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**Results of the 2022 VTP market consultation
July 2022**



VTP market consultation process

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: 20 June 2022
- Closing date: 01 July 2022

Respondents

- 31 (7 of whom have not released their responses for publication)

Summary of VTP market consultation results

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

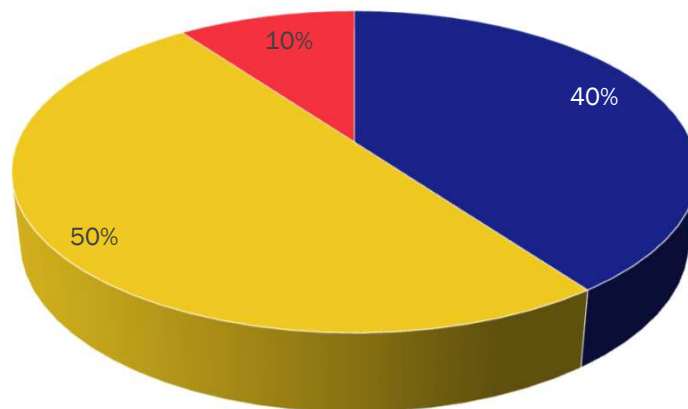
Please note:

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?

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied



No answer: 4

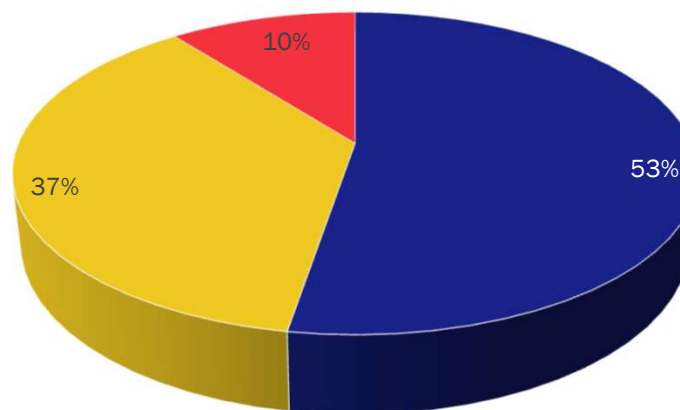
90 % of respondents are satisfied or very satisfied with the availability of the THE departments

Would you like to explain your above-mentioned satisfaction rating in more detail? What, for example, contributed to this rating?

- The contact persons can be reached at any time
- You will be called back if the contact person is not available
- Fast and constructive support for questions
- Contact persons were also constantly available during the market area merger
- Everything worked well during the market area merger and support was received for questions
- Availability by phone is good to okay. Answers to requests by email take a relatively long time
- Difficult to reach by telephone at the time of the market area merger; however, it has improved now
- Direct contact person is available for questions

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

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied



No answer: 5

90 % of respondents are satisfied or very satisfied with the support of the THE departments

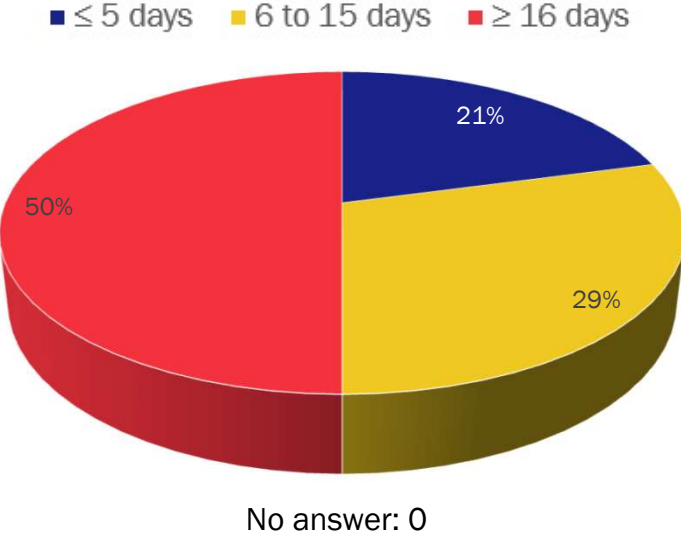
Would you like to explain your above-mentioned assessment of support by THE in more detail? What, for example, contributed to this rating?

