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Results of VTP market consultation 2024

Procedure for the VTP market consultation

Objective

- Survey of customer satisfaction with VTP services
- Derivation of further development measures

Market consultation process

- Sending market information, news and LinkedIn posts
- Query via online survey tool

Period

- Start: 3 June 2024
- End: 14 June 2024

Participants

- 24 participants (5 have not consented to publication)

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Summary of the VHP market consultation

VTP portal, VTP system und service

- In terms of customer care and support, there are almost exclusively satisfied respondents

- All respondents are very satisfied or satisfied with the availability of the VTP portal and the VTP system

- There are proposals for the further development of the VTP portal
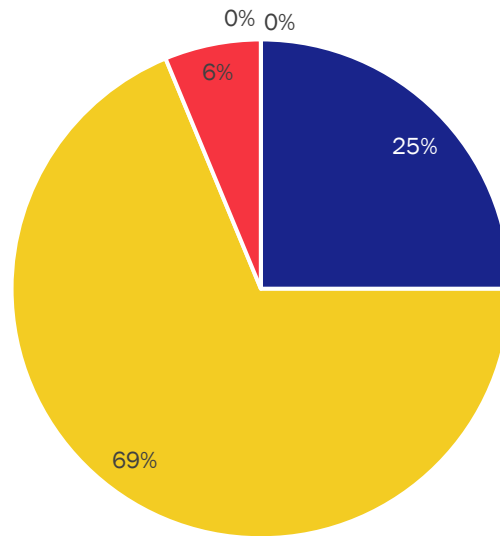
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Detailed evaluation of the VTP market consultation

Note:

For questions with free text answers, excerpts of the answers and paraphrased answers are shown

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As a VTP user, how satisfied are you with the availability of THE for questions about the VTP?

Not specified: 3 participants

Over 90% of participants are very satisfied or satisfied with the availability of THE departments for questions about the VTP

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Would you like to explain your above assessment of access-ibility in more detail? What contributed to this rating?

- Satisfied with the answers and the availability of the contact persons

- Contact persons respond after a short waiting time

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As a VTP user, how satisfied are you with the support provided by THE for questions about the VTP?

Legend: ■ Very satisfied ■ Satisfied ■ Partly/partly ■ Unsatisfied ■ Very unsatisfied

Pie chart values: 33%, 60%, 7%, 0%, 0%
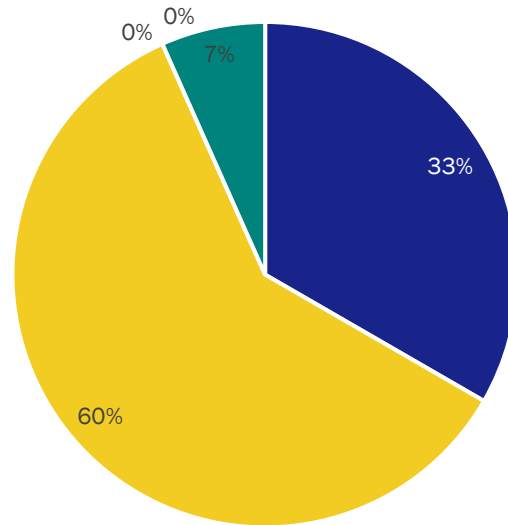
Not specified: 4 participants

Over 90% of participants are very satisfied or satisfied with the support provided by THE for questions about the VTP

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Would you like to explain your above assessment of the support provided by THE in more detail? For example, what contributed to this assessment?

- Adding new users was difficult, the response times of the support team were too slow, questions were not answered sufficiently
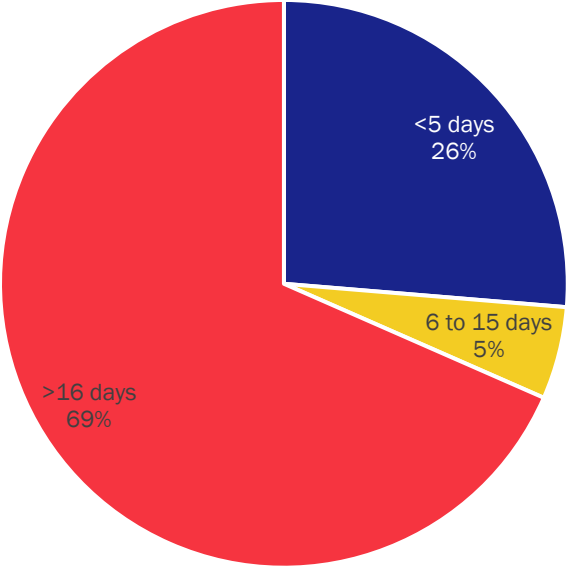
- Contact persons answered competently

