Market Operator User Group

Dublin, 28 November 2019



Agenda

Item	Presenter
Welcome	Mark Needham
Known Issues and Release Program	Mark Needham
Market Development Roadmap	Mark Needham
Ex-Ante Market	Liam McAllister, Michael Atcheson
Balancing Market and OPI Update	Rory Cafferky, Eamon Garrigan
Repricing Update	Michael Atcheson, Gina Kelly - CRU
Settlements	Sean O'Rourke, John O'Dea
Front Office	Claire Breslin
Q&A	



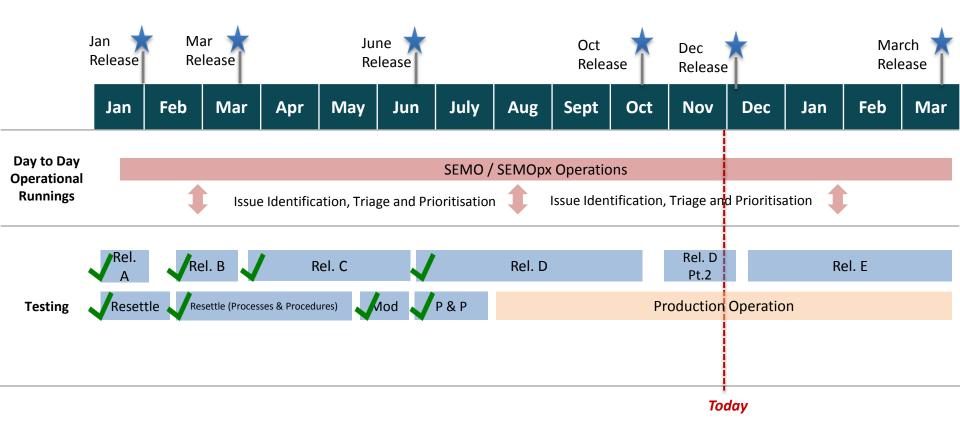
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I-SEM Day 1+, High-Level Indicative Release Timeline

- ABB release A deployed to production Tuesday 29th January
- ABB release B (MA 26 / CSB 1.2.2) deployed to production on 26th of March 2019
- ABB release C (MMS 1.1.8.1 / CSB 1.2.4) deployed to production 11th of June 2019
- ABB release D (MMS 1.1.9.1 / CSB 1.3.2) deployed to production 15th of October 2019
- ABB release D 'part 2' is finalising test and is to go into Production next Tuesday Dec 3rd.
- ABB release E is in vendor build, target to production circa end of March 2020



Known Issues Update – Summary (1 of 2)

- Known Issues continue to be analysed and prioritised as and when they occur.
- Once a defect has been raised, the issue will be assessed in the wider defect pool and assigned to a code drop in line with its severity and priority.
- Drop dates to test have been agreed with our vendor, with release to production plans provided based on successful test closure.
- The table below presents a breakdown of the upcoming releases, Known Issues coverage and expected benefit.

Release Bundle	Status	Known Issues Coverage	Expected Benefit
Release A	Deployed to production on the 29 th of January 2019	14 Issues	 Resolution to a number of settlement issues including Fixed Cost complex bid resolution, Interconnection charges, and Autoproducers difference payments and charges fix Report 44 incorrect values for QCOB and QCNET Report 102 publication issue Internal operational improvements Improved resettlement and repricing functionality
Release B	Deployed to Production on the 26 th of March 2019	4 Issues	 Improvements to QBOA function including resolution to units being skipped Improved resettlement and repricing functionality Hotfixes were deployed to address difference charges for Interconnectors and supplier units Bill case optimisation
Hotfixes	Ad Hoc deployments to Release B	2 issues	 Multiple unit PN submissions with units under test M+4 optimisation hotfix QBOA Optimisation Hotfix 30 Minute imbalance price not being produced (in test

Known Issues Update – Summary (2 of 2)

- Known Issues continue to be analysed and prioritised as and when they occur.
- Once a defect has been raised, the issue will be assessed in the wider defect pool and assigned to a code drop in line with its severity and priority.
- Drop dates to test have been agreed with our vendor, with release to production plans provided based on successful test closure.
- The table below presents a breakdown of the upcoming releases, Known Issues coverage and expected benefit.

Release Bundle	Status	Known Issues Coverage	Expected Benefit
Release C	Deployed to Production 11 th of June 2019	26 Issues	 Fixes for Reports highlighted as priorities from participants Incorrect MW QTY values in REPT_078/079 CFC improvements Improvements to the QBOA function Consolidation of hotfixes
Release D	Deployed to Production 15 th of October	14 Issues	 Improvement to CFC Brexit functionality Access to participant Balancing Market reports before registration start date Report 048, 066 and 068 errors fixed
Release D part 2	In UAT	1 issue & further internal fixes	 Improvements to System Separation Repricing Functionality Units not being flagged on upward slope of reserve curve, despite reserve constraint binding
Release E	In Vendor Build	12 issues	 Application of DMAT in Imbalance Pricing FX rate for northern units QBOA improvements Incorrect application of LOCL/CRLO instructions REPT_082 publishing data for de registered units

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Overview

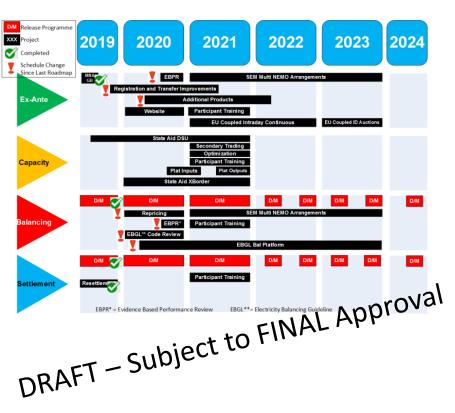
- Outline of Roadmap
- Strategy
- Changes to the last Roadmap

CAPITAL INVESTMENT



Outline of Roadmap

- Key element of EirGrid Strategy
- Market Participant Facing
- Organised by Market





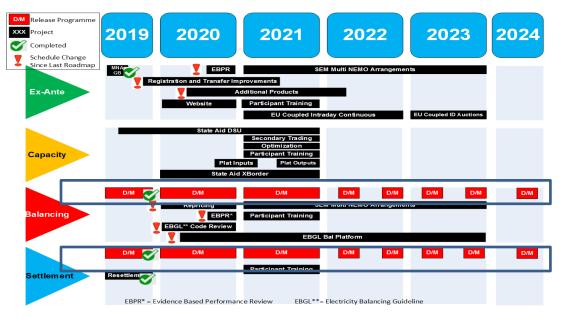
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CAPITAL INVESTMENT



