



› eex group

Customer Portal

Agenda

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Digitalization of Customer Requests for Admission Relevant Data at EEX Group

We are excited to introduce our new Customer Portal, which streamlines the management of members' requests and enhance the overall experience with EEX Group.

Who gets access:

EEX and ECC central coordinators and deputies

The Portal allows you to:

Customer Portal offers a centralized platform where you can easily submit, track, and manage your requests online, ensuring that you stay informed every step of the way.



#BuildingMarketsTogether

Getting Started

How to Get Access to EEX ECC Customer Portal

Pre-conditions to get access to the Customer Portal:

Only Central Coordinators and deputies, as specified in the Member Section, can access the Customer Portal. Make sure you are setup as a central coordinator or deputy in [Member Section](#)

Receive Access Instructions:

All central coordinator users and their deputies receive an email with instructions on how to access the Customer Portal. You do not need to request this access separately.

Follow the steps in the detailed user guide to setup the access:

Instruction can be found here: [Customer Portal User Guide](#)

If you face any problems accessing EEX ECC Customer Portal, please contact our technical support team via exg_ts_customer_portal@eex.com

Key Benefits

Be part of the digital transformation

We will continue to improve the functionality of Customer Portal and will make sure that your feedback is taken into account



- **Convenience:** Navigate through the portal with ease, thanks to its intuitive design.
- **Request Tracking:** Monitor the status of your requests from submission to resolution.
- **Automated Notifications:** Receive timely updates and alerts directly to your email inbox.
- **Secure Access:** Rest assured that your data is protected with our robust security measures.

Customer Portal: How it works



6 Steps to submit a request

Login to portal: all users registered as EEX and ECC central coordinators and their deputies will receive a personalized email with details on how to access Customer Portal. Your company's fundamental data has already been saved in the Portal: Company Name, Member ID, Type of ECC Membership

Select request type: Select between Product extension, Change of Company Data and Termination. Follow the instructions in the selected online form.

Create the request: Fill in the information in the online form and if required add any supporting documents to the attachment field.

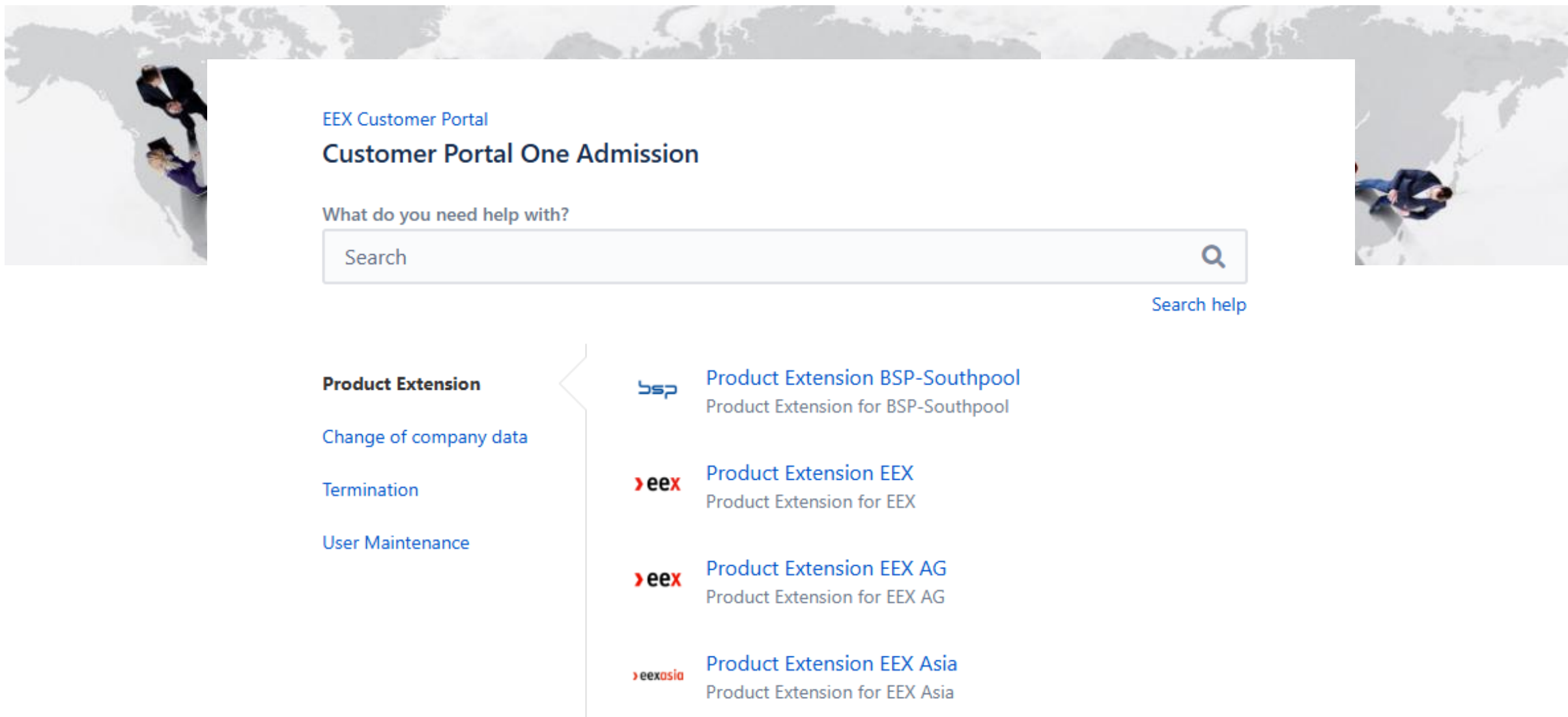
Monitor Request Status: You will receive updates and track progress

