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To facilitate data-driven decision-making, Elia launches EPIC, its new customer platform, together with its Open Data Platform

- Elia's unique digital customer interface, the Elia Portal Interface for Customers (EPIC), has been launched together with its new Open Data Platform
- Alongside the enhanced Inside Information Platform (IIP) - which was developed by Elia Group, Elia's holding company - EPIC and the Open Data Platform offer Elia's customers and stakeholders a suite of innovative services which address gaps in Elia's provision of private and public data
- In line with Elia's commitment to transparency and digitalisation, these services will facilitate high-quality insights and the development of energy services for consumers
- Elia will continue to develop and update its digital services according to evolving customer needs and requests

Elia's suite of digital services offers our customers and stakeholders convenience, transparency and the data they need to take sound operational and commercial decisions. Whilst the Elia Portal Interface for Customers (EPIC) streamlines our customer services and data so that these can be accessed through one single login, Elia's Open Data Platform provides Elia's stakeholders with simple and open access to public data relating to our grid. Moreover, the updated Inside Information Platform (IIP) allows inside information to be communicated in a clear and timely manner. Providing our customers and stakeholders with easy access to all of this data will allow them to analyse and use it as part of their business development processes.

"Now more than ever, data lies at the heart of decisions taken by consumers and market parties. It is our aim to facilitate high-quality insights based on public and private qualitative data. Today, Elia has reached key milestones, both in terms of transparency and value capture potential. Our Open Data Platform and customer portal, EPIC, have been launched. They will support informed decisions and allow the further development of energy services."

Frédéric Dunon, Chief Officer Customer, Market and System - Elia Transmission Belgium

Elia Group's key digital services

EPIC launched

The Elia Portal Interface for Customers (EPIC), which was launched on 7 July in Belgium, groups Elia's direct customer services and historical data together in one place, so streamlining their interactions with the company. Currently, EPIC is available for use by grid users, including industrial clients who are directly connected to Elia's grid. The portal offers such customers services that cover access to metering data; a chance to review and comment on contracts and invoices; and the ability to control how their information is shared with third parties. Until now, services of this kind could only be accessed by Elia's customers through the use of different websites; however, EPIC gives them access to these services through one point of entry and the use of one single login.

EPIC was developed in collaboration with Elia's direct customers, in line with the company's commitment to customer centricity. Elia organised workshops, carried out surveys of its customers and used design thinking approaches to develop EPIC, in order to ensure it would meet their needs as closely as possible and allow them to stay organised and connected.

The portal is adaptable, meaning that it can be scaled up according to the needs of Elia's existing customers and expanded to incorporate requests from new customers as they are added to the portal. In future, for example, Elia hopes to ensure that EPIC will include additional customer features, such as the ability to sign contracts electronically. Elia also hopes to offer the portal to additional customers, such as distribution system operators.

Given this, the team behind EPIC are keen to receive feedback about the portal, including possible features for inclusion. If you have some feedback to share with them, please contact them via [email](#) or via the [platform itself](#). Further information about EPIC can be found on the Elia [website](#).

Open Data Platform launched

Launched on 7 July, the Open Data Platform provides Elia's stakeholders with simple and open access to all of its public grid data, including power generation, load, balancing, transmission and congestion. Providing open access to such information will ease the daily operations of different market parties; support them to identify new market opportunities, such as enhancing or developing new services for consumers; and facilitate the decision-making processes of all stakeholders working to enable the energy transition.

The Open Data Platform allows users to freely access a whole catalogue of ready to use datasets which they can easily explore, create visualisations from, share and reuse. These datasets can be downloaded in different file formats, allowing users to analyse them offline, and can be accessed via APIs, for use by other applications.

Elia will continue to publish additional datasets through the platform and will widen the areas to which these relate, in line with the needs of its users.

The Platform can be accessed [here](#) and via the [Elia website](#).

Inside Information Platform further enhanced

On 1 July, Elia Group's Inside Information Platform (IIP) was further enhanced. The IIP, which was launched as a web feed in January 2021 and was updated to comprise a dashboard with data visualisations in April, allows Elia Group's two subsidiaries - Elia in Belgium and 50Hertz in Germany - and other Belgian market participants to report their inside information in a clear and timely manner.

Until the end of June, the IIP allowed urgent market messages (UMM) related to the planned and unplanned unavailability of facilities across the grid areas of the aforementioned parties to be communicated. Since the start of July, the IIP has also allowed the disclosure of UMM related to other market information. Furthermore, the type of market participant who can apply to use the platform is now unrestricted: participants in Belgium other than balancing responsible parties (such as the owners of all technical facilities) can now use the IIP too. Additionally, the category of 'other unavailability' has been added to the platform to allow the disclosure of information related to the unavailability of battery units.

Elia Group's IIP has already been selected by a number of Belgian market participants as their platform of choice for the publication of their UMM. For further information, or for market participants wishing to contact Elia Group to use the IIP as their chosen platform, please visit the [IIP page](#) on the Elia Group website.

About Elia Group

One of Europe's top five TSOs

Elia Group is a key player in electricity transmission. We ensure that production and consumption are balanced around the clock, supplying 30 million end users with electricity. Through our subsidiaries in Belgium (Elia) and north and east Germany (50Hertz), we operate 19,276 km of high-voltage connections, meaning that we are one of Europe's top 5 transmission system operators. With a reliability level of 99.99%, we provide society with a robust power grid, which is important for socioeconomic prosperity. We also aspire to be a catalyst for a successful energy transition, helping to establish a reliable, sustainable and affordable energy system.

We are making the energy transition happen

By expanding international high-voltage connections and incorporating ever-increasing amounts of renewable energy into our grid, we are promoting both the integration of the European energy market and the decarbonisation of society. We also continuously optimise our operational systems and develop new market products so that new technologies and market parties can access our grid, thus further facilitating the energy transition.

In the interest of society

As a key player in the energy system, Elia Group is committed to working in the interest of society. We are responding to the rapid increase in renewable energy by constantly adapting our transmission grid. We also ensure that investments are made on time and within budget, with a maximum focus on safety. In carrying out our projects, we manage stakeholders proactively by establishing two-way communication channels between all relevant parties very early on in the development process. We also offer our expertise to different players across the sector in order to build the energy system of the future.

International focus

In addition to our activities as a transmission system operator, we provide various consulting services to international customers through our third subsidiary, Elia Grid International (EGI). Elia (in Belgium) is also part of the Nemo Link consortium, which operates the first subsea electrical interconnector between Belgium and the UK.

The legal entity Elia Group is a listed company whose core shareholder is the municipal holding company Publi-T.

MORE INFORMATION: eliagroup.eu & elia.be



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