Strategy



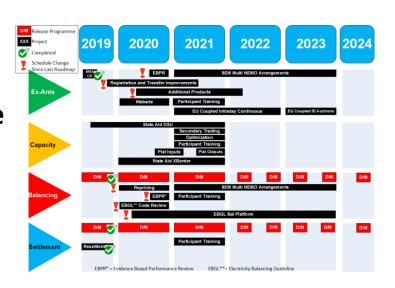
"Stabilize the market systems and to improve the service offering through a small number of discrete projects"





Clarification about Interactions & Assumptions

- Assume that projects can be delivered independently <u>BUT</u>
 - if projects move they may have an impact on others
 - Limits are placed on resources, environments etc.
 - Procurement rules, Regulatory controls may impact on the response to change





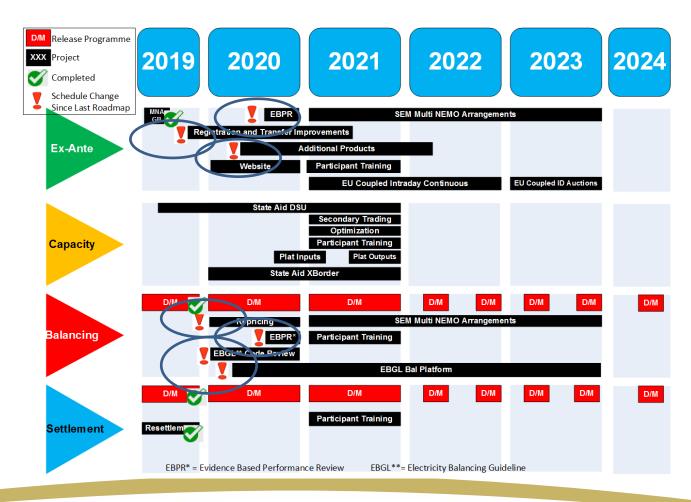
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CAPITAL INVESTMENT



Changes to Roadmap





Changes (High level)

You Wanted	We Acted
Give the latest status outlining where the	A latest status has been added to each project.
project is regard procurement etc.	
Include some high level assumptions, risks	Assumptions and Risks have been added to each
etc.	project.
Give a clearer statement regarding Brexit	A separate section on Brexit has been added.
Show when there are changes to the	Any changes to the Roadmap have been marked with
schedule for projects	supporting text.
Mention where de-scoped items from	Any work being added to the Roadmap which was de-
ISEM are included.	scoped from ISEM is noted as such e.g Secondary
	Trading.
Give an indication of the scale of each	Section 6 has been added to address the scale of each
project.	project.
Clarify what communications channels	The Strategy section confirms that the Market
will be used to provide an opportunity for	Operator User Group (MOUG) will be the primary
Market Participants to discuss the	communication channel for the Roadmap in addition
Roadmap	to the consultation period.
Consider more options for new market	Section 5 A 4) includes additional products
products	considerations based on feedback.



How can you input?

Consultation runs to January 24th

Feedback should be sent via email to info@sem-o.com using the subject "Market Development Roadmap" before **24th of**January **2020** for consideration in advance of the next Roadmap which will be published at the end of May 2020





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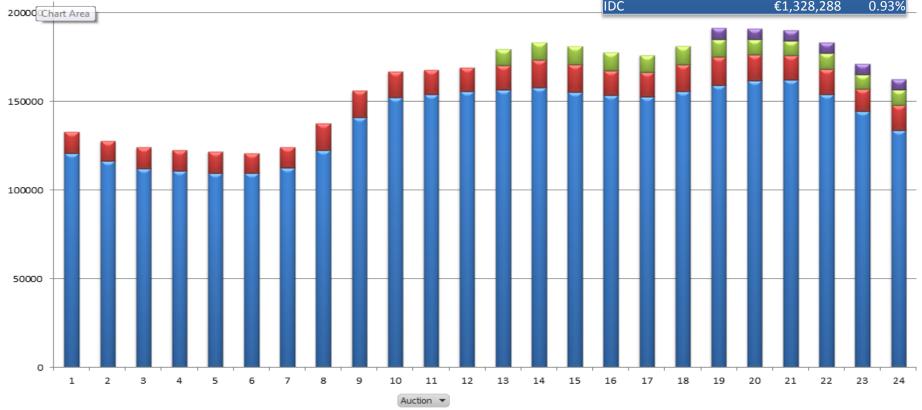


Ex-Ante Markets

Volumes from Ex-ante October

*Using approx. prices

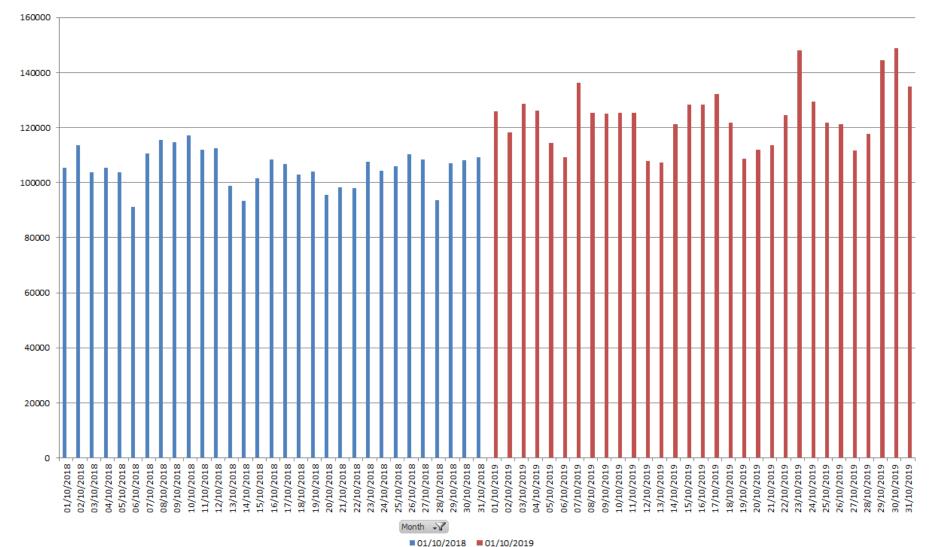
Market	Value	% of DAM
DAM	€143,413,084	70 01 27 11 11
IDA1	€13,541,594	9.44%
IDA2	€5,245,769	3.66%
IDA3	€2,020,467	1.41%
IDC	€1,328,288	0.93%