- Reliable communication via edig@s and AS2 connection, therefore rarely need for support
- Answers to (special) questions take a relatively long time
- Processing of request is in part incorrect
- If case of questions contact persons can be reached by phone at any time and you will receive friendly and competent support. If the contact person cannot support you, you will be forwarded in a very friendly manner

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

- Faster responses to queries
- Possibility to use more than one 1:1 communication address

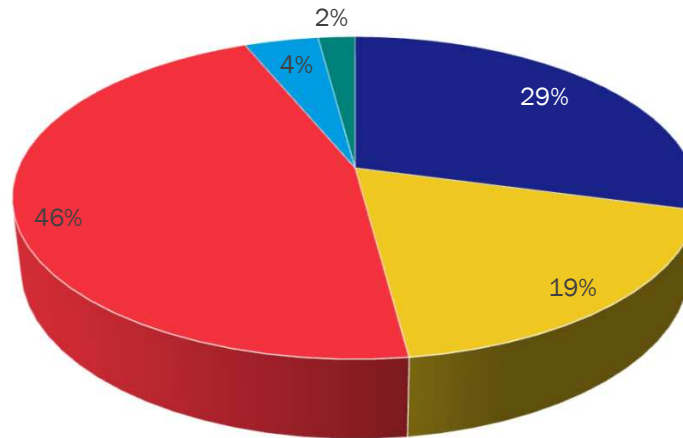
How many days a month do you use the VTP portal provided by THE?



79% of respondents use the VTP portal on a regular basis

What do you use the VTP portal provided by THE for?

■ Nomination ■ Reporting ■ Check of matching status ■ Miscellaneous ■ The VTP portal is not used

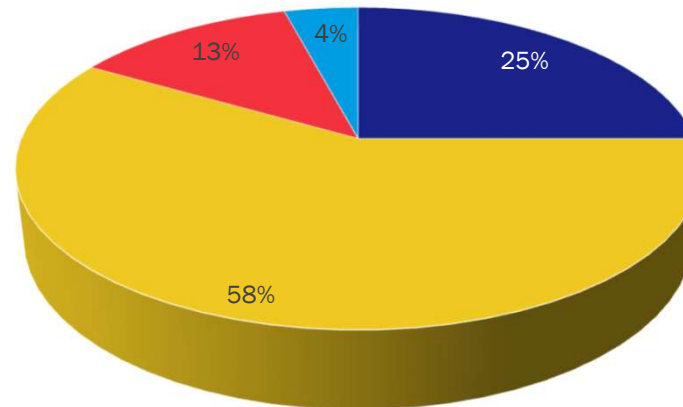


No answer: 0

Respondents primarily access the VTP portal for the purpose of monitoring their matching status. "Nominations in the event of technical problems" and "quantity comparison" were also specified as other possible uses

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

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied



No answer: 0

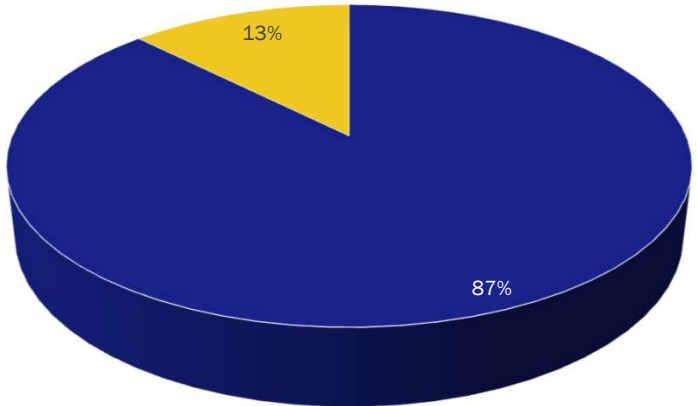
83 % of respondents are satisfied or very satisfied with the performance of the VTP portal

What suggestions do you have for improving the usability and/or functionalities of the VTP portal?

- Possibility of taking over values from the previous day for web-based (portal) nomination
- Display of matchings for several days in the future
- Faster loading times/updating of displays
- Possibility of access to VTP and allocation data in one portal
- Another back-up solution for submitting nominations (as an alternative to manual portal nomination)
- Faster display of matching status

