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# Inside Information Platform User Manual

## Register of Revisions

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| 1    | 30/05/2018 |              | Update of screens and description of features  |
| 2    | 01/09/2021 |              | Update of screens  |
| 3    | 01/09/2022 |              | Adjustment to new ACER schemes   |
| 4    | 20/01/2023 |              | Operating instructions in case of platform malfunction   |
| 5    | 19/07/2023 |              | Introduction of <a href="https://siti.ipex.it">https://siti.ipex.it</a> web site   |
| 6    | 31/01/2024 |              | Update of download functionality   |
| 7    | 01/10/2024 |              | Update of the service request procedure and introduction of a function to download the UMMs published by market participants via the Web Service |

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## 1 INTRODUCTION

Regulation no. 1227/2011 of the European Parliament and of the Council of 25 October 2011 concerning the integrity and transparency of wholesale energy market (hereinafter: REMIT), establishes European rules to prevent abusive practices in the wholesale electricity and natural gas markets through the prohibition of market manipulation (Article 5) and abuse of inside information (Article 3, the so-called insider trading ban). With reference to the prohibition of insider trading, Article 4 of REMIT imposes on the market participants<sup>1</sup> to communicate in an effective and timely manner the inside information available *“in respect of companies or facilities that the market participant concerned, the parent undertaking or related undertaking owns or controls or for whose operational matters that market participant or undertaking is responsible in whole or in part”*. This obligation can be considered fulfilled even in the event of aggregate publication of the inside information available, as specified in the same article in paragraph 4. The definition of effective and timely communication was further specified in the Guidelines prepared by ACER, to the extent that the obligation is considered to have been effectively fulfilled by the market participant in the event of publication of information on a centralised platform (prepared by the TSO or an exchange), allowing the dissemination of information in a uniform way, easily accessible to the widest number of people possible and at the same time relieving the management burden on the participant of the publication to be made on the basis of the specific criteria defined in the same Guidelines.

Given the above-mentioned Regulation and the absence of binding provisions concerning the centralisation of information by parties like ENTSO-E and ENTSO-G, GME has made available the Inside Information Platform (hereinafter: PIP) that allows market participants the performance of compulsory publication of inside information.

## 2 ACRONYMS

| Acronym | Description                 |
|---------|-----------------------------|
| PIP     | Inside Information Platform |
| UMM     | Urgent Market Message       |

<sup>1</sup> For the purposes of this Manual, market participant means “any person, including transmission system operators, who enters into transactions, including the placing of orders to trade, in one or more wholesale energy markets” with the provisions of Article 2, paragraph 7 of REMIT. Such persons, upon signing of the contract with GME for access to the PIP, should be in possession of the ACER code.

### 3 PLATFORM FOR THE PUBLICATION OF INSIDE INFORMATION

The PIP has been structured in order to centralise, standardise, record, make accessible and monitorable all the inside information published on it, allowing all participants active in one or more wholesale energy markets at the European level to fulfil the obligation to publish information in accordance with Article 4 of REMIT.

To this end, the platform has a private section with controlled access, reserved for market participants which want to publish inside information and a public section that allows any interested party accessing to that information in different ways.

The service of inside information made available through the platform is provided according to modalities constantly updated in line with the technical/operational requirements indicated by ACER in its Guidelines.

In order to ensure full compliance of the PIP with the standards defined by ACER, GME updates the PIP, if necessary, to align it with the new technical and procedural requirements indicated by ACER in the related documentation.

In relation to the standard provided by ACER regarding compilation of messages, please refer to the provisions included in the REMIT Portal of ACER, with particular reference to the Manual of Procedures (MoP) on Data Reporting, Annex VII.

#### 3.1 WEBSITE ADDRESS

The platform is available at the link <https://pip.ipex.it>

Additional backup addresses for connecting to the production PIP platform are available, with evidence of the availability status with an average delay of 5 minutes, through the following links:

- <https://siti.ipex.it>
- <https://siti.gme.cc>

by consulting the appropriate PIP section, as shown in the image below:

### 3.2 LANGUAGE AND FORMAT

The language of publication is English.

The date/time format used by the platform is UTC: all date/time fields provided as input by the participants must be in this format. The platform allows electing alternatively the UTC format and or local time, depending on the specific geographical location of the user.