■DAM ■IDA1 ■IDA2 ■IDA3



Ex-Ante Flip Book – Auctions one Year on ... Volumes



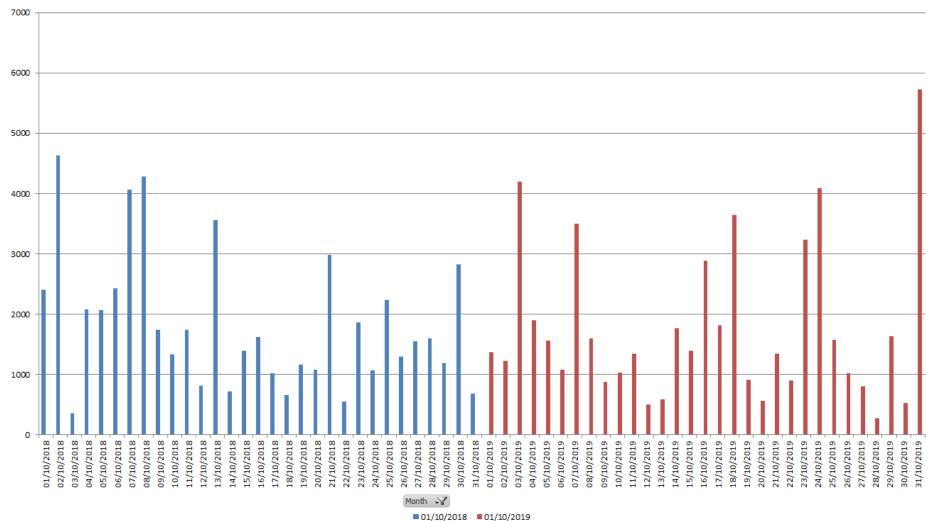


Ex-Ante Flip Book – Auctions one Year on ... Price



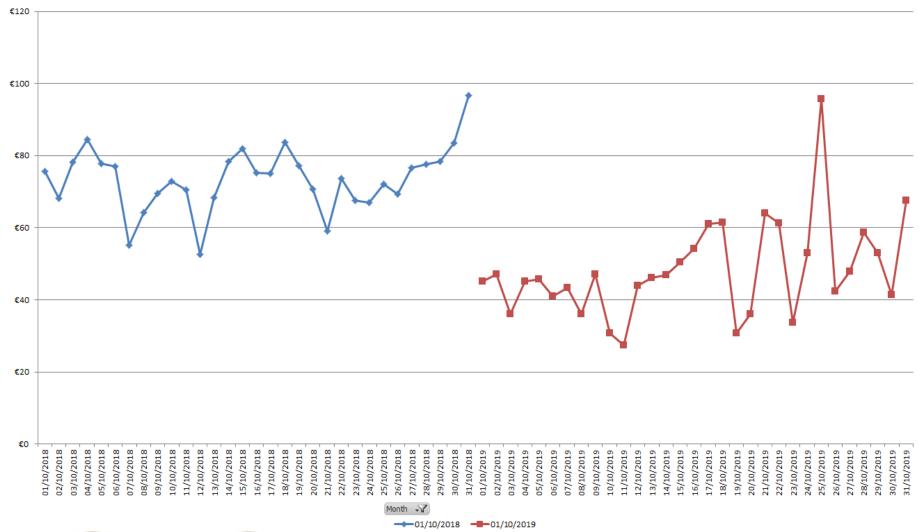


Ex-Ante Flip Book – IDC one Year on ... Volume



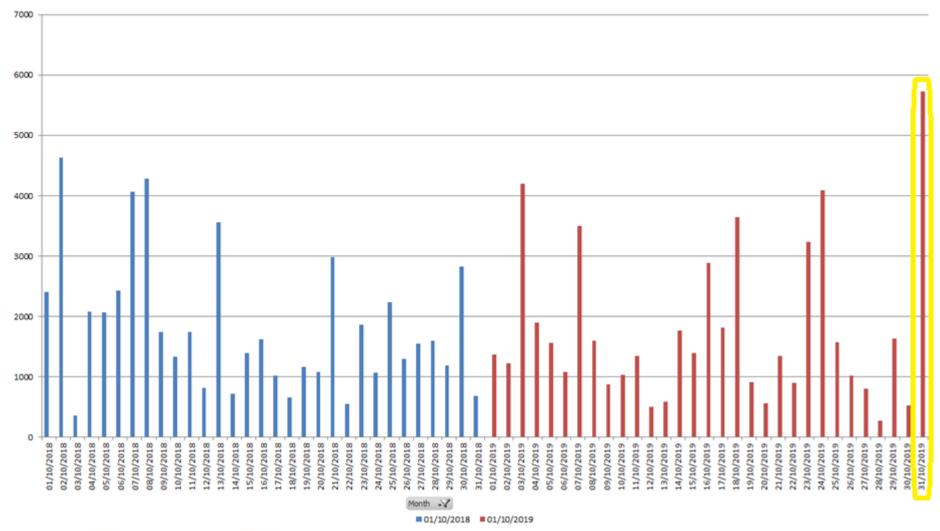


Ex-Ante Flip Book – IDC one Year on ... Price





Ex-Ante Flip Book – IDC ... Volume Outlier





Ex-Ante Flip Book – IDC ... Volume Outlier



Affected Period: 31/10/2019

Status: Open

Category: European Transparency

Run Type: N/A

Created 31/10/2019 08:43

Last updated 31/10/2019 08:46

Update to the REMIT report published on the EirGrid Website under customer-and-industry/general-customer-information/outage-information

Tynagh TYC (GU_400530) are on forced outage with an expected return to service time of 12:00 on the 31st October.



Ex-Ante Market Analysis

In Summary

- ✓ SEMOpx markets are maturing
- ✓ Look Back Analysis located on SEMOpx website here :
 - https://www.semopx.com/documents/general-publications/lookback_mkt.xlsx



ETS Release Schedule

Version	Content	Client type	Impact	Timeline
V3.3.2	Introduction of unique trade and trader ID + Start & End Date on ETS Portfolios	MO and Trader client	Format of the market results file and the bid file will change. Impact on Market Participants. Impact on SEMOpx Auction Remit files.	26 th of November = Technical golive & 27 th of November 1 st trading day. IDA2 TD 27/11/2019
V3.4	Introduction of block bid submission graph in the trader GUI Trading Session Automation	MO and Trader client	TBC	Q1 2020.
V3.4.1	Complex Orders in ETS for IDAs	MO and Trader Client	ТВС	Q2 2020



M7 Release Schedule

Version	Content	Impact	Timeline
V6.8		 WebStart Comtrader to be discontinued due to changes in the support of Java TBC Self trade labelling 	10th of December (pending successful testing)
V6.9		TBC	Q1 2020



ETS Maintenance Windows

Date & time	Impact	Reason	Communication
26/11/2019	ETS not accessible	ETS 3.3.2 Technical Go-Live	ETS chat message (1 hour before the maintainance) + OMM message (email sent a week in advance and on the same morning)
10/12/2019	ETS not accessible	Monthly Maintenance	ETS chat message (1 hour before the maintainance) + OMM message (email sent a week in advance and on the same morning)



M7 Maintenance Window

Date & time	Impact	Reason	Communication
10/12/2019	M7 not accessible	ECC + EPEX 6.8 GO- LIVE	M7 chat message (1 hour before the maintainance) + OMM message (email sent a week in advance and on the same morning)



