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# Operational service outside working

GRTgaz ensures a 24-hour operational support to help in the management of your gas transmission on GRTgaz network.

### The 24-hour operational support

You have access to 24-hour operational support, provided by different entities:

- **Working hours:** this service is provided through your operational account manager with GRTgaz.
- **Outside working hours:** this service is provided through the Market Interface Operator at GRTgaz' National Dispatching.

	<b>Working hours</b> Monday to Friday 9:00 am – 6:00 pm	<b>Non-working hours</b> Monday to Friday 6:00 pm – 9:00 am week-end and public holidays
<b>Service</b>	GRTgaz's operational service	GRTgaz's national Dispatching
<b>Interlocuteur</b>	Your Operational Account Manager	Market Interface Operator
<b>Contact</b>	<b>Mail :</b> transmission-ops@grtgaz.com	<b>Tel :</b> +33(0)1 55 66 44 03 <b>Mail :</b> dispatching@grtgaz.com

The purpose of this document is to describe the role of Market Interface Operator and the scope of its support services to shippers in terms of information and assistance in the use of the services and tools provided by GRTgaz.

This document has no contractual force and does not constitute an undertaking by GRTgaz. Its aim is to provide a guide and reference for communications between you and GRTgaz's operators.

## Service availability outside working hours: Market Interface Operator

The role of Market Interface Operator, which provides operational service outside normal hours, is to manage operational aspects relating to the last gas day (D-1), the current gas day D (within-day or intra-day) and the next gas day (D+1).

### Information System (IS) and associated documents

Most operational communication between shippers and GRTgaz takes place via the Customer IS (Ingrid portal), along with communications via Edig@s. These communications with the operational department form part of the transmission agreement and in particular section E1 of the Operational Network Code, which takes priority over this document.

The Market Interface Operator can answer your questions about the practical use of the Customer IS portal, in particular:

- Functions available via the Customer IS portal
- How the handling processes work (cycles, deadlines, timetables, publications, matching ...)
- The units used and the corresponding conversions
- The conventions for signs and flow directions (offtake, delivery)
- Understanding published data and updates on the Customer IS portal (relating to gas days D-1, D, D+1)

### If the information system is down

If the information system is unavailable or down outside working hours, the Market Interface Operator will if possible inform shippers of the likely duration of the downtime or failure and of the consequences for shippers. It will also inform them of the operational procedures to follow if necessary (e.g. shift from Edig@s to the customer IS portal in the event of problems with the Edig@s link).

### Capacity

On the basis of the capacity statement published on the Customer IS portal, the Market Interface Operator can inform shippers about the operational capacity they hold and its different components (annual, monthly, daily, transferred, acquired and UIOLI capacity).

In the event of capacity being exceeded (capacity overrun) at Network Interconnection Points (PIR) or Transmission-Storage Interface Points (PITS) and capping being applied as a result, the Market Interface Operator can confirm the cause of capacity capping and, if required, explain the re-nomination procedures (timetables, publication of confirmations).

In case of disagreement with the value of capacity bookings, the Market Interface Operator cannot change the rights of the shippers, who in that case should contact their operational account manager during working hours.

## Short-term transmission service

The Market Interface Operator can help you to:

- reserve daily capacity online on the Customer IS portal
- use the Use-It-Or-Lose-It (UIOLI) service and the Use-It-&-Buy-It (UBI)
- view the available capacity (daily bookings)
- view any capacity acquired (daily bookings, UIOLI/UBI, transferee shipper) and/or transferred (transferor shipper)

## Nominations

The Market Interface Operator can give you information on whether or not the IS has recorded nominations or renominations sent either by manual input or import onto the Customer IS portal, or by Edig@s, or by fax (in reduced-service mode).

A mechanism of "Single Nomination" has been put in place in collaboration with Storengy to allow greater ease of use and a better availability of capacity at the PITS. A single nomination at Storengy (via SAM Portal) is sufficient.

## Matching

At Network Interconnection Points (PIR), Transmission-Storage Interface Points (PITS) or transport LNG terminal interface point (PITTM), checks are made to verify that the nominations received by GRTgaz are consistent with those received by the adjacent operator (matching). Similarly, at the Virtual Trading Point (PEG), checks are made to verify that the nominations received by each of the two counterparty shippers are consistent.

In case of disagreement with a value published in the confirmation notice, you can contact the Market Interface Operator in order to gain clarification on the confirmation rules applied.

## Allocations

The Market Interface Operator can give you information on the provision of the allocation notices and statements.

However, in the event of a disagreement about a published allocation value, or the use of backup data, you need to approach your operational account manager during working hours. Your contact will then specify the backup rules used in the absence of data.

## Locational Spread

The Market Interface Operator can provide information on how to respond to Localized Spreads, it also oversees the sourcing of the requirement.

## High modulated site

The Market Interface Operator monitors the compliance of the programmes received as well as consumption in real time and alerts in case of gap.

## Fallback

In the event of a move to the fallback site (or return to the main site), the Market Interface Operator will provide the shippers with all the information they need to manage the operation and maintain service continuity.

## Listening to you to improve the 24-hour service

To help us adjust and improve the day-to-day practices of the 24-hour operational service, please notify your sales or operational manager of any proposals for change or difficulties encountered in managing the service.

On the basis of these elements and/or customer surveys, the scope and performance of the 24-hour operational service is assessed at least once a year by GRTgaz.