

Instructions for the Customer Portal

for Balancing Group Managers

Trading Hub Europe GmbH

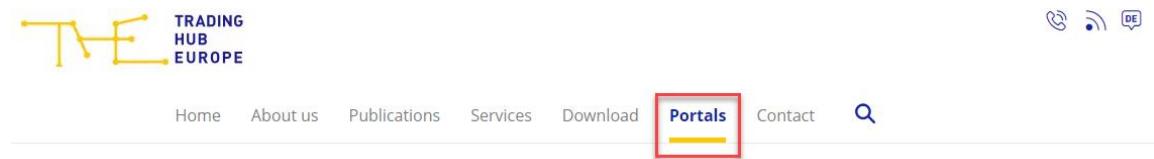
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Table of contents

1	Login page of the Customer Portal.....	3
2	Admission to the Customer Portal.....	4
3	General information about the Customer Portal.....	7
3.1	Authorisations in the Customer Portal	8
4	Master data	10
4.1	Changing personal master data	10
4.2	Changing company master data.....	10
5	Balancing group contracts.....	12
5.1	Balancing group list	12
5.2	Conclusion of balancing group contracts.....	13
5.3	Details.....	15
5.4	Linking arrangements	17
5.4.1	Creating a link.....	17
5.4.2	Modifying and deleting a link.....	18
5.5	Balancing group portfolio.....	19
6	Approving BG links	19
7	Contact person for allocation & clearing	21

1 Login page of the Customer Portal

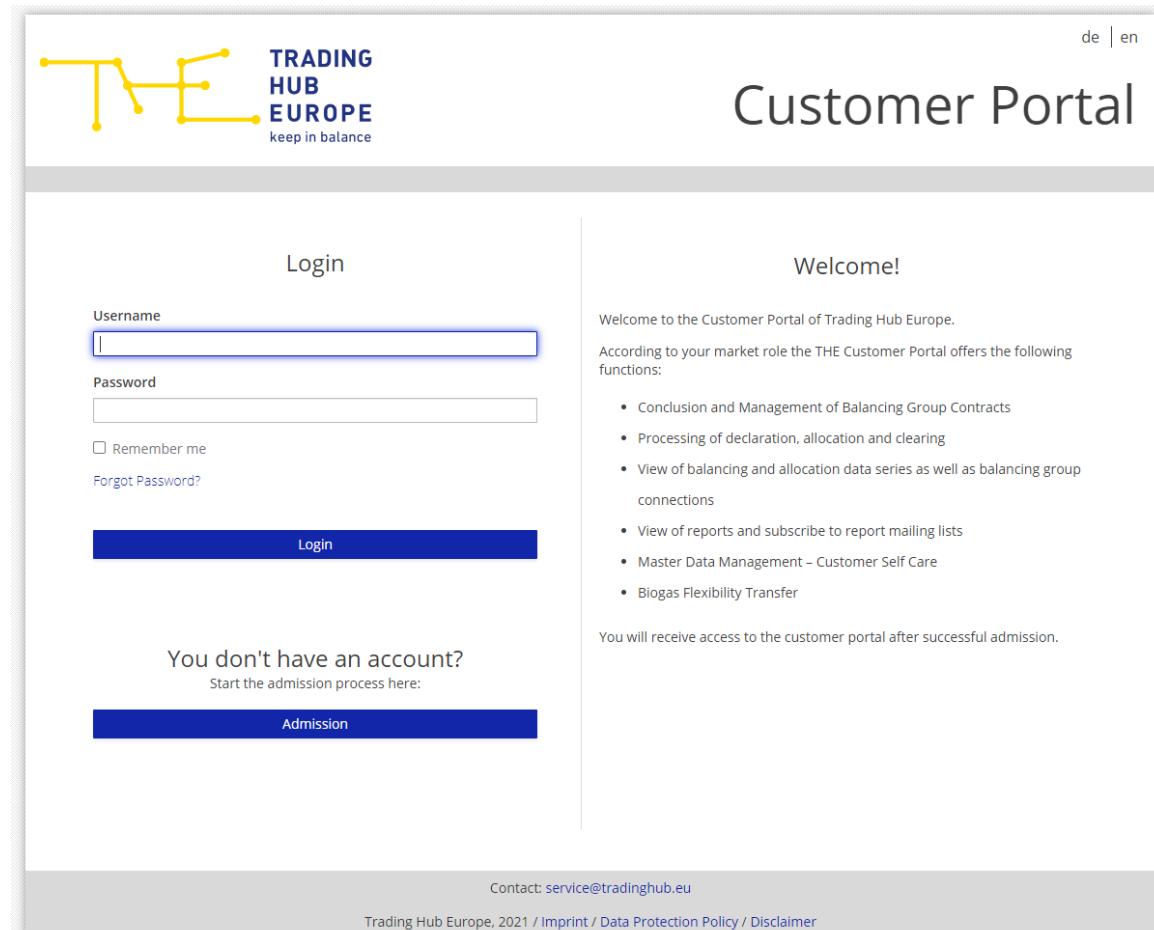
To access the Customer Portal, follow the link on the Trading Hub Europe website (alternatively, you can find the Customer Portal at <https://kundenportal.tradinghub.eu/>):



Portals

- [Customer Portal](#)
- BSP
- VTP Portal
- KRP

The login page of the Customer Portal will open:



Customer Portal

Login

Username

Password

Remember me

[Forgot Password?](#)

Login

You don't have an account?
Start the admission process here:

Admission

Welcome!

