

User Guide for the Security Platform Gas

For Storage Users

Content

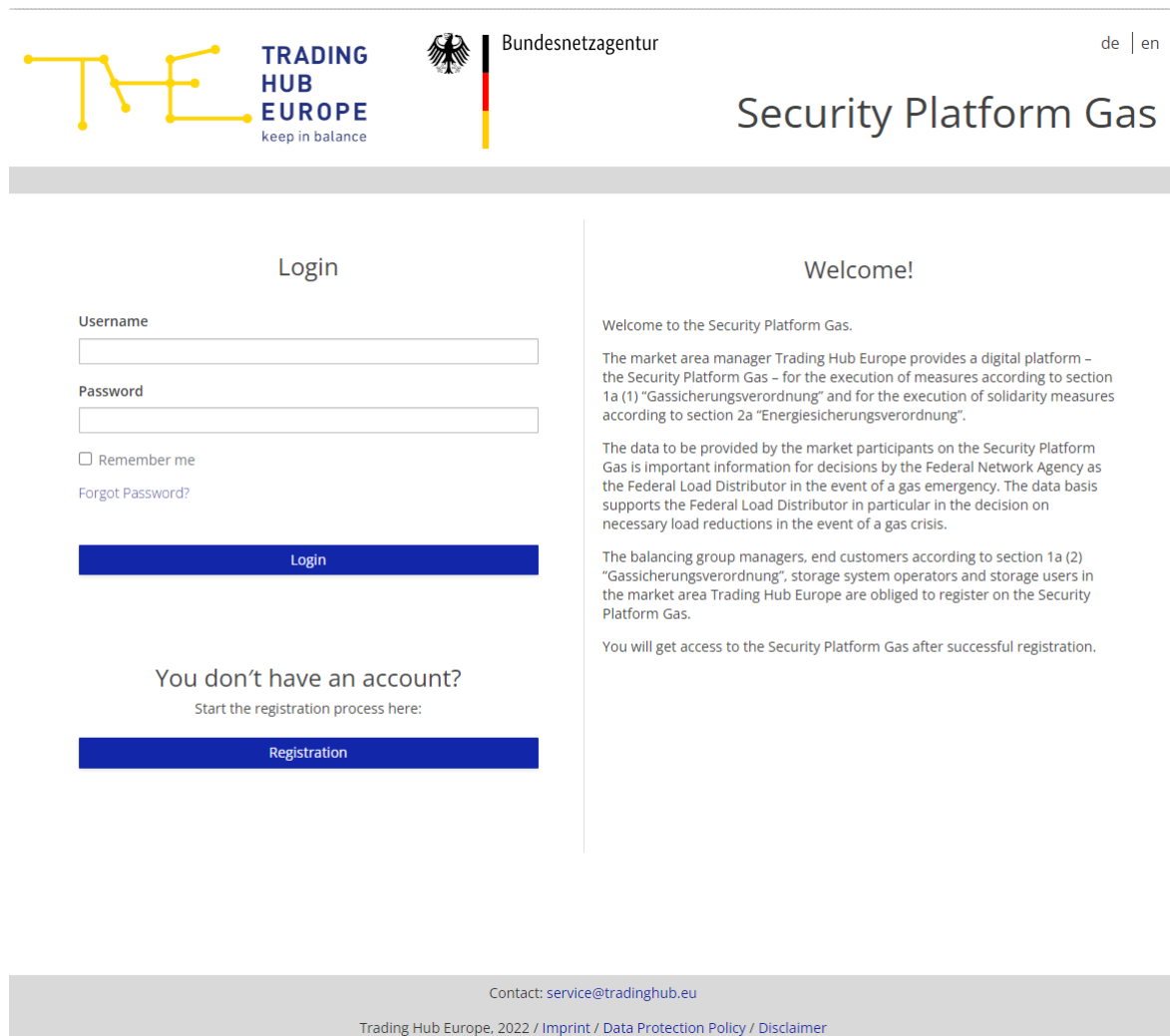
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1 The login page of the Security Platform Gas

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:



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

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 – 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".