Central Scenario for "No Deal" Brexit

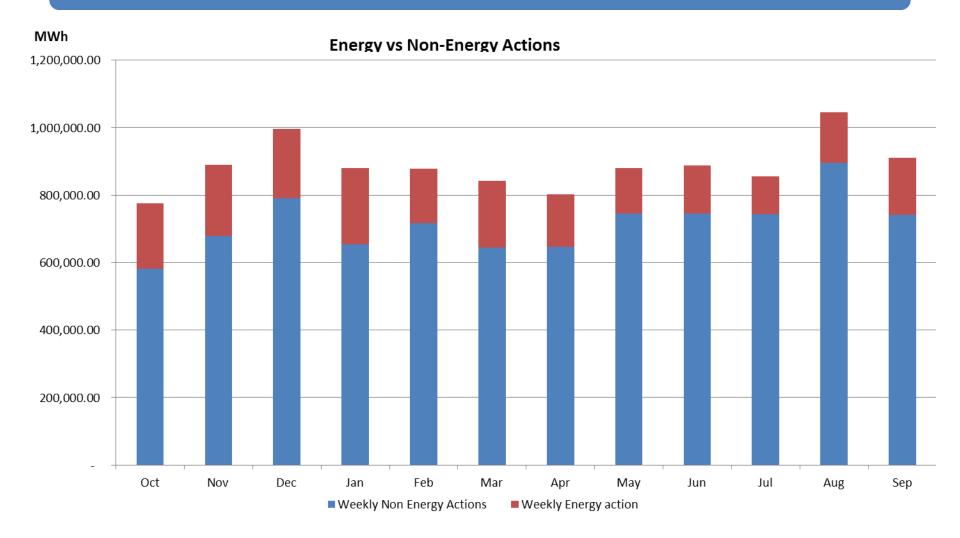
- The SEM will continue to operate as an all-island market in the event of a 'no deal' Brexit.
- In a 'no-deal' Brexit scenario the implications for the day ahead and intraday cross border markets are:
 - Day ahead market :
 - An all-island local day ahead market will continue
 - There will no longer be day ahead cross border trade
 - Intraday market:
 - Will continue as is, including cross border trade
- SEMOpx will work with relevant parties to implement new cross border arrangements, should they be needed, but this will not be available on day 1 post a 'no deal' Brexit.
- On day 1 post a 'no deal' Brexit the key difference will be the removal of the cross border day ahead auction but all other elements of the trading arrangements will remain the same.
- Further details on intended trading arrangements for the SEM under a 'no-deal' Brexit are provided in communications by the SEM Committee (the decision making authority for SEM matters) in a <u>notice to industry</u> and the Northern Ireland Utility Regulator in an <u>information note</u>. The Department for Business, Energy and Industrial Strategy has also published a <u>Technical Notice</u> to stakeholders in preparation for Brexit.



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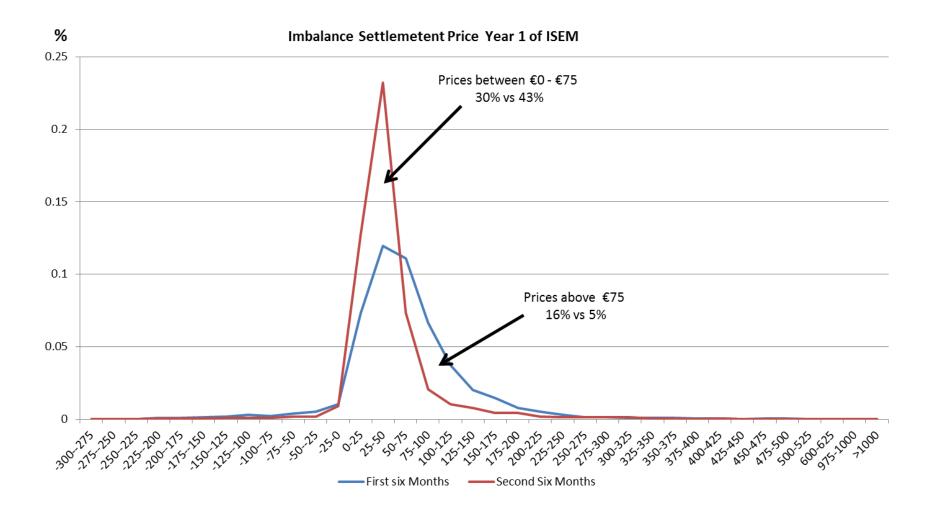