Welcome to the Customer Portal of Trading Hub Europe.

According to your market role the THE Customer Portal offers the following functions:

- Conclusion and Management of Balancing Group Contracts
- Processing of declaration, allocation and clearing
- View of balancing and allocation data series as well as balancing group connections
- View of reports and subscribe to report mailing lists
- Master Data Management – Customer Self Care
- Biogas Flexibility Transfer

You will receive access to the customer portal after successful admission.

Contact: service@tradinghub.eu

Trading Hub Europe, 2021 / [Imprint](#) / [Data Protection Policy](#) / [Disclaimer](#)

Here 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.

The screenshot shows the Customer Portal homepage. At the top right, there are language links 'de | en'. The main title 'Customer Portal' is displayed prominently. On the left, there's a 'Login' section with a 'Username' input field, a 'Submit' button, and a link '« Back to Login'. Below it, a message says: '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.)'. On the right, under 'Welcome!', it says: 'Welcome to the Customer Portal of Trading Hub Europe. According to your market role the THE Customer Portal offers the following functions:'. A bulleted list follows: • Conclusion and Management of Balancing Group Contracts • Processing of declaration, allocation and clearing • View of balancing and allocation data series as well as balancing group connections • View of reports and subscribe to report mailing lists • Master Data Management – Customer Self Care • Biogas Flexibility Transfer. An arrow points from the text 'According to your market role...' to the bullet point 'Processing of declaration, allocation and clearing'. At the bottom, there are contact details: 'Contact: service@tradinghub.eu' and a footer with links: 'Trading Hub Europe, 2021 / Imprint / Data Protection Policy / Disclaimer'.

2 Admission to the Customer Portal

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

You don't have an account?

Start the admission process here:

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.

Customer Portal
Admission
Market role / Application type

Market role *:
 Network operator
 Balancing group manager
 Shipper

Application type *:
 I would like to apply for a user account for a new market partner in the market area of THE
 I would like to apply for a user account for a market partner already admitted in the market area of THE

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
Admission of a new Balancing Group Manager

Company name *:

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 *:

Market partner code *:
 DVGW code: GLN code:

Contact persons

Contact person Contract Name *: <input type="text"/> Phone *: <input type="text"/> (0) <input type="text"/> Email *: <input type="text"/>	Contact person Market information emails Name *: <input type="text"/> Phone *: <input type="text"/> (0) <input type="text"/> Email *: <input type="text"/>
--	---

< Back 54 > Next

Contact: service@tradinghub.eu
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Next, you have to enter some personal details:

Existing user: Yes [?](#)

Email *:

Title: No title

First name *:

Last name *:

Salutation *: Mr Ms

Language *:

Phone *: (0)

Mobile: (0)

Fax *: (0)

[Back](#) [11](#) Apply for admission

Contact: service@tradinghub.eu
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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.

Existing user: Yes [?](#)

Email *:

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

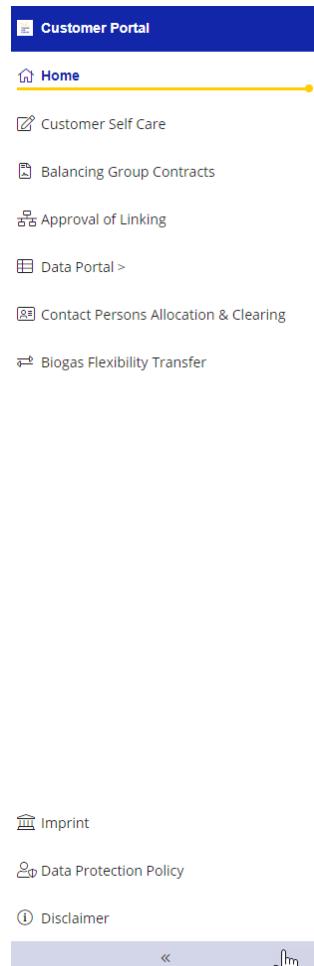
- change your password
- change the language (German/English)
- log out of the Customer Portal

The screenshot shows the Customer Portal interface. On the left, a sidebar lists navigation options: Home, Customer Self Care, Balancing Group Contracts, Approval of Linking, Data Portal, Contact Persons Allocation & Clearing, and Biogas Flexibility Transfer. The main content area is titled "Welcome to the Trading Hub Europe Customer Portal". It includes a message from THE, a list of functions available, and contact information. The top right corner features a user profile for "Test UserBKV4" and links for changing password, language, and logging out.

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.

A close-up view of the top right corner of the Customer Portal. The "Contact" link is highlighted with a red box. Below it, a dropdown menu displays the user's name ("Test UserBKV4") and several navigation options: "change password", "Change language", and "Logout".

