



**TRADING  
HUB  
EUROPE**  
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**Results of the 2023 VTP market consultation  
July 2023**



# VTP market consultation process

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## Aims

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

## Market consultation procedure

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

## Consultation period

- Start date: 12 June 2023
- Closing date: 23 June 2023

## Respondents

- 41 (6 of whom have not released their responses for publication)

# Summary of VTP market consultation results

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## VTP portal, VTP system and customer service

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

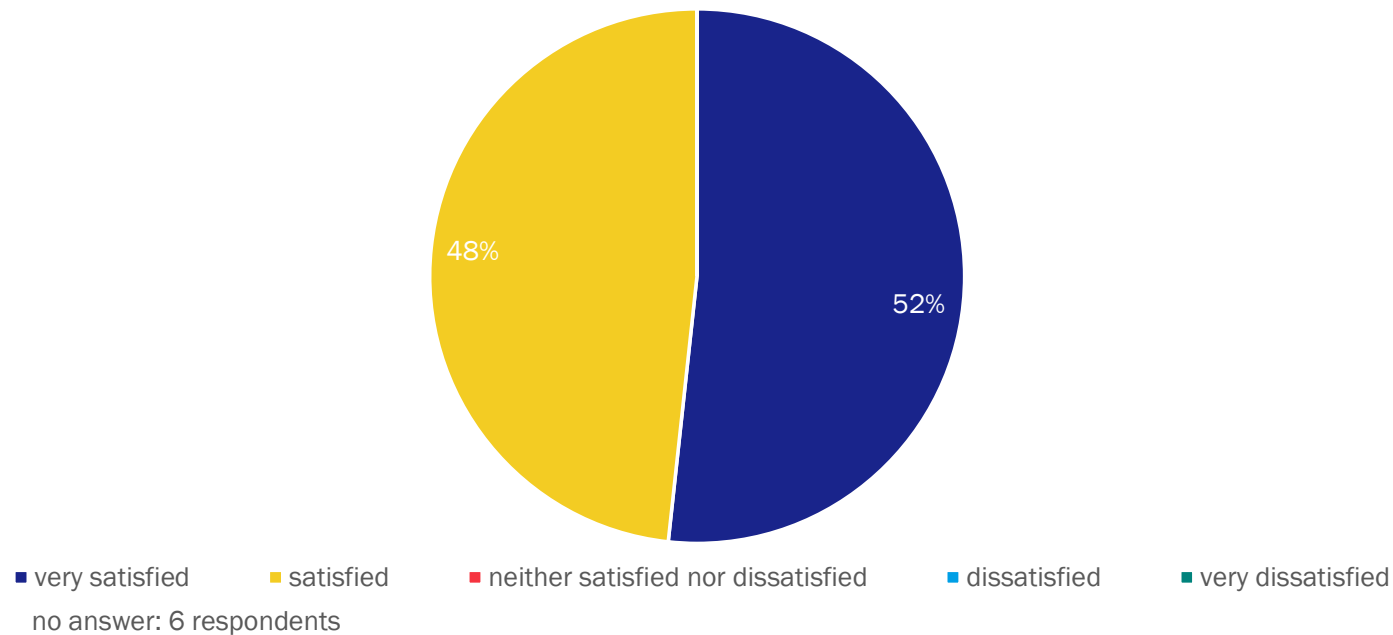
# Results of the survey in detail

**Please note:**

**In case of questions with free-text answers, excerpts of the answers as well as rephased answers are presented**



## As a VTP user, how satisfied are you with the availability of the THE departments for questions about the VTP?



**All respondents are very satisfied or satisfied with the availability of the THE departments**

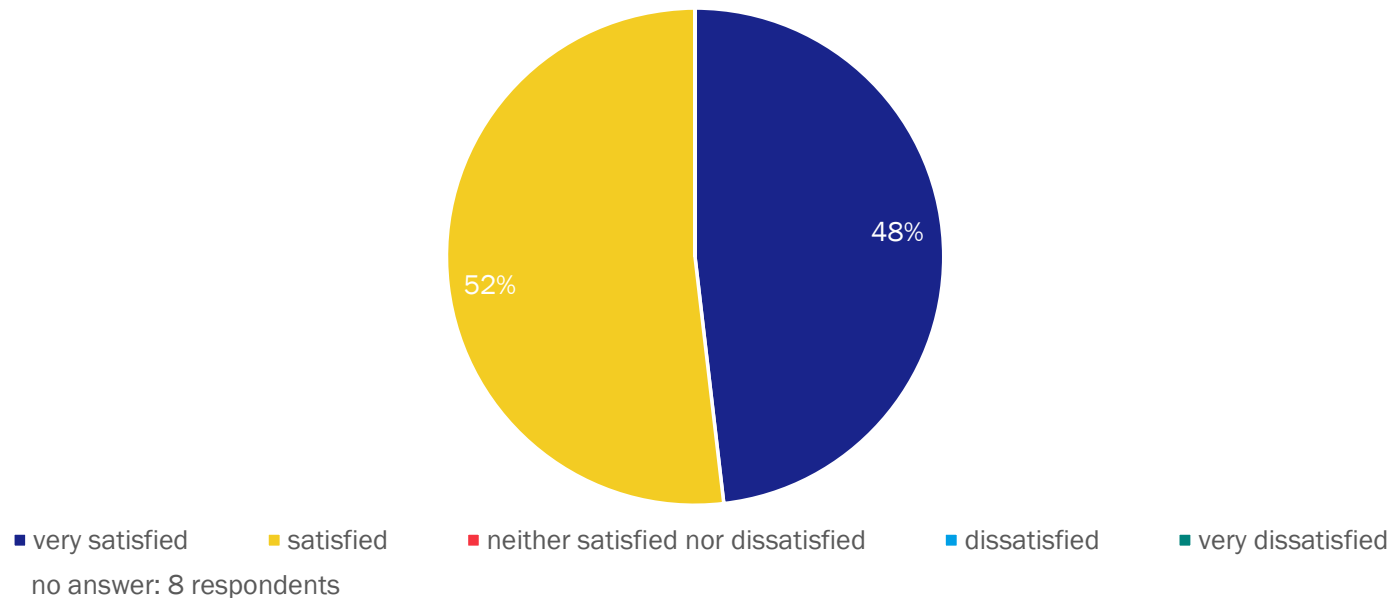
# Would you like to explain your above-mentioned assessment of availability in more detail?