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

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied

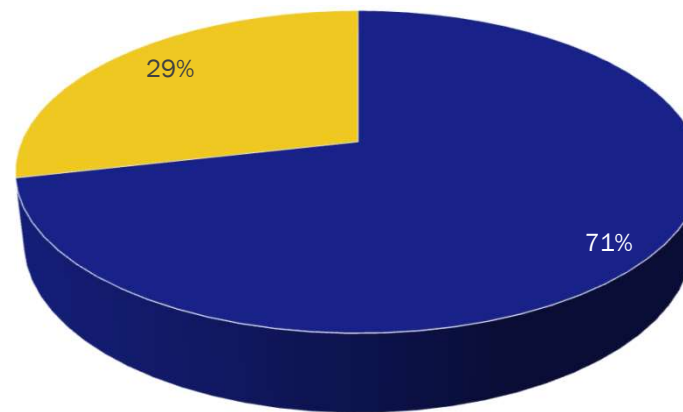


No answer: 0

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

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

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied

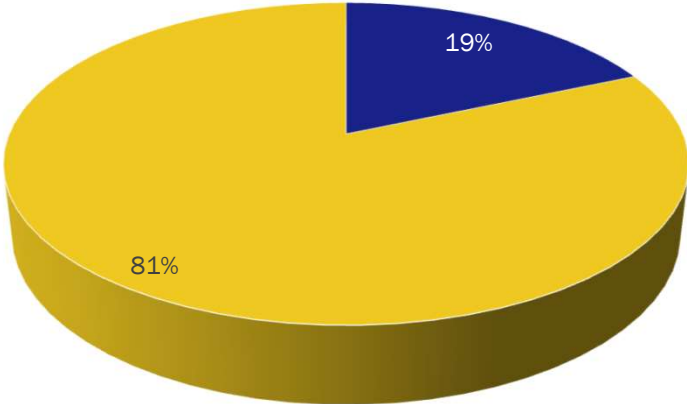


No answer: 17

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

How do you make nominations at THE VTP?

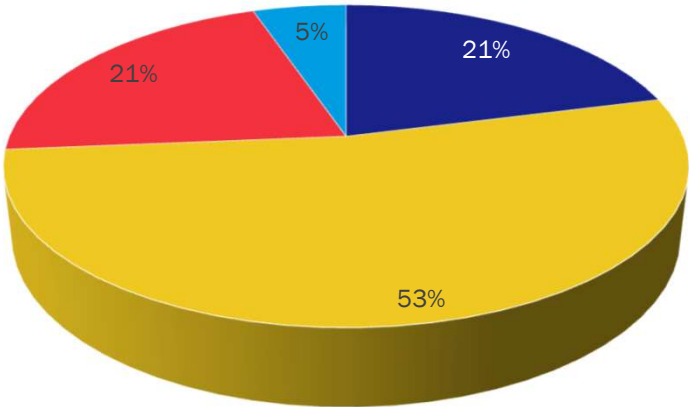
■ Web-based (portal) ■ Edifact message (AS2)



No answer: 0
Multiple answers possible

How satisfied are you with the scope and content of the nomination confirmation message (NOMRES)?

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied



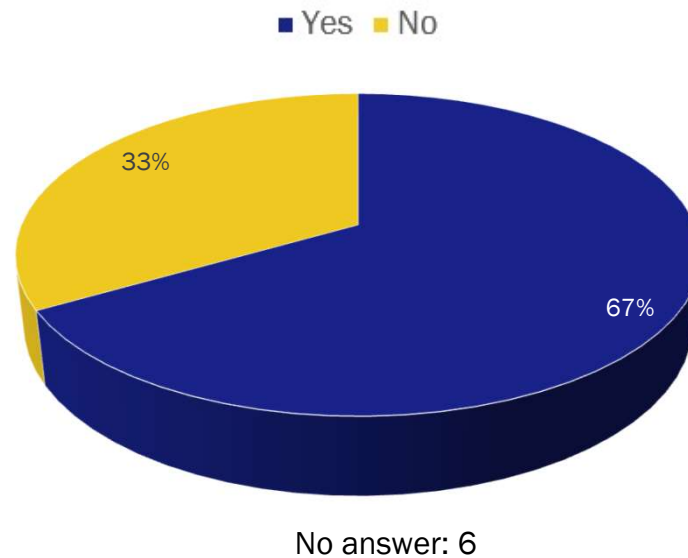
No answer: 5

74% of respondents are satisfied or very satisfied with the scope and content of the NOMRES

Do you have any comments about the NOMRES message?

- The matching status is checked (primarily) via the VTP portal
- Compared to power, the NOMRES messages are inadequate. The current system is suboptimal, especially if the counterpart does not nominate

THE plans to integrate the VTP portal into the customer portal in the fourth quarter of 2022. Do you consider this reasonable?



