
Proposal for Operation of the ENTSO-E Central Information Transparency Platform

Version 1.0

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1 Scope

In accordance with Article 3.2 of the Regulation (EU) n°543/2013¹, hereafter referred to as the Transparency Regulation, this document aims at specifying the “proposal concerning the operation of the central information transparency platform and the associated costs”.

2 Operation of the central platform

2.1 Hours of operation & planned outages

- The platform is available for submission of data 24/7;
- The platform is available for viewing and downloading of data 24/7;
- Normally it is expected that routine maintenance is performed without any interruption to the service; in the exceptional case that the platform has to be taken off-line for any reason this will be announced on the platform noticeboard and alerts sent to data providers and registered users. Planned outages will not exceed 30 minutes.

2.2 Support

- Technical support for data providers & TSOs is available through the platform help desk 24/7;
- General enquiries about data for the general public will be provided through the ENTSO-E secretariat during normal business hours CET/CEST (respecting public holidays for Brussels).

2.3 Service levels

- Availability target is 99.9%;
- In the event of an unplanned outage the maximum interruption to service is 4 hours.

2.4 User Access

- The platform web presence can be accessed directly without registration or log-in, although it is possible to register and configure user preferences;
- There is no charge associated with access or registration;
- The platform web presence can be accessed by the following browsers:
Internet Explorer 8; Mozilla Firefox 19; Google Chrome 25; Safari 6;
- It is also accessible through mobile devices equipped with <browsers for mobiles to be confirmed>;
- On-screen text is in English;

¹ Commission Regulation (EU) No 543/2013 of 14 June 2013 on submission and publication of data in electricity markets and amending Annex I to Regulation (EC) No 714/2009 of the European Parliament and of the Council, OJ L 163, 15.6.2013, p. 1–12

- Data downloads are formatted as xml documents in accordance with the Implementation Guides and schemas published as part of the Manual of Procedures

2.5 Costs of the central platform

The one-off costs to define and develop the central platform software will be in the region of 4.25m Euro.

Annual running costs, including support, hosting and a margin for managing changes to specification and minor enhancements is estimated to be in the region of 470,000 Euro, where:

- 320,000 Euro (software and external services)
- 150,000 Euro (internal ENTSO-E staff cost)

The estimated cost for the local TSO transparency projects may be provided upon request.

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