## What, for example, contributed to this rating?

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- The VTP portal can be reached at any time and the information on the matching status is presented very clearly
- If you needed help, it was always helped quickly and successfully
- So far, all inquiries have been answered promptly
- The departments of THE are very easy to reach, friendly and professional
- THE is always available and helpful
- The mobile version of the VTP portal can be used very good, which simplifies many things
- Good availability by phone and at the E-World

## As a VTP user, how satisfied are you with the support of the THE departments when you have questions about the VTP?



**All respondents are satisfied or very satisfied with the support of the THE departments**

## **Would you like to explain your above-mentioned assessment of support by THE in more detail? What, for example, contributed to this rating?**

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- The availability is very good and the THE departments are friendly and professional
- It is sometimes difficult to find the right contact person quickly

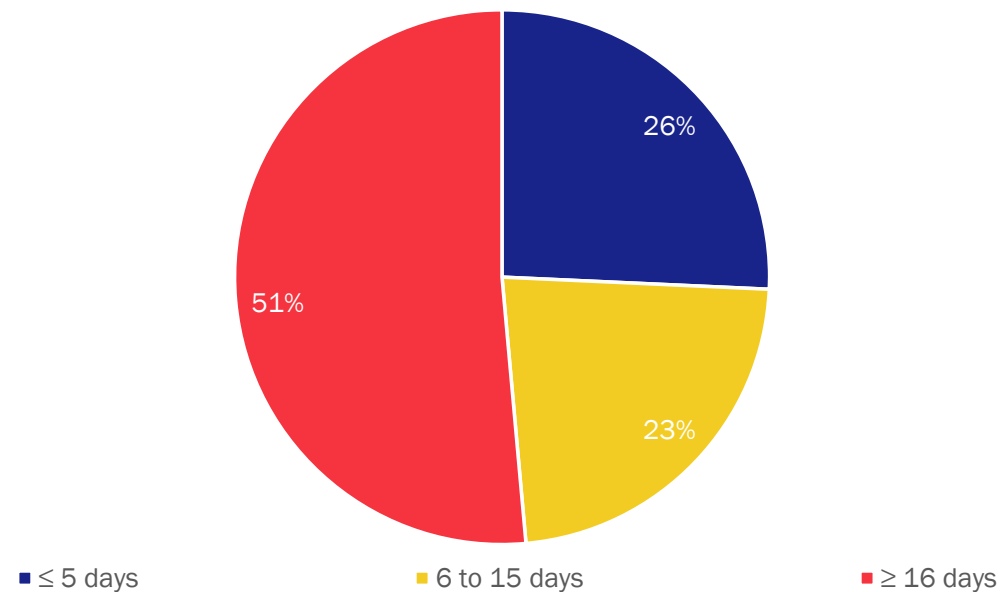


# Which measures would increase your satisfaction with the THE departments in relation to the VTP?

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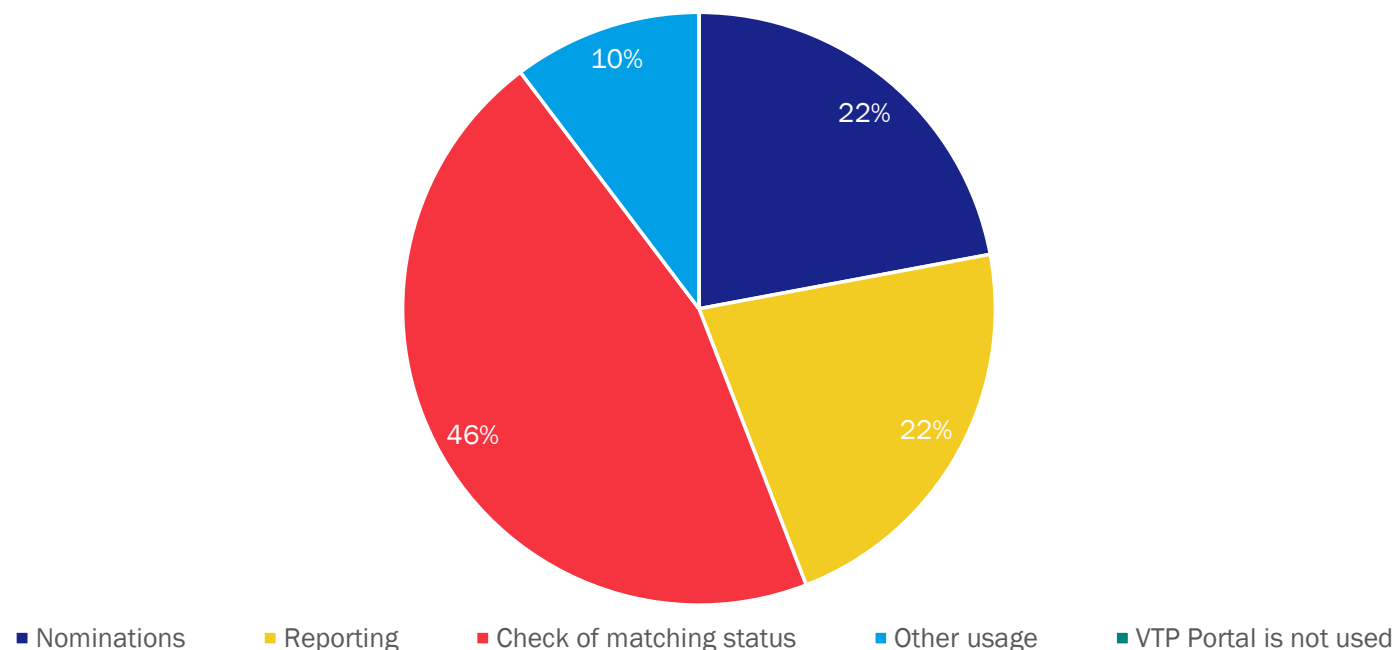
- Live chat in case of questions
- Information about new planned projects, e.g. the idea of grid-bound hydrogen or the admixture, increase in biogas etc.