What measures would increase your satisfaction with THE in relation to the VTP?
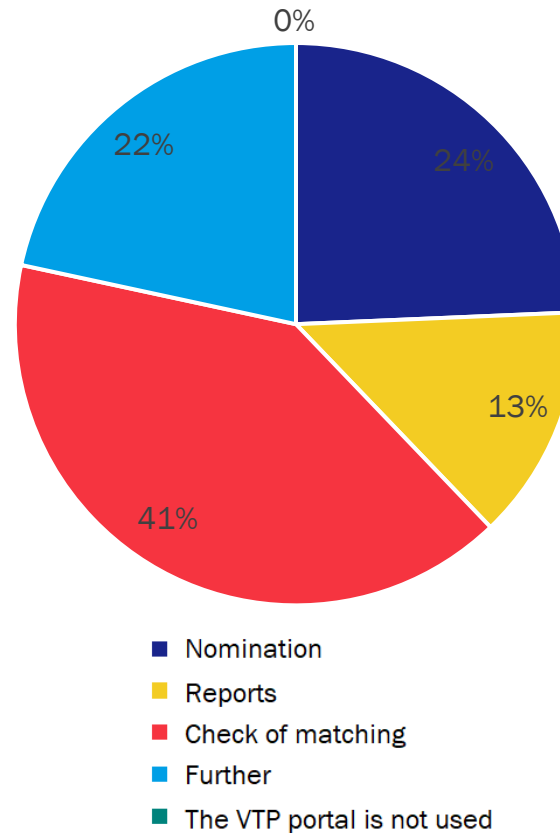
- Adaptation of the nomination overview in the VTP portal so that the matching status can be checked more quickly. In particular, the search and filter functions should be revised with regard to the search period, the balancing group selection and detailed view

- A direct contact person instead of a general contact

- More initiative and willingness to help

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How many days a month do you use the VHP portal offered by THE?

- <5 days 26%
- 6 to 15 days 5%
- >16 days 69%

74% of participants use the portal regularly

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What do you use the VTP portal offered by THE for?

Pie chart:
- Nomination: 24%
- Reports: 13%
- Check of matching: 41%
- Further: 22%
- The VTP portal is not used: 0%

Legend:
- ■ Nomination
- ■ Reports
- ■ Check of matching
- ■ Further
- ■ The VTP portal is not used

**Most participants use the VTP portal to check their matching status**

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If you use the VTP portal offered for "Other", what do you use it for?

- Overview

- For nominations in case of technical problems

- Check of imbalances

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Are you satisfied with the functionalities offered in the VTP portal?

■ Very satisfied ■ Satisfied ■ Partly/partly ■ Unsatisfied ■ Very unsatisfied

0%
5%
11%
17%
67%
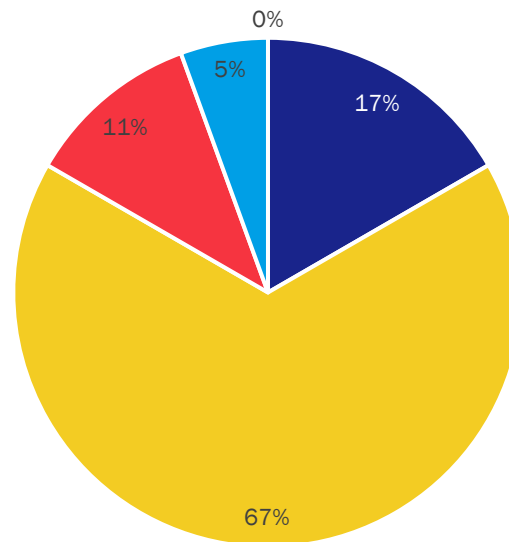
Keine Angabe: 1 Teilnehmer

84% of participants are satisfied or very satisfied with the functionalities offered in the VTP portal

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What suggestions do you have for improving the functionalities offered by the VTP portal or are there desirable functionalities?

