

Notice to Market Agents

The OMI Group continues to work to ensure the normal functioning of the markets

Madrid, Lisbon 18/03/2020

In the context caused by the COVID-19 pandemic, **Iberian Market Operator companies work from the beginning to ensure normal operation of the electricity markets**, and there are currently no restrictions on participation in these markets.

In particular, OMIE has implemented all the prevention measures recommended by health authorities, since **the safety and health of our customers and employees is our highest priority**.

During the period of the alarm state, and with the aim of continuing to provide an adequate service, we want to communicate to all our agents that:

- **The day-ahead and intraday markets are operated with the same schedules and procedures.**
- **The settlement, invoicing and collections and payments processes are carried out with the same schedules and procedures.**
- **All IT accesses have been reviewed and reinforced** so that agents continue to access the market platform with complete normality and all systems, including the emergency centre, have been verified.
- In order to **make the formalization of guarantees more flexible and avoid the displacement** of agents, the following measures have been applied:
 - o Publication on the website of a new **Instruction accepting electronic guarantees**, which will be sent by email to the address liquidaciones@omie.es (available at: https://www.omie.es/sites/default/files/2020-03/instruccion_2_2020.pdf).
 - o Publication on the agent's website of a **new document of schedules and deadlines for acceptance of requests from agents** (available in the section "Agent Data"), by which **summer schedule** applies during the state of alarm and, therefore, the collection of guarantee documents can be carried out until 2:30 p.m.
- The attention and processing in relation to the registration, removal and modification of agents and units is maintained without any modification. In relation to the agent registration service, **the acceptance of the membership contract by email in pdf format will be accepted**, in order to consider the requirement of formalization of such document fulfilled. Notwithstanding the foregoing, the applicant will not be exempt from the obligation of physical remission of said contract once the state of alarm has ended.
- **The agent service team has been strengthened** in queries regarding the market access mechanism, trading platforms, the configuration of market access computers, as well as for all types of queries and requests for technical / computer assistance that should be required.

For any question on these matters, **we remain at your disposal at the usual email addresses:**

- mercado@omie.es (for issues related to the operation of the market, technical / computer assistance and configuration of the market access computer)
- liquidaciones@omie.es (for issues related to market liquidations or collateral management)
- accesoagentes@omie.es (for issues related to the registration, removal or modification of agent and unit data)

Similarly, **we maintain our usual telephone service numbers** for all matters related to **market trading**: +34 91 659 89 48; +34 91 659 89 49; +34 649 87 71 55.