## How many days a month do you use the VTP portal provided by THE?



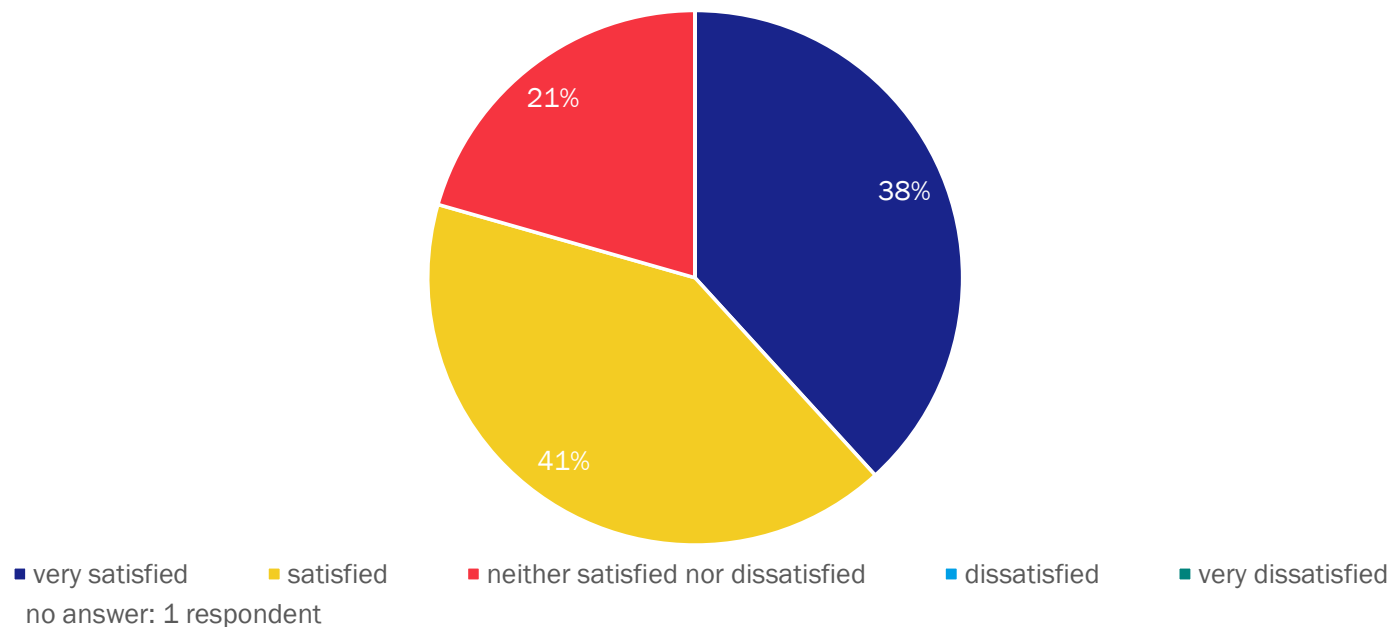
**74% of respondents use the VTP portal on a regular basis**

## What do you use the VTP portal for?



**Respondents primarily access the VTP portal for the purpose of monitoring their matching status. "Nominations in the event of technical problems" and "check of counterpart 24/7 contact data and balancing group codes" were also specified as other possible uses**

# Are you satisfied with the functionalities offered on the VTP portal?



**79 % of respondents are satisfied or very satisfied with the functionalities of the VTP portal**

# What suggestions for improvement do you have in relation to the functionalities offered by the VTP portal or are there any desirable functionalities? (1/2)

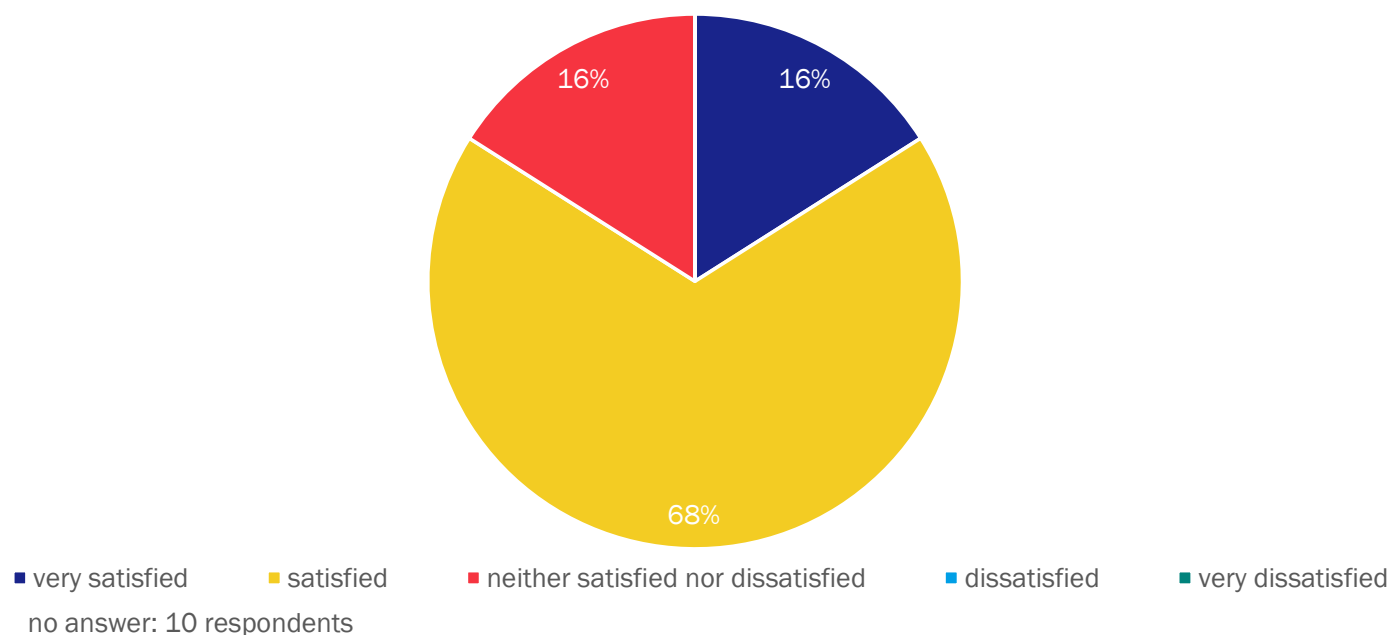
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- Extension of the report options
- Unfortunately, each individual balancing group code pair has to be selected and nominated; an overview with several columns would be helpful here. You should be able to display all balancing group pairs with one selection and be able to nominate them in one mask at the same time
- Currently you have to select many filters before you get to the data in the “overview” item; it would be better to first get a list and then be able to select the filters
- The page takes a long time to load and is not optimally structured for mobile use on a mobile phone; the integration of the VTP portal into the customer portal makes it difficult to select the functionalities on the mobile phone
- The filter options are not very intuitive to use
- There should be tutorials for new employees

## What suggestions for improvement do you have in relation to the functionalities offered by the VTP portal or are there any desirable functionalities? (2/2)

- Making nominations via the VTP portal is not very user-friendly and a bit complicated. It would be useful to post a massive nomination, for example uploading a csv file
- Recognize the counterparts is not so easy by its shipper code, and at the same time one counterpart can have different shipper codes, which can create mismatches
- Trading partner nominations must first be activated selectively and ordered individually
- It would be more user-friendly to be able to nominate from the overview of the nominations of previous counterparts and thus also from the overview of the daily or hourly quantities
- An improvement in updating expanded menus would be desirable. The latest version should always be shown and not just the version at the time of the first call
- Improvement of the mobile version of the VTP portal
- Checking the matching status has deteriorated since the integration of the VTP portal into the customer portal or is no longer possible

