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<b>Notice</b>	This document is part of the operational manual of ANDOA and is governed by Change Control. Any change to this document shall follow the ANDOA change control procedure. The content of this document might have evolved by the time you read or use this document. Please contact the ANDOA Change Control Administrator to check that this is the latest version before using this document.
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## 1. Introduction

This procedure is set to describe the steps that should be taken as soon as a severe incident occurs in the Market Coupling Session, which jeopardizes the publication of the Market Coupling Results.

The Incident Committee or Incident Committee Call (IC) has to be organized quickly by the PMB Coordinator by inviting all Operational NEMOs in order to perform an efficient analysis and propose an adequate solution to the incident.

As a general principle, the PMB Coordinator sends the Incident Committee invitation only to the Operational NEMOs and if needed PCR System Providers. It is the responsibility of each PMB Operator to send the Incident Committee invitation if needed to its own TSOs and serviced NEMOs. Therefore, the PMB Coordinator will always ask directly to the PMB Operator (s) concerned with the issue to clarify and give a solution as soon as possible, following the procedures.

By definition, the Incident Committee is organized to avoid the Partial or Full Decoupling. The IC may also be organized to manage exceptional circumstances following ANDOA procedures.

As a general rule, during the IC, the procedures have to be applied and also the timing, written in the procedures, has to be respected by all parties.

### 1.1. Purpose

The purpose of this procedure is to provide clear and unambiguous guidelines to the PMB Coordinator to organize and manage the Incident Committee. This document shall also provide a clear explanation on the sequence of actions of an Incident Committee.

### 1.2. Governed / Regulated by

All NEMO Day Ahead Operational Agreement

### 1.3. Associated procedures

- all ANDOA Backup procedures
- ANDOA\_FAL\_02: Partial and Full Decoupling
- All ANDOA\_EXC procedures
- ANDOA\_OPE\_04: Internal and External Communications
- ANDOA\_OPE\_01: PMB Coordinator and PMB Backup Coordinator Switch

## 2. Procedure

### 2.1. General overview

The PMB Coordinator initiates the Incident Committee by sending the internal message *InC\_01*, according to ANDOA\_OPE\_04, in case a critical issue jeopardizes the publication of the Market Coupling Results or if there is an issue that cannot be solved by the ANDOA Backup Procedures until the Latest Time to Start an IC. The Latest Times to Start an Incident Committee depend on the decoupling case and are listed in Tables 1 and 2 below.

Any PMB Operators may request the organization of an Incident Committee. If a PMB Operator considers the necessity of triggering an IC, the PMB Operator shall contact the PMB Coordinator by phone (according to procedure ANDOA\_OPE\_02) and should clarify in which ANDOA procedure/step/case the PMB Operator's problem occurs.

The PMB Coordinator will be in charge of initiating and chairing the Incident Committee. Also, the PMB Coordinator is responsible for writing the Incident Report and distributing it to Operational NEMOs.

The IC conference call is recorded by the PMB Coordinator and this record shall only be used for audit purposes or in connection with the recorded discussions.

### 2.1.1. Incident Committee deadlines

Depending on the Partial and Full Decoupling cases (as defined in the procedure ANDOA\_FAL\_02), the PMB Coordinator will follow a series of deadlines, in terms of:

#### a) Latest Time to Start an IC

This is the latest moment in time when the PMB Coordinator has to start an IC and to send the internal message *InC\_01* in order to invite all Operational NEMOs in the IC.

The IC may be launched even before the Latest Time to Start an IC, if needed.

This is also the time when the TSOs and Serviced NEMO may be invited in the IC by their PMB Operators (if they are not in the IC yet due to direct involvement in the issue).

#### b) Deadline for informing about the risk of decoupling

This is the latest moment in time when the PMB Coordinator has to send the external message for informing about the risk of decoupling, according to procedure ANDOA\_OPE\_04.

PMB Operators may forward this message to their TSOs, Serviced NEMO and Market Participants.

This communication is very important because some regions depend on it in order to activate their local fall-back processes.

