

XBID_JOINT_OTH_02: Internal and External Communications

Version	1.7.6	
Date	09/05/2022	
Status	<input checked="" type="checkbox"/> Draft	<input type="checkbox"/> Final

Approval

Version	Date	Name	Function	Signature
0.1	2016-04-19			First draft
0.2	2016-06-20	Joint		Review and clean-up
0.3	2017-08-18	EPEX SPOT		Add maintenance messages and update NEMO messages
0.4	2017-09-18	OMIE		General revision
0.5	2017-09-22	ENDK		Incl. unavailability service system
0.9	28/09/2017	T. Bus		Cleaned up
1.0	09/11/17	Energinet		Communication of Operational issues follow the REMIT obligation of communicating to Market participants, thus out of scope for this procedure.
1.1	28/05/2018	Operational TF		Incident Committee contact details added.
1.2	04/06/2018	TenneT TSO B.V.		Final clean up before GoLive
1.3	29/03/2019	O TF Chair		Minor textual changes
1.4	28/06/2019	O TF Chair		Change in text of message ██████████
		PWG		Extension of dial-in numbers
		PWG		Addition of message ██████████
1.5	22/09/2019	O TF Chair		Added versions of the TSO messages for all interconnectors of an area
1.6	23/04/2019	O TF Chair		Inclusion of 2 nd wave in communication
	14/11/2019	O TF Chair		Creation of message ██████████ Linked XBID_JOINT_02 to procedure XBID_JOINT_OTH_06

	18/11/2019	O TF Chair		Finalization including new message [REDACTED] message [REDACTED] message [REDACTED]
1.6.1	16/12/2019	O TF Chair		Correction of message [REDACTED]
1.6.2	12/01/2020	O TF Chair		New message [REDACTED]
1.6.3.	24/01/2020	O TF Chair		Change of XBID_TSO_05 to indicate IC closure before start of maintenance
1.6.4.	06/04/2020	PWG		[REDACTED] message added (the message itself and the table overview)
1.6.5	15/06/2020	O TF Chair		All revisions accepted and sorting the of messages in numerical order
1.6.6	12/07/2020	O TF Chair		Added message [REDACTED]
1.6.7.	26/08/2020	O TF Chair		Update of messages [REDACTED] and [REDACTED] (Poland dial-in number changed)
1.6.8.	04/10/2020	O TF Chair		Added [REDACTED] (Incident Committee reminder)
1.6.9	15/11/2020	O TF Chair		Inclusion of DE-BE and DE-NO2 in communication
1.7	17/06/2021	O TF Chair		Update of conference call details in messages [REDACTED] and [REDACTED]
	05/07/2021	O TF Chair		Completing conference call details in messages [REDACTED] and [REDACTED]
1.7.1	16/07/2021	O TF Chair		Added [REDACTED] and [REDACTED] to announce configuration changes Added [REDACTED] to inform parties on the end of the IC call
1.7.2	22/08/2021	O TF Chair		Extension of [REDACTED] and [REDACTED] for 3 rd wave extension
1.7.3	09/09/2021	O TF Chair		Added Italian interconnectors and delivery areas to messages

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1.7.4.	10/11/2021	O TF Chair		Correction of title of message ██████████ in overview
1.7.5.	18/11/2021	O TF Chair		Amendment for messages ██████████ and ██████████ on transit shipping to reflect Poland becoming Multi Nemo area
1.7.6.	09/05/2022	PWG		Added messages ██████████ and ██████████ on use of back up conference tool

Remarks

As a general principle, NEMOs and TSOs may adapt their content according to local procedures before forwarding them to the corresponding market participants and other stakeholders.

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1. Introduction

This procedure describes the principles, the content and the Parties involved in the joint messages that need to be sent when there are incidents or actions taken due to (unexpected) situations such as mentioned in the Incident List or when the Maintenance Window is required.

Note:

- Everywhere in this document where “TSOs” is written, “TSOs and/or any party entitled by the TSOs” is meant.
- Capitalized terms used in the operational XBID procedures have the meaning set forth in Exhibit 1 of the Intraday Operations Agreement (IDOA).