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.



The screenshot shows the left sidebar of the Customer Portal. At the top is a blue header bar with the text "Customer Portal". Below it is a white area containing several menu items, each with an icon and text. A yellow horizontal line highlights the "Home" item. The menu items are:

- Home
- Customer Self Care
- Balancing Group Contracts
- Approval of Linking
- Data Portal >
- Contact Persons Allocation & Clearing
- Biogas Flexibility Transfer

At the bottom of the sidebar are three links:

- Imprint
- Data Protection Policy
- Disclaimer

Below these links is a grey footer bar with two small icons: a double arrow pointing left and a double arrow pointing right.

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.

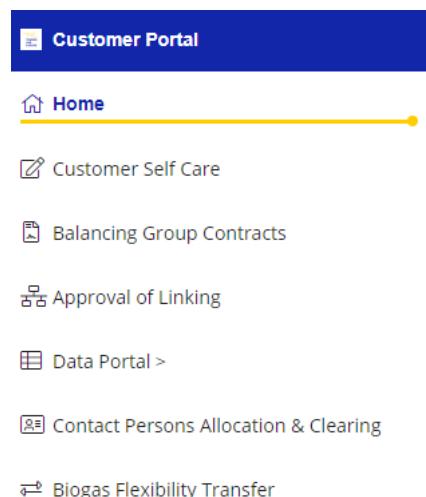
Please note that the first user of a newly admitted Balancing Group Manager basically applies for and receives all authorisations, e.g. to be able to conclude balancing group contracts. For further users, the authorisations can be applied for individually as part of the process of admission to the Customer 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:



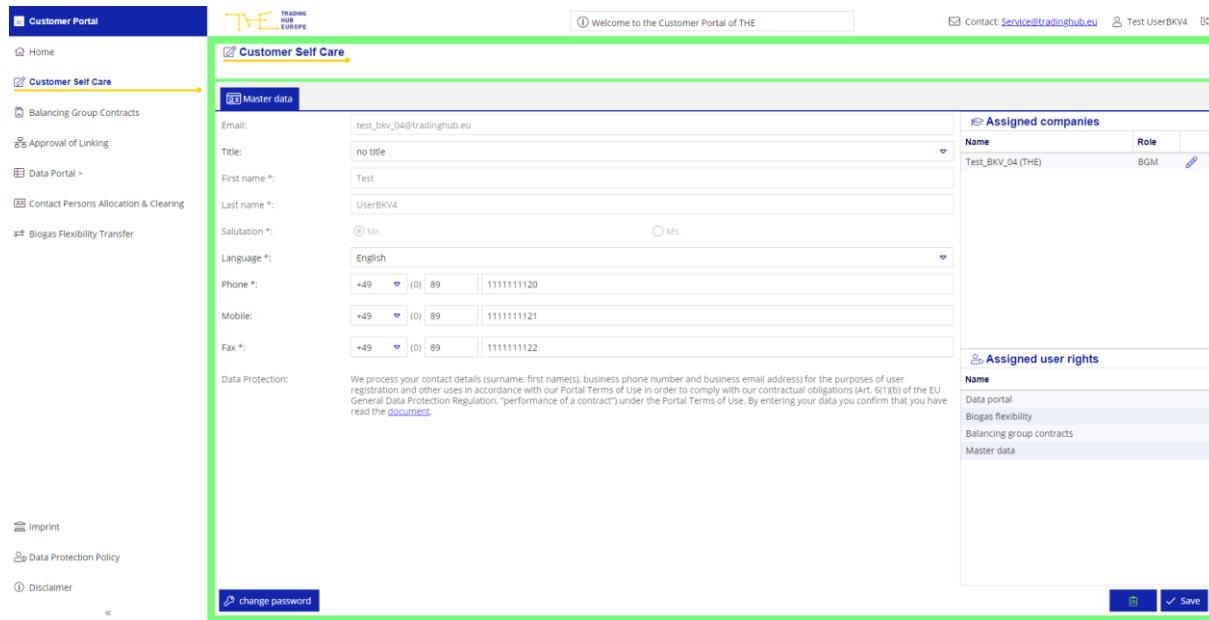
Customer Portal

- [!\[\]\(43c0285a501e8bd54c817541e939e111_img.jpg\) Home](#)
- [!\[\]\(6f7ec32733d6e6c4b7335fd6a6fd2ed9_img.jpg\) Customer Self Care](#)
- [!\[\]\(be97fa1ec9d2a1a15f0c06a9ef17234f_img.jpg\) Balancing Group Contracts](#)
- [!\[\]\(42b69e51e8426c2b3f10e0e01f48b4ec_img.jpg\) Approval of Linking](#)
- [!\[\]\(f4ef7c2ae077a3f71f3994e15f53e3b8_img.jpg\) Data Portal >](#)
- [!\[\]\(227d19c66d17cdb102358cbab17db75d_img.jpg\) Contact Persons Allocation & Clearing](#)
- [!\[\]\(b75e4c2d3642739e0c3f4ac82201b69c_img.jpg\) Biogas Flexibility Transfer](#)

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.