- Introduction of combined VTP/allocation reports

- Faster and more frequent matching, also for subsequent days; line breaks should be avoided if counterpart names are too long (fixed line height)

- Adaptation of the nomination overview in the VTP portal so that the matching status can be checked more quickly. In particular, the search and filter functions should be revised with regard to the search period, the balancing group selection and detailed view

- Adding new users should be simplified (verification via an administrator)

- More flexible interface design, one nomination screen with all partners of a balancing group

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How satisfied are you with the availability of the VTP system?

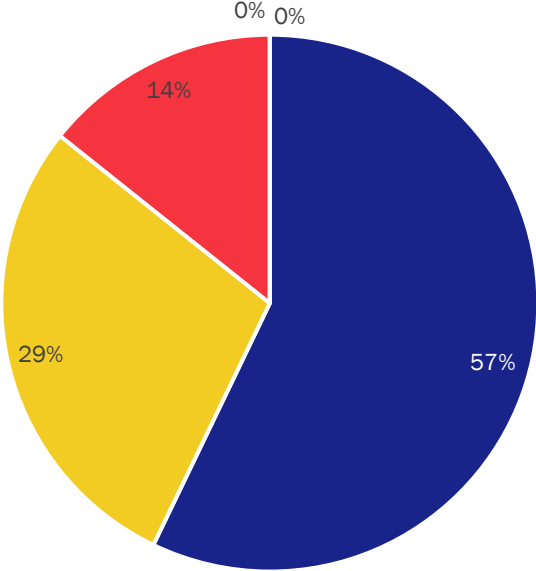■ Very satisfied   ■ Satisfied   ■ Partly/partly   ■ Unsatisfied   ■ Very unsatisfied

0%   0%   0%

44%

56%
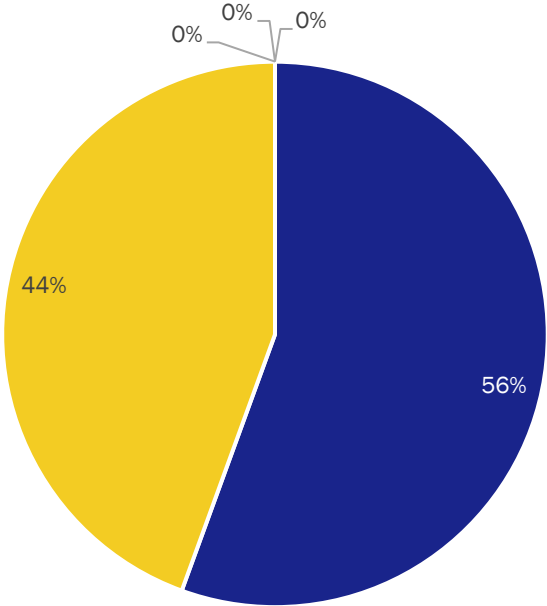
Not specified: 1 participant

All participants are very satisfied or satisfied with the availability of the VTP system

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How satisfied were you with the support provided by THE when the VTP was not available?