1.2 Purpose

The purpose of this procedure is to have standard messages among all Parties and transmit the same information to all external parties.

1.3 Governed / Regulated by

- Intra-Day Operational Agreement (IDOA)
- XBID High Level Functional Architecture (HLA) (Exhibit 6 to the IDOA)

1.4 Tools and Communication Protocols:

- Email/ Phone/ Internet
- Ticket system (IMT)
- Local tools
- Unavailability service system

1.5 Associated Procedures and Documents

- Backup procedures:
 - XBID_TSO_BUP_01: Submission of Cross-Zonal Capacities
 - XBID_JOINT_BUP_02: Shipping
- Fallback procedure:
 - XBID_JOINT_FAL_01: Incident Management
- Other associated procedures and documents:
 - XBID_JOINT_OTH_03: Change Control Procedure
 - XBID_JOINT_OTH_04: Market Bidding Area Change
 - XBID_JOINT_OTH_05: Maintenance window
 - XBID_NEMO_EXC_03: Closing and restarting of Market Areas, Delivery areas and Trading service
 - XBID_JOINT_EXC_01: Closing and re-opening of Interconnector(s)
 - Contact List - Internal and external communication, including rules for updating/changing contact information (Annex 1 to this document)

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]					[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

The e-mail has to be sent with all recipients e-mail addresses privately using the “BCC” (blind carbon copy) function. This prevents accidental misuse of IC invitation e-mail sent to all parties using the “Reply all” function.

If the primary conference tool is not available, IC SPOC will send the [REDACTED].

Message title:

[REDACTED]

Message content:

[REDACTED]

[Redacted]	[Redacted]	[Redacted]
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Message content (referring to all interconnectors):

[Redacted]

[Redacted]		
[Redacted]	[Redacted]	[Redacted]

[Redacted]

In case the maintenance on the XBID System is successfully finished, the Implementation Manager will send the [Redacted] message as soon as it is clear when the markets and Interconnectors can be reopened.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

[Redacted]

Sent (if applicable via the relevant unavailability service system) in advance in case of for instance:

- expected outage of a post-coupling system / XBID System.
- maintenance of local TSO system.

In case of maintenance of local TSO system, a local procedure might be followed in line with Local Arrangements, as long as the relevant recipients are respected, as detailed in Table 1 – Communication messages.

The TSO may decide to refer to the individual interconnector(s) or refer to all interconnector(s) of its delivery area(s).

Message title:

[Redacted]

Message content (referring to individual interconnector(s)):

In case of Service Halt

[Redacted]

In case of Directional Halt

[Redacted]

In case of a Contract Halt

[Redacted]

[Redacted]		
[Redacted]	[Redacted]	[Redacted]

Message content (referring to all interconnectors):

In case of Service Halt

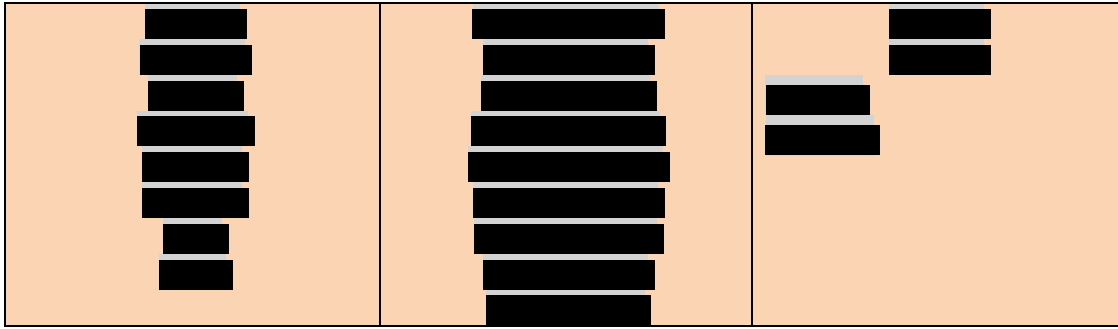
[Redacted]

In case of Directional Halt

[Redacted]