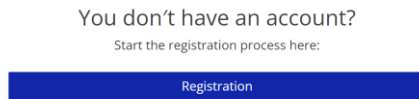
The data to be provided by the market participants on the Security Platform Gas is important information for decisions by the Federal Network Agency as the Federal Load Distributor in the event of a gas emergency. The data basis supports the Federal Load Distributor in particular in the decision on necessary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

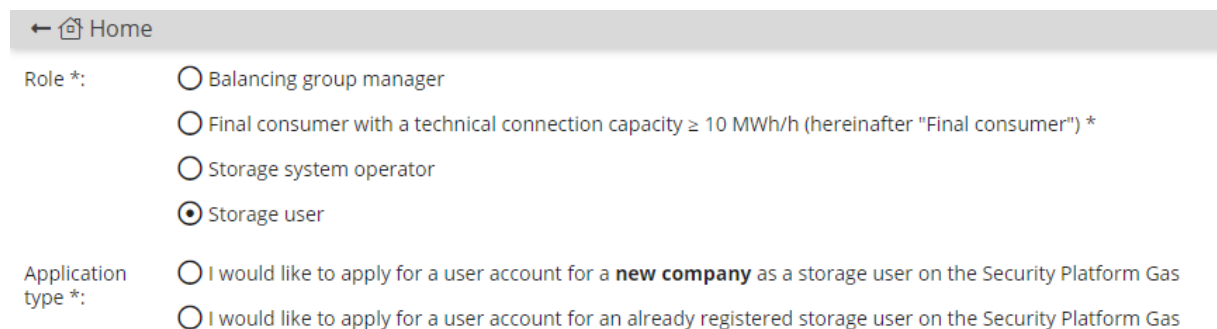
You will get access to the Security Platform Gas after successful registration.

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:



← Home

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

Application type *: I would like to apply for a user account for a **new company** as a storage user on the Security Platform Gas
 I would like to apply for a user account for an already registered storage user on the Security Platform Gas

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.

← Home Registration of a new storage user

Company name *:

Service providers *:

I am an employee of the above company
 I am a service provider acting on behalf of the above company

VAT ID *:

Contact details

Contact details 24/7 availability ⓘ

Name *:

Phone *:

Fax:

Email *:

Business address according to commercial register

Additional company information:

Street and number *:

Additional address information:

Postcode *:

City/location *:

Country *:

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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.

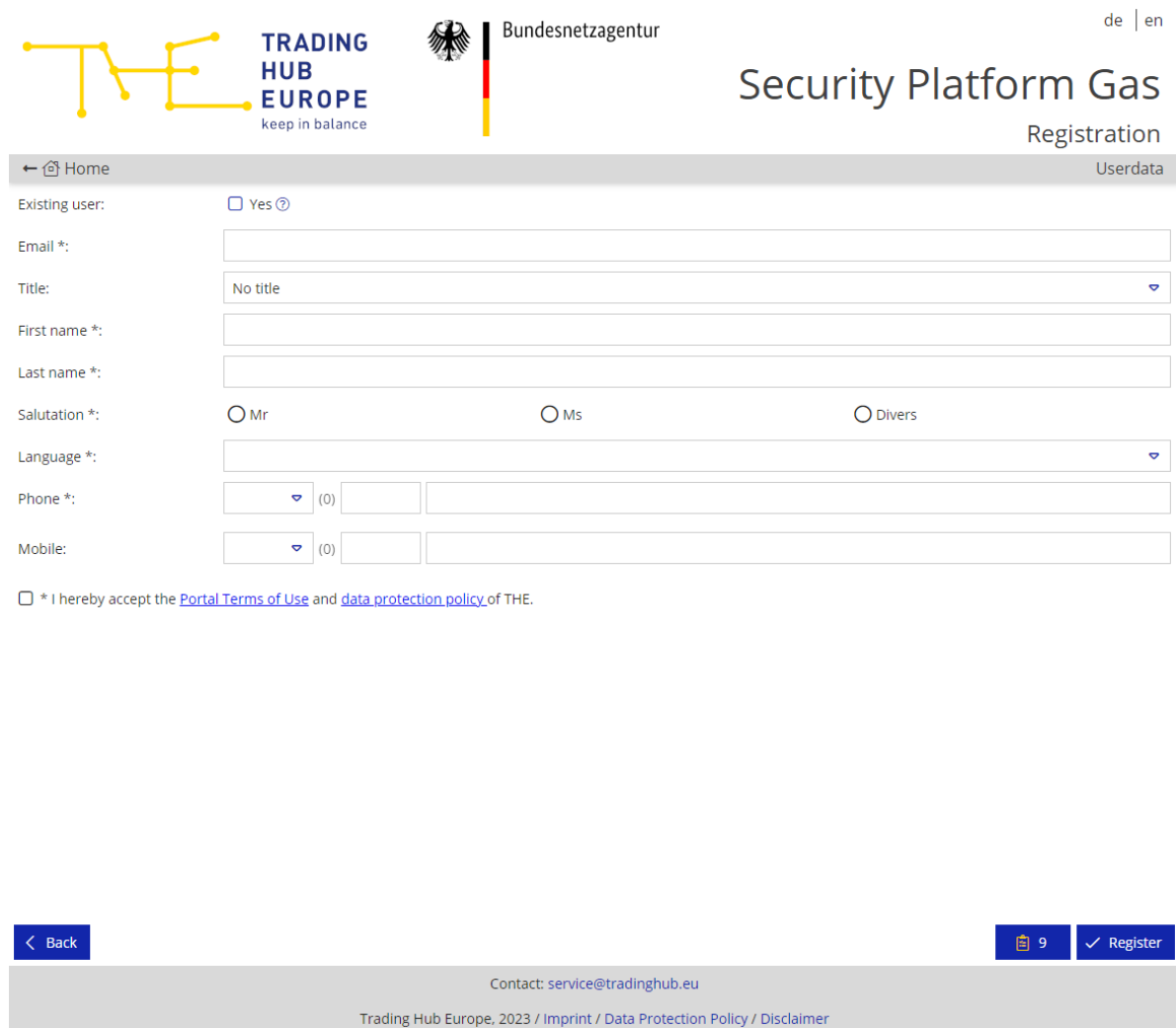
The following company details must then be entered:

