

**Mr Floris Gräper**  
Gas Transport Services B.V.  
Concourslaan 17  
9727 KC Groningen  
The Netherlands

9<sup>th</sup> November 2012

**RE: GTS Balancing System issues**

Dear Mr Gräper,

The European Federation of Energy Traders (EFET)<sup>1</sup> would like to reiterate our concerns about the recurring technical problems experienced with the GTS Balancing System. On several occasions, these IT errors have led to unnecessary balancing actions being taken when the system was not physically out of balance.

This letter follows the most recent incident on 17<sup>th</sup> October 2012. On this date, for the hour 19:00 shippers were allocated zero volumes in the near real time allocation on the TTF due to an IT error. As a result, the system went artificially 'short'. GTS consequently took corrective action and 'causers' of the false 'imbalance' had to sell gas.

This incident follows a series of incidents of similar nature in 2011, which we outlined in the letter that we sent to you on 16<sup>th</sup> November of that year. A copy of the letter is attached.

As problems like these continue to arise, we ask for reassurance that you are taking steps to prevent their future occurrence. We would suggest that you implement an operational system, which ensures that a check is carried out before actual actions are taken by the system. As system users, we would also appreciate it if you could inform us of what steps you are taking to this end.

If you have any questions please do not hesitate to contact the Chairman of the EFET Task Force BeNe Andrew Pearce ([Andrew.Pearce2@bp.com](mailto:Andrew.Pearce2@bp.com)) or myself.

Yours sincerely,



**Dr Colin Lyle**

Chairman of the EFET Gas Committee

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<sup>1</sup> The European Federation of Energy Traders (EFET) promotes and facilitates European energy trading in open, transparent and liquid wholesale markets, unhindered by national borders or other undue obstacles. EFET currently represents more than 100 energy trading companies, active in over 27 European countries. For more information: [www.efet.org](http://www.efet.org).



**CC:**

**Jan van Aken**, *EFET Secretary General*

**Andrew Pearce**, *Chairman of the EFET Task Force BeNe*

**Robert Spencer**, *Head of Unit, Gas Markets & Regulation, NMa*