

# ENTSO-E Stakeholder Satisfaction Survey 2018

Please fill in online by 31<sup>st</sup> January [here](#) or return per email to [stela.nenova@entsoe.eu](mailto:stela.nenova@entsoe.eu)

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Organization: ELEXON

Keep my comments confidential: Disagree

1. Please rate the following question:

How closely do you follow ENTSO-E activities?

Rarely	Sometimes when relevant	Often	Almost always	Always	N/A
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2. In your role, how often were you in touch with ENTSO-E in 2018?

Rarely	Sometimes when relevant	Often	Almost always	Always	N/A
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\*3. Please rate your interaction with ENTSO-E using the following descriptions (required answer):

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No opinion
Technically competent		✓				
Easily available and open			✓			
Genuine			✓			
Neutral			✓			
Transparent				✓		
Efficient		✓				
Committed to the overall European agenda		✓				
Committed to a market-based approach			✓			
Committed to sustainability			✓			
Innovative			✓			
Comments:	We would wish ENTSO-E to be more transparent. In particular, we would like ENTSO-E to engage with stakeholders at the beginning of developments, not when it has already fixed, developed, or internally-approved ideas or proposals. Giving affected stakeholders access from the start, e.g. drafting Network Codes, methodologies, etc. would give a more robust final product more quickly. We see no problem with sharing					

draft ideas, which everyone knows does not represent a final ENTSO-E view, and does not commit ENTSO-E to anything.

We have observed efforts to involve other stakeholders such as Data Providers when changes have been agreed and as discussed above it will be more helpful to take consultations and ensure Market Participants (Data Owners, Data Providers) have an opportunity to contribute to the final solution specifically on the Manual of Procedures for Transparency Regulation 543/2013 and interaction with EBGL.

The process by which ENTSO-E updates and changes its Manual of Procedures is not transparent to us. We believe that ENTSO\_E should conduct a public consultation as well as seeking an ACER opinion each time it wishes to change the Manual Procedures. To us this is implied by Article 5 of the Transparency Regulation.

We welcome the innovative concepts introduced by ENTSO-e such as the Tableau reporting on EMFIP and it will be helpful for the whole organisation to have a consistent approach to communication to stakeholders. We received dashboards from Tableau via email where we have been unable to log-in. When we requested access, the request was declined "We cannot provide the access (as Elexon is non-ENTSO-E member)."

A few weeks later we received another email "If you still don't have a Tableau account to access integrated reports, please send your request to transparency@entsoe.eu at your earliest convenience."

Although we are not a TSO member, we are delivering data on behalf of the TSO and we would like to see ENTSO-e being more open to all Market Participants who are involved with the processes associated with delivery of Transparency Regulation.

**\*4. Please indicate your satisfaction with the main ENTSO-E work products in 2018 (required answer):**

	Very satisfied	Satisfied	Rather satisfied	Not satisfied	Not satisfied at all	No opinion
Internal energy market design & implementation			√			
Ten-Year Network Development Plan (TYNDP) 2018						√
Ten-Year Network Development Plan (TYNDP) 2020						√
Research, development and innovation activities			√			
Adequacy Reports (Mid-term Adequacy Forecasts, Winter and Summer Outlooks)			√			
Data provision tools and projects (Transparency Platform, Common Grid Model, etc.)		√				
Network Code Implementation (NC Stakeholder Committees)			√			

ENTSO-E Policy papers			√			
Other (please specify below)						
Comments:						

**5. Please indicate your satisfaction with ENTSO-E stakeholder engagement on mandated deliverables in 2018:**

	Very satisfied	Satisfied	Rather satisfied	Not satisfied	Not satisfied at all	No opinion
ENTSO-E stakeholder consultations on mandated deliverables (Network Codes, TYNDPs & Adequacy Reports, RDI activities, Annual Work Program (AWP), etc.)				√		
ENTSO-E stakeholder workshops			√			
ENTSO-E stakeholder consultation tool			√			
Other (please specify below)						
Comments						

**6. ENTSO-E will update its 2011 Consultation Process [document](#) in 2019 as part of modernizing its stakeholder engagement approach and preparing for the Clean Energy Package implementation. Please provide us with your views on the following:**

- In what aspects could ENTSO-E improve the Consultation Process document?