## How satisfied are you with the scope of the reports offered via the VTP portal?



**84 % of respondents are satisfied or very satisfied with the scope of the reports of the VTP portal**

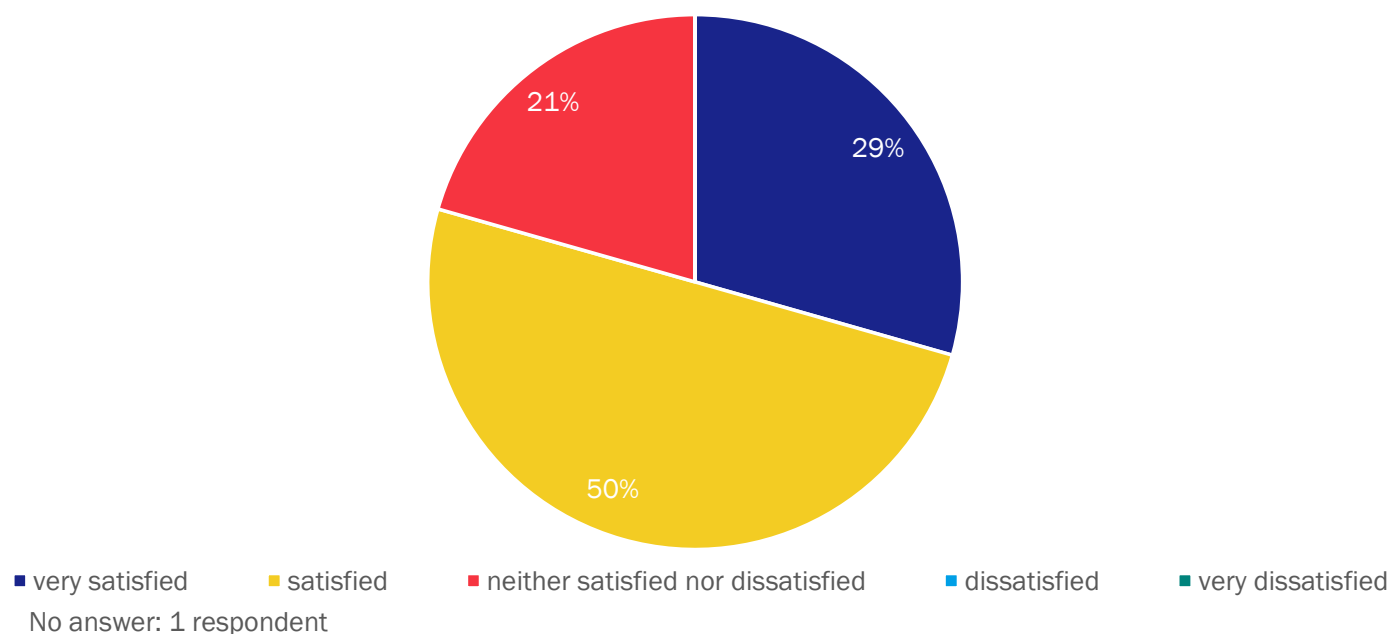
# In your opinion, should further standardized reports be offered and what information should these reports contain?

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- A report that enables the evaluation of all balancing groups and balancing subgroups with one click would be desirable. Currently a separate download is required for each balancing group / balancing subgroup
- The export of the report as a PDF



## How satisfied are you with the user-friendliness of the VTP portal, i.e. how intuitive is the portal for you to use?



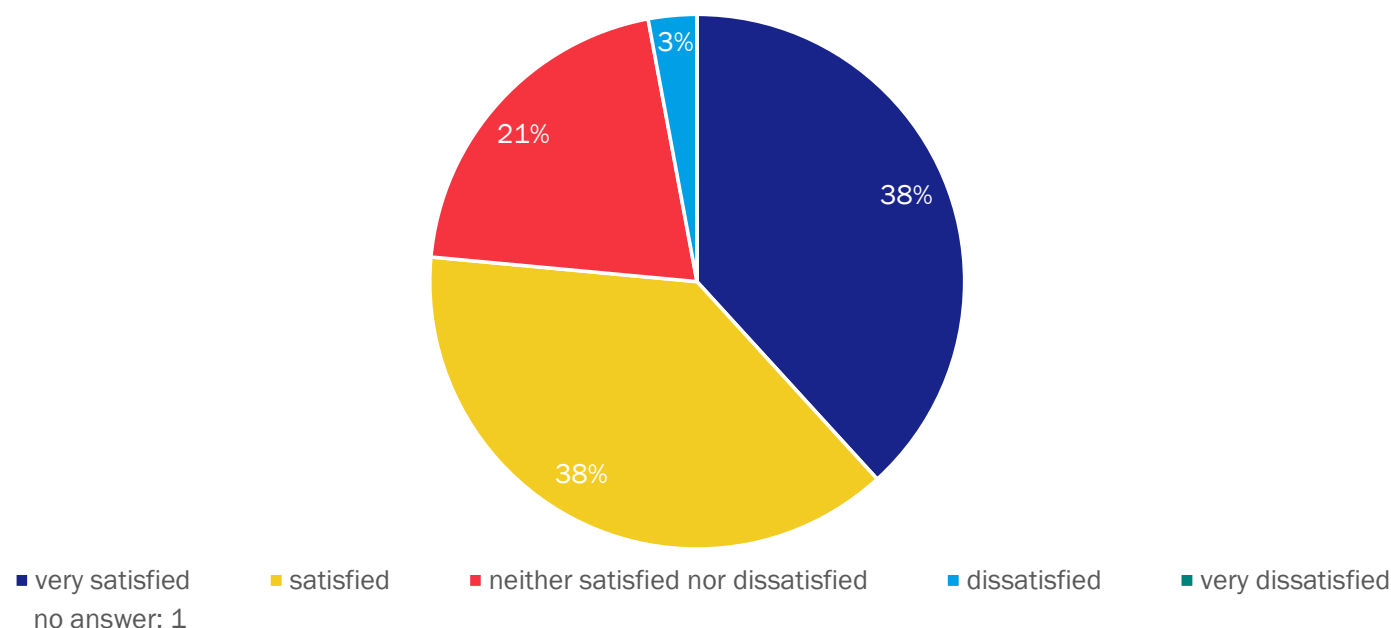
**79 % of respondents are satisfied or very satisfied with the user-friendliness of the VTP portal**

# What suggestions do you have for improving the user-friendliness of the VTP portal?

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- The start page is unclear, contains many unfamiliar symbols and is not self-explanatory
- Filter options should be simplified
- The functionality "Take over/copy previous day's nomination" would be helpful
- The VTP portal urgently needs to be enabled for mobile devices. It is no longer possible to check the matching status on the smartphone since it was integrated into the customer portal