The screenshot shows the Customer Self Care interface with a green border around the main content area. On the left, there's a sidebar with links like Home, Customer Self Care (which is highlighted), and various contracts. The main area has a header "Customer Self Care" and a sub-header "Master data". It contains fields for Email, Title, First name, Last name, Salutation, Language, Phone, Mobile, and Fax. Below these is a "Data Protection" section with a small text and a link to "read the document". To the right, there are two sections: "Assigned companies" (listing "Test_BKV_04 (THE) BGM") and "Assigned user rights" (listing "Data portal", "Biogas flexibility", "Balancing group contracts", and "Master data"). At the bottom right are "Save" and "Cancel" buttons.

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.

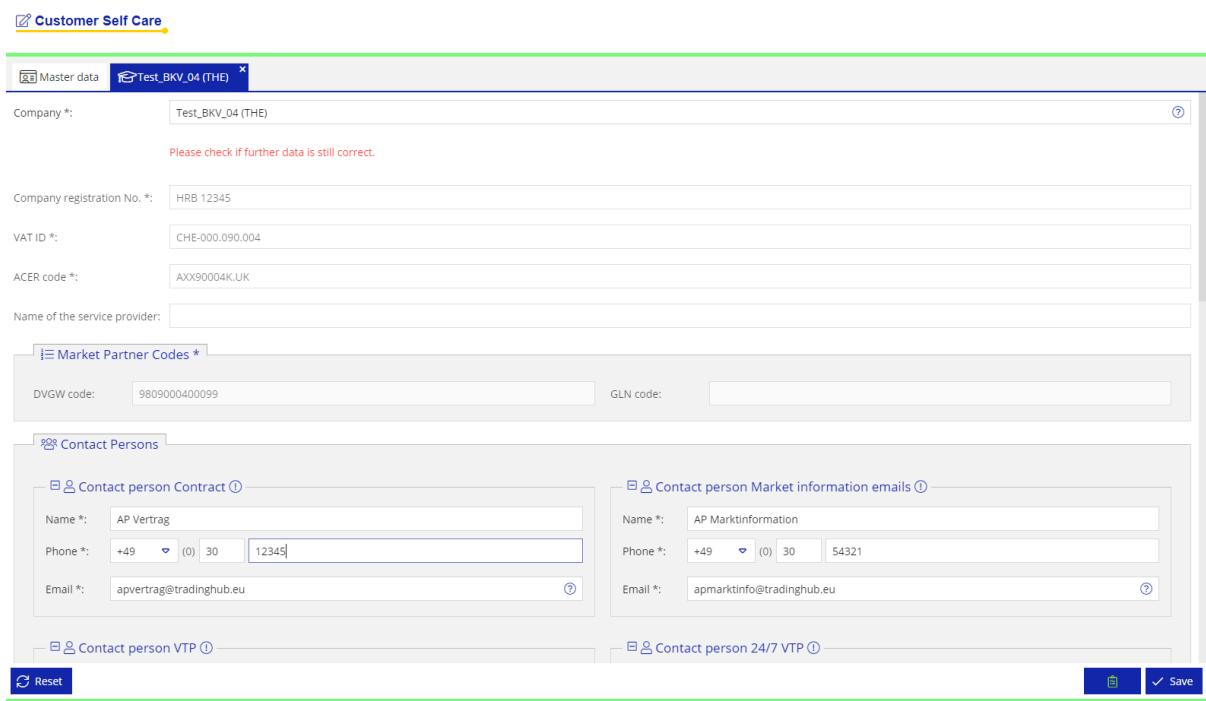
Below the company, the screen shows the authorisations the user has applied for and received as part of its authorisation process.

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.

 Assigned companies	
Name	Role
Test_BKV_04 (THE)	BGM 

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



 **Customer Self Care**

 Master data  Test_BKV_04 (THE) 

Company *: Test_BKV_04 (THE) 

Please check if further data is still correct.

Company registration No. *: HRB 12345

VAT ID *: CHE-000.090.004

ACER code *: AXX90004K.UK

Name of the service provider:

 **Market Partner Codes ***

DVGW code: 9809000400099 GLN code:

 **Contact Persons**

 **Contact person Contract** 

Name *: AP Vertrag

Phone *: +49 (0) 30 12345

Email *: apvertrag@tradinghub.eu

 **Contact person Market information emails** 

Name *: AP Marktinformation

Phone *: +49 (0) 30 54321

Email *: apmarkinfo@tradinghub.eu

 **Contact person VTP** 

 **Contact person 24/7 VTP** 

 **Reset**  **Save**

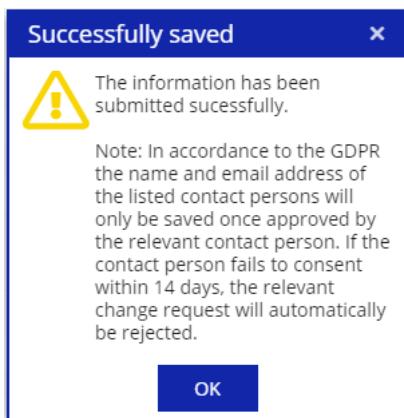
Fields that cannot be edited by the user have a grey background. If you wish to make changes to any of these fields, please contact THE.