#### c) Deadline for declaring the decoupling

This is the latest moment in time when the PMB Coordinator can declare in the Incident Committee the decoupling and send the external message to officially inform about the decoupling.

After this deadline, the corresponding decoupling cannot be declared anymore. [REDACTED]

PMB Operators may forward this message to their TSOs, Serviced NEMO and Market Participants.

The following table describes the timeline that has to be followed for the Partial Decoupling cases.

**[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]

### 2.1.2. Parties involved in the Incident Committee

If an Incident Committee needs to be started, the PMB Coordinator invites the Operational NEMOs to join the IC call.

The PMB Operators may invite their Serviced NEMOs with right to directly intervene within the Daily Operational Calls and the Incident Calls, in case there is an issue on their side, and TSOs to join the IC.

The Serviced NEMOs may be invited as soon as an Incident Committee is started but the TSOs may be invited only according to the below rules.

**Rules for inviting the TSOs to the Incident Committee:**

**As a general rule, the TSOs may be invited to the IC as soon as one of the Latest Times to Start an IC is reached (see Tables 1 and 2):**

- 1) Network Data issues [REDACTED]
- 2) Late Order Data [REDACTED] or other issues that could lead to a Partial Decoupling;
- 3) Delay in the Final Market Coupling Results publication [REDACTED]

**As an exception, the TSOs may be immediately invited to the IC** in case of negative Final Confirmation or other issues during the Final Confirmation step. Also, in case of Network Data issues, [REDACTED], the TSOs may be invited as well and in case the Full Decoupling is declared [REDACTED], then TSOs are invited immediately.

[REDACTED]

[REDACTED]

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

### 2.1.3. Incident Committee during the Market Coupling Session

On a daily basis, the Incident Committee can be initiated from Monday to Sunday, during the Market Coupling Session.

At all times, each Operational NEMO must have one operator available for taking part in the Incident Committee.

### 2.1.4. Incident Committee outside the Market Coupling Session

In case an IC should be initiated outside of the Market Coupling Session due to a severe issue that jeopardizes the Market Coupling Session of the following day, the PMB Coordinator will initiate an IC during the agreed business hours:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### 2.1.5. When to start and end an Incident Committee

#### **Start:**

**The PMB Coordinator will always trigger an Incident Committee at the relevant *Latest Time to Start an Incident Committee* if there is an unsolved issue or delay jeopardizing the MCS.**

**Moreover, the Incident Committee has to be triggered for any of the reasons mentioned in the backup procedures or at the request of any PMB Operators, even if the *Latest Time to Start an IC* has not been reached yet.**

If one PMB Operator wants to request an IC, the request will be made by an Operational Call to the PMB Coordinator. If the PMB Coordinator does not start the Incident Committee within 5 minutes, the concerned PMB Operator will request the IC by an email sent to all PMB Operators at the same time in order to alert that an IC needs to be started as soon as possible.

If the PMB Coordinator is not able to start the IC, the PMB Backup Coordinator initiates the IC in his place and sends the internal message *InC\_01*.

**Remark:** In case of issues with the Network Data, the concerned PMB Operators must try to solve these issues locally [REDACTED] when an Incident Committee needs to be started if the issue is still not solved.

#### **End:**

As a general rule, the Incident Committee is closed when the cooperation between parties is no longer needed. If the IC has been triggered during the Daily Operational Call, the Coordinator will declare the end of the IC but the Daily Call will be kept open.



If an Incident Committee is already open when [REDACTED] (the Latest Time to Start an IC for the risk of Full Decoupling) is reached, the IC will end only when one of the following occurs:

- a) The Market Coupling Results are confirmed by the positive Global Final Confirmation (and the PMB session is completed);
- or
- b) The Full Decoupling is declared (and the PMB session is aborted).

In all cases, the Incident Committee is considered as closed as soon as the decoupling is completed but the IC call is kept open until all the Full Decoupling preparations (including Shadow Auctions) are finalized and the cooperation between parties is no longer needed. The parties who do not need any further coordination are free to leave the call as soon as the Incident Committee is declared as closed.