- Name of the company
- VAT ID
 - Do not use spaces

- Do not use any special character
- Address of the company

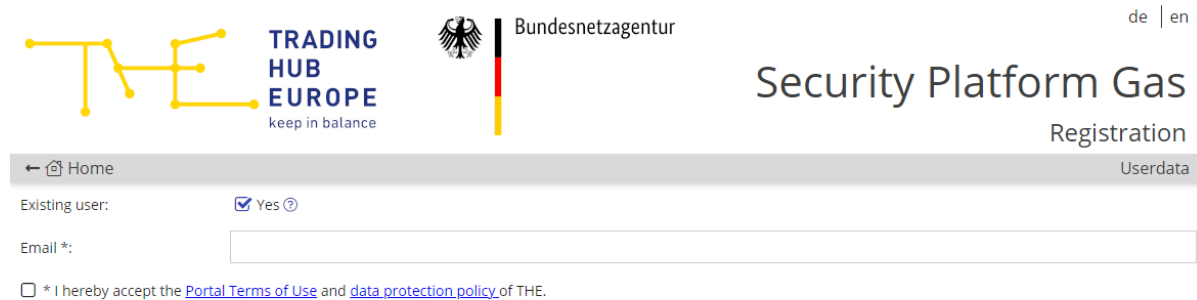
Personal data must be entered:

- E-mail address (an e-mail address may only be registered once)
- First name, surname
- Salutation
- Phone number



The screenshot shows the registration page for the Security Platform Gas. At the top, there are logos for Trading Hub Europe and Bundesnetzagentur, along with language options 'de | en'. The main heading is 'Security Platform Gas Registration'. Below this is a navigation bar with 'Home' and 'Userdata'. The registration form includes fields for 'Existing user' (checkbox), 'Email *', 'Title' (dropdown), 'First name *', 'Last name *', 'Salutation *' (radio buttons for Mr, Ms, Divers), 'Language *' (dropdown), 'Phone *' (dropdown and input), and 'Mobile' (dropdown and input). A checkbox at the bottom states: '* I hereby accept the [Portal Terms of Use](#) and [data protection policy](#) of THE.' At the bottom of the page, there is a 'Back' button, a page number '9', and a 'Register' button. The footer contains contact information: 'Contact: service@tradinghub.eu' and 'Trading Hub Europe, 2023 / Imprint / Data Protection Policy / Disclaimer'.

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.



The screenshot shows the registration page for the Security Platform Gas. At the top left is the THE logo and the text 'TRADING HUB EUROPE keep in balance'. In the center is the logo of the Bundesnetzagentur. At the top right are the language options 'de | en'. The main heading is 'Security Platform Gas' with 'Registration' below it. A navigation bar at the top contains a home icon and the text 'Home' on the left, and 'Userdata' on the right. The form includes a checkbox for 'Existing user:' which is checked and labeled 'Yes'. Below this is an 'Email *:' input field. At the bottom of the form, there is a checkbox for accepting the 'Portal Terms of Use' and 'data protection policy' of THE.

