

Stakeholder feedback survey - results and actions based on it

Reference group meeting June 3rd 2021

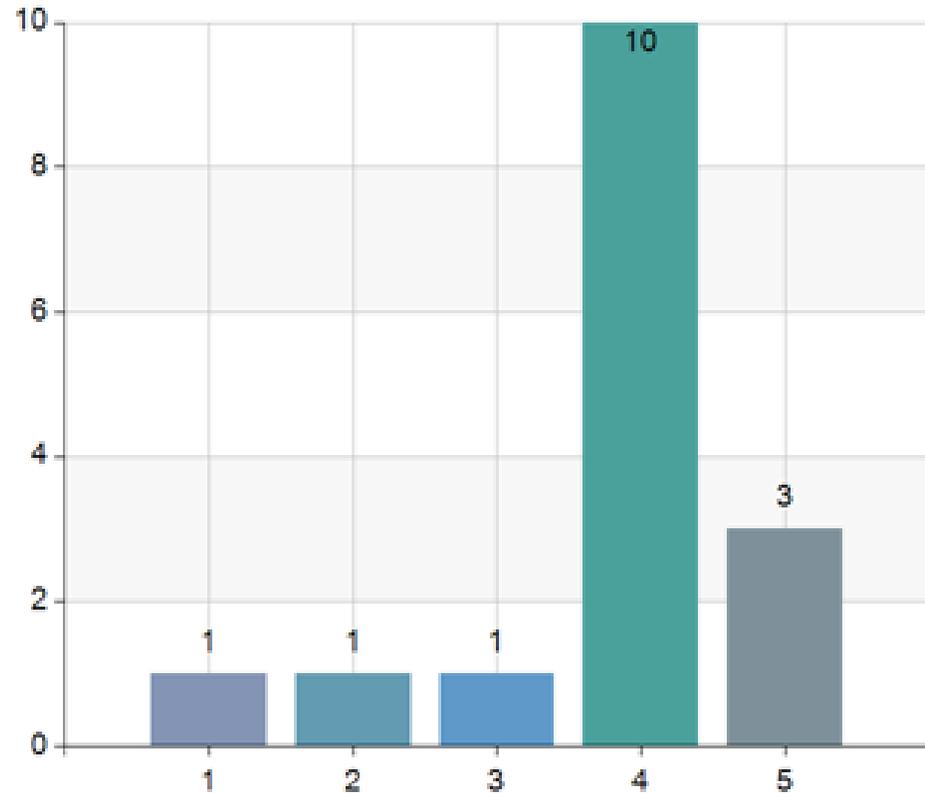
Background

- Stakeholder feedback survey was conducted to find out how well NBM program is managing stakeholder cooperation and communication. The purpose was to find out where TSOs have room to improve and how.
- There is still room to improve especially in the communication of details, transparency of decisions and understanding of stakeholder perspective.
- The survey will be repeated on a yearly basis
- The survey was sent out to stakeholder reference group members
- 16/30 persons answered – 54%

In which country/countries is/are your company operating?

