ENTSO-E Transparency User Group
Terms of Reference

1. Introduction

The Transparency Platform was launched on 5 January 2015 in compliance with Regulation (EU) No. 543/2013 on submission and publication of data in electricity markets.

During the two-year implementation, the bulk of resources and effort went into the data definitions and the build and population of the platform itself. ENTSO-E will now increase the focus and further platform improvements on the key stakeholders for transparency data: the data users, or market participants. This focus will be coordinated through a dedicated user group.

The ENTSO-E Transparency User Group (ETUG) will collect, analyse and prioritise data user issues regarding both the usability and content of the platform, with a view to agreeing and recommending solutions and action plans for ENTSO-E assessment and possible implementation.

2. Membership

ETUG welcomes data users from across all profiles and EU countries. The only prerequisite to be considered for becoming a member of the user group is to be a Registered User on the Transparency Platform and to regularly source and use the data from the platform.

There are two levels of participation in the ENTSO-E Transparency User Group:

- **Core member:** Commit to a physical presence in Brussels every two months over 2015 and to participate in onsite UX testing. To allow efficient operations, the ideal number of members of this group should be no more than 20 users, and 3-4 ENTSO-E expert staff. Associations representing a particular user profile may request 'places' in the group with the actual participants chosen by the Association.

- **Remote member:** Commit to participating in online surveys, remote UX testing and online consultations on recommendations and proposed action plans, and periodical interviews with ENTSO-E data or UX experts. The ideal number of members of this group would be around 35 users.

The ETUG will be coordinated and supported by ENTSO-E in the following roles:

- Chairperson: Zoltan Gyulay, Market Manager
- Coordinator: Athanasios Troupakis, Market Advisor
- Administrator: Ikram Rabouche, Market Advisor

As and when required, experts may be called upon to contribute to the ETUG's work:

- Ad-hoc advisors: subject matter experts may be brought in as and when required to provide specialised information and expertise to the ETUG's ongoing work.

3. Activities

1. Identify and analyse issues that impact data users including: data gaps, data inconsistencies, user interface problems, error messages, platform functionalities, general data questions and queries, improvement and change suggestions.

2. Organise and participate in the analysis and prioritisation of data-related issues to produce coherent, reasonable and useful user interface change and improvement proposals and recommendations for further assessment and eventual implementation by ENTSO-E

3. Organise and participate in UX/UI testing on the current Transparency Platform, and on any future user interface versions in the pre-development and user acceptance phases.

4.   Organisation and communication

1. ETUG work products to be created and coordinated between ETUG members through a SharePoint extranet site.

2. ETUG participants will communicate outcomes and initiatives within their groups and organisations and collect and collect and submit relevant feedback wherever appropriate.

3. Outcomes and recommendations from the ETUG will be communicated to the relevant ENTSO-E Bodies, Committees etc. through the Chairperson.

4. ETUG's approved and final outcomes and work products will be made publicly available to all stakeholders and market participants through a dedicated page on the ENTSO-E corporate website.

5. These ToR and the ETUG organisation will be reviewed at the final 2015 meeting to decide how best to proceed in 2016.

Dates and Deliverables 2015

(dates and deliverables from May onwards formulated and agreed within and by the User Group itself)

Date	Event/Deliverable	Description
Week 16 March	User Group invitations	Call for participation: applications to join user group.
Week 30 March	User group confirmations (core and remote)	Confirm participants and communicate initial activities.
Week 30 March	User surveys for user group members and platform registered users	Launch online user survey to gain information on the current user interfacee look and feel, data percpetion and issues, user profiles, site usability etc.
Week 13 April	Analysis of user survey responses	ENTSO-E to analyse survey results and prepare results for pre-meeting distirubution and further discussion at kick-off event.
21 April	Kick-off user group event & user testing	Agree terms, working methods, deliverables, and timelines/milestones for 2015. Analyse available user data and input. Identify and prioritise issues and further actions. On-site UX testing of current platform.
16 June	2nd User Group meeting	Review first round of recommendations for submission to ENTSO-E for further internal assessment.
Mid- September	*3rd User Group meeting*	
Late November	*4th User Group meeting*	*Discuss and agree group structure, functions and deliverables for Q1/Q2 2016*