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.

Security Platform Gas

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

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 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!

Login

 Warning alert: The recovery codes will not appear again after leaving this page. In order to login, please confirm, that you saved these codes in a secure place.

Make sure to print, download, or copy them to a password manager and keep them safe. Cancelling this setup will remove these recovery codes from your account.

1: 	7: 
2: 	8: 
3: 	9: 
4: 	10: 
5: 	11: 
6: 	12: 

 Print

 Download

 Copy

I have saved these codes in a secure place

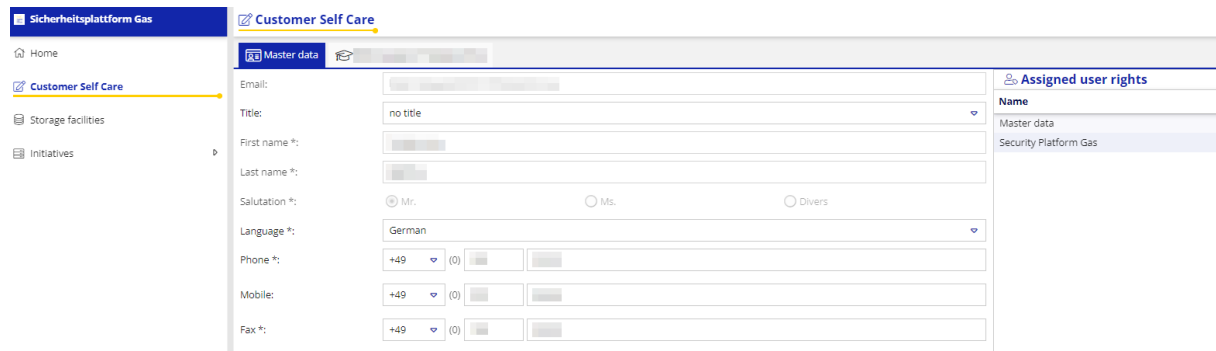
Complete setup

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 Master data


Every user can view their personal master data and the master data of the assigned companies in the Security Platform Gas. The master data can be viewed via the “Customer Self Care” menu item.



3.1 Change of personal master data


User data that is highlighted in gray cannot be edited independently by the user. Please contact THE if you need to change this data.

Click in the desired field, enter the change and press [Save](#) to change the editable master data.

The formula field  to the left of the save button shows the mandatory field validation and provides information if not all mandatory fields are filled out.

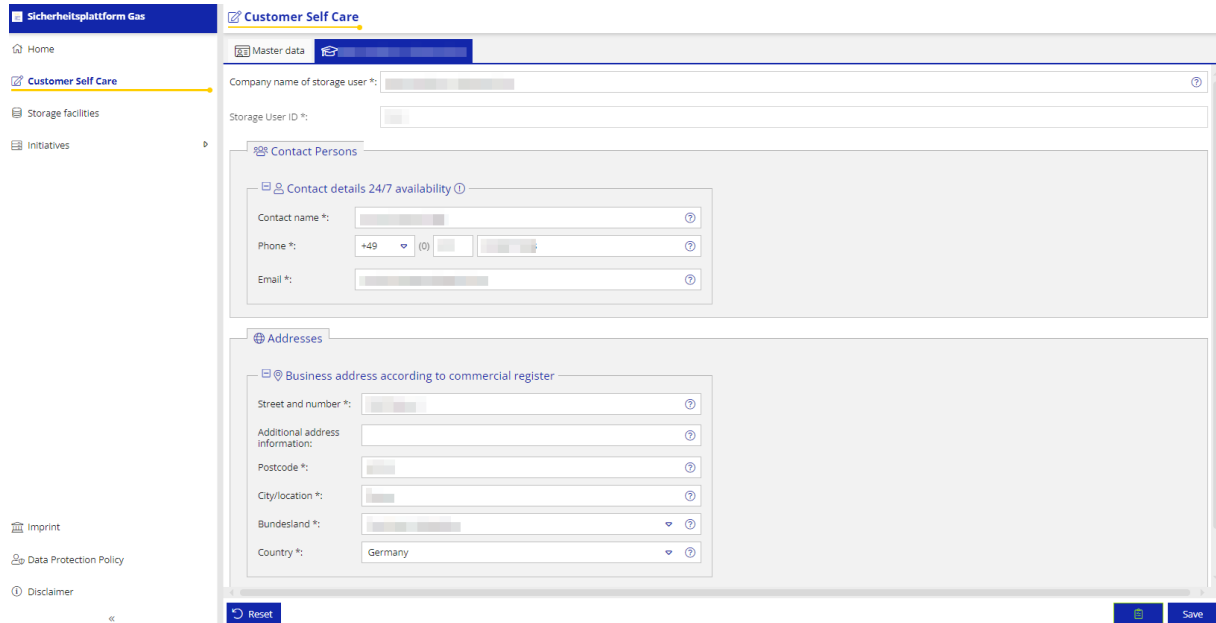
The password can be changed using the button [Change password](#) below the user data.