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.

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.



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

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**
- 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.

Balancing Group Contracts

Balancing group list		
Balancing group ↑	Type	Status
Test_BKV_04 (THE)		
THE0BBH690230000	BG	Valid
THE0BBH690230001	BSG	Valid
THE0BBH690230002	BSG	Valid
THE0BBH690230003	BSG	Valid
THE0BBH690230004	BSG	Valid
THE0BBH690230005	BSG	Valid
THE0BBL690240000	BG	Valid
THE0BBL690240001	BSG	Valid
THE0BBL690240002	BSG	Valid
THE0BBL690240003	BSG	Valid
THE0BBL690240004	BSG	Valid
THE0BBL690240005	BSG	Valid
THE0BDH690210000	BG	Valid
THE0BDH690210001	BSG	Valid
THE0BDH690210002	BSG	Valid
THE0BDH690210003	BSG	Valid
THE0BDH690210004	BSG	Valid
THE0BDH690210005	BSG	Valid
THE0BDL690220000	BG	Valid
THE0BDL690220001	BSG	Valid
THE0BDL690220002	BSG	Valid
THE0BDL690220003	BSG	Valid
THE0BDL690220004	BSG	Valid
THE0BDL690220005	BSG	Valid
THF0RFH690190000	BG	Valid
+ Conclusion of new balancing group contract		

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".

+ 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.

① Balancing group contract	
② Details	
Company name:	<input type="text" value="Test_BKV_04 (THE)"/>
Contract type:	<input type="radio"/> Balancing group <input type="radio"/> Balancing subgroup
Gas quality:	<input type="radio"/> H gas <input type="radio"/> L gas
Biogas:	<input type="radio"/> Yes <input type="radio"/> No
Capacity type:	<input type="radio"/> FZK <small> ⓘ </small> <input type="radio"/> DZK <small> ⓘ </small>
Undiscounted capacity tariff:	<input type="checkbox"/> Yes <small> ⓘ </small>
VTP access:	<input type="radio"/> Yes <input type="radio"/> No
Valid from:	<input type="text"/>  
<input type="checkbox"/> 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.
<p>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.</p> <p>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</p>	

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.

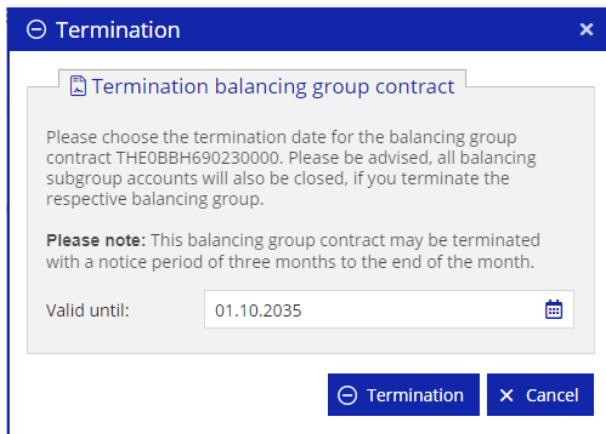
① **Balancing group contract - THE0BBH690230000**

 **Details**

Balancing group:	THE0BBH690230000
Balancing group old:	
Company name:	Test_BKV_04 (THE)
Contract type:	<input checked="" type="radio"/> Balancing group <input type="radio"/> Balancing subgroup
Gas quality:	<input checked="" type="radio"/> H gas <input type="radio"/> L gas
Biogas:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Capacity type:	<input checked="" type="radio"/> FZK  <input type="radio"/> DZK 
Undiscounted capacity tariff:	<input type="checkbox"/> Yes  <input checked="" type="checkbox"/> No
VTP access:	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/> I hereby agree for my data to be published as trading participant at the THE VTP on the THE website . 	
Valid from:	01.12.2020  
Valid until:	01.10.2035  

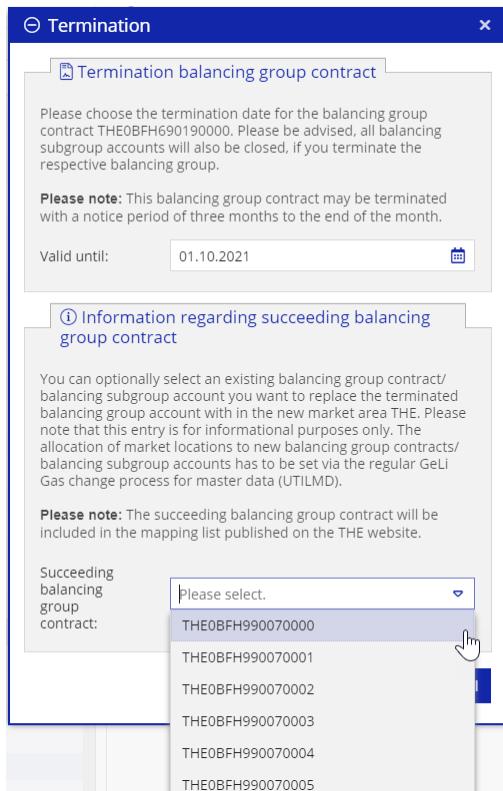
Click on  **Termination** to terminate the selected contract. A pop-up window will open. Here you can enter the desired termination date. The earliest possible termination date is specified in the calendar.