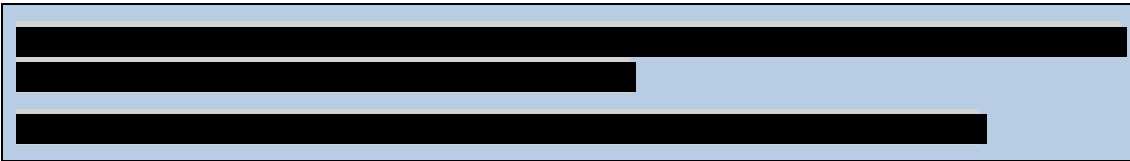
In case of a Contract Halt

[Redacted]

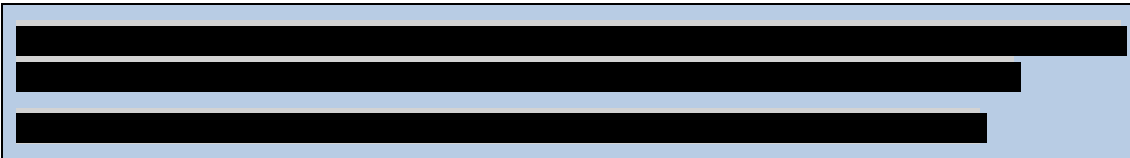


Message content (referring to all interconnectors):

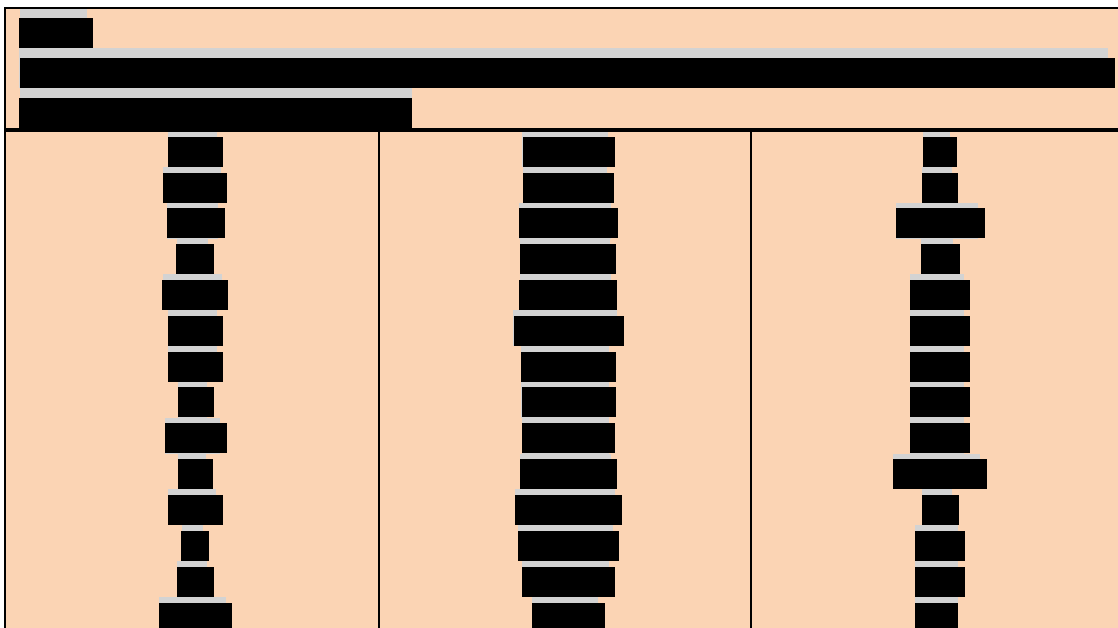
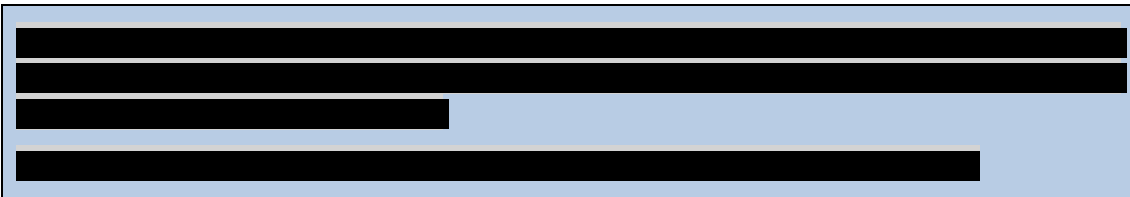
In case of Service Halt



