

Commercial desk at Gasgrid Finland

- commercial@gasgrid.fi
 - Target response time within 3 working days
 - Operating during office hours (no weekend duty) -> in urgent issues contact our control room (24/7)



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Towards more systematic service improvement process



Email (with screenshots if relevant) to commercial@gasgrid.fi

> **Communication** and transparency through the whole process



3.6.2020

Roadmap from the start 1.1.2020 to this day

1-2/2020

- Operational views to TSO
- Support user problems and errors
- Bug fixes
- Capacity usage view
- Metering site values from UI (data export)
- User self service: reset password and editing user data

Start of open Gas Market

Support for points of clarification, monitoring function for TSO

3-4/2020

Build Report to the Transparency Platform, improvements to data visualization

- Collect data from automation systems and prepare AS4 to ENTSOG
- Data sorting, lists, and unit improvements
- Initial Nomination, re-nomination, and function easier to use
- Editable Contact person of Market party
- Metering site aggregation corrections

4-5/2020

- Entsog TP best practices testing, additional details and improvement to the backend and integration
- Improvements to automate of System Balance monitoring
- Chart component in use to visualize data
- Shipper allocation per retailer
- Shipper estimated allocation
- Nomination view changed to show summary per gas day and drill down to nomination details.

Publish data to Entsog and automate processes to support customers



Discussion: Roadmap to the future

6/2020 and 8/2020

- Invoicing data visibility
- First and second correction cycles data
- Emissions trading data
- Nomination search option
- Listen to customer point of views

Invoicing information, Emissions trading data

8-9/2020

The points of view of customer

- Tariff modification
- LNG
- Automate capacity orders
- Security Deposit improvements

• Customer point of view improvements

Implement

10-11/2020