Contact us directly: Use the Portal to contact us or directly add documents via comment functionality

Request is resolved: You will be notified as soon as the request is resolved

Easy to Navigate

Landing page provides an overview of main request types.



Easy to Create Request

Fill in the missing information in the page mask to create the request.

Product Extension

Customer

Company Ltd.

Member ID

FGHIJ

BRP choice

Own balance area agreement

For a product extension with the usage of a 3rd party delivery code, please fill in the respective b-form TP_BSP_01b. You can find it here on our website: [TP Forms](#). Please let it duly sign, create a ticket and upload the signed form.

BSP-Southpool Product List (Bundled) *(optional)*

Product

Delivery Code

Slovenian Power Spot Cont...

[CODE]

Confirmation of Declarations

By creating this product extension request I accept:

The [ECC Clearing Conditions](#), the regulations of BSP and the further declarations as terms and conditions, including consents and authorisations, for an application as a Trading Participant at BSP for trading in the contracts or market you have selected.

You can access the relevant terms and conditions for the contracts or markets you have selected via the navigation bar ([BSP - Slovenian Power Spot](#) - [BOSSA Project Space](#) - [EEX Confluence \(deutsche-boerse.de\)](#)).

Change of Company Data

eex group

Requests 355

EEX Jira Customer Portal Test / Customer Portal One Admi...
Company Address Change

Customer
Company Ltd.

Member ID
FGHIJ

Are there any changes related to VAT ID, LEIJ or the acer code?
 Yes (please describe in the comment field below)
 No

New Company address and if applicable VAT ID, LEIJ or Acer Code *(optional)*

Aa B I ... ☰ @ +

[please insert new company address here]

Current commercial register

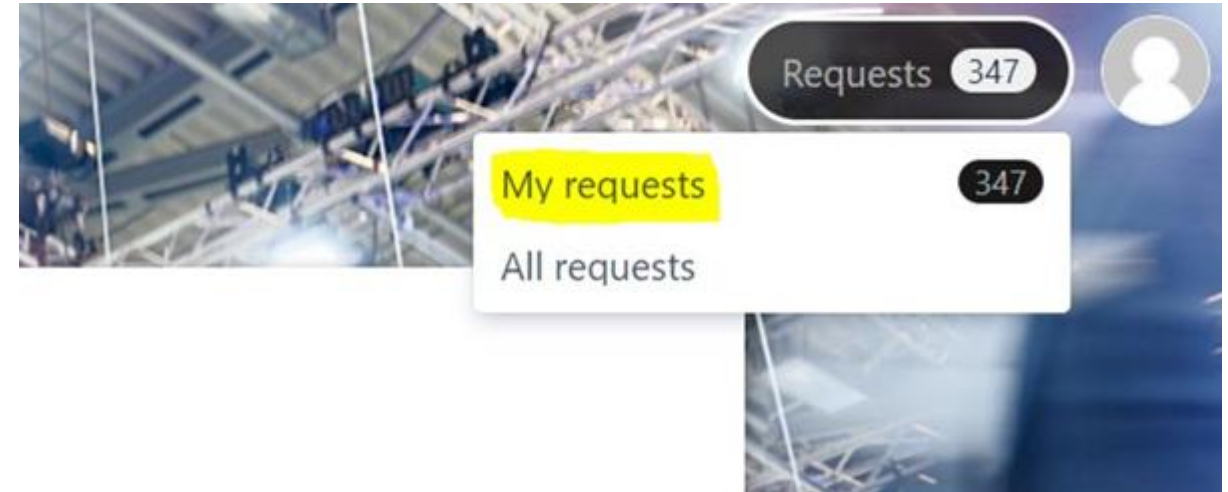
📎 Drag and drop files, paste screenshots, or browse

