Customer contact persons at TenneT

You can count on us!
Introduction

The basis for a stable power grid are properly managed balance groups. These represent the smallest unit of an energy market model. In the energy industry, balance groups serve as virtual energy quantity nodes and connect the virtual world (electricity market) to the physical world, the flow of energy within the power grids. These “virtual energy quantity nodes” make it possible for market participants to balance the infeed and feed-out amounts assigned on the basis of schedules.

A balance group can contain any number of feed-out and feed-in points within a control area. The balance responsible party (BRP) is responsible for maintaining a 1/4-hour balance (adequacy) and for any remaining deviations.

TenneT TSO GmbH adjusts out the remaining deviations with balancing energy and charges the balance responsible party for this balancing energy.
For the processing of your balancing group contract, you remain in contact with numerous contact persons at TenneT from the time of contract conclusion right up to the monthly settlement of your balance groups. To make this contact quick and direct for you, we introduce our team and the contact persons in the TenneT control area on the following pages.

Our contact persons for balance responsible parties at TenneT are divided into the following teams:

- **Balance Groups**
- **Balancing Processes in the roles of balance coordinator (BIKO) and transmission system operator (ÜNB)**
- **Processing of the EEG levy (EEG/KWKG)**
- **Schedule Management**

We look forward to speaking with you personally.

Your contact persons for balance responsible parties at TenneT
The team Balance Groups is happy to assist you with anything relating to balance group contracts.

Your personal customer contact person is your first point of contact at TenneT. He will accept your inquiries, assume responsibility for internal coordination and provide you with the corresponding feedback.

You can reach the team Balance Groups at the following email address:

bilanzkreise@tennet.eu

The team Balance Groups supports you with the following topics, among others:

- Balancing group contract / collateral
- Management of balance groups
- Establishment and closing of balance groups and balance group allocations
- Balance group settlement
- Certificate management for the schedule communication
- EEG monitoring within the framework of § 60 EEG
- Direct marketer support

Contact persons

Team Balance Groups

Martin Kräml
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Contact persons

Team Balancing Processes

The team Balancing Processes is your contact for any questions that arise concerning the processing of the statutory and regulatory rules for market communication in the roles of balance coordinator (BiKO) and transmission system operator (ÜNB).

You can reach the team Balancing Processes at the following email addresses:

**BIKO electronic data exchange:**
biko-edm@tennet.eu

**BIKO balance group balancing:**
biko-bka@tennet.eu

**Inquiries to ÜNB:**
uenb-mako@tennet.eu

The team Balancing Processes is available to assist you with the following topics:

- Overall MaBiS system in the roles BiKO and ÜNB
- Energy quantity balancing
- Encryption/signing according to Regelungen zum Übertragungswege
The team EEG/KWKG supports you with the following topics, among others:

- Compensation for subsidy claims
- Creation of levy invoices
- Certification and evaluation of data reports
- Management of the IT system for data exchange
- Compensation payments arising from feed-in management and offshore liability

The team EEG/KWKG is available for you at the following telephone numbers:

**EEG levy customers:**

T +49 (0)921/50740-2416

**Distribution system operators:**

T +49 (0)921/50740-4589

You can reach the team EEG/KWKG at the following email address:

eeg-kwkg@tennet.eu
The operational processing of the Schedule Management at TenneT is centrally located at our control centre in Lehrte. In accordance with the German market regulations (conforming to the European Standard ESS), the nomination process is automated. The customer systems are informed regarding the current status of their schedule registration with defined messages.

To guarantee smooth operations between the control centre and customer systems, a coordinated processing of these messages is necessary. Due to the European Initiative for the Standardisation of Congestion Management and shortening of Lead Times with the Schedule Registration, the requirements to be satisfied by the involved partners have increased. To provide you with technical support in this regard, the employees of the 24/7 shift and the back office in Lehrte are at your disposal.

24/7 shift

The shift employees supports you with the following topics:

- Coordination for the day ahead process
- Intraday schedule changes
- Congestion management (NL, DK, CEPS)

You can reach the shift colleagues at the following telephone number:

T +49 (0)5132 89-1714

In critical system situations, there can be waiting times. In such cases, we kindly ask for your understanding.

Back office

On workdays, the back office colleagues are also at your disposal:

- Day after process
- General technical questions

You can reach the back office colleagues on workdays between 10:00 and 16:00:

T +49 (0)5132 89-46

or by email at:

backoffice-d@tennet.eu
TenneT is a leading European electricity transmission system operator (TSO) with its main activities in the Netherlands and Germany. With over 23,000 kilometres of high-voltage connections we ensure a secure supply of electricity to 41 million end-users. TenneT is one of Europe's major investors in national and cross-border grid connections on land and at sea, bringing together the Northwest European energy markets and accelerating the energy transition. We make every effort to meet the needs of society by being responsible, engaged and connected.

**Taking power further**

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