In case of Directional Halt



In case of a Contract Halt



[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------

Message content (referring to all interconnectors):

[REDACTED]

[REDACTED]

[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------

[REDACTED]

In case of any problem related to primary contact details of IC SPOC, the IC SPOC will send the [REDACTED] message as soon as the issue is detected.

Message title:

[REDACTED]

Message content:

[Redacted text block with blue background]

[Redacted text block with orange background]

[Redacted]

[Redacted]		
[Redacted]		
[Redacted]		
[Redacted]	[Redacted]	[Redacted]

[Redacted]

As soon as the issue with the primary contact details of IC SPOC has been solved, the IC SPOC will send [Redacted] message in order to inform parties about it.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

In case the maintenance on the XBID System is cancelled, the TSOs will send the [Redacted] message to the Market Participants (if applicable via the relevant unavailability service system).

[Redacted]

[Redacted]

[Redacted]	[Redacted]	[Redacted]
------------	------------	------------

[Redacted]

Whenever the IC SPOC is requested to close one or more Interconnectors according to procedure XBID_JOINT_FAL_01, the IC SPOC will send the message [Redacted] in order to trigger closure of relevant interconnectors by the TSOs as soon as possible. This message is for internal use only.

The [Redacted] message has to be sent with all recipients' e-mail addresses privately using the "BCC" (blind carbon copy) function. This prevents accidental misuse of the e-mail sent to all parties using the "Reply all" function.

Message title:

[Redacted]

Message content:

[Redacted]

[REDACTED]	[REDACTED]	[REDACTED]
------------	------------	------------

Message content (referring to all interconnectors):

[REDACTED]

[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]

[Redacted]

In case of a maintenance on a Shipping Agent System, the Implementation Manager will send the [Redacted] message as soon as the maintenance window is decided.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

[Redacted]

In case the maintenance on the Shipping Agent System is successfully finished, the Implementation Manager will send the [Redacted] message as soon as it is clear when the markets and Interconnectors can be reopened.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

[Redacted]

In case a maintenance on the Shipping Agent System is cancelled, the Implementation Manager will send the [Redacted] message.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

[Redacted]

Whenever the technical issue at the Shipping Agent system has been solved and the IC SPOC is requested to reopen one or more Interconnectors according to procedure XBID_JOINT_FAL_01, the IC SPOC will send the message [Redacted] in order to trigger reopening of relevant interconnectors by the TSOs as soon as possible. This message is for internal use only.

The [Redacted] message has to be sent with all recipients' e-mail addresses privately using the "BCC" (blind carbon copy) function. This prevents accidental misuse of the e-mail sent to all parties using the "Reply all" function.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

[Redacted]

In case the finish of the maintenance on the XBID System is delayed, the Implementation Manager will send the [Redacted] message to all TSOs, all NEMOs and all Central Admins.

Message title:

(XBID_JOINT_13): Extension of Maintenance on XBID System

Message content:

[Redacted]

[Redacted]

In case the finish of the maintenance on the Shipping Agent System is delayed, the Implementation Manager will send the [Redacted] message.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

Incident Committee call reminder

Whenever there is a need to organize an Incident Committee (IC) according to procedure XBID_JOINT_FAL_01, the IC SPOC may send the message [Redacted] in order to remind the involved parties to the IC call. The invited participants need to join immediately (within the next 5 minutes). This message is for internal use only.

The e-mail has to be sent with all recipients e-mail addresses privately using the “BCC” (blind carbon copy) function. This prevents accidental misuse of IC invitation e-mail sent to all parties using the “Reply all” function.