In the right area next to the user data display, the authorisations that the user requested and received as part of their registration are listed.


 Assigned user rights	
Name	
Security Platform Gas	


3.2 Change of company master data


The company master data can be viewed and changed in the company data tab:



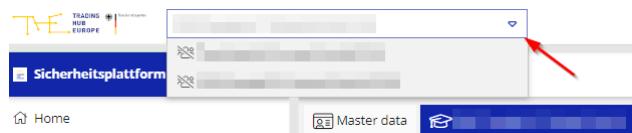
Fields that cannot be edited by the user independently are grayed out. Please contact THE if changes are required.

Simply click in the desired field, enter the change and press  to change the editable master data.

If entries in the user/company data need to be undone, cancel the editing process using the button . You will receive the original status of the master data back.

The form field  to the left of the save button shows the mandatory field validation and provides information if not all mandatory fields are filled out.

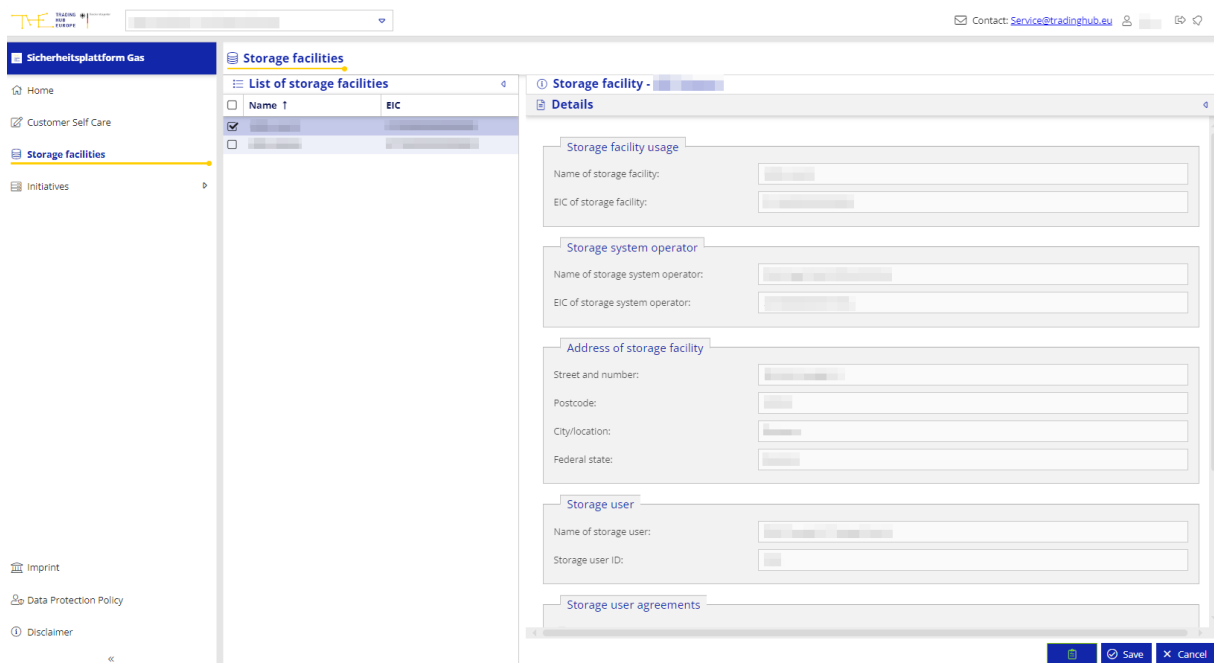
If your account is assigned to several companies, you can change the company master data displayed using the drop-down menu in the header.