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.

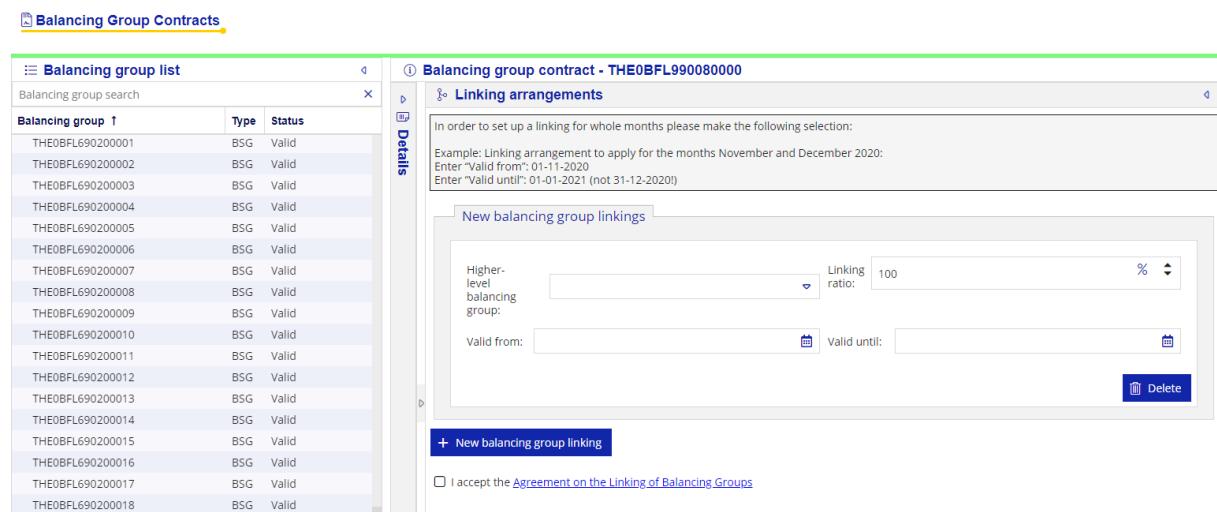
5.4.1 Creating a link

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.

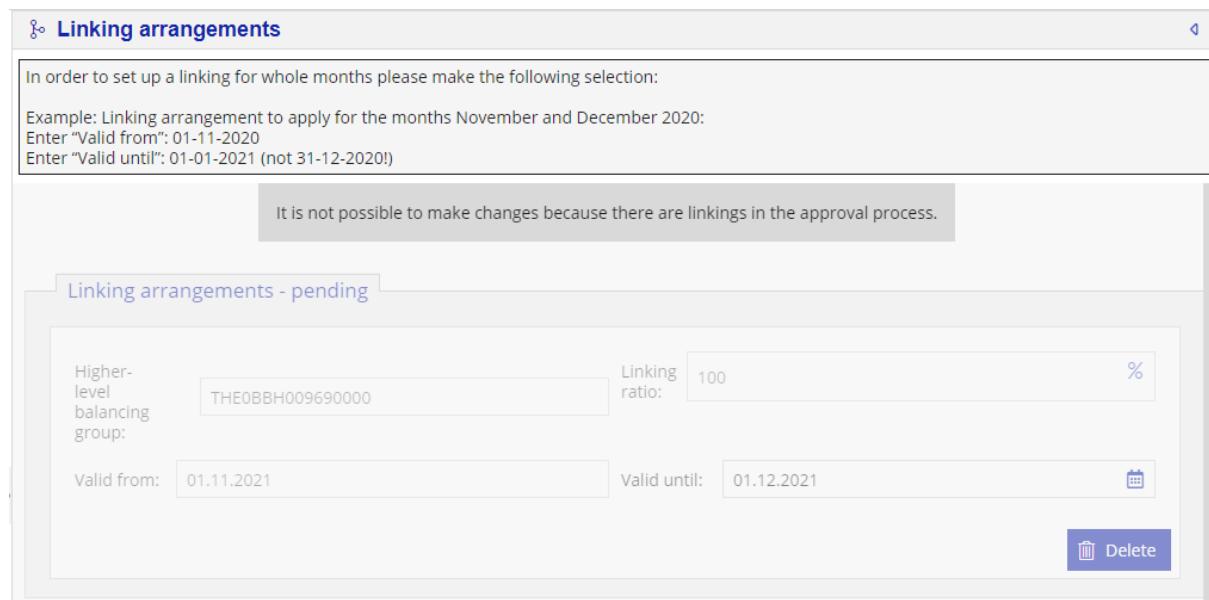


The screenshot shows the 'Balancing Group Contracts' application interface. On the left, there is a list of 'Balancing group contracts' with columns for 'Type' (BSG) and 'Status' (Valid). On the right, the 'Linking arrangements' section is open, showing a form to create a new balancing group linking. The form includes fields for 'Higher-level balancing group' (dropdown menu), 'Linking ratio' (100%), 'Valid from' (date input), and 'Valid until' (date input). Below the form is a button '+ New balancing group linking'. At the bottom of the page, there is a checkbox for accepting the 'Agreement on the Linking of Balancing Groups'.