### 2.1.6. Incident Committee process

The following table describes the different steps that should be followed when initiating and conducting an Incident Committee.

*Table 4 – Incident Committee steps*

Step	Incident Committee step description
1	PMB Coordinator initiates the Incident Committee and sends the internal message InC_01 by email to all PMB Operators.
2	IC Participants join the Incident Committee conference call.
3	Start of the Incident Committee and good behaviour rules.
4	Quick technical analysis of the issue.
5	Identification and agreement on the solution to apply.
6	Implementation of the agreed solution following the procedures (including decoupling decision, if needed).
7	PMB Coordinator declares the end of the Incident Committee and a decision is taken regarding the Ad-hoc OPSCOM.

## 2.2. Process clarification

### *Step 1: PMB Coordinator initiates the Incident Committee*

#### ***Sending the IC invitation and joining the IC call***

The PMB Coordinator connects to the IC call and sends by email the internal message *InC\_01* according to procedure ANDOA\_OPE\_04, from a predefined email address to a predefined mailing list.

The invitation is sent in order to inform that an IC is triggered and to ask all PMB Operators to connect urgently to the Incident Committee conference call number.

The predefined mailing list will include the PMB Operators and the System Providers (if needed), according to the *ANNEX to procedure ANDOA\_OPE\_04: Contact List for Internal and External Communications*.

As long as the issue is purely PMB Operator-related and the Latest Time to Start an IC has not been reached, TSOs do not have to be invited to the Incident Committee.

If the issue concerns either the Network Data or the Final Results Confirmation sub-processes, or if a Latest Time to Start an IC has been reached, TSOs or other entities under the responsibility of the TSOs may take part in the Incident Committee in order to contribute to solving the issue as a full-right participant they are the responsible of the problem or the solution, or to ensure the readiness in case a fall-back solution needs to be applied.

It is the responsibility of each PMB Operator to forward the Incident Committee invitation to its own TSO(s) and Served NEMOs

If there is an incident with the IC Primary numbers (provided by Global Meeting), the PMB Coordinator has to report the issue to OMIE, which is responsible for handling all support incidents with Global Meeting. The e-mail address for contacting OMIE can be found in ANDOA\_OPE\_04.

Whenever there is an incident with the IC primary numbers, the PMB Coordinator will send another IC invitation with the Backup IC numbers by using the *InC\_01* template, according to ANDOA\_OPE\_04.

### *Step 2: Participants join the Incident Committee conference call*

As soon as the Full Rights Participants receive the Incident Committee invitation by email, they have to connect as soon as possible to the Incident Committee conference call.

The Invited Participants may connect for information purposes as silent listeners, if considered necessary.

If a PMB Operator or a System Provider (in case of technical issue) has not joined the Incident Committee conference call within 5 minutes after the invitation was sent, the PMB Coordinator calls them directly by phone to make sure they join the call. The PMB Coordinator has to try to reach the missing PMB Operator or System Provider on a best effort basis. In case the missing party cannot be reached, the IC will start anyway.

In case at least one Operational NEMO cannot join the IC due to technical issues with the primary IC phone numbers, the PMB Coordinator will be informed in order activate the Backup IC numbers and resend the IC invitation according to ANDOA\_OPE\_04 procedure.

If a TSO involved in the issue has not joined the Incident Committee conference call within 5 minutes after the invitation was sent, the relevant PMB Operator has to try to reach the missing TSO by phone on a best effort basis in order to make sure they join the call (if they do not wish to be represented by their PMB Operator).

### *Step 3: Start of the Incident Committee and good behaviour rules*

Five minutes after the initiation of the IC or as soon as every PMB Operators joined the conference call, the PMB Coordinator starts the Incident Committee.

After 5 minutes, if an PMB Operators has not joined the call, the IC will start without this PMB Operators and all the decisions taken in the IC have to be applied by all PMB Operator including the one who did not join the call.

