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# JAO Operational Incident

18.09.2021

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Technical software issue faced by JAO's auction tool following an unplanned support intervention on Saturday morning

Technical gates in the auction tool were blocked - daily and intraday explicit auctions affected, meaning no affected auction could open

Deblocking of gates led to historical gates being processed

eCAT generated a massive amount of historical files when the historical gates were processed

- Consequently, all current process (gates processing) were queued until eCAT finished generating all historical files
- Almost all daily and intraday auctions could not be run and had to be cancelled
- Historical programming authorisations were sent out creating confusion for Market Participants

Risk of Decoupling on the same day

- eCAT System Provider confirmed that JAO would have been able to run and publish shadow auctions.

# Operational Incident 18/09/21

## EFET Concerns

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### Backup solution for entering bids

- Backup bid submission would not have been useful in this particular case, as no gates were being processed, meaning results could not be generated on time even if all bids had been in the system

### 24/7 Coverage of JAO support

- The incident occurred on Saturday during the day and JAO coverage is available during working hours 7 days a week and a 24-hour support would not have been helpful in this particular case

### Risk of decoupling and link to incident

- The JAO incident was independent from the risk of decoupling and JAO's issue of the day did not play a role in the problems experienced by SDAC that day

### Cancellation of auctions close or after order book closure of day-ahead market

- JAO tried to solve the issue up to the very last minute to provide daily and intraday explicit auction results. JAO did not publish any results which were then consequently cancelled. JAO will review the absolute cancellation deadlines together with the TSOs and see if they may need to be moved earlier

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## Follow-up Actions

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### Next and ongoing steps and actions

Improved external communication during incidents to Market Participants and TSOs

Improved ex-post communication regarding the incident and likelihood of recurrence

Review need for automated back up solution for communication (data exchange, xml converter, bid converter, etc.)

Review of support/maintenance reaction with Service Provider and initiation of insight / knowledge sharing

Shadow auction fallback tool – allowing for shadow auctions to be run independent of eCAT availability