4 Storage facilities

The storage facilities assigned to your company are listed in the “Storage facilities” menu item. The assignment is made by the storage system operator by creating a corresponding storage user agreement by the storage operator for the storage user on the Security Platform Gas.

Please check whether the assignment of the storage facilities to your company is correct and the relevant storage user agreements have been created. Please contact the relevant storage system operator if there are any discrepancies.



Please add the information “Balancing group contract for storage user agreement” and thus enter the balancing group contract into which – in the event of an order to withdraw gas quantities by the Federal Load Distributor – nominations by the Federal Load Distributor should be made.

Please note: the balancing group contract must be entered before an initiative is created and started by the Federal Load Distributor.

Sicherheitsplattform Gas

- Home
- Customer Self Care
- Storage facilities
- Initiatives

Imprint

Data Protection Policy

Disclaimer

Storage facilities

List of storage facilities

	Name 1	EIC
<input checked="" type="checkbox"/>	[blurred]	[blurred]
<input type="checkbox"/>	[blurred]	[blurred]

Storage facility - [blurred]

Details

Storage user

Name of storage user: [input]

Storage user ID: [input]

Storage user agreements


Show inactive / no longer valid storage user agreements

Storage user agreement

Name of storage user agreement: [input]

Storage user agreement valid from: [input]

Storage user agreement valid to: [input]


Balancing group contract of storage user agreement *: [input] 



Storage user agreement

Name of storage user agreement: [input]

Storage user agreement valid from: [input]

Storage user agreement valid to: [input]

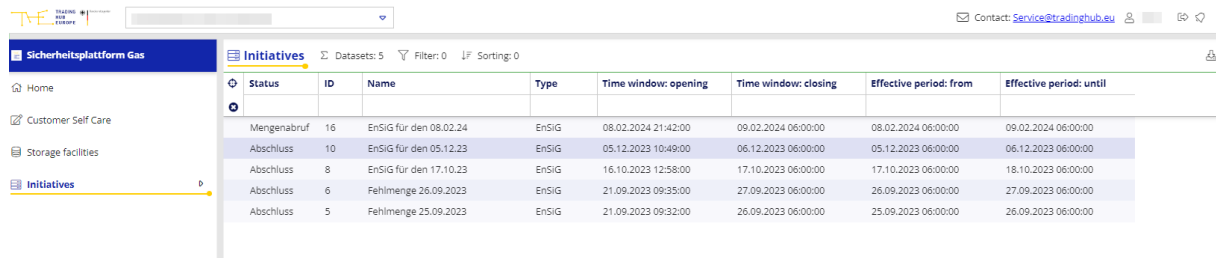
Balancing group contract of storage user agreement *: [input] 

 Save  Cancel

5 Initiatives

As part of the processing of measures in accordance with Section 1a Paragraph 1 of the “Gassicherungsverordnung”, data with regard to the storage user agreements are to be provided by the storage system operators and storage users. This data represents important information for decisions by the Federal Network Agency as the Federal Load Distributor in the event of a gas shortage.

In order to process these 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. The initiatives that have been created are displayed in the menu item "Initiatives".



Status	ID	Name	Type	Time window: opening	Time window: closing	Effective period: from	Effective period: until
Mengenabruf	16	EnSIG für den 08.02.24	EnSIG	08.02.2024 21:42:00	09.02.2024 06:00:00	08.02.2024 06:00:00	09.02.2024 06:00:00
Abschluss	10	EnSIG für den 05.12.23	EnSIG	05.12.2023 10:49:00	06.12.2023 06:00:00	05.12.2023 06:00:00	06.12.2023 06:00:00
Abschluss	8	EnSIG für den 17.10.23	EnSIG	16.10.2023 12:58:00	17.10.2023 06:00:00	17.10.2023 06:00:00	18.10.2023 06:00:00
Abschluss	6	Fehlmenge 26.09.2023	EnSIG	21.09.2023 09:35:00	27.09.2023 06:00:00	26.09.2023 06:00:00	27.09.2023 06:00:00
Abschluss	5	Fehlmenge 25.09.2023	EnSIG	21.09.2023 09:32:00	26.09.2023 06:00:00	25.09.2023 06:00:00	26.09.2023 06:00:00

After an initiative for a gas day has been created, the previously entered data status in the menu item “Storage facilities” as well as data for the storage user agreements are transferred as a copy to the corresponding initiative by the system and can be supplemented by the storage user after the transfer process has been completed. After double-clicking on the relevant initiative, a new window opens and you have the option to add the data to the specific initiative.