## 4 TECHNICAL REQUIREMENTS FOR THE USE OF THE PIP

The PIP has been structured to allow market participants to publish inside information within the platform manually, through the use of a web portal and/or automatically via a web service.

For the use of the web portal, it is required to employ a PC/workstation with an Internet connection and an Internet browser, Microsoft Edge or Google Chrome (at least version 38.0).

To use the web channel service, it is required to employ a client application that uses the correct methods made available by the web service of GME, as described in the document "Implementation Guide" available on the GME's website under the link:

[Software \(mercatoelettrico.org\)](http://mercatoelettrico.org)

## 5 PUBLIC SECTION

The public section, available at the website address shown in paragraph 3.1, allows all interested parties to:

- request the service;
- access the private section of the platform;
- read the news;
- access the information published by the market participants in the last 24 months;
- download the UMMs and the Market Information in xml and csv format;
- register for a web RSS feed service through which the updates of the information published on the PIP can be received automatically.

### 5.1 REQUESTING THE SERVICE

In order to enable the service of publication of inside information through the PIP, the market participant shall:

1. access the website at <https://pip.ipex.it/PipWa/FormOperator/#/FormOperator>;
2. fill in all parts of the online form, selecting, at the end of the process, “Submit”;
3. download and sign the pdf of the contract so generated in all its parts;
4. download, fill out and sign the relevant Annex (the self-declaration affidavit, pursuant to Presidential Decree 445/2000, certifying the powers of representation of the party signing the contract)<sup>2</sup>;
5. send the documentation referred to in paragraphs 4 and 5, duly completed and signed, to GME’s certified e-mail address [gme@pec.mercatoelettrico.org](mailto:gme@pec.mercatoelettrico.org) or, only for foreign market participants not having a certified e-mail address, to [posta.gme@mercatoelettrico.org](mailto:posta.gme@mercatoelettrico.org).

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<sup>2</sup> The statement may be replaced by other documentation certifying the powers of representation.



## 5.2 ACCESSING THE PLATFORM

Within 15 working days of receipt of the contract and the accompanying documentation, GME shall verify the correctness and completeness of the documentation submitted.

Should checks on the contract and any accompanying documentation be successful, GME accepts the proposal of the contract by sending a notice to the requesting participant, within the said period, to the e-mail address of the user specified by the market participant in the PIP contract, with which they communicated the acceptance of the proposal, the success of the enabling process and the credentials, **Login** and **Password**, for access to the PIP platform.

If GME, during said checks, encounters any irregularities or incompleteness -in the documentation submitted, it communicates to the market participant the steps necessary to complete or regularize the documentation itself and the period within which he/she/it shall do so. Such communication interrupts the period of 15 days stated by GME for the verification of the contract and its annexes that shall begin to be effective from the receipt by GME of the regular or complete documentation. If, by the deadline specified by GME, the participant has not responded to the request by GME, the proposed contract will definitively lose effect.

The credentials for access, login and password, will necessarily be changed upon the first access to the portal.

The user enabled to the PIP services, using the credentials received, acts as "master user" and can create more service accounts. The above credentials for these accounts will be still delivered to the e-mail address specified in the contract. If a user has lost his/her/its password, he/she/it can request its regeneration through "Reset Password" that will send the new password to the email address of the "Master User".

Access to the web service interface will be allowed, as a result of the first access to the platform.

Access to the private section of the PIP is done by clicking the "Login" button available at the web address shown in paragraph 3.1.

## 5.3 READING THE NEWS

The homepage of the platform displays information of general interest to and of common use by all market participants. Market participants are invited to read these communications upon each new access.