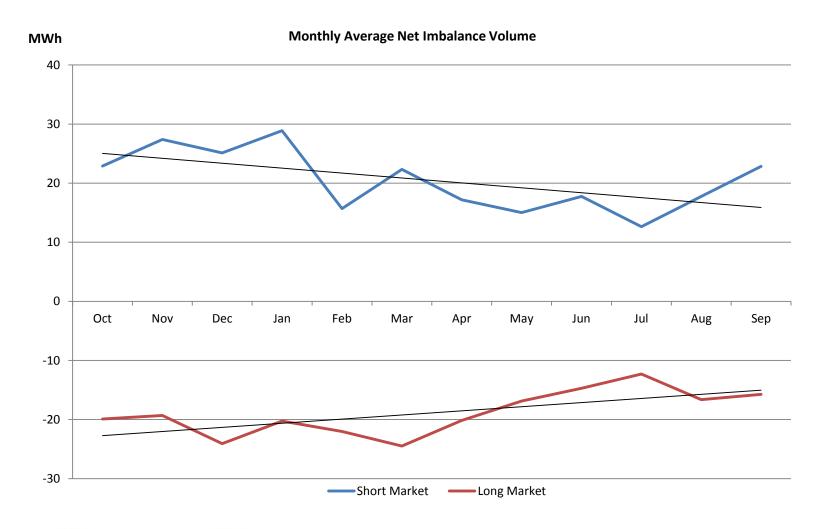


* Excludes the 24th of January



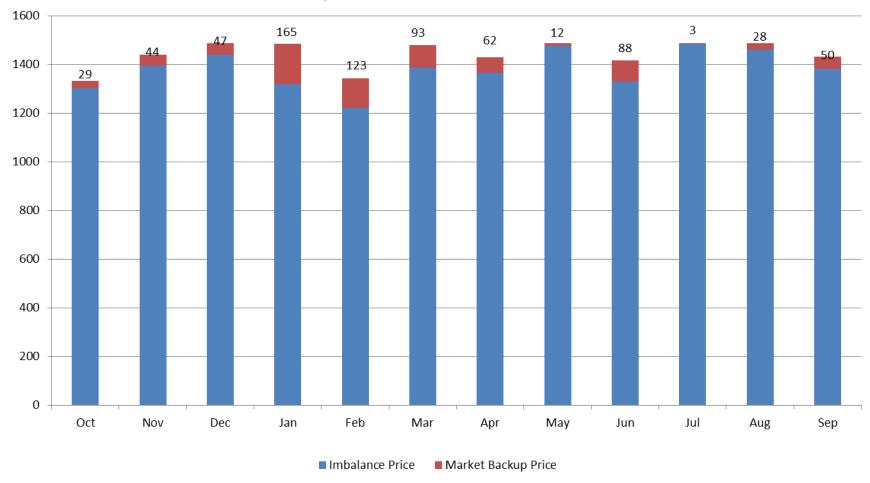






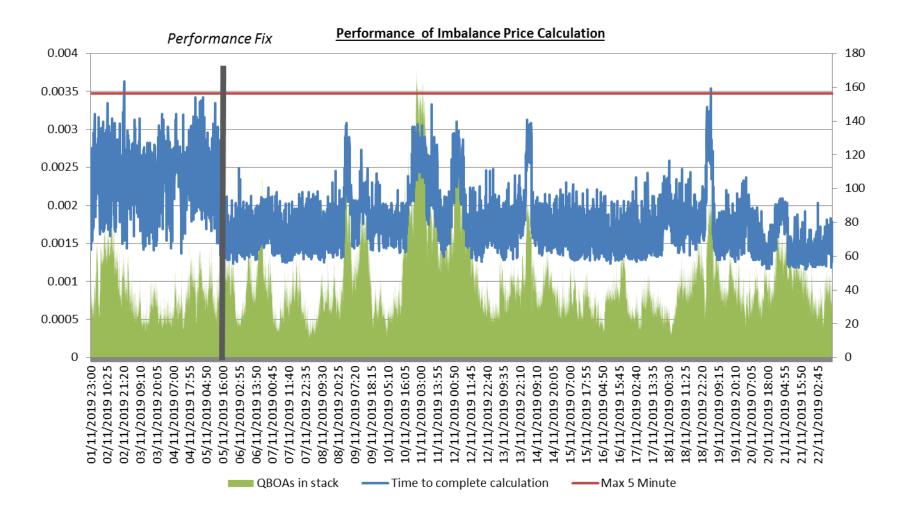


Availability of Imbalance Settlement Price





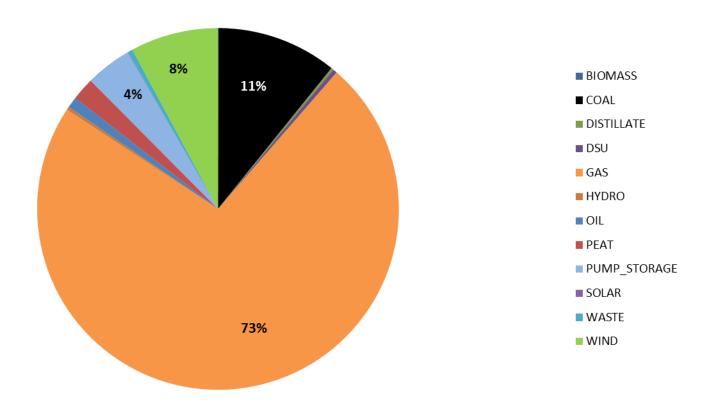




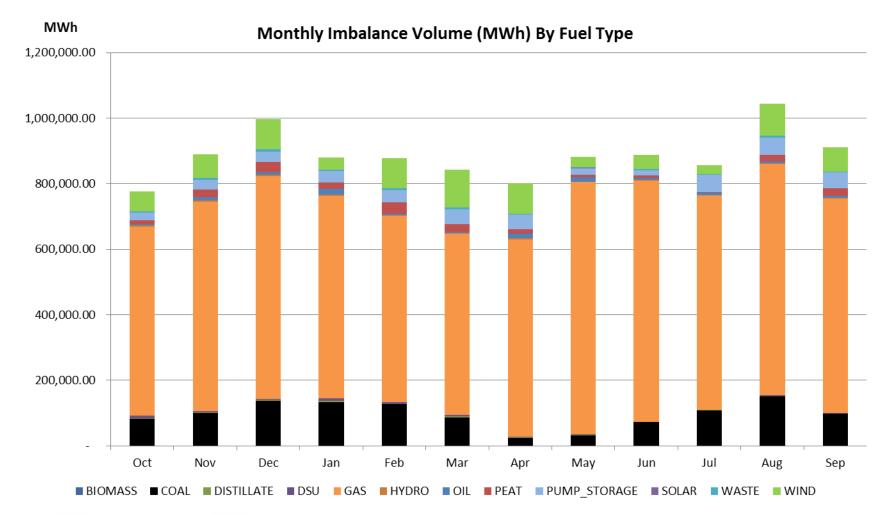




Percentage of Imbalance Volume (MWh) by Fuel Type







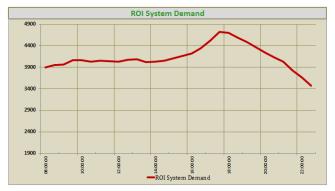




System Alert November 6th NI

- System demands/peaks seasonally higher and with clock change
- Wind was almost 0MW in NI on the day
- IE wind was forecast to rise over the day to about 1000MW
- Planned testing in NI on unit deemed to be low risk/minor testing
- Unit testing in IE
- Nothing unusual about the day really at day ahead planning stage



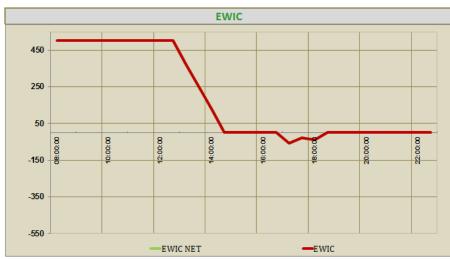


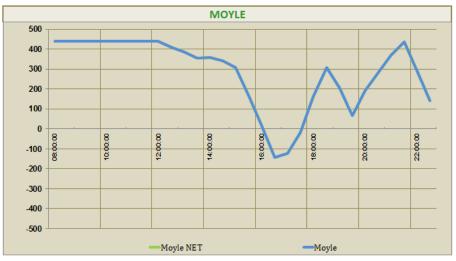


- Wind Forecast
- Load Forecast
- Scheduled
- Interconnection





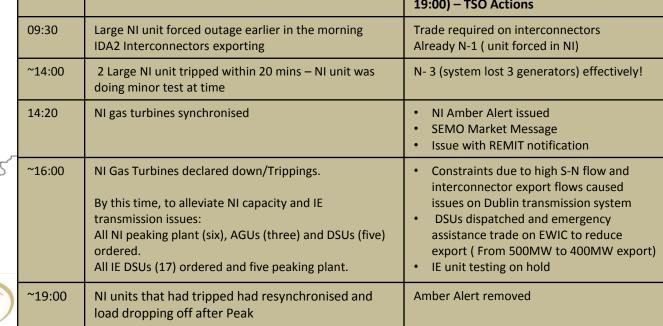






November 6th Amber Alert in Northern Ireland IDA2 results - $^{\circ}08:30$ Operational schedule with Moyle and EWIC **Exporting** Large NI unit forced exporting Scheduling indicated a 2 Generator margin issue over **Trippings** evening peak S-N flow Exporting **Time Factor/System Event** System Security Check for Peaks (16:00 -19:00) - TSO Actions 09:30 Large NI unit forced outage earlier in the morning Trade required on interconnectors **IDA2** Interconnectors exporting Already N-1 (unit forced in NI) 2 Large NI unit tripped within 20 mins - NI unit was N-3 (system lost 3 generators) effectively! ~14:00 doing minor test at time 14:20 NI gas turbines synchronised NI Amber Alert issued