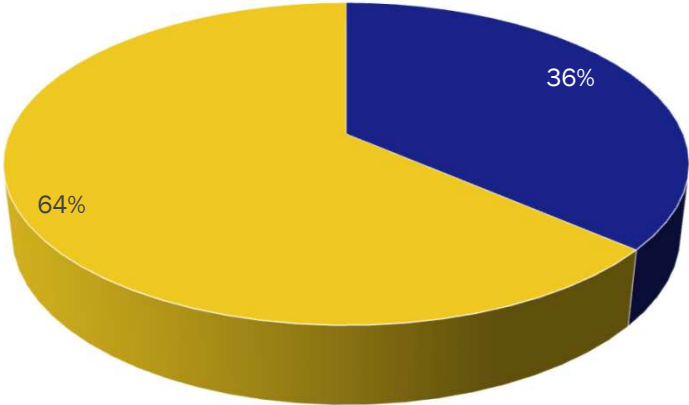
The majority considers the integration of the VTP portal into the customer portal reasonable

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

- With regard to access rights and clarity, a separation makes sense
- Integration is a good idea; possibility to assign different rights per user
- Less portals are generally better
- Retention of already existing functionalities
- Clear placement of the VTP portal and user-friendly menu structure (even when using a tablet/smartphone)
- Provision of a data portal with additional option to display/download hourly nomination data and imbalance prices (all in the same format)
- The integration could have happened with the switch to THE. Basically, 1 portal is good, but a change afterwards is error-prone

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

■ Very satisfied ■ Satisfied ■ Neither satisfied nor dissatisfied ■ Dissatisfied ■ Very dissatisfied



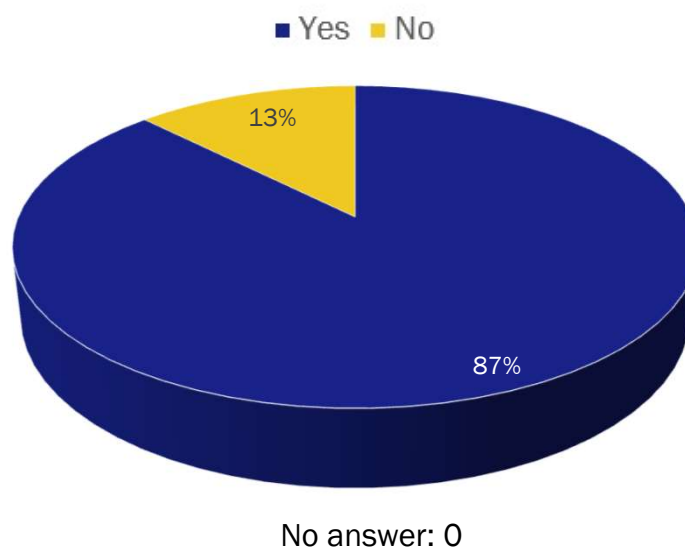
No answer: 13

All respondents are satisfied or very satisfied with the VTP publications provided by THE

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

- Increase of the amount of biogas
- Simplification of the market model
- Less "special products" with option character, but shorter-term marketing
- Removal of market barriers for short-term capacity products (interannual factors)

Tenders for the provision of market maker services in the futures market have been carried out at the VTP by THE for several years. Are you aware of these tenders?



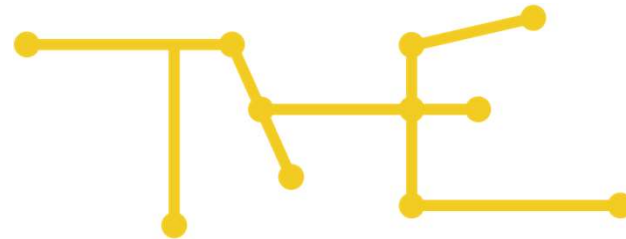
More than 80% of respondents are aware of the tender for the provision of market maker services by THE. No suggestions were made for improvements to the market maker tenders

In your view, what other measures could increase liquidity on the futures market (exchange and/or OTC) at THE VTP?

- Hydrogen should be promoted as the next promising energy source

Do you have any other comments or suggestions for improving THE VTP?

- Displaying the 24/7 phone number for counterparties on the VTP portal should be mandatory
- Nomination via the VTP portal is currently complex; For instance, it would be helpful to be able to take over the previous day's nomination at the touch of a button
- Possibility to use more than one 1:1 communication address



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