6 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 storage users by e-mail. The e-mail is sent from the sender address noreply@Sicherheitsplattform-gas.de to the 24/7 contact person registered in the Security Platform Gas.

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

Subject: Nationale Gasmangellage | Vorbereitung einer Gasbeschaffungsinitiative für den **[DD.MM.YYYY]**

Sehr geehrte Damen und Herren,

mit Rechtsverordnung vom **[DD.MM.YYYY]** hat die Bundesregierung die unmittelbare Gefährdung der Gasversorgung sowie die Anwendbarkeit der Gassicherungsverordnung gem. §§ 1 Abs. 1, 3 Abs. 3 Energiesicherungsgesetz (EnSiG) festgestellt. Damit gelten die Regelungen hinsichtlich der dritten Eskalationsstufe – der sogenannten Notfallstufe – des Notfallplans Gas.

Mit Ausrufung der Notfallstufe ist die Bundesnetzagentur zum sogenannten Bundeslastverteiler geworden.

Aufgrund der aktuellen Gasversorgungslage hat der Bundeslastverteiler eine Gasbeschaffungsinitiative für den **[DD.MM.YYYY]** eröffnet. Das bedeutet, dass an diesem Tag Maßnahmen notwendig sein könnten, um die Deckung des lebenswichtigen Bedarfs an Gas sicherzustellen.

Das Unternehmen **[company storage user]** ist auf der Sicherheitsplattform Gas an mindestens einem Speicher als dessen Nutzer registriert.

Hiermit fordern wir Sie höflich auf, die Daten zu Ihrem Speicherfüllstand für den Zeitraum der Initiative zu prüfen und ggf. zu aktualisieren. Dabei müssen insbesondere Ihre vorliegenden Speicherfüllstände je Speicher für den **[DD.MM.YYYY]** sowie die bis zum **[gay day of the initiative less 1 day]**, 19:00 Uhr erfolgten Ausspeichernominierungen eingetragen werden.

Sie sind gemäß § 1a Abs. 6 S. 5 GasSV in der aktuellen Situation zur Aktualisierung abgefragter Daten verpflichtet.

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

www.sicherheitsplattform-gas.de

Bitte stellen Sie ebenfalls sicher, dass der auf der Sicherheitsplattform Gas für Ihr Unternehmen hinterlegte Kontakt zur 24/7-Erreichbarkeit zu jeder Zeit unter den angegebenen Kontaktdaten erreichbar ist.

[field for comment]

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

7 Sending of orders by the Federal Load Distributor

In case the Federal Network Agency as the Federal Load Distributor orders a withdrawal of gas quantities for storage users the order is sent by e-mail to the relevant storage user. 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: Verfügung zur Ausspeicherung am Speicher **[EIC of storage facility]** für den **[DD.MM.YYYY]** **[file number order]**

Sehr geehrte Damen und Herren,

mit Rechtsverordnung vom **[DD.MM.YYYY]** hat die Bundesregierung die unmittelbare Gefährdung der Gasversorgung sowie die Anwendbarkeit der Gassicherungsverordnung gem. §§ 1 Abs. 1, 3 Abs. 3 Energiesicherungsgesetz (EnSiG) festgestellt. Seit dieser Feststellung gelten in Deutschland die Regelungen hinsichtlich der dritten Eskalationsstufe – der sogenannten Notfallstufe – des Notfallplans Gas.

Mit Ausrufung der Notfallstufe ist die Bundesnetzagentur zum sogenannten Bundeslastverteiler geworden. Der Bundeslastverteiler hat am heutigen Tag zur Deckung des lebenswichtigen Bedarfs an Gas gem. § 1 Abs. 1 GasSV Verfügungen zur Ausspeicherung von Gasmengen erlassen.

Davon sind auch Sie betroffen: In diesem Zusammenhang wird Ihnen die angehängte Verfügung für den **[DD.MM.YYYY]** **[file number order]** gem. § 14 Abs. 1 Nr. 1 EnSiG bekanntgegeben.

Maßgeblich ist der Inhalt der angehängten Verfügung. Die wichtigsten Informationen finden Sie nachfolgend in Kürze: Sie sind verpflichtet, im Zeitraum von **[DD.MM.YYYY, HH:MM]** Uhr bis **[DD.MM.YYYY, HH:MM]** Uhr aus der Gasspeicheranlage **[EIC of storage facility]** Gasmengen in Höhe von **[XX]** MWh/h entsprechend Ihrer vertraglich vereinbarten Ausspeicherleistung und der Ausspeicherkennlinie zugunsten des Bundeslastverteilers auszuspeichern.