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

The  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 screenshot shows a software interface for managing linking arrangements. At the top, a message box contains instructions: "In order to set up a linking for whole months please make the following selection:" followed by examples for valid dates. Below this, a note says "It is not possible to make changes because there are linkings in the approval process." The main area displays a single linking arrangement entry:

Higher-level balancing group:	THE0BBH009690000	Linking ratio:	100 %
Valid from:	01.11.2021	Valid until:	01.12.2021 

At the bottom right of the entry is a blue  button.

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  button.

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

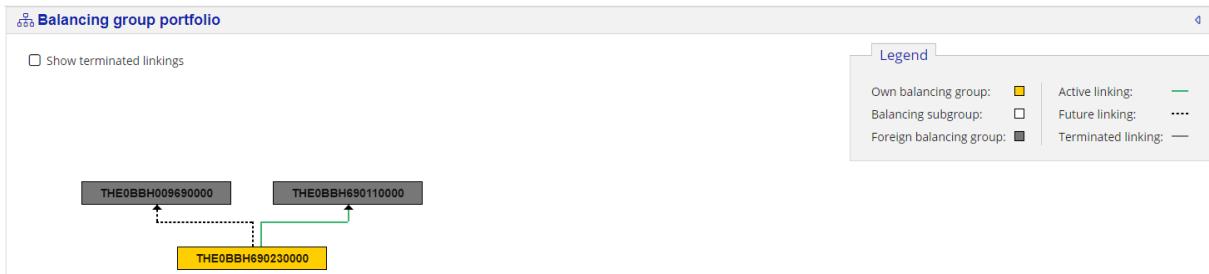
Note: Three and six weeks before the end date of a balancing group link, an automated reminder e-mail is sent to the Balancing Group Managers involved (higher-level and

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.

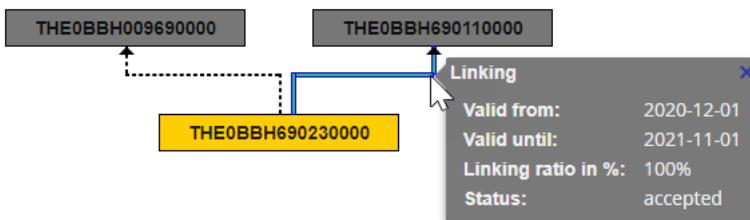
Your own balancing groups are shown in yellow. Balancing groups of a third-party Balancing Group Manager are shown in grey.



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.



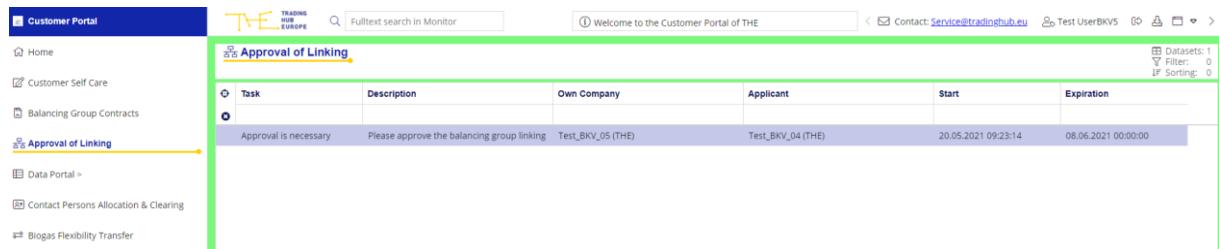
6 Approving BG links

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".