EIRGRI

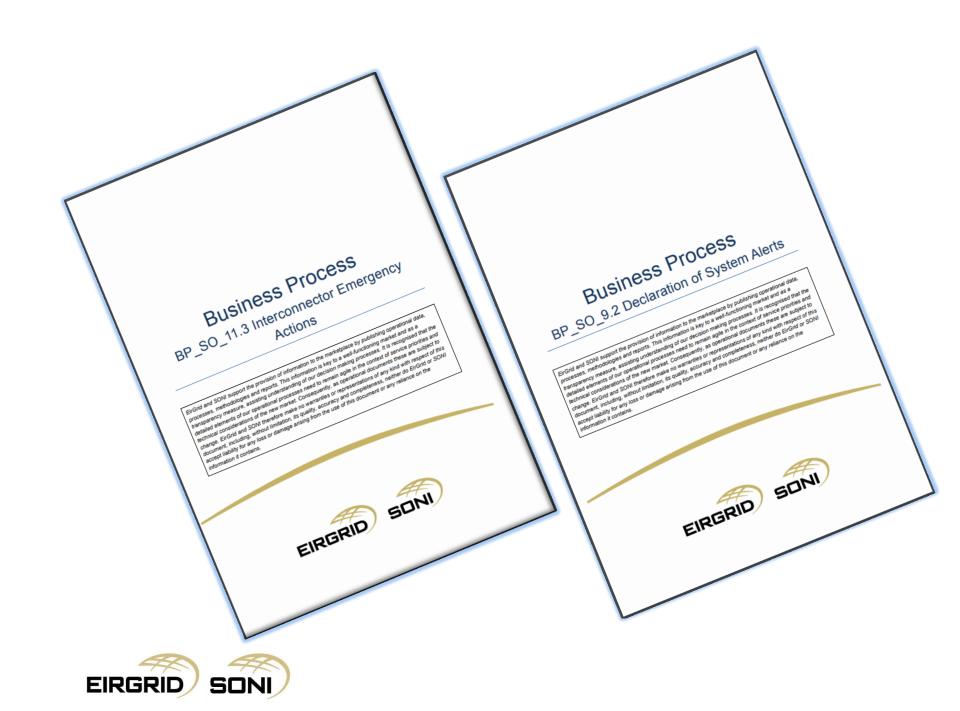


System Impact / Mitigation Measures

- Capacity reserves had fallen to level that TSO considered not sufficient – IE transmission contraints caused by flows towards North East of the island
- Temporary adjustment to Operational constraints

 NI minimum generator constraint to ensure
 not all generators are on same generation site
 until tripping investigation has taken place
- Minimum number of NI sets has reverted as of Nov 22nd (S_NBMIN_MINNIU now active again)





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SEM Committee Repricing Decision

 SEM Committee Decision published on 22nd November 2019 was to give effect to Option 3; through the implementation of an Urgent Modification to the TSC (<u>Decision Paper - SEM-19-068</u>).

Option 3, through an **Urgent Modification** removes the requirement for the Market Operator to publish corrected Imbalance Settlement Prices for the period between 1st October 2018 to 11th June 2019.

 Subject to the approval of the Modification to the Trading and Settlement Code; and in line with the intent of this decision; SEMO would apply for a derogation to not recalculate Imbalance Settlement Prices between the period 1st October 2018 and 11th June 2019.



Repricing Testing

Repricing Testing is nearing completion; key indicators are that this element of Release D 2.0 will pass test.

Post Release D Part 2

- Period of simulation once the release is deployed to production;
 - Primarily finalising procedural testing and trialling solutions/workarounds.
- Trial a process for assessing materiality in a standalone simulation environment:
 - May be compatible with shorter repricing periods;
 - Not compatible with extended periods of repricing (i.e. 1st October 2018 to 11th June 2019)
- Note: This is in lieu of a more 'integrated enduring repricing solution' that is being progressed with our vendor.



Repricing Next Steps

- 1. Finalise testing and trialling of repricing procedures;
- 2. SEMO to confirm that approach for materiality assessment is viable;
- 3. SEMO to continue to progress 'integrated enduring repricing solution';
- 4. Urgent Modification to be tabled; and application submitted by SEMO for derogation;
- 5. Put forward a proposed timetable for repricing; in consideration of:
 - 1. M+4 & M+13 Resettlement Timelines;
 - 2. Manifest errors that can be currently recalculated.
- 6. We will engage further with market participants early in the new year.



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Settlements : Oct 2019 data process updates

Settlement Dates	Run Category	Run Type	Runs to complete	On Time	Delayed – Same Day publication	Delayed > 1 Day
1 st – 31 st	Settlements	Indicative	31	12	-	19
1 st - 31 st	Settlements	Initial	31	18	4	9
6 th Jan 2019 – 2 nd Feb 2019	M+4 Resettlement	Weekly	28	28	-	-
1 st – 31 st	Credit Reports	Daily	66	66	-	-
1 st – 31 st	Payments In	Weekly	4	3	-	-
1 st - 31 st	Payments Out	Weekly	4	4	-	-
Sep 22 nd – Oct 19 th	Settlement Documents	Weekly	4	3	-	1



Settlements: Nov 2019 data process updates

Settlement Dates	Run Category	Run Type	Runs to complete	On Time	Delayed – Same Day publication	Delayed > 1 Day
1 st - 26 th	Settlements	Indicative	26	4	-	22
1 st – 20 th	Settlements	Initial	20	13	1	6
3 rd Feb 2019 – 2 nd Mar	M+4 Resettlement	Weekly	21	21	-	-
30 th Sep - 12 th Oct 2018	M+13 Resettlement	Weekly	14	14	-	-
1 st – 22 nd	Credit Reports	Daily	48	48	-	-
1 st – 22 nd	Payments In	Weekly	3	3	-	-
1 st – 22 nd	Payments Out	Weekly	3	3	-	-
Oct 20 th – Nov 16 th	Settlement Documents	Weekly	3	3	-	-



Main issues impacting Indicative & Initial timelines

October 2019 Issues	Impact to Indicative run timelines	Impact to Initial run timelines	Issue Status
Registration data for CRM & DSU Units / Bill case performance after release D	• 3 delayed	• 1 delayed	Unit registration data corrected. Bill case performance issued resolved.
Instruction Profiler push times / IP Long day issue / Indicative data as Initial data	• 13 delayed	8 delayed	Long hour issue resolved. IP Push time fix due with Release D – Part 2. Initial data corrected before publication.
SONI MDP data – Issues processing Actual availabilities, Dispatch Instructions	• 2 delayed	• 4 delayed	MDP data process issues resolved.