Legend: ■ Very satisfied ■ Satisfied ■ Partly/partly ■ Unsatisfied ■ Very unsatisfied
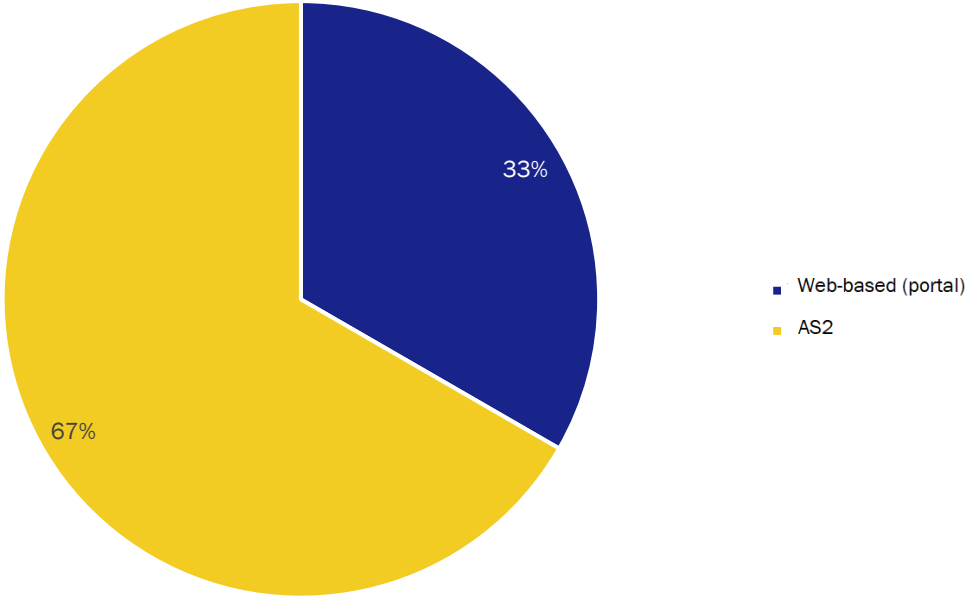
Pie chart values: 57%, 29%, 14%, 0%, 0%

Not specified: 12 participants

**The majority of respondents are very satisfied with the assistance provided by THE when the VTP was not available**

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How do you make nominations at THE VTP?

- Web-based (portal)
- AS2

33%

67%

The majority of participants make nominations via AS2 (Edifact message)

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How satisfied are you with last year's integration of the VTP portal into THE's customer portal?

■ Very satisfied   ■ Satisfied   ■ Partly/partly   ■ Unsatisfied   ■ Very unsatisfied
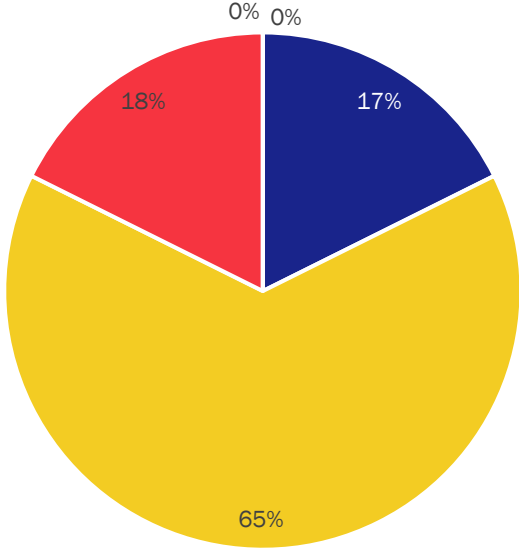
Keine Angabe: 2 Teilnehmer

Over 80% of participants are satisfied or very satisfied with the integration of the VTP portal into the customer portal

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Do you have any comments on the integration of the VTP portal into the customer portal?

- In my opinion, integration into the customer portal was not necessary

- There was some confusion as to which access data should be used

- The login via 2-factor authentication is more complicated, but comprehensible

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How satisfied are you with the VTP publications provided by THE (e.g. trading volumes, churn rate)?

■ Very satisfied ■ Satisfied ■ Partly/partly ■ Unsatisfied ■ Very unsatisfied

0% 0%

18%

46%

36%
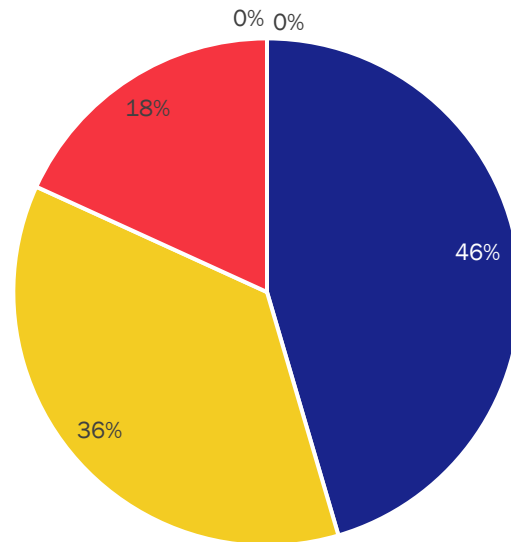
Keine Angabe: 8 Teilnehmer

Over 80% of participants are satisfied or very satisfied with the VTP publications provided