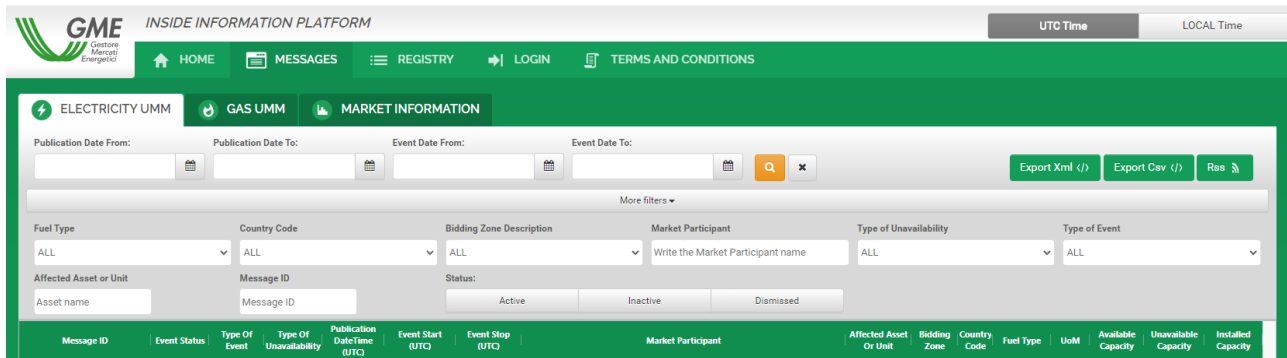
The screenshot shows the GME Inside Information Platform interface. At the top left is the GME logo and the text "INSIDE INFORMATION PLATFORM". To the right are "UTC Time" and "LOCAL Time" buttons. Below this is a green navigation bar with icons and labels for "HOME", "MESSAGES", "REGISTRY", "LOGIN", and "TERMS AND CONDITIONS". Underneath, there are tabs for "NEWS" and "REGISTRATION DATA". The main content area displays the heading "Comunicazioni agli Operatori PIP / Communications to Market Participants PIP".

## 5.4 MESSAGE BOARD

The public section of the PIP has three separate boards for viewing and downloading the messages published by market participants in xml format, namely:

- Electricity UMM board
- Gas UMM board
- Market Information board

The data are presented in tabular form, filterable and sortable based on the main fields.



### 5.4.1 Services for sharing messages

The published messages are available on the message boards and through the following ways:

- xml and csv, via direct download
- RSS Feed

### 5.4.2 Direct download

It is possible to download at any time from the message boards an xml or csv file containing information relating to the messages displayed by the person who has accessed the public section of the PIP.

When prompted to download, the following cases can be configured:

1. in case the user has specified *Event Start* but not *Event Stop*, the latter in the download will be automatically placed equal to *Event Start* + 30 days;
2. in case the user has specified *Event Stop* but not *Event Start*, the latter in the download will be automatically placed equal to *Event Stop* - 30 days;
3. in case the user has specified both, *Event Start* and *Event Stop* with a time interval of more than 30 days, the download will be automatically placed equal to the period *Event Start* - *Event Start* + 30 days;
4. in the case where no filter is entered in the *Event Start* and *Event Stop* fields but filters are entered for the *Published From* and *Published To* fields, criteria 1, 2, and 3 listed above will apply similarly to the latter;

5. in case filters are entered in the *Event Start* and *Event Stop* fields and the user specifies in addition to them filters for the *Published From* and *Published To* fields, the latter will function as sub-filters for the former;
6. in case the user does not specified any filters, the download functionality will return data published in last 30 days.

### 5.4.3 RSS Feed

Subscribing to RSS web feed is done by clicking on the appropriate RSS button in the public message boards. This mode allows access via an RSS Reader to messages on the board that respond to the filters present upon the service subscription. The feed provided complies with the technical and operational requirements requested by ACER in its Guidelines and in particular includes the following schemes published in the Manual of Procedures (MoP) on Data Reporting, Annex VIII XML Scheme for Inside Information Reporting:

- REMITUMMElectricitySchema\_V2.xsd
- REMITUMMGasSchema\_V2.xsd
- REMITUMMOtherSchema\_V1.xsd

## 5.5 REPORT

On the homepage of the public section of the PIP, a "Registry" button is available, namely a section dedicated to the reporting of the PIP, with the following reports:

- **Electricity assets** – list of the Electricity assets recorded by PIP market participants
- **Gas assets** – list of the Gas assets recorded by PIP market participants;
- **Market Participants** – list of the market participants registered on the PIP.

## 6 PRIVATE SECTION

The profile access section allows the market participant to publish inside information relating to a physical asset (UMM) or general one (Market Information).

In this section, the market participant has access to the messages upload service in the format specified by GME in the document "PIP Implementation Guide" available on GME's website at: [Software \(mercatoelettrico.org\)](http://Software(mercatoelettrico.org)).