November 2019 Issues	Impact to Indicative run timelines	Impact to Initial run timelines	Issue Status
Instruction Profiler Long hour / VTOD issues	• 14 delayed	4 delayed	Long hour & VTOD issues resolved.
Delays due to Initial data issues	• 2 delayed	-	Initial issues resolved.
SONI MDP data – Delay with Actual availabilities, Dispatch Instructions	• 3 delayed	• 1 delayed	MDP data received and processed.



Issues impacting SD publication timelines

Date (s)	Issue	Impact to schedule timelines	Issue Status
Friday 25 th October	 Initials for the 17th - 19th published late due to issues processing SONI MDP, this caused Settlement Documents for billing period 12th – 19th Sep to be delayed. 	 Settlement Documents for the Billing period were delayed and published on Oct 29th. Payments In & Out dates were adjusted 	SONI MDP data re-submitted and imported, Initial data pushed through again and Instruction Profiler data processing issues resolved allowing processing to continue. Settlement Documents published on the 29th October, with payments in and out dates adjusted due to delay.



Settlement Processing : Other updates

- M13 resettlement update Nov 15th first publication.
- M+4 resettlement update double up M+4 from Jan 10th, feedback received from market participant's on double up approach.
- KIR ID 6148 Settlement Document Creation is limited to four Billing Periods (Oct 11th impact). Active change request MO_R_115.
- RPT_044 Update on duplicate report since data re-published after release D issues.



Release D – Part 2

Release	ID	Defect Name	Description	Domain
MMS 1.1.9.2	6170 1308895	IP Error - DST	Indicative IP error message for Initial Conditions (DST transition): P1 hotfix - 5 th November Changes to the view of staging data as part of pricing hotfix lead to limited FPN data retrieved for IP QBOA. Additional issue with daylight savings not being handled correctly also corrected in emergency settlement fix deployed.	Settlement
CSB 1.3.4	6164 1302250	Bill Case Performance	Performance Updates CSB 1.3.4. Between both Releases (D & D2) Billcase has gone from ~2hrs -> 45Mins -> 25mins	Settlement
MMS 1.1.9.2	6161 1305340	IP Publication Failure	Initial IP Publication Failure - $16/10/2019$. The array has now been initialised in the code (a single row of zeros to initiate the frame) and the profiling can complete the publishing.	Settlement
CSB 1.3.4	6131 1304777	REPT_044	REPT_044 potential loss of records due to not having exception on NULL value when comparing dates. Missing records relating to fixed cost settlement in situations where there is no value in Initial for a determinant but there is a value in resettlement.	Settlement
MMS 1.1.9.2	6171 1306390	RO Imports	Reliability Options Register updated in OUI but not pushing to CSB. Will also resolve Data Push timeout issue (MISTL_DLY PUSH).	Settlement

Active Change Requests

ID (KIR)	CR Name	Description	Status
CR 76 135705 MOD_05_19	Amendment to Uninstructed Imbalance Charge (CUNIMB) to correct for negative price scenarios	Where the Imbalance Price and/or a Bid Offer Price are negative this can result in the Uninstructed Imbalance Charge becoming a payment	Release E
CR 89 5772 / 6072	Use of Annual Capacity Exchange Rate in Settlement	CCC, CCP and CSOCDIFFP settlement for NI units not applying the Annual Capacity Exchange rate as per G.1.3.5 & G.1.3.6. Balancing market FX rate incorrectly being applied.	Release E
CR 118 6066	Inclusion of Zeros in Settlement Reports	Where data is not present in CSB, a default value of zero shall apply within the settlement calculations to allow for the full calculation, publication of 48 trading periods that is to be reflected within statements, reports. A default value is not being applied resulting is missing trading periods.	Release E
139,296 (CR 091) MOD_19_19	Setting System Operator Flags to zero for the purposes of Settlement	Change Request drafted. Pending T&SC modification approval	<tbc></tbc>
137,671 (CR 126)	Configuration of Variable Market Operator Price to apply on a Tariff Year basis, not Calendar Year	Change Request drafted. Pending confirmation of which Release. Currently being worked around in the billing system	<tbc></tbc>
139,479 (CR 92) MOD (TBC)	Application of Loss Factors for Interconnectors in Settlement	Change Request drafted. Pending T&SC modification approval	<tbc></tbc>
MO_R_115	Limit on Billing Periods covered in Settlement Documents	Change Request currently being drafted	<tbc></tbc>

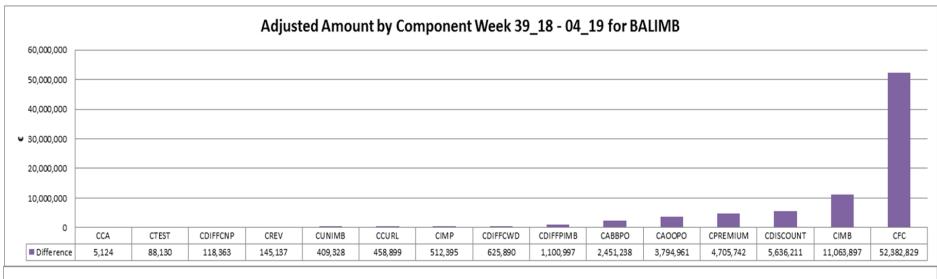
Settlement Defects - Release E

Defect ID (KIR)	Description	Status
6112	QABBPO & QAOOPO are being published within REPT_044. REPT 044 to remove determinant QABOPO as this determinant is also reported as QABBPO #124,553: The term QABOPO on REPT 044 is a duplicate of QABBPO. The term QABOPO in UI BOA Details equals the term QABBPO in the TSC.	Release E - Confirmed REPT_044
6083	M4 re-settlement: unexpected values in QABBIAS volume i.e. much lower than expected	Release E - Confirmed
6077	Settlement Document Total Previous Purchases and Total Previous Sales are not populated in SD Details Screen in CSB (Billing System)	Release E - Confirmed
6065	Corrected the application of Within Day Difference Charges from calculating for DSU's - not being reflected in re-settlement (125624)	Release E - Confirmed
6060	CFC calculation for CNL is not fetching meter values for the last day of the week, causing calculation to be incorrect. This is very material and leading to a weekly CFC (CNL) underpayment of ~€300K	Release E - Confirmed
6055	Socialization and shortfall calculation is including values for intervals prior to market Start	Release E - Confirmed
6054	CFC calculation is including values for intervals prior to Market Start (<u>Material - €600K recovery</u>)	Release E - Confirmed
6047	Biased BOAs (QABBIAS, QAOBIAS) being calculated in CSB above what they should be (also captures QBIAS being calculated too low in resettlement)	Release E - Confirmed
6044	QD & FPN determinant missing from REPT_44 in indicative & initial reports for a range of units and dates (No QD / FPN Data in REPT_44 if no RO). Mainly affecting WFPS	Release E - Confirmed REPT_044
5953	REPT_044 missing 'Accept time' for QAO and QAB determinants	Release E - Confirmed REPT_044

Settlement Defects Release E (Cont.)