Please add a current commercial register. The request will not be processed until a current commercial register was added.

Create Cancel

Easy to Monitor





View the status of your requests online.



EEX Jira Customer Portal Test

Requests

Open requests ▾ Created by me ▾ Any request type ▾ 🔍

Type	Reference	Summary	Status	Service project	Requester
	CPOA-718	Termination of Exchange Membership	INCOMING REQUEST	Customer Portal One Admission	oa_customer
	CPOA-717	Company Address Change	INCOMING REQUEST	Customer Portal One Admission	oa_customer
	CPOA-716	Product Extension Request for BSP-Southpool	INCOMING ADMISSION	Customer Portal One Admission	oa_customer
	CPOA-715	Additional Member ID	ADMISSION IN PROCESS	Customer Portal One Admission	oa_customer

Easy to Get Support

Use the comment section to reach out to our team with your questions.



EEX Jira Customer Portal Test / Customer Portal One Admi... / CPOA-718

Termination of Exchange Membership



Comment on this request...



INCOMING REQUEST

Don't notify me

Request participants



oa_customer
Creator

Activity



oa_customer Just now **LATEST**

[you can type your comment here]

Details 8 minutes ago

Company Name

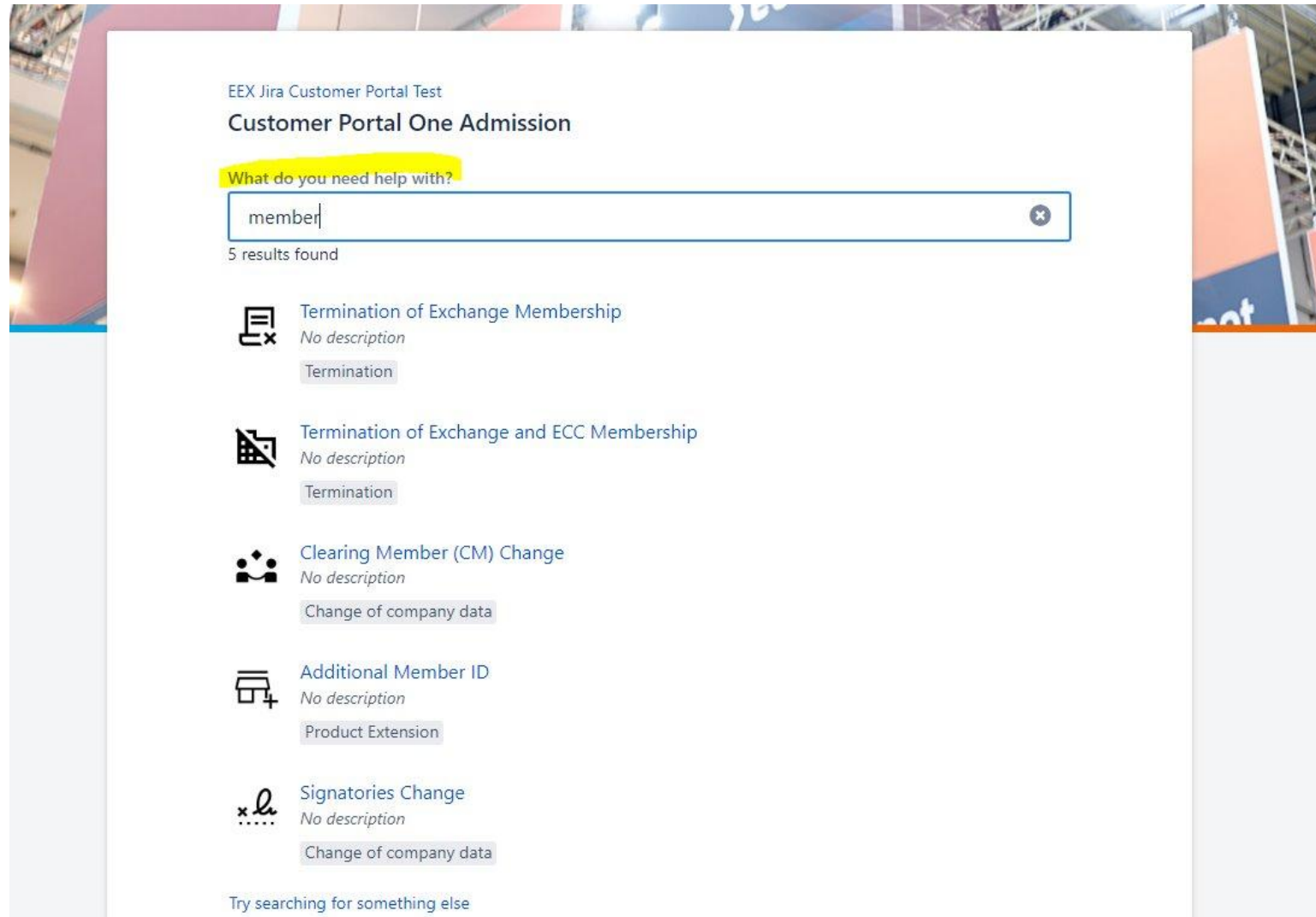
 Company Ltd.