The platform enables the publication of the following types of information:

- Electricity UMMs
- Gas UMMs
- Market Information

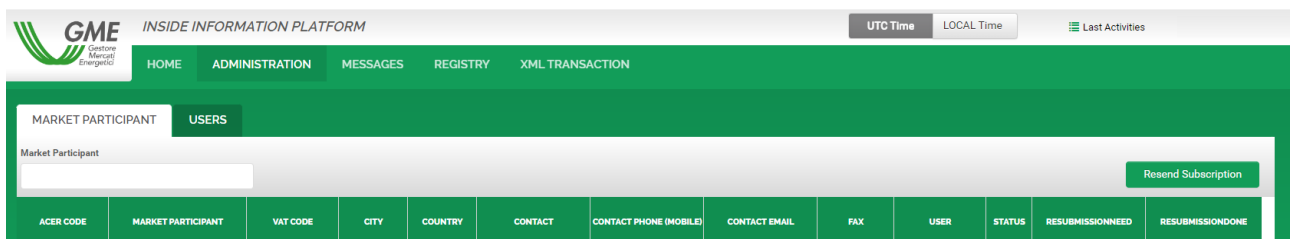
### 6.1 READING THE NEWS

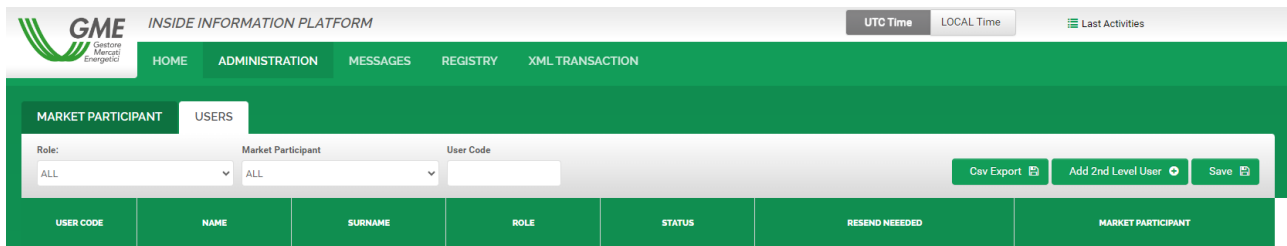
The homepage "Info" section of the platform displays information of general interest to and common use by all market participants. Market participants are invited to read these communications,



### 6.2 MASTER DATA OF PARTICIPANTS AND USERS

Through the "Administration/Market Participants" page, the user displays the details of the market participant for which it/he/she is enabled, while in the "Administration/Users" page the user displays the master data of the enabled Users.





In the section "details", the PIP displays the following fields:

### General details

- Company name
- VAT
- ACER code
- Country and City of the participant
- Name and Login of the Master User
- Enabling date as Master User
- Mobile no. of the Master User
- Email for technical/operative PIP notices
- Status of the participant.

## 6.3 PUBLISHING MESSAGES

The platform allows you to communicate two types of messages:

- UMMs - structured messages related to physical assets loaded by the market participant in its/his/her details of the assets, divided between Electricity and Gas, relating to Unavailability or limitation of capacity, namely: events whose effect is to reduce the available capacity of the asset;
- Market Information - inside information provided in a non-structured way as title and free descriptive text.

Messages can be published in two different modes:

- web form
- upload xml file

Following its creation, the message is associated with a unique "MessageID" through which it is always possible to retrieve the message in the private section of the platform as well in the public board. This field is also the unique reference by which to make replacements or revocation of the message itself.

The Message\_Id consists of a fixed part, the "Thread\_Id", and a three-digit counter, the "VersionNumber", which is updated every time a change is made to an existing message.

Once a message has been created, it will be visible in the public section of the platform, within the board of the Electricity or Gas UMMs or in that of the Market Information as applicable.

Through the upload mode of the XMLxml file, the participant may provide, in input, a free field in text format (marketParticipantNumber), subsequently returned in the FA of the message, usable, for example, as private key code of the message.

Notwithstanding the provisions of Article 3.6 of the contract, the PIP always keeps track of the existence of the messages, thus allowing the market participant, if necessary, to update and/or revocation of the same.

