

SERVICE DESCRIPTION FOR ELECTRICITY RETAILERS AND DISTRIBUTION SYSTEM OPERATORS

1 INTRODUCTION

In accordance with the Service Agreement between Fingrid Datahub Oy (Datahub) and its customer, this Service Description Appendix describes the duties of Datahub, electricity retailers operating on the retail market, and distribution system operators, adding and updating party details in the Datahub System, and the management of service requests.

2 DUTIES OF THE PARTIES

2.1 Datahub's duties

Datahub develops centralised information exchange services for the electricity trade and information exchange in the retail market in collaboration with market parties in the sector. Development and cooperation take place in separate working groups, which include the necessary number of representatives from the sector. The representatives from the sector represent the entire sector in the working group. The meeting materials of the working groups are published in the Datahub Services portal.

Datahub has a service agreement with distribution system operators, electricity suppliers, and third parties.

Datahub maintains information about electricity suppliers and distribution system operators, and information about contracts, based on the details provided by electricity suppliers. Datahub also maintains information about electricity accounting points based on the details provided by distribution system operators.

Datahub is responsible for delivering metering data from the Datahub System to the market parties authorised to receive it insofar as the distribution system operators have sent such data to the Datahub System.

Datahub shall carry out imbalance settlement in the distribution network and shall be responsible for the accuracy of the calculations related to imbalance settlement. Datahub calculates the total deliveries by each electricity supplier in the distribution system operator's metering grid area and the losses in the metering grid area, as well as the corrections to each supplier's balance deviations. Datahub shall report each supplier's balance deviations to the distribution system operator so the suppliers can be invoiced. Datahub shall also deliver the requisite imbalance settlement information for the distribution system operator to eSett Oy for the purpose of national imbalance settlement.

Datahub performs the internal netting calculation of an accounting point and forwards the results of the calculation to the parties entitled to the data.

Datahub performs the compensation calculations for energy communities and forwards the calculated information to the parties entitled to the information.

Datahub provides electricity suppliers and distribution system operators with a connection interface and a user interface to the Datahub System, which the said parties can use to

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Electricity Market Party's Service Agreement, Appendix 1

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handle centralised information exchange related to the electricity trade. Datahub provides electricity suppliers and distribution system operators with a place to store the data sent to Datahub and access to the data.

Electricity suppliers and distribution system operators may use the Datahub System to send, receive, monitor, and verify their imbalance settlement information, the accuracy of such information, including total supply data, losses in the metering grid area, balance deviations in the metering grid area, and balance error details. Datahub reports details on the accounting points with no suppliers to distribution system operators so that the distribution system operators can disconnect the electricity from accounting points with no supplier.

Datahub monitors the user of the Datahub System by market parties and the exchange of information to ensure that the market parties operate in accordance with the Datahub service agreement.

Datahub enables sale and transmission products to be maintained and information to be exchanged in such a way that the market parties may take into consideration the product selected by another party (a supplier or distribution system operator) for a certain accounting point in their own product selection, enabling consistent products for customers with respect to electricity sales and transmission.

Datahub enables market parties to conduct connection and disconnection processes via the Datahub System.

Datahub offers service providers interfaces based on standards and centralised information exchange solutions.

Datahub saves and stores the data sent to the Datahub System in the same form in which the market parties supply it, save it, or request Datahub to correct it. Datahub also validates and monitors the content of the said data, preventing incomplete and technically incorrectly formatted data from being saved and forwarded to electricity market parties.

Datahub supports the statutory reporting of information related to accounting points, customers, and contracts by generating reports for market parties based on the data.

Datahub offers end-customers access to their data in the Datahub System.

Datahub facilitates various third-party business opportunities by enabling the authorised third parties of customers, electricity suppliers, or distribution system operators to use information on specific accounting points and customers, including metering data.

Datahub is responsible for the functioning of the Datahub System in accordance with its business processes, and it maintains the related instructions, such as business processes for the electricity retail market in Datahub, Datahub events, the data standard, process diagrams, Datahub External Interface Specification, Datahub Fingrid Schemas, Datahub Data Interface, Validation Rules – DH-200, Datahub Validation Rules, Datahub Name and Address Structure Guide, Delegation Guide, Guide for Parties on Preparing for Exceptional Situations, Guide for the Metering Responsible Parties, Establishing a Connection to the B2B Message Interface, Use of GS1 Identifiers in the Electricity Retail Market, Datahub

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Privacy Practices for the Industry, and the guidelines available in the Datahub support service knowledge base. The latest revision of the instructions is in the Datahub Services portal.

Datahub administers the testing and certification services related to Datahub and issues the associated instructions.

Datahub informs, trains, and advises market parties in matters related to retail market information exchange, and it produces the instructions necessary for this (e.g. user manuals).

2.2 Duties of electricity suppliers

The main task of electricity suppliers (hereinafter "suppliers") is to initiate the contractual processes of end-customers and keep the related customer data up to date in the Datahub System.

Suppliers have a service agreement with Datahub.

Suppliers report new contracts to the Datahub System when end-customers change address or switch to a new supplier.

Suppliers report any changes to contracts with respect to the information saved in the Datahub System.

Suppliers receive the time series data, which forms the basis for invoicing, from the Datahub System.

Supplier receives all measured time series data related to its accounting points, as well as calculated time series data related to netting and compensation calculation.

With the authorisation of end-customers, suppliers may verify the current accounting point, network product, and metering data before making a contract in accordance with the Datahub business processes.