Country	Number of answers
Denmark	7
Finland	7
Norway	6
Sweden	6

It is easy to cooperate with TSOs

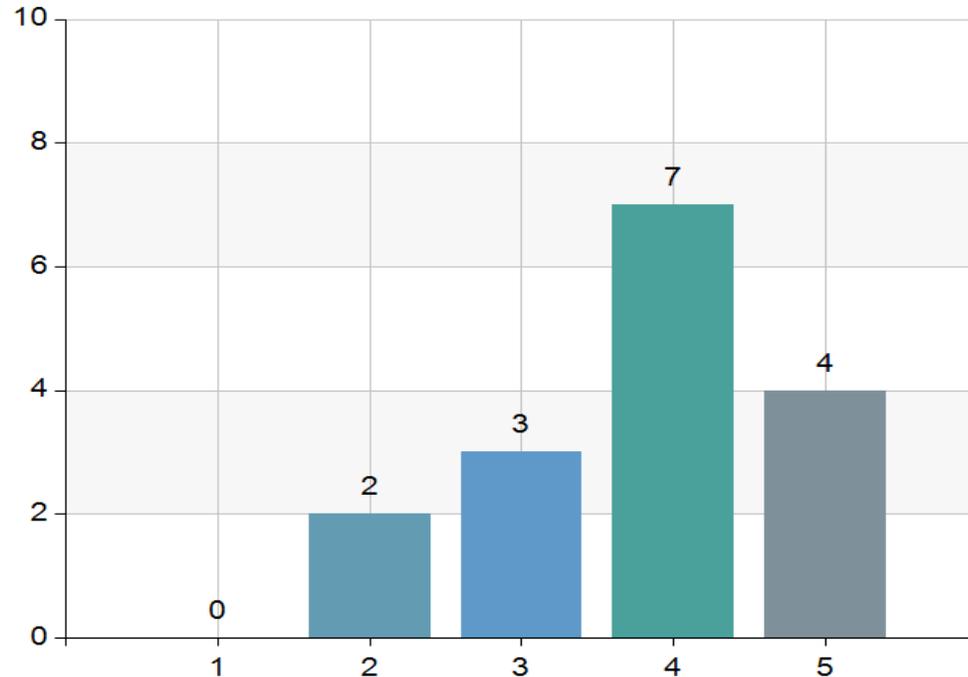


Average 3,81

Median 4

- TSO role is a little bit stiff and hardly regulated. In all cases a more customer oriented TSO should be welcome. **To start with the customers demands, and then make it fit to the regulation instead of the other way around**
- Level of cooperation and **dialogue with TSOs varies between the Nordic countries**. In our experience the level of cooperation is getting worse.
- **Stakeholders would always like to be involved in earlier stages of development.**

Communication from NBM is timely and clear

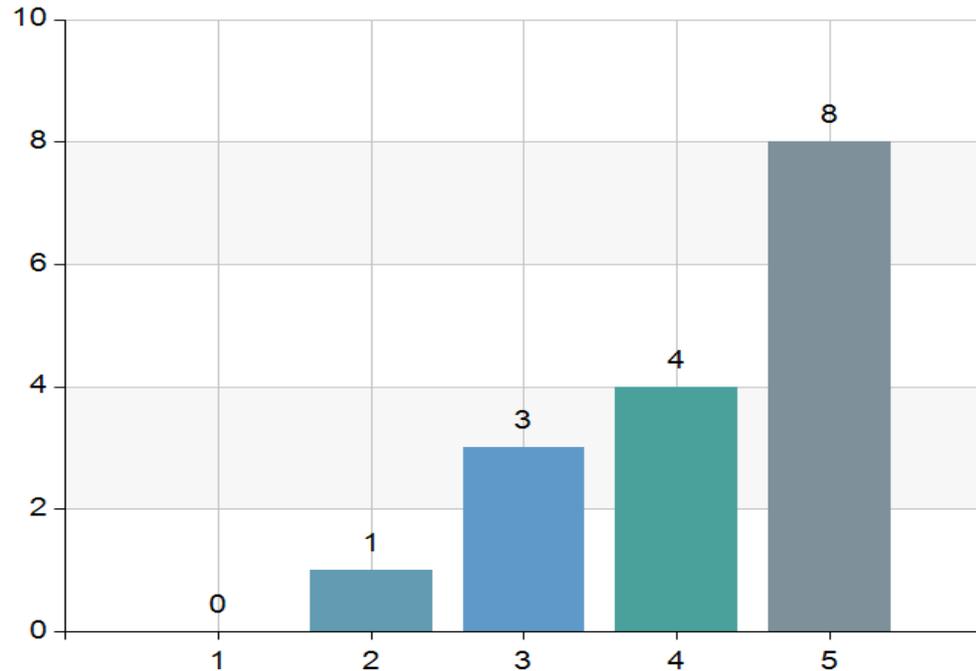


Average 3,81

Median 4

- TSOs seem to communicate well in time, but **the content and level of details in what is communicated leaves room for improvement. Lack of transparency doesn't allow market participants to trust what is being planned nor does it give the impression that the whole picture has been considered from markets perspective.**
- It is **challenging for market participants to estimate the regulatory risk related to solutions and timeline** etc., perhaps NBM could be elaborate more on relevant regulatory risks.