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



**76 % of respondents are very satisfied or satisfied with the performance of the VTP portal**

## For which specific functionalities should the performance of the VTP portal be improved? (1/2)

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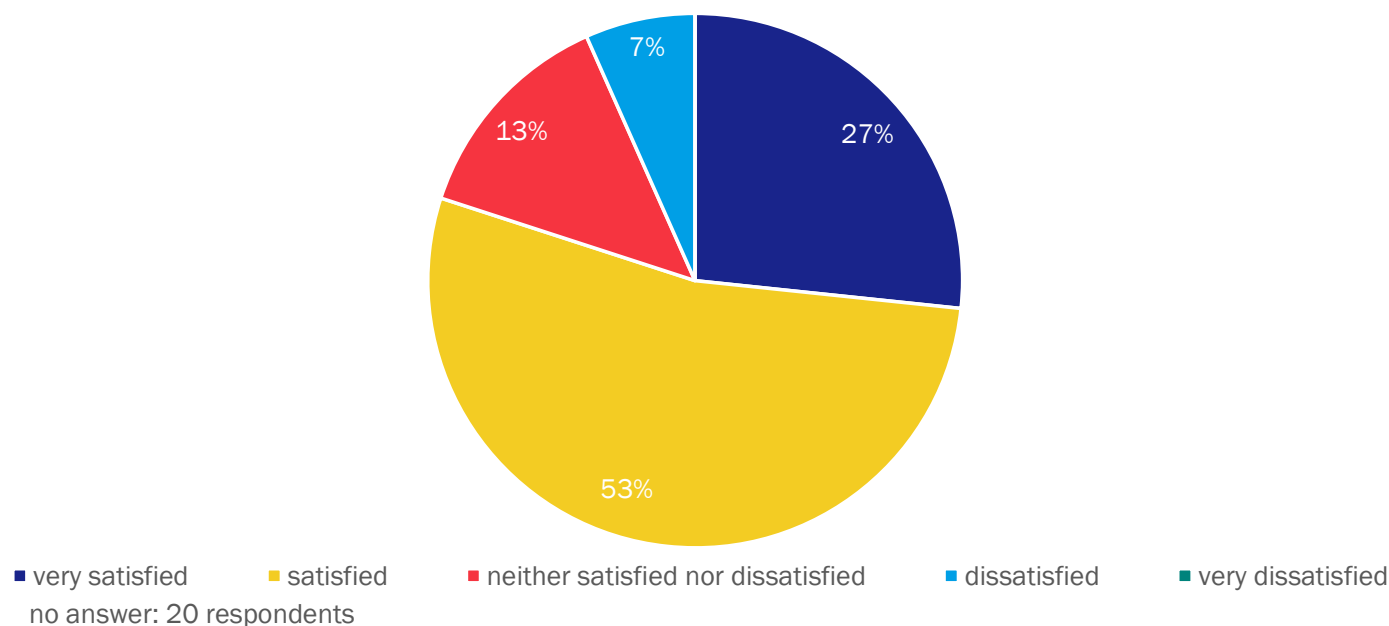
- Nominations that have already been matched are still displayed under the unmatched nominations for up to 20 minutes after matching. As soon as a match has taken place, this should also be displayed under the green bar
- Loading the mismatch status sometimes takes a very long time
- Improvement of the status update
- The date selection should be in dd/mm/yyyy
- With large balancing groups, depending on the selection, longer loading times or system errors are the result
- Improvement of loading times when switching between menu items and when loading reports
- Long loading times until the page is fully displayed
- Since the integration of the VTP portal into the customer portal, it has happened more often that the connection is lost (can only be fixed by refreshing the page with Ctrl + F5)

## For which specific functionalities should the performance of the VTP portal be improved? (2/2)

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- Das The VTP portal sometimes does not load correctly when first called up, thus a new load is required
- After login, the page must be updated in order to load completely, otherwise only a white screen is displayed (with Chrome, Edge and Firefox)

## If you use the VTP portal as a service provider, how satisfied are you with the current implementation of the service provider function?



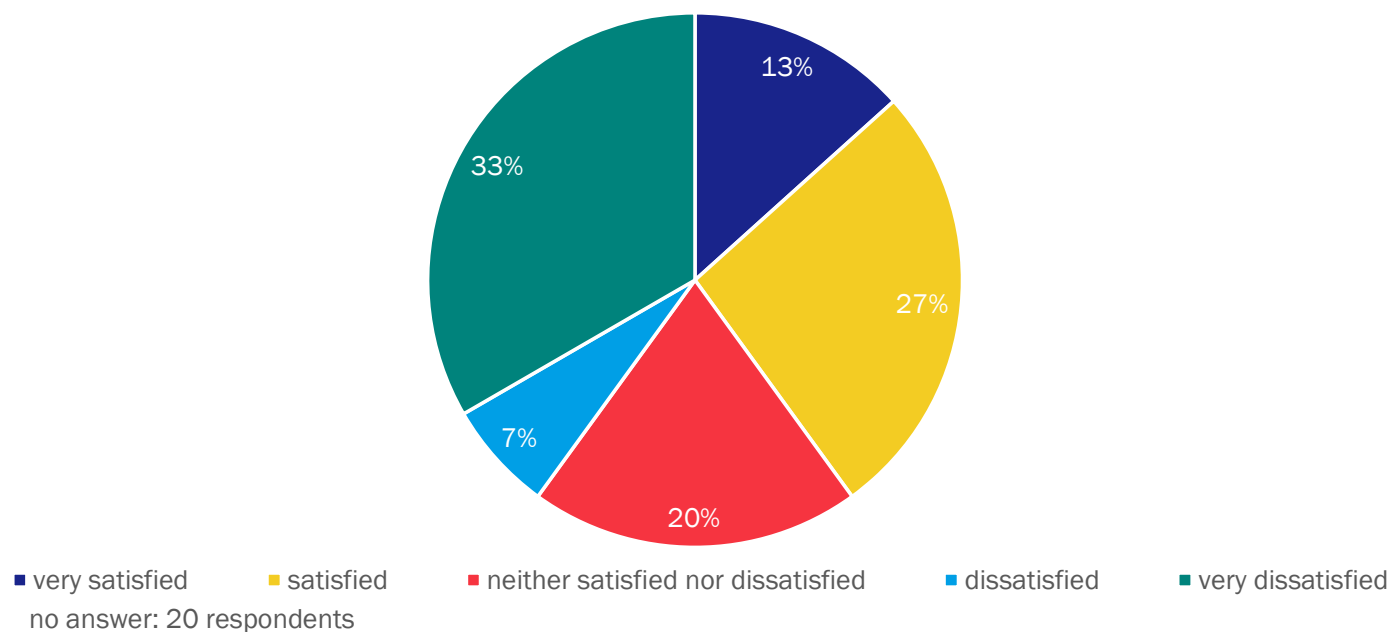
**80 % of respondents are satisfied or very satisfied with service provider function**

# Do you have any comments on the service provider function?

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- Changes in edi communication, such as in August 2022, should always be announced and tested with sufficient lead time. The previous edi communication suddenly stopped working
- It would be helpful to have an additional function with which you can only select one service customer since you can currently see all balancing groups
- It is very good that all service customers can be seen united in the same VTP account

