or functional questions about the Security Platform Gas, please contact the Customer and Contract Management department of THE using the following contact details:

E-Mail: sicherheitsplattform@tradinghub.eu

Tel: +49 30 364289 400

Please direct any questions regarding content or regulatory issues to the Federal Network Agency:

E-Mail: Sicherheitsplattform-Gas@BNetzA.de

This document will be updated in January 2024 to include the various menu items of the Security Platform Gas and their functions. The current status (date) of the document can be found on the cover page.