As above, we would like to see ENTSO-e being more inclusive in the consultation process on matters that impact Data Providers for Transparency Data. In some cases, the consultation might have happened and could be better sign-posted and communicated.

- What additional areas, if any, should ENTSO-E address to improve its stakeholder engagement approach?

**The ENTSO-E website could be updated more frequently in some areas. Our current interests include progress on Project TERRE (the Replacement Reserve project); and on updates to/consultations on the Transparency Regulation Manual of Procedures.**

**The information on the website in these areas appears to be old with documents and information up to 2017 or early 2018 but not more recent. Or if ENTSO-E is posting more recent information, this suggests we've missed it and that it could be better signposted on the ENTSO-E website.**

- What else could ENTSO-E do better regarding stakeholder engagement?

**Publishing consultation responses and making all relevant documents accessible (not only via Sharepoint).**

7. I am aware of ENTSO-E's policy papers (TSO/DSO cooperation, Regional Energy Forums, Vision Package, etc.):

- Yes
- **No (if so please proceed to question 9)**

8. Please indicate your opinion on ENTSO-E's policy papers and the way that they are communicated:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	No opinion
The policy papers are a valuable contribution to the EU energy policy debate.						
The policy papers are pitched at the right level of complexity for the EU energy policy audience.						
The policy papers are at the leading edge of thinking on the topic.						
The policy papers take societal goals and benefits into account in their recommendations.						
The policy papers are communicated well via press notices, position statements, presentations, social media, and at events.						
The policy papers tackle the key issues of EU energy policy today.						
Comments:						

9. Please indicate your opinion on ENTSO-E's stakeholder communications in 2018:

	Very positive	Positive	Neutral	Negative	Very negative	N/A
Network Codes' communication			√			
ENTSO-E communication on other legally-mandated deliverables (TYNDP, R&D, MAF, etc.)			√			
ENTSO-E policy papers			√			
ENTSO-E website				√		

ENTSO-E presence on social media			√			
ENTSO-E Friday wrap-up		√				
ENTSO-E outreach and dissemination events		√				
ENTSO-E webinars			√			
Comments:						

**10. What is your opinion on:**

	Very positive	Positive	Neutral	Negative	Very negative	N/A
ENTSO-E's profile on the Brussels scene			√			
ENTSO-E's profile as the European voice of TSOs			√			
ENTSO-E's profile as a reference point for technical, market and policy questions related to the EU electricity system		√				
ENTSO-E's advocacy		√				
Comments:	At ELEXON, we have maintained excellent working relationship with ENTSO-e on certain areas and would like the opportunity to engage and collaborate more in the future to address key challenges within the sector					

**\*11. Compared to the year before, in 2018 ENTSO-E was (required answer):**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
More visionary		√				
More transparent			√			
Better at communication			√			
Demonstrating more coordination between TSOs			√			
Cooperating more closely and efficiently with ACER			√			
Improving engagement of its experts with NGOs or other interested parties			√			
Improving the follow-up on actions or changes, based on stakeholder feedback		√				

Showing greater commitment to the regional cooperation agenda			√			
Other						

**12. Compared to the year before, in 2018 ENTSO-E demonstrated:**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	N/A
A more visible focus on serving the public interest			√			
Greater awareness of the interests and concerns of others				√		
Work product improvements linking these to stakeholder feedback		√				
Leadership (where applicable) in implementing EU energy policy decisions			√			
Comments						

**\*13. Taking all considerations into account, please indicate your overall opinion of ENTSO-E's work in 2018 (required response):**

Very positive	Positive	Neutral	Negative	Very negative	No opinion
		√			

**14. Where did ENTSO-E do well in 2018? Where could ENTSO-E do better in 2019?**

- Please provide your comments below:

**We welcome the workshop that ENTSO-e has organised for the Data Providers and continued effort to improve reporting on the Transparency Platform**

**15. What do you think ENTSO-E should prioritize for 2019 and with regard to the Clean Energy Package implementation?**

- Please provide your suggestions below:

**Thank you for your feedback!**