

Market Operator User Group

Conference Call, 18 December 2019

Agenda

Item	Presenter
Welcome	Anne Fitzgerald
BM Trading	Michael Atcheson
SEMOpX Trading	Michael Atcheson
Settlements	Sean O'Rourke
Front Office	Claire Breslin
Q&A	

BM Trading

- Business as usual over the Christmas Period
- [LCF Process](#) and contact details are +44 (0) 28 90 707415 available 24/7
- Please raise non-urgent queries through the help desk

SEMO LCF Hotline

Phone Number: **+44 (0) 28 90 707415**

This should only be used for **emergency operational** issues relating to Limited Communication Failures (LCF). The process for declaring and submitting a LCF can be found on the SEMO website.

The Hotline is available 24/7 on an interim basis.

SEMOpX Trading

- Business As Usual over Christmas Period
SEMOpX Helpdesk

Ireland:	1800 283 010
Northern Ireland:	0800 008 3010
International:	+353 1 668 8183

The SEMOpX Helpdesk is available Mon-Fri from 9.00am until 5.00pm, for all general queries or non-urgent operational queries.

1. Urgent Auction operational issues:	24 hr	marketops@ops.semopx.com
2. Urgent Continuous operational issues:	24 hr	marketops@ops.semopx.com
3. General queries:	9-5	info@semopx.com
4. Registration queries:	9-5	registration@semopx.com

SEMOpX customer support for urgent queries is available 24/7, 365 days a year.

This should only be used for emergency operational issues relating to Day-Ahead Market and Intraday Market.

Settlements

- Settlement Calendar: <https://www.sem-o.com/market-data/settlement-calendar/>
- Publication Days: 24th, 30th, 31st December & 2nd Jan 2020
- Non-publication days: 25th, 26th, 27th December & 1st Jan 2020
- No credit report issued between last credit report on the 24th December & 4.30pm credit report on Monday 30th December
- Settlement Documents publication days:

Settlements Operational Date	Day	Payments In Date	Payments Out Date
20/12/2019	Friday	30/12/2019	31/12/2019
02/01/2020	Thursday	07/01/2020	08/01/2020
06/01/2020	Monday	09/01/2020	10/01/2020
10/01/2020	Friday	15/01/2020	16/01/2020

Front Office

- The SEMO Market Helpdesk will be unavailable from 14:00 on the 24th of December 2019 until 09:00 2nd of January 2020 This includes info@sem-o.com and non-urgent phone lines.
- The last Participant Call of the year will take place @ 09:30 on the 23rd of December with calls resuming on Monday the 6th of January 2020.
- Next MOUG is scheduled for the 16th of January 2020 in Dublin.

Close

- SEMO Website: <http://www.sem-o.com/>
- Semopx Website: <http://www.semopx.com/>
- Queries: Info@sem-o.com; Info@semopx.com

Thank you for your attendance.