

**Welcome to the Market Training**

**Location:** [**The Oval,**](http://www.eirgrid.com/aboutus/contactus/eirgridlocation/) **160 Shelbourne Road, Ballsbridge, Dublin 2**

**Wednesday, 19th February 2014**

**Time: 10:30 – 13:00**

For each of the agenda items the emphasis will be on helping Participants understand their Code obligations, how best to interact with SEM, and where to find further relevant information.

* **Introduction to the SEM** 
  + A high level overview of how the SEM operates
  + How your business is represented in the SEM
* **SEM Operations** 
  + Submission of bids and how market prices and schedules are determined.
  + Charges and payments in the SEM and settlement timeframes
  + Maintaining appropriate credit cover
  + How and when payments are made
  + How to submit formal queries
* **Customer Service** 
  + How to keep up- to-date with market activities
  + How to ask market related questions and obtain answers
* **Question and Answer**
  + To answer any other market related questions not covered in the above topics