With the authorisation of an end-customer, a new supplier may access the existing contract for the accounting point to verify whether a fixed contractual term or unusual termination conditions may prevent a new contract from being created.

Suppliers verify the connection status of an accounting point and report any connection fees to the end-customer in the event of a quick move.

Suppliers have a responsibility to ensure that the information they send to the Datahub System is free of errors and that they correct any incorrect information without delay.

Supplier must deliver to the Datahub System only events and information that are necessary for the processes and the imbalance settlement, in accordance with the guidelines (section 2.1). According to section 11.1.3 of the Service Agreement, Datahub has the right to suspend the Customer's access to the Datahub system if the Customer materially fails to comply with the Agreement or the instructions issued by Datahub. This contractual clause may be applied, for example, in situations where the Datahub system is used contrary to the given instructions and this causes disruptions to the system's availability. For

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example, the (mass) changes made in the supplier's own systems can cause a large number of events in the datahub system without changing any information managed in the Datahub System or being necessary for the processes of the Datahub System. If a large number of regular queries are made to the Datahub System to check the data of the supplier's own system without using the separate tools built into the Datahub System for that purpose, such situations can cause temporary disturbances to the system's response times and thus to the system's availability. In the planned use of the system, there is no provision for usage methods like the one described above. In addition to the above, under section 11.1.2 of the Service Agreement, Datahub has the right to immediately suspend the Customer's access to the Datahub system, in whole or in part, if the system is subject to or threatened by a significant disruption, security breach, or other event that may limit or endanger the functionality of the Datahub system, significantly interfere with it, or cause substantial harm or damage to the Customer or other users of the Datahub system.

Suppliers must certify the information systems they connect to the Datahub System in accordance with the requirements of the Datahub certification service.

Suppliers must comply with Datahub's instructions in accordance with section 2.2 of the service agreement, such as the business processes for the electricity retail market in Datahub, Datahub transactions, the data standard, and the process flow charts. The latest revision of the instructions is in the Datahub Services portal.

2.3 Duties of distribution system operators

Distribution system operators maintain accounting point information, network contract information, product information for network contracts, energy community information, and the structured data required for imbalance settlement in the Datahub System.

Distribution system operators have a service agreement with Datahub.

Distribution system operators draft their own network contracts for accounting points, corresponding to the sales contracts that electricity suppliers make with end-customers on the basis of Datahub notifications, and they confirm the network contracts in the Datahub System.

Distribution system operators report metering data to the Datahub System, which sends the data onward to the parties entitled to access it. Distribution system operators are responsible for the accuracy of metering data.

The distribution system operator receives the calculated time series data from the datahub system, which is the basis for invoicing.

The distribution system operator receives all the calculated netting and compensation calculation related time series data related to its accounting points.

Distribution system operators may track, verify, and monitor the accuracy of their own metering and imbalance settlement data via the Datahub System.

Distribution system operators will continue to be responsible for invoicing the requisite parties for balance deviations. Distribution system operators have a responsibility to ensure

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that the information they send to Datahub is free of errors and that they correct any incorrect information without delay.

Distribution system operator must deliver to the Datahub System only events and information that are necessary for the processes and the imbalance settlement, in accordance with the guidelines (section 2.1). According to section 11.1.3 of the Service Agreement, Datahub has the right to suspend the Customer's access to the Datahub system if the Customer materially fails to comply with the Agreement or the instructions issued by Datahub. This contractual clause may be applied, for example, in situations where the Datahub system is used contrary to the given instructions and this causes disruptions to the system's availability. For example, the (mass) changes made in the distribution system operator's own systems can cause a large number of events in the datahub system without changing any information managed in the Datahub System or being necessary for the processes of the Datahub System. If a large number of regular queries are made to the Datahub System to check the data of the distribution system operator's own system without using the separate tools built into the Datahub System for that purpose, such situations can cause temporary disturbances to the system's response times and thus to the system's availability. In the planned use of the system, there is no provision for usage methods like the one described above. In addition to the above, under section 11.1.2 of the Service Agreement, Datahub has the right to immediately suspend the Customer's access to the Datahub system, in whole or in part, if the system is subject to or threatened by a significant disruption, security breach, or other event that may limit or endanger the functionality of the Datahub system, significantly interfere with it, or cause substantial harm or damage to the Customer or other users of the Datahub system.

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3 ADDING AND UPDATING PARTY DETAILS IN THE DATAHUB SYSTEM

Datahub specifies the structured data for new market parties in the Datahub System and notifies every market party connected to the Datahub System of new market party registrations, terminations, and changes to the details of market parties. The said party details are kept up to date via the Datahub System's user interface, and customers must report the necessary information for the first time before signing the service agreement by completing the Party Details appendix to the service agreement.

Datahub reports the status of a customer who has ceased operating to customers who have contractual relationships via the Datahub System with the customer who is no longer active.

Datahub manages party-level privileges in the Datahub System and, if necessary, revokes privileges. Customers manage their own user-specific privileges. If necessary, Datahub may block individual users or entire customer organisations from accessing the Datahub System, in accordance with the terms and conditions of the service agreement, by locking

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the user accounts belonging to the user and/or customer organisation. Locking automatically prevents the user and/or all of the customer's personal and machine user accounts from accessing the Datahub System.

4 SERVICE REQUEST MANAGEMENT

Datahub primarily handles market parties' service requests via the Datahub Support Service, but service shall also be provided by phone and email. Service requests are mainly support requests in the event of an error or problem related to the use of the Datahub System, the message interface, privileges, or questions concerning the data content. Parties may also use service requests to submit development ideas.

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