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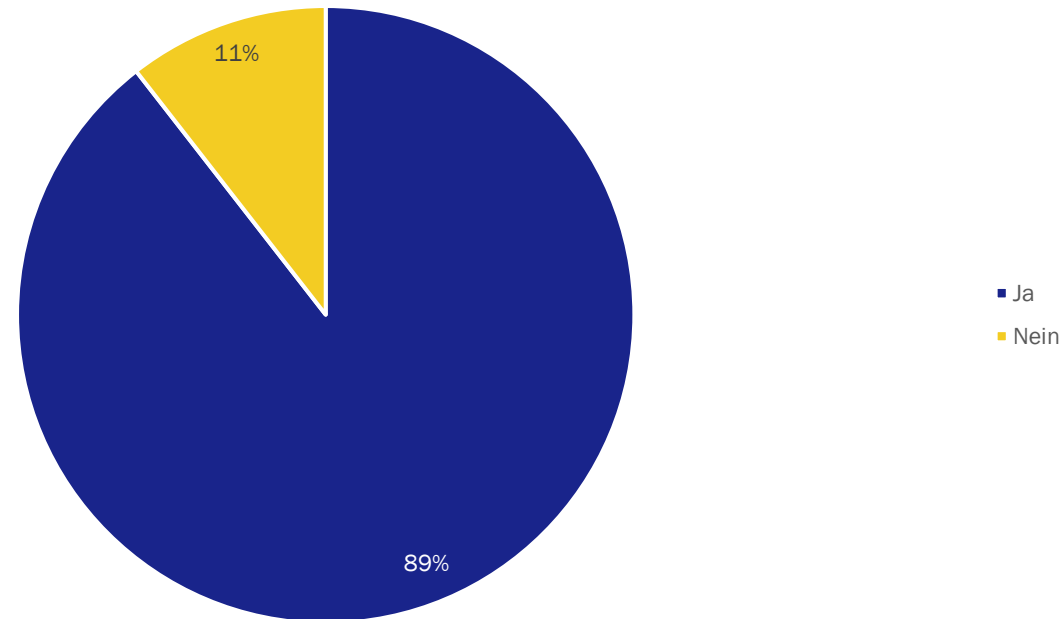# What other data do you consider useful to publish?

- /

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In your opinion, what measures could increase liquidity on the spot market (exchange and/or OTC) at THE VTP?

- Even stronger networking with the other European VTPs

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Are you aware that THE conducts tenders for the provision of market maker services?

11%

89%

- Ja
- Nein

The majority of participants are aware that THE conducts tenders for the provision of market maker services

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Do you have any suggestions or ideas for improving the market maker tenders?

- No suggestions

- Filtering the data is complicated as some products are not included. This makes the retailer's work more difficult

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In your opinion, what other measures could increase liquidity on the future market (exchange and/or OTC) at THE VTP?

- /

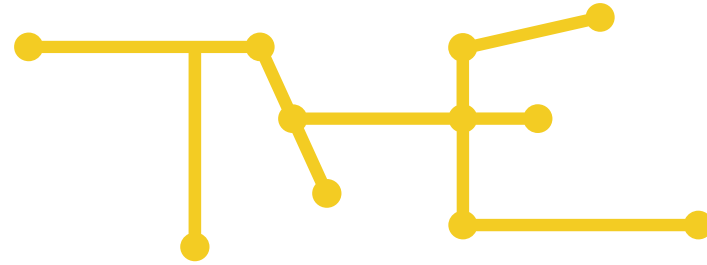# Do you have any other comments or suggestions for improving THE's VTP?

- It would be desirable to retain the current color scheme for mismatch and counter-nomination in the new VTP portal

- The VTP should be usable for mobile devices so that matching is easier to monitor and individual changes can be made in an emergency

- Request for an upload option for nominations in the VTP portal either by uploading an Edigas NOMINT or with the help of a template file that is provided in the portal and can be uploaded again. When receiving nominations via Edigas 5.1 or Edigas 6.1, the versioning of the message should also be evaluated. Otherwise, this could lead to old messages overwriting newer messages. The daily VTP matching process should also take into account nominations further in the future (e.g. for the next week)

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