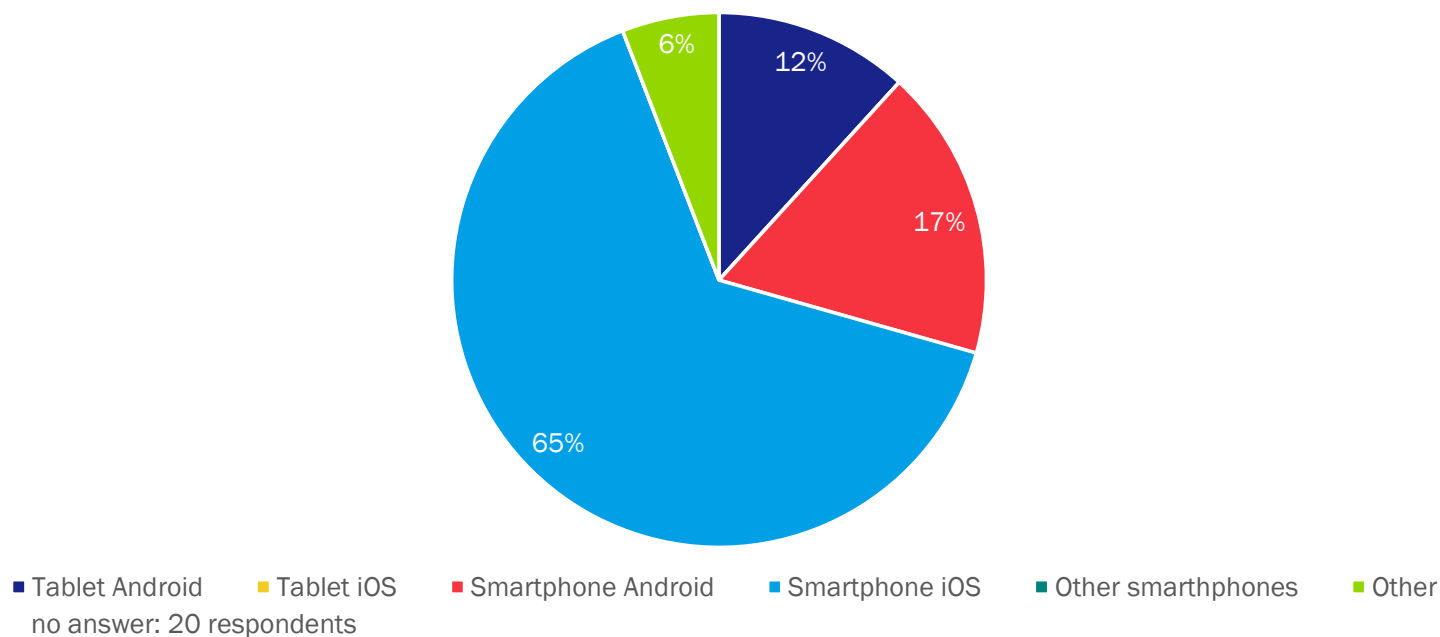
## How satisfied are you with the appearance of the VTP portal on mobile devices?



**Some of the respondents rated the display of the VTP portal on mobile devices as satisfied and some as unsatisfied**



## With which mobile devices do you use the VTP portal?



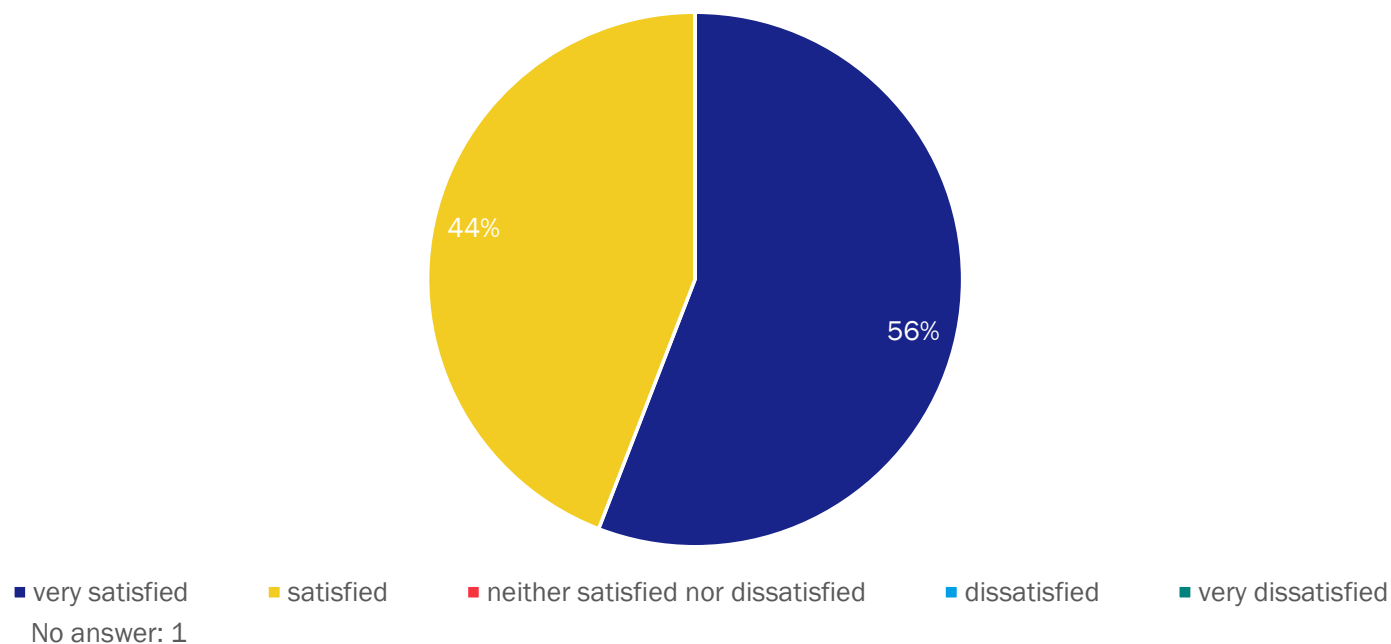
**The majority of respondents uses an iOS smartphone as a mobile device for the VTP portal**