### 6.3.1 Web form

The creation of the messages via web form is done by filling in a form that duplicates the fields in the Implementation Guide.

#### CREATION OF AN ELECTRICITY UMM

**Electricity Umm**

---

Market Participant:

Acer Code:

Type Of Unavailability:

Affected Asset or Unit:

Affected Asset or Unit (EIC CODE):

Unit of Measurement:

Bidding Zone Description:

Country Code:


Production Type:


Type of Event:

Installed Capacity:

Reason for the Unavailability:

Remarks:


Interval Start (UTC):   (TA)


Interval Stop (UTC):   (TA)

Unavailable Capacity:

| Interval Start | Interval Stop | Unavailable Capacity | Available Capacity |
|----------------|---------------|----------------------|--------------------|
|                |               |                      |                    |

---

Event Start (UTC):  

Event Stop (UTC):  

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**CREATION OF A GAS UMM**

**Gas Umm**

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Market Participant:

Acer Code:

Type Of Unavailability:

Affected Asset or Unit:

Affected Asset or Unit (EIC CODE):

Balancing Zone Description:

Country Code:

Asset Type:

Event Type:

Unit of Measurement:

Technical Capacity:

Available Capacity:

Unavailable Capacity:

Reason for the Unavailability:

Remarks:

Event Start (UTC):

Event Stop (UTC):

Direction:

**CREATION OF MARKET INFORMATION**

**Market Information**

Market Participant:

Acer Code:

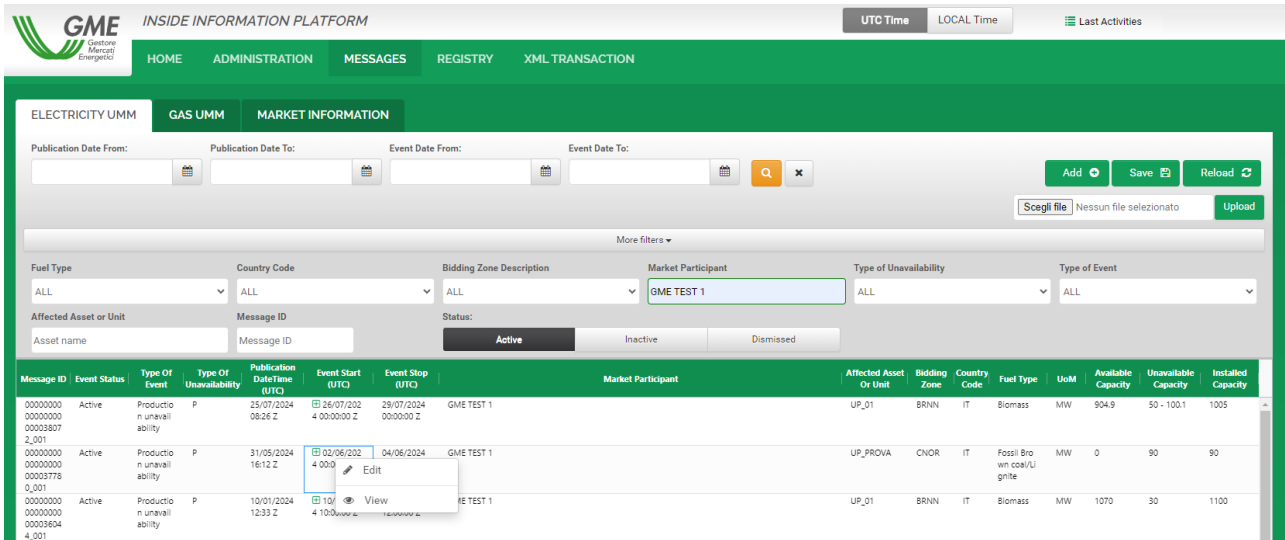
Remarks:

Event Start (UTC):