Sie werden außerdem dazu verpflichtet, die von Ihnen am Vortag zum Geltungszeitraum bis 19:00 Uhr nominierten Ausspeicherungen für den Zeitraum **[DD.MM.YYYY, HH:MM]** Uhr bis **[DD.MM.YYYY, HH:MM]** Uhr aus der Gasspeicheranlage **[EIC of storage facility]** in Höhe von 10 MWh/h vorzunehmen.

Melden Sie sich nun unter folgendem Link auf der Sicherheitsplattform Gas an, um die Initiative einzusehen:

www.sicherheitsplattform-gas.de

Weitere Informationen zu Verfügungen der Bundesnetzagentur finden Sie auch auf [unserer Homepage](#).

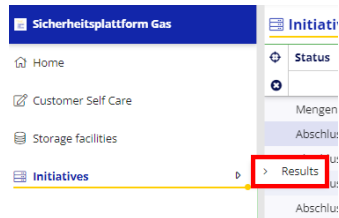
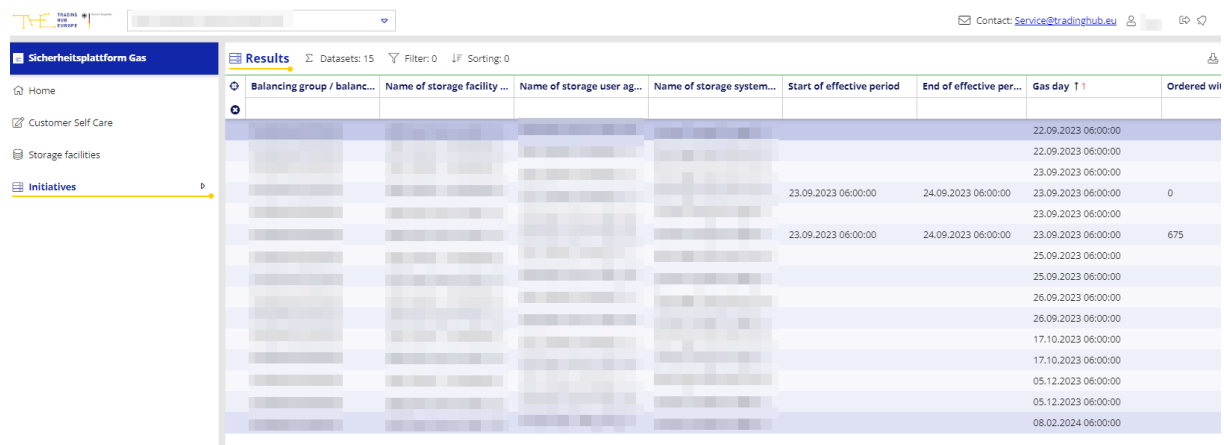
Sollten Sie darüber hinaus Rückfragen zu der Verfügung haben, können Sie uns jederzeit [per E-Mail](#) kontaktieren.

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.

8 Ordered withdrawal of gas quantities

If the Federal Network Agency as the Federal Load Distributor orders gas quantities to be withdrawn to the storage user, the data for the order will be displayed in the submenu item “Results”.

Balancing group / balanc...	Name of storage facility ...	Name of storage user ag...	Name of storage system...	Start of effective period	End of effective per...	Gas day T 1	Ordered withdrawal
						22.09.2023 06:00:00	
						22.09.2023 06:00:00	
						23.09.2023 06:00:00	
				23.09.2023 06:00:00	24.09.2023 06:00:00	23.09.2023 06:00:00	0
				23.09.2023 06:00:00	24.09.2023 06:00:00	23.09.2023 06:00:00	675
						25.09.2023 06:00:00	
						25.09.2023 06:00:00	
						26.09.2023 06:00:00	
						26.09.2023 06:00:00	
						17.10.2023 06:00:00	
						17.10.2023 06:00:00	
						05.12.2023 06:00:00	
						05.12.2023 06:00:00	
						08.02.2024 06:00:00	

Please note: If a storage user agreement of the storage user is affected by an order, the **fields in the columns “Start of effective period”, “End of effective period” and “Ordered withdrawal [MWh/h]” are filled.**

9 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