## If you use "other" mobile devices: Which mobile devices do you use?

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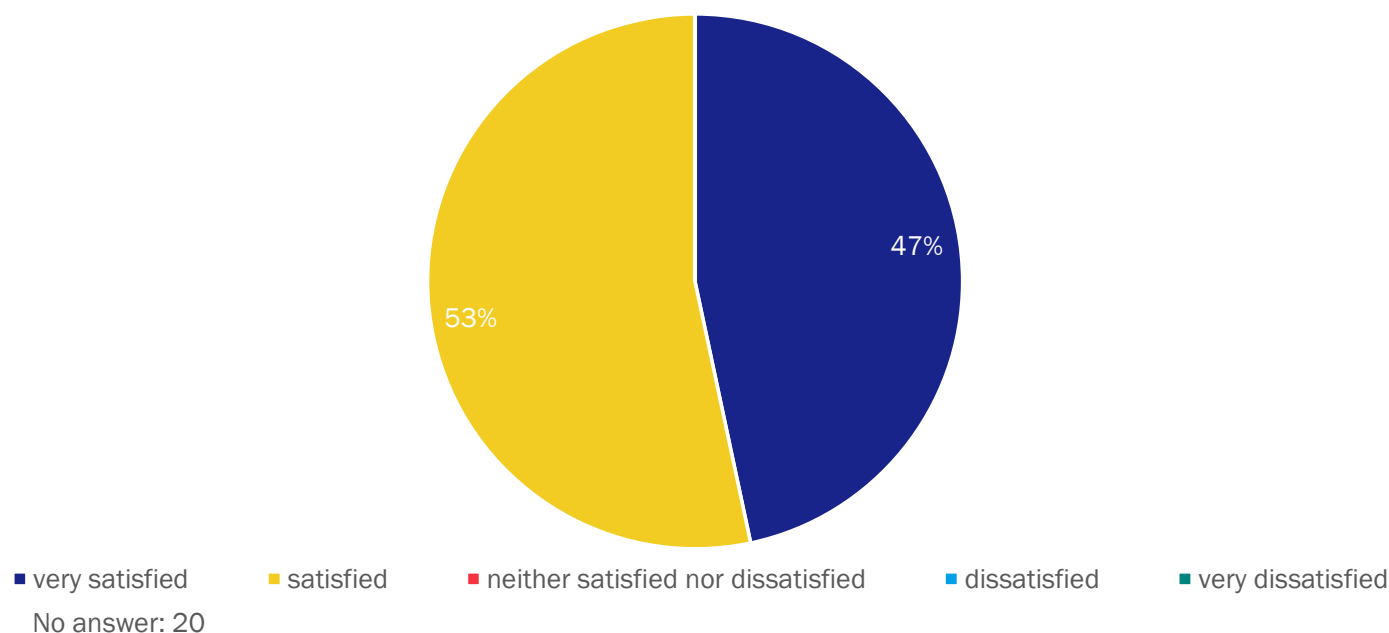
- Unfortunately, the VTP portal does not work on older devices and only a white screen appears

## How satisfied are you with the availability of the VTP system?



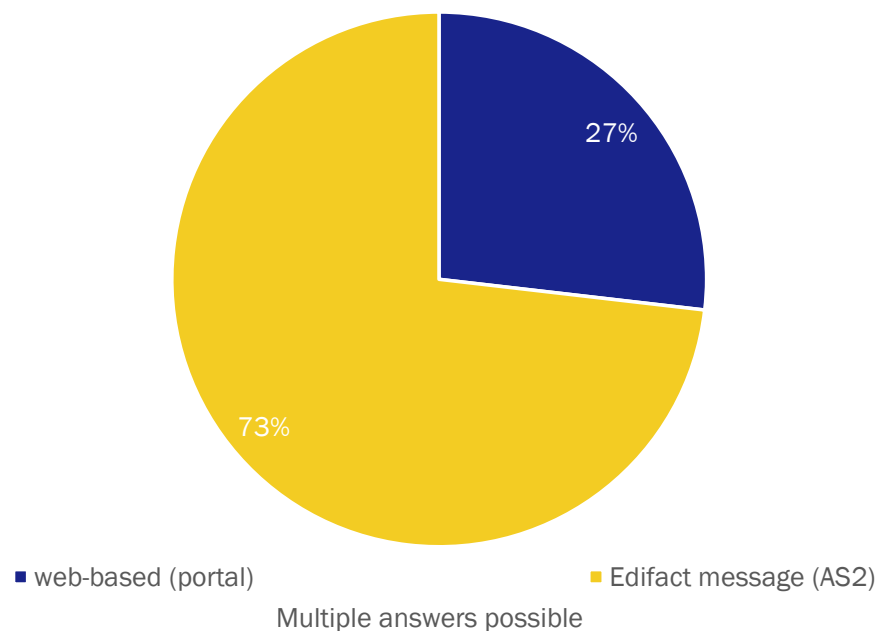
**All respondents are very satisfied or satisfied with the availability of the VTP system**

## How satisfied have you been with THE assistance in case the VTP was not available?



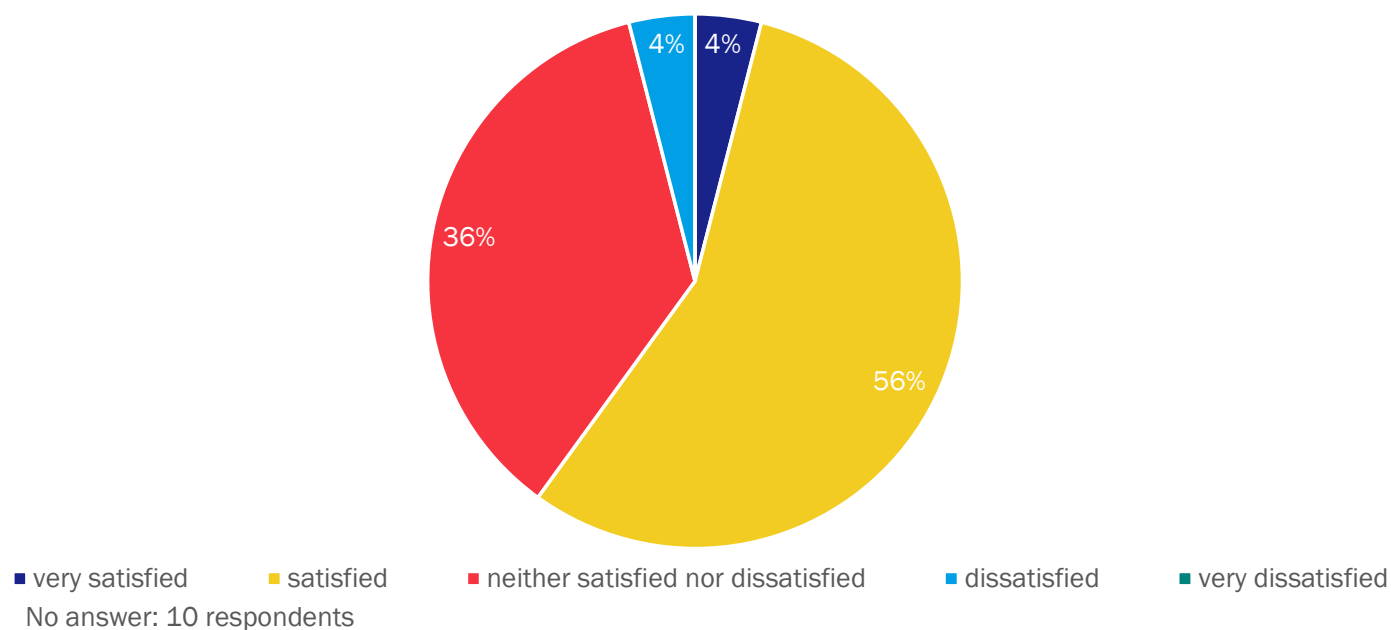
**All respondents have been satisfied or very satisfied with the assistance in case the VTP was not available**