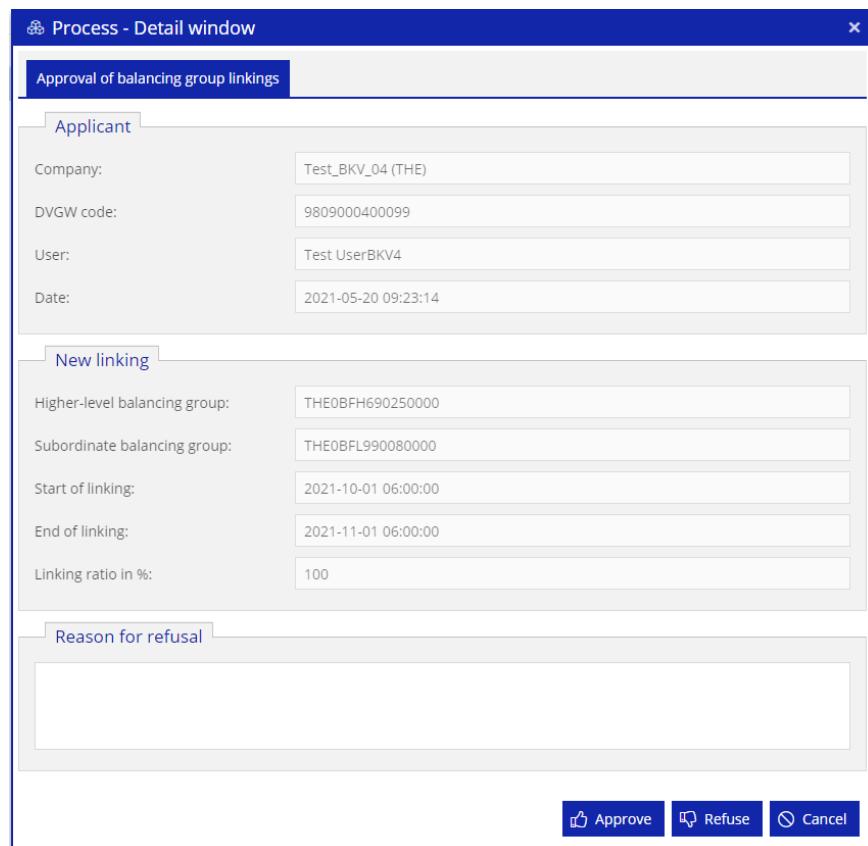


The screenshot shows the Customer Portal interface. On the left, there is a sidebar with various menu items: Home, Customer Self Care, Balancing Group Contracts, Approval of Linking (which is highlighted with a yellow bar), Data Portal >, Contact Persons Allocation & Clearing, and Biogas Flexibility Transfer. The main area has a green header bar with the TVE logo and a search bar. Below it, a table titled "Approval of Linking" lists one task:

Task	Description	Own Company	Applicant	Start	Expiration
Approval is necessary	Please approve the balancing group linking	Test_BKV_05 (THE)	Test_BKV_04 (THE)	20.05.2021 09:23:14	08.06.2021 00:00:00

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.



This is a detailed view of the approval task. It contains three main sections: "Applicant", "New linking", and "Reason for refusal".

Applicant:

- Company: Test_BKV_04 (THE)
- DVGW code: 9809000400099
- User: Test UserBKV4
- Date: 2021-05-20 09:23:14

New linking:

- Higher-level balancing group: THE0BFH690250000
- Subordinate balancing group: THE0BFL990080000
- Start of linking: 2021-10-01 06:00:00
- End of linking: 2021-11-01 06:00:00
- Linking ratio in %: 100

Reason for refusal:

There is a large text input field for entering a reason for refusal.

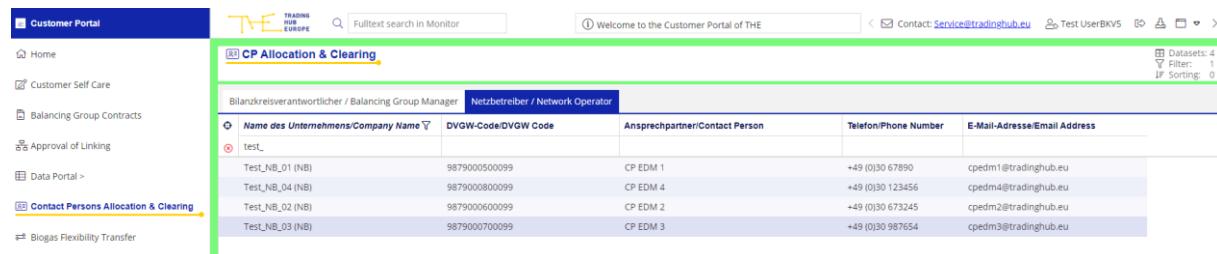
At the bottom, there are three buttons: **Approve**, **Refuse**, and **Cancel**.

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 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.



The screenshot shows the Customer Portal interface. On the left, there is a sidebar with various menu items: Home, Customer Self Care, Balancing Group Contracts, Approval of Linking, Data Portal >, and Contact Persons Allocation & Clearing (which is highlighted). The main content area has a header "CP ALLOCATION & CLEARING". Below it, there is a table with the following columns: Name des Unternehmens/Company Name, DVGW-Code/DVGW Code, Ansprechpartner/Contact Person, Telefon/Phone Number, and E-Mail-Adresse/Email Address. The table contains four rows of data:

Name des Unternehmens/Company Name	DVGW-Code/DVGW Code	Ansprechpartner/Contact Person	Telefon/Phone Number	E-Mail-Adresse/Email Address
Test_NB_01 (NB)	9879000500099	CP EDM 1	+49 (0)30 67890	cpedm1@tradinghub.eu
Test_NB_04 (NB)	9879000800099	CP EDM 4	+49 (0)30 123456	cpedm4@tradinghub.eu
Test_NB_02 (NB)	9879000600099	CP EDM 2	+49 (0)30 673245	cpedm2@tradinghub.eu
Test_NB_03 (NB)	9879000700099	CP EDM 3	+49 (0)30 987654	cpedm3@tradinghub.eu