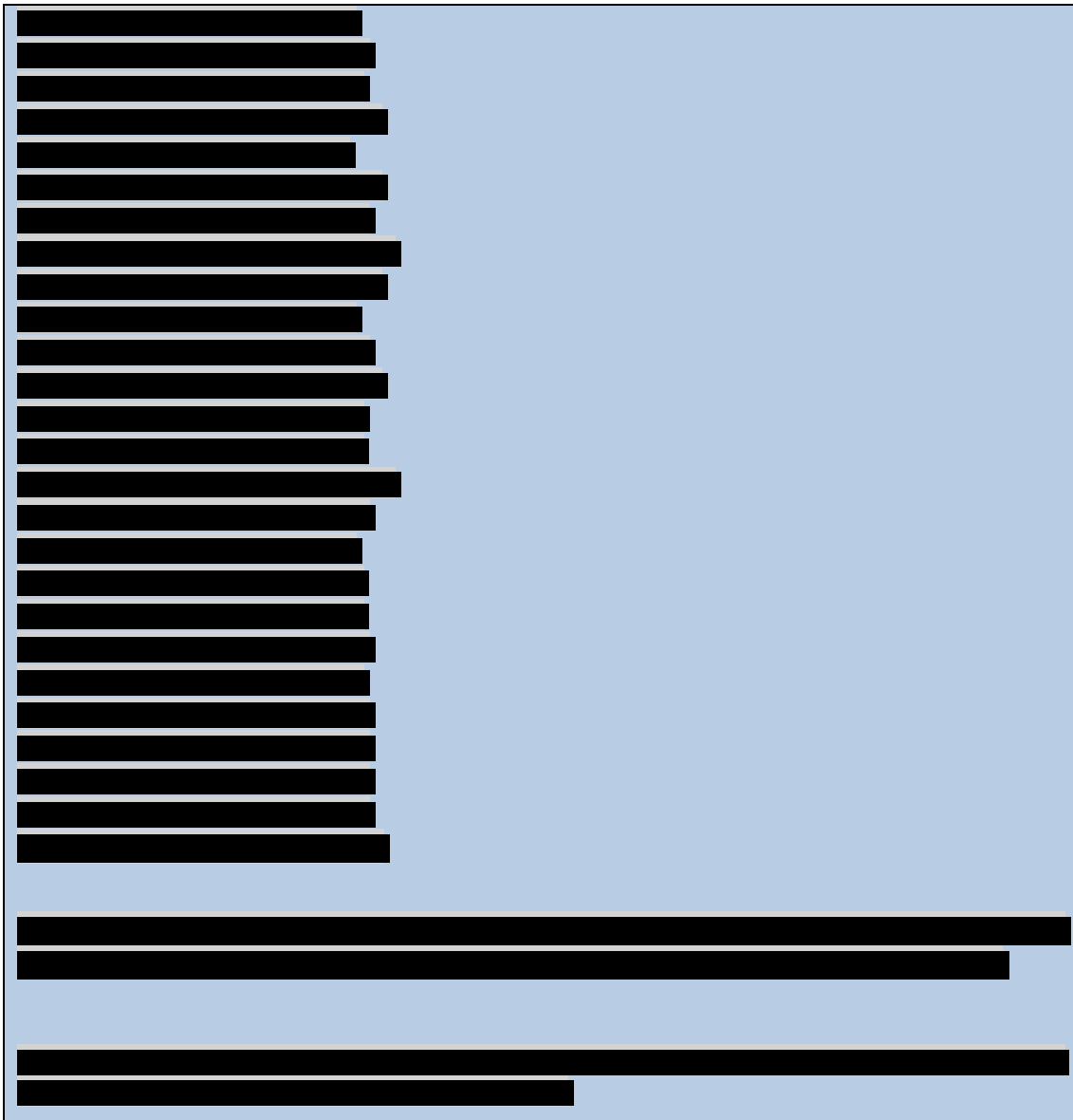
If the primary conference tool is not available, IC SPOC will send the [Redacted].

Message title:

[Redacted]

Message content:

[Redacted]



If the primary numbers are not available, IC SPOC will send the reminder of Incident Committee invitation with alternative contact details.