Member ID (Multi)

 FGHIJ

More than just a Requests-Tracking Platform

Use the search function and find the answers in our knowledge base.








EEX Jira Customer Portal Test
Customer Portal One Admission

What do you need help with?

member

5 results found

-  Termination of Exchange Membership
No description
Termination
-  Termination of Exchange and ECC Membership
No description
Termination
-  Clearing Member (CM) Change
No description
Change of company data
-  Additional Member ID
No description
Product Extension
-  Signatories Change
No description
Change of company data

[Try searching for something else](#)

Share Requests with Deputies

Use the sharing functionality to share requests with all Central Coordinators and deputies of our company.

EEX Customer Portal / Customer Portal One Admi... / CPOA-514

Product Extension Request for EEX AG

Comment on this request...

Share this request

Enter participants to add to this request

Share Cancel

Details 20.06.2025 11:14

Customer
Test Company

Member ID
ABCEX

EEX AG Product(s)
EEX Power Guarantees of Origin

Confirmation of declarations
By creating this product extension request I accept:

INCOMING ADMISSION

Don't notify me

Request participants

Share

Ekaterina Demidova1
Creator

Test Company

Address and if applicable VAT ID, LEIJ or Acer Code (optional)

Rich text editor toolbar

Commercial register

Drag and drop files, paste screenshots, or browse

Please add a current commercial register. The request will not be processed until a current commercial register was added.

Sharing with Test Company

SHARE WITH

Test Company

Private request

Jira Service Management

Stay Informed

Automatic notifications are sent whenever the status of your ticket has changed.

CPOA-69 TEST!! Please add T7 Admin GUI



exg_customer_portal
To EXG_Membership

CPOA tickets

If there are problems with how this message is displayed, click here to view it in a web browser.

Just confirming that we got your request. We're on it.

[View request](#) · [Turn off this request's notifications](#)

This is shared with Test User2.

EEX Customer Portal, powered by [Jira Service Management](#), sent you this message.

CPOA-68 Product Extension Request for HUPX



exg_customer_portal
To EXG_Membership

[Reply](#) [Reply All](#) [Forward](#)

Tue 11/12/25

CPOA tickets

If there are problems with how this message is displayed, click here to view it in a web browser.

Erida Selko commented:

blablalbla

Erida Selko changed the status to Closed.

One Admission Bot resolved this as Done.

How was our service for this request?



Very poor



Poor



Neither good
nor poor



Good



Very good

[View request](#) · [Turn off this request's notifications](#)

This is shared with Test User3.

EEX Customer Portal, powered by [Jira Service Management](#), sent you this message.

Contact us if you have any further questions