## Through which channel do you make nominations at THE VTP?



**The majority of respondents makes VTP nominations via Edifact messages (AS2)**

## How satisfied are you with the recent integration of the VTP portal into the THE customer portal?



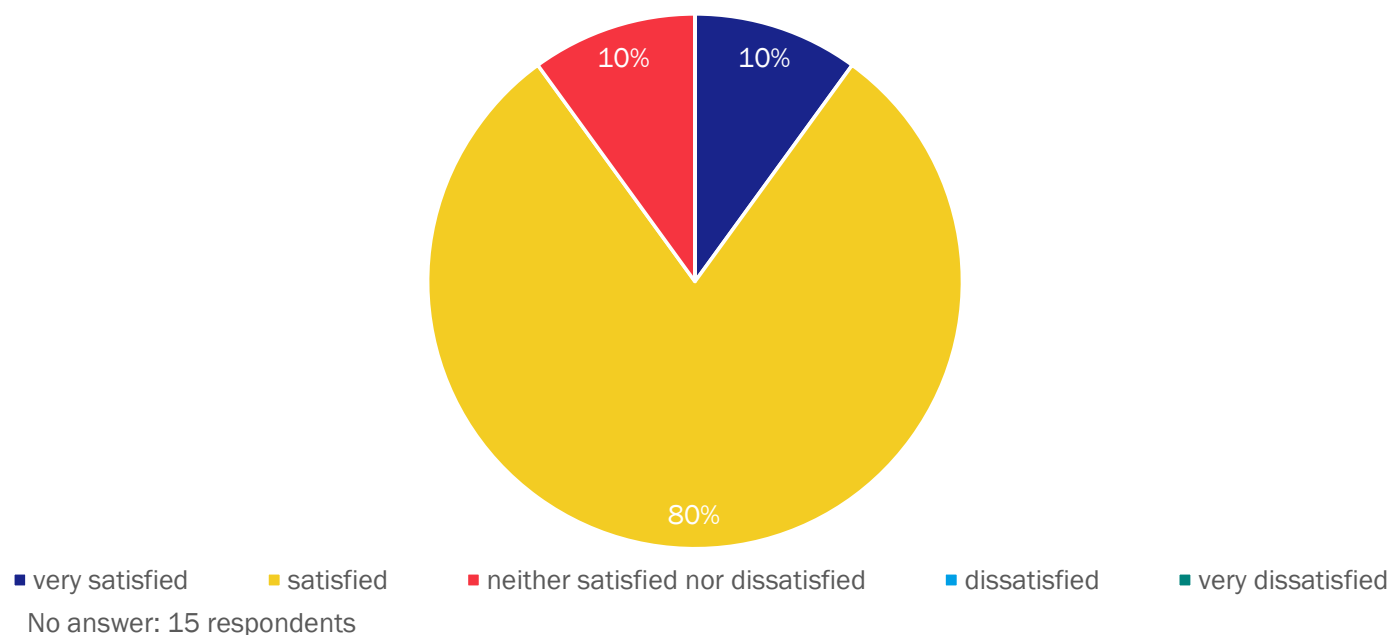
**The majority of respondents is satisfied with the integration of the VTP portal into the THE customer portal**

# Do you have any comments on the integration of the VTP portal into the customer portal?

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- With the integration the reporting options could have been expanded
- To access the customer portal we will need to ask all the team to have their code of good conduct or Apostille. The VTP portal looks the same in the customer portal. There is also now double factor authenticator which also gives additional security
- The integration would not have been necessary
- A separation of the customer portal and the VTP portal would still make sense
- With the integration new entry hurdles regarding access to the VTP portal were set
- If you only want to check the matching status, the 2-factor authentication is disturbing
- Both the integration of the VTP portal and a separation of the portals have advantages and disadvantages
- The VTP portal also works well via the customer portal, but individual portals, as before, would have been better, particularly in terms of access authorization/permission

## How satisfied are you with the VTP publications provided by THE (e.g. trading volumes, churn rate)?



**90% of respondents are satisfied or very satisfied with the VTP publications provided by THE**



## What other data related to the VTP do you consider useful to be published?

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- A forecast of the expected demand in the network area and the exchange of TTF

## In your opinion, what measures could increase liquidity on the spot market (exchange and/or OTC) at THE VTP?

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- Better/more diverse portal solutions for bilateral spot market trading, if necessary check cooperation with brokers. The brokers we use (including TFS, Enmacc etc.) always seem to focus on forward products, the liquidity or variety of offers in relation to the THE spot market is either very clear (TFS) or simply non-existent (Enmacc)
- Tender for the provision of market-making services should be restarted and the compensation should be increased
- Move away from the UK system of bank holidays and weekend contract extensions. Weekends should always only be Sat/Sun

## **In addition to the tenders for the provision of market maker services carried out by THE in the past, which measures could, in your opinion, increase liquidity on the futures market (exchange and/or OTC) at THE VTP?**

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- No feedback was given on this question

## Do you have any other comments or suggestions for improvement of THE VTP? (1/2)

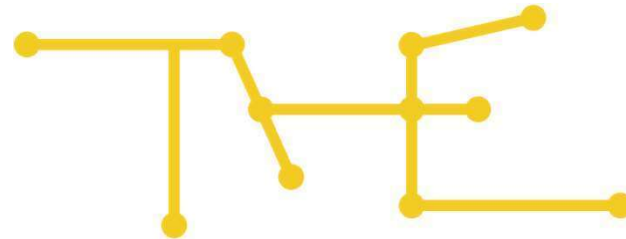
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- The message with the matching result does not always contain 24-hour blocks (as they should). Unfortunately, we have not received an answer from you to our request. We get an error with the message
- The introduction of an emergency concept in the event of technical faults, e.g. the AS2 connection, would be desirable. Entering data on the portal is not expedient, particularly for larger balancing groups. An upload option would be conceivable, e.g. a template for each balancing group that can be downloaded in advance from the portal, or the upload of an Edigas NOMINT. The focus should be on massive nominations
- When receiving NOMINT messages, THE currently does not provide information in regard to the version and the time stamp of the message created. In the event of technical problems, this can result in overwriting new messages by older ones. For this reason the information regarding the version (Edigas 5.1 and Edigas 6.1) would be helpful, but you could start with the information regarding the time of creation which is included in every Edigas version

## Do you have any other comments or suggestions for improvement of THE VTP? (2/2)

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- Overall, I am very satisfied with the implementation/handling. All in all, THE did a great job of merging the old market areas NCG and GPL. Just a praise at this point
- The function of being able to submit nominations via the VTP portal should never be switched off. This is always a good fallback solution
- Decrease of variable fees for both sides - entry and exit
- Increase of the capacity of entry and exit points (with France/Denmark/Austria)
- Greater transparency in determining the SLP and RLM balancing neutrality charges
- As many market participants as possible should make nominations for the first of the month in good time, then the widespread coordination by email at the end of the month would no longer be necessary



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