All stakeholders are given equal opportunity to participate in discussions

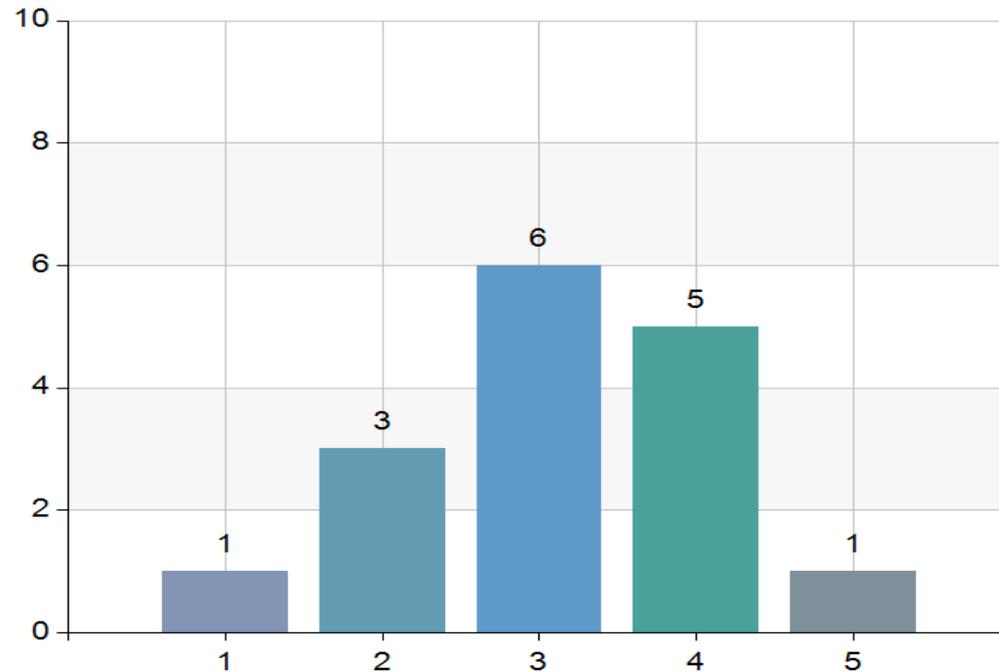


Average 4,19

Median 4,5

- If you understand the discussion you are able to participate.
- My main concern would be **whether small companies, with limited working staff resources or ICT-resources are sufficiently consulted.**