At the start of the IC, the PMB Coordinator shall note down the list of participants taking part in the discussion of the Incident Committee. This rule is important in order to keep the discussion as efficient as possible. All the attendees in the call will make their best effort in order to assure the conference call can be held in good conditions (i.e. without external noise).

For every coordinated action, the PMB Coordinator will ask specifically each PMB Operator one by one to give their confirmations.

### **Good behaviour rules**

A party who joins the call after the start of the IC shall not intervene in the discussions, except to request critical information for their internal processes or to request unilaterally a Partial Decoupling based on valid reasons.

Only the Full Rights Participants who are directly involved in the incident or who can contribute to solving the issue are allowed to speak.

The Invited Participants shall not intervene in the discussion. They shall only attend as silent listeners for information purposes.

All participants are asked to put the phones on mute when not intervening, in order not to disturb the call.

The PMB Coordinator tries to advise the parties to respect the behaviour rules.

### **Step 4: Quick technical analysis of the issue**

The PMB Coordinator presents as briefly as possible the situation, including:

- The step of the Market Coupling Session and the relevant procedure that applies;
- The observed incident;
- The source of the issue (kind of issue, party involved, consequences);
- The backup solutions already tried, if any, and why they have not been sufficient to solve the issue;
- Parties or providers that are working on the investigation and resolution.

When relevant, the PMB Coordinator may ask any of the IC Full Rights Participants to bring forward any of the points above.

In case of Full Decoupling, the PMB Coordinator has to give the following updates for information purpose during the IC:



### **Step 5: Identification and agreement on the solution to apply**

This is the discussion phase via a roundtable initiated by the PMB Coordinator in order to collect information from all parties that can help to identify the feasible solutions and the related consequences.

The PMB Coordinator makes sure that, during the discussions, the IC participants provide the following information clearly:

- whether they require a Partial Decoupling or not;
- in case of a technical problem, how long they need to solve it and which full rights participants are concerned.

During the discussions, the PMB Coordinator will analyse the current step of the Market Coupling Session and what procedures apply.

The PMB Coordinator will present the feasible solutions according to the procedures and the time constraints associated. The possible technical measures, if any, are presented together with:

- their likelihood of solving the issue (if it is relatively high);
- the available time left to solve the issue before the relevant deadline;
- an indication of the timeframe in which they could be applied;
- whether the measures are likely to solve a PMB Operator's issue before the Partial Decoupling deadline or not;
- Whether the measures are likely to ensure the generation of the positive Global Preliminary Confirmation before the Full Decoupling deadline or not.

#### *Step 6: Implementation of the agreed solution*

The PMB Coordinator or other relevant party will apply the agreed solution. As soon as an Incident Committee has been initiated, the IC participants will remain connected to the conference call in order to quickly interact in case of inapplicability of the solution or a new incident.

In case the application of the agreed solution is not successful, the Incident Committee shall assess if another solution can be found and applied within the limited remaining timeframe before the Partial/Full Decoupling deadline. If feasible, the Incident Committee shall restart the Step 4 (*Quick technical analysis*) of this procedure.

The Incident Committee declares the Full Decoupling of the entire SDAC area [REDACTED] the latest if:

- a) the Market Coupling Results are not available or not confirmed by the positive Global Preliminary Confirmation [REDACTED] (the deadline for Full Decoupling Case 1);
- b) the Market Coupling Results have been confirmed by all Operational NEMOs but rejected during the Final Confirmation process (as long as the rejection was received [REDACTED], the deadline for Full Decoupling).

If a negative Final Confirmation arrives [REDACTED], the Market Coupling Results are considered as firm and no Full Decoupling can be declared anymore.

After this step, if Full Decoupling is declared, then the ANDOA\_FAL\_02 will be followed.

#### *Step 7: PMB Coordinator declares the end of the Incident Committee and a decision is taken regarding the Ad-hoc OPSCOM*

All the Full Rights Participants will remain connected to the IC conference call until the PMB Coordinator announces the closing of the Incident Committee.

