

EFET – JAO : Initial response to concerns

- A call has been held between JAO and EFET to better understand concerns coming from EFET members
- JAO recognizes that recent events lack the expected transparency and has taken steps to address it, with the intention of having public incident reports to create a better understanding of an issue when it occurs, why it happened and what has been done to mitigate similar issues in the future
- Recent issues are not part of a bigger trend of deteriorating service but are isolated events when seen over the last 6 years of service. JAO has invested in the update and maintenance of the system to ensure system availability and performance
- JAO will continue to work with EFET and other market participants to address the main concerns and to have a sense of which matters are of the highest priority. User group meetings, and if necessary bilateral calls, will be scheduled to continue the dialogue and with the aim of being able to address issues