Defect ID (KIR)	Description	Status
5808	FMOC FX rate applied not aligned with the Trade and settlement code 1.3.9. FMOC is applying the trading day exchange rate of the last day of the month. It should apply the exchange rate on the day of Invoicing as per the TSC 1.3.9.	Release E - Confirmed
5632	Settlement Document Not Transferred to Dynamics - Participant Deactivation Scenario Settlement Document not transferred to Dynamics and Participant xml not created if the Participant is deactivated – Workaround implemented in production to change end date.	Release E - Confirmed
5563	Change the unit for QTDA determinant on REPT_044 from "MWh" to "MW".	Release E - Confirmed REPT_044
5332	The Market Operator Costs UI uses a Monday-Sunday week, when it should use Monthly.	
5314	The time stamp on the record is incorrect, it contains a second which it should not. Timestamp on certain charge values in REPT_043 incorrectly includes seconds.	Release E - Confirmed REPT_044
4481	CSB Settlement Document UI does not sum Total Charges Received and Total Payments Received to a EURO amount.	Release E - Confirmed

Resettlement Cashflow



Sum of DIFFERENCE Week 39_18 - 04_19 for BALIMB €60,000,000.00 €50,000,000.00 €40,000,000.00 €30,000,000.00 €20,000,000.00 €10,000,000.00 €0.00 (€10,000,000.00) CAOOPO CABBPO **CPREMIUM CDIFFPIMB** CDIFFCWD CTEST CDIFFCNP CREV CDISCOUNT CCA CCURL CUNIMB CIMP CIMB ■ Sum of DIFFERENCE | (€2,884,629.9 | (€2,431,680.5 | (€2,229,521.6 | (€2,091,454.7 | (€1,096,604.8 | (€182,099.74) €5,124.08 €7,583.79 €93,500.06 €118,362.77 €145,136.71 €410,454.04 €512,395.20 | €6,586,311.41 | €51,457,634.2

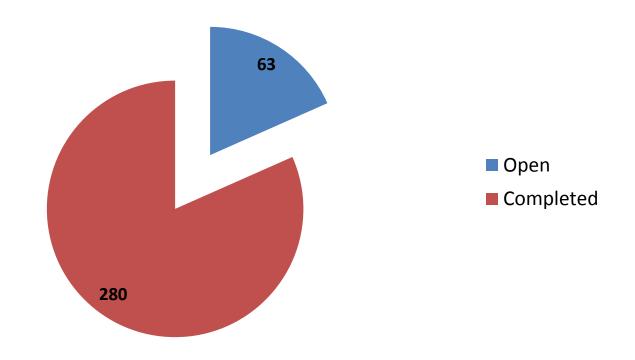


Agenda

Item	Presenter
Welcome	Mark Needham
Known Issues and Release Program	Mark Needham
Market Development Roadmap	Mark Needham
Ex-Ante Market	Liam McAllister, Michael Atcheson
Balancing Market and OPI Update	Rory Cafferky, Eamon Garrigan
Repricing Update	Michael Atcheson, Gina Kelly - CRU
Settlements	Sean O'Rourke, John O'Dea
Front Office	Claire Breslin
Q&A	



General Query Overview – 1/10/19 – 27/11/19



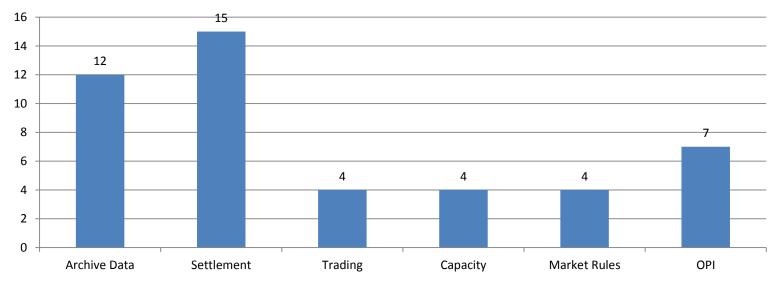
An average of 43 Queries received per week



General Queries pre 1st Oct 19

- A total of 46 queries are still open from before the 1st October 2019. A reduction of 29% from last month.
- The oldest query is from 3rd Dec 2018.

No. of Queries Outstanding





Formal Queries and Disputes – Oct 18 – Nov 19

Formal Settlement Queries:

Completed: 324

In progress: 25

Rejected: 1

In total: 350

Disputes:

Completed: 98

In progress: 1

Rejected: 2

In total: 101



December Registration Freeze

- There will be a registration freeze in the Balancing Market during the period 17:00 Wednesday to 18th December 2019 until 09:00 Monday 6th January 2020. No units (generator, supplier and assetless) can be set effective during this time.
- The last available effective date prior to the freeze is Wednesday 18th December, and the first available effective date after the freeze will be Wednesday 8th January.
- The registration team remain available for Participants that have queries regarding their ongoing registrations:
 - <u>balancingmarketregistration@sem-o.com</u>



SEMO Helpdesk Hours Over Christmas Period

- 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 <u>info@sem-o.com</u> and non-urgent phone lines.
- The SEMO LCF Hotline is available 24/7 365 days a year for any emergency operational issues relating to Limited Communication Failures:

Phone: +44 (0) 28 90 707415

Email: LCF@sem-o.com



SEMOpx Helpdesk Hours over Christmas Period

During the Christmas period, SEMOpx will remain available 24/7 for Urgent Operational Issues relating to the DAM/IDM, including ETS/M7 Availability, Connectivity issues, Password Resets etc.

Urgent Auction operational issues:

ROI: 1800 283 010

NI: 0800 008 3010

International: +353 1 668 8183

Email: marketops@ops.semopx.com

Non-urgent operational queries can be submitted to the SEMOpx helpdesk (<u>info@semopx.com</u>) between 14:00 24th December 2019 up to 2nd January 2020 but will be addressed from 2nd January 2020 when the desk will be available.



Upcoming MOUG Dates

2019

18th December – Conference Call with Key Messages Only

2020

- 16th January Dublin
- 27th February Belfast



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Close

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

Thank you for your attendance.