In case of a maintenance on the XBID System for configuration changes which will affect the behaviour of the XBID system, the Implementation Manager will send the [redacted] message as soon as the maintenance window is decided.

This template should be considered already when preparing the maintenance script whether the message is needed. The template should be amended with concrete description of the change and the impact already during the maintenance preparation.

The Implementation Manager can update the content of the message according to the needs and the information agreed to be shared.

Message title:



Message content:



In case of a maintenance on the XBID System for configuration changes which will **not** affect the behaviour of the XBID system, the Implementation Manager will send the [redacted] message as soon as the maintenance window is decided.

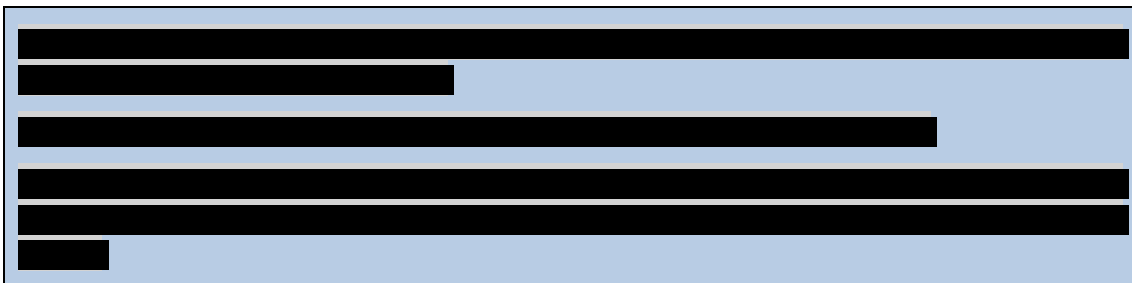
This template can only be used for configuration changes where impact on XBID System is not expected, such as Transit shipper switch.

The Implementation Manager can update the content of the message according to the needs and the information agreed to be shared.

Message title:



Message content:



[Redacted]

Incident Committee finished

At the end of Incident Committee (IC) call the IC SPOC sends out message [Redacted] in order to invited parties to the IC call that there is no longer a need to join the IC. Especially in the case where an IC has been triggered by accident or the IC only took a very short timeslot it may occur that parties have not joined the IC call in time. This message prevents that these parties will be waiting in the IC call after the end of the IC call.

Message title:

[Redacted]

Message content:

[Redacted]

[Redacted]

[Redacted]

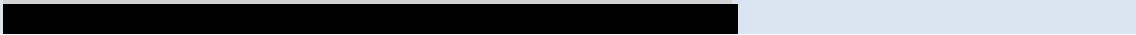
In case of any problem related to primary conference tool, the IC SPOC will send the [Redacted] message as soon as the issue is detected to inform IC participants to join the proper IC session via the back-up conference tool. This can be sent as a precaution even if there is no ICC in progress nor is about to start.

Message title:

[Redacted]

Message content:

[Redacted]

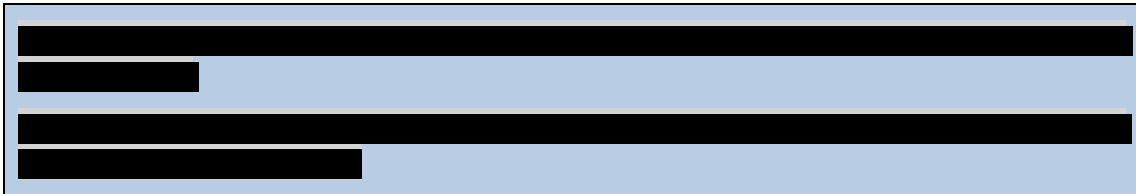


As soon as the issue with the primary conference tool has been solved, the IC SPOC will send [redacted] message in order to inform parties about it.

Message title:



Message content:



Annex 1: Contact List - Internal and external communication

See the document XBID operational contact list, Tabsheet “Operational Messaging”:



When updating this contact information, this has to be communicated to the OPSCOM Secretary and announced in the first upcoming OPSCOM call at least one week in advance, before it can be effectuated.