TSOs understand the perspective and business of market parties

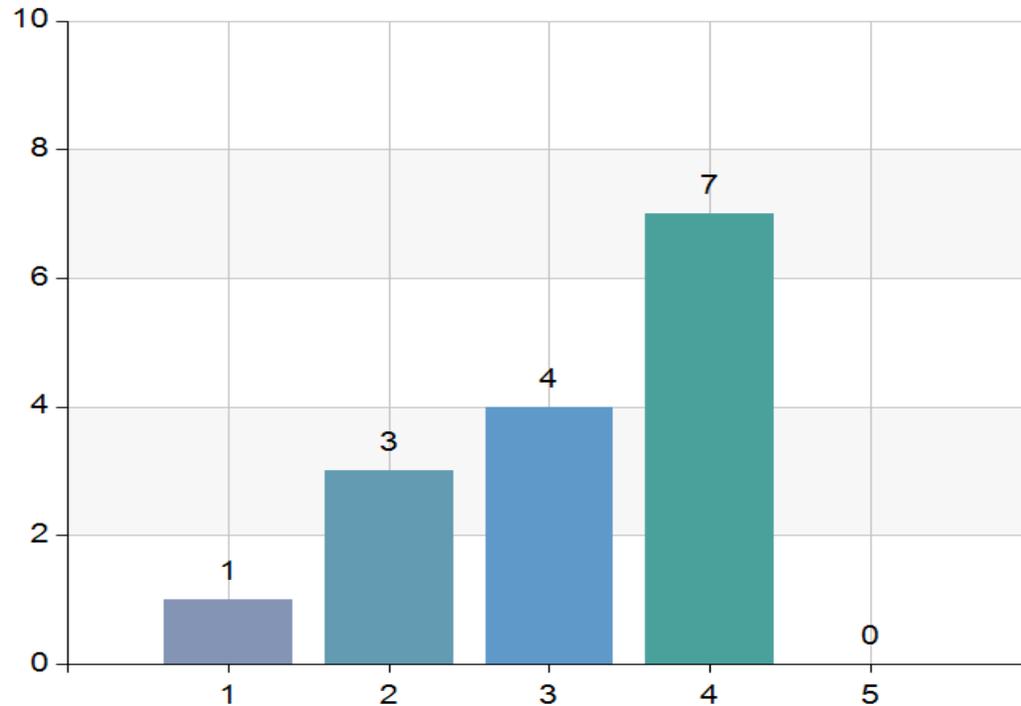


Average 3,13

Median 3

- I think that **TSOs don't necessarily understand or perhaps they do understand but don't take the opinions into consideration.**
- **Not all TSOs seem to fully understand**
- Think **this is an area of development.**
- For instance, no good **price indications** on the aFRR market.

The views of market parties are taken into account for purposed solutions and decisions

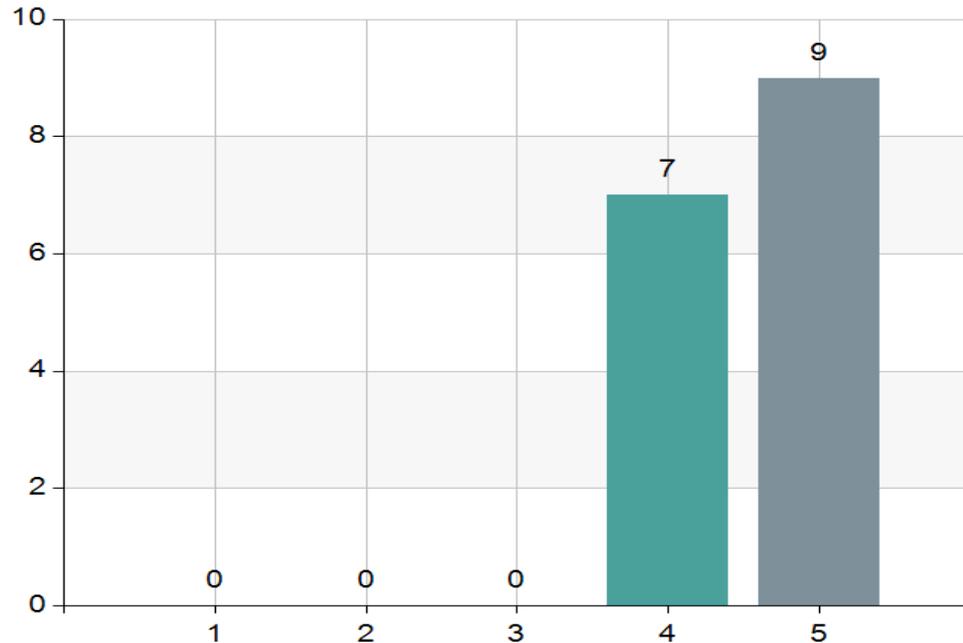


Average 3,13

Median 3

- It is **very TSO driven**.
- The needs of the **market participants are not being considered when TSOs draft their own plans from their own perspective**.
- Re-iterate my point here on smaller companies. **TSOs and NordEnergi could co-operate in that regard**.

NBM reference group meetings are useful and well organized



Average 4,56

Median 5

- Useful Yes, Well organized, yes. **NBM could arrange smaller discussions on specific topics on country level or participant type level.**
- What the Nordics needs is more cooperation and this is a good example of how it can be achieved as long as all parties try to understand each others view points.
- They are both **useful and well organized.**

Examples of actions to be taken based on the feedback 1/2

- **Improving cooperation**
 - Involving stakeholders in an early stage e.g. by voluntary consultations, nordic and national webinars, workshops
- **Ensuring timely and clear communication**
 - Communicating and discussing issues on a more detailed level, deep dives in the reference group meetings
 - Improving transparency of decisions by explaining constraints and reasoning behind solutions and decisions

Examples of actions to be taken based on the feedback 2/2

- **Enabling equal opportunities to participate**
 - Cooperating with NordEnergi with a common target to engage and help especially small and medium size companies in the implementation
- **Increaseing TSO understanding of the stakeholder perspective**
 - Increasing TSOs understanding of the impacts on market parties by using NordEnergi knowledge and channels to collect feedback
 - Engaging stakeholders in the reference group meetings by organizing e.g. workshops, questionnaires, panel discussions.