The PMB Coordinator declares the end of the Incident Committee call only when the coordination between the involved parties is not necessary any longer.

The PMB Coordinator informs that an Incident Report will be drafted and distributed to all the PMB Operators for gathering all the information relevant for the incident, after the MCS ends.

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At the end of the Incident Committee, if the following have occurred:

- a) Delay of the Market Coupling Results Publication (Technical Reason);
- b) Risk of Partial/Full Decoupling (relevant message sent).

the Operational NEMOs will decide if there is a need to raise the issue and call an Ad-hoc OPSCOM to take place [REDACTED] the same day, according to ANDOA\_OPE\_02 procedure.

If it is decided that there is a need to organise an Ad-hoc OPSCOM, the PMB Coordinator will send the internal message *InC\_08* to the PMB Operators and the predefined Ad-hoc OPSCOM email list, according to ANDOA\_OPE\_04 procedure.

If the Incident Committee is concluded in Partial or Full Decoupling, an Ad-hoc OPSCOM shall always be triggered by the PMB Coordinator.

### 2.3. Incident Committee Report

At the end of the MCS where an Incident Committee was triggered, the PMB Coordinator must fill in the Incident Report template found in Annex I of this procedure.

There will be one Incident Report for every Incident Committee triggered in a Market Coupling Session.

If two or more PMB Operator had the PMB Coordinator role in a MCS with several Incident Committees, the PMB Coordinator having started the IC is the one who is responsible for making and distributing the corresponding Incident Report.

After filling the Incident Report template and uploading it to Project Place, the PMB Coordinator distributes the link of Project Place by email after the end of the MC session, on the same day of the incident.

If the Incident Report cannot be completed during the day of the incident, the PMB Coordinator will send an email to all Operational NEMO on the same day, summarizing the incident, the actions taken, the solutions that were applied and the next steps to be followed. On the next day, the PMB Coordinator will send the link to the Incident Report filled.

Also, the Incident Report will be uploaded on Project Place in the folder "Incident Reports" in order to ease the follow up by the other PMB Operators and the archiving of all the reports.

The other PMB Operator s involved in the incident have to add their own details regarding the causes of the issue and the measures of solving it.

The Incident Report may be sent to the Full Right Participants that attended the IC through their related PMB Operator. These parties may write comments which are reviewed by their related PMB Operators.

The Invited Participants may receive the Incident Report from their own PMB Operators.

The Incident Report has to be approved by the rest of PMB Operator s. A validation given by a PMB Operator is considered validation on behalf of all the parties invited by that PMB Operator.

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## 2.4. Incident Management Report

At the end of the MCS where an Incident Committee was triggered, the PMB Coordinator must fill in the Incident Management Report Excel file that can be found on Project Place.

The information to be added is the same as the one entered in the Incident Committee Report.

After filling in the Incident Management Report and uploading it to Project Place, the PMB Coordinator distributes the Project Place link by email to the ANDOA distribution list.

This link can be included in the same email as the one used for distributing the IC Report.

As soon as the file is shared with the PMB Operators, the PMB Operators responsible for the incident has to add useful information about the cause of the incident and the measures taken to solve it. The concerned PMB Operators will upload the updated file to Project Place and distribute the link by email to the ANDOA distribution list.

This file is used by the ANDOA OPSCOM to discuss and monitor the incidents and the measures taken to prevent them from happening again.

## 2.5. Issues for which an Incident Committee is not triggered

During the Market Coupling Session, we might encounter severe issues that are solved before reaching the Latest Time to Start an IC. In this case, an Incident Committee is not triggered and there is no Incident Report to keep track of the issue.

In this situation, the PMB Coordinator will fill in the Incident Management Report and ask the relevant PMB Operators to add more information in the file on PP.

The relevant PMB Operators will fill in the file by indicating the cause of the issue and the measures taken to solve it.

The incident will then be discussed and followed up in the ANDOA OPSCOM.

[REDACTED]

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

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