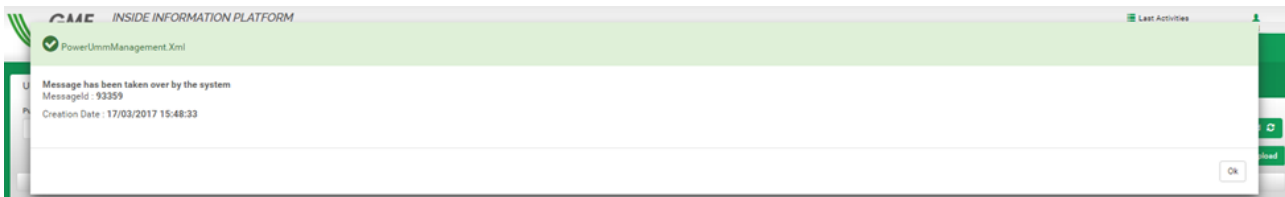
Event Stop (UTC):



The modification (replacement or revocation) of the messages, instead occurs through right click on the message to be modified:



After the creation/change, the interested lines will be coloured in red to allow the user to check the data entered. To confirm the operation click on the Save button and the PIP will provide the following notification:



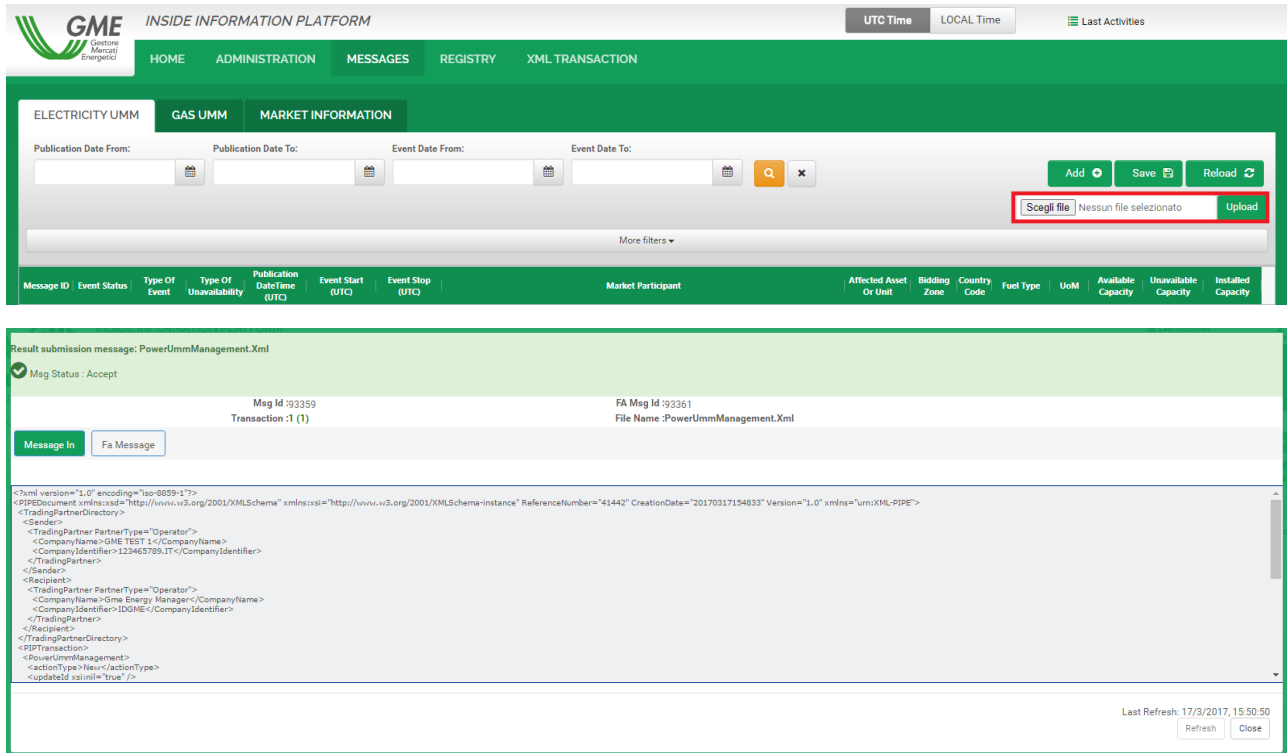
### 6.3.2 Uploading xml files

Uploading messages using xml files can be done in two ways:

- Upload from the platform;
- Upload via web service.

### 6.3.2.1 Upload from the platform

The upload of a message from the Messages section of the portal takes place using the upload file functionality:



### 6.3.2.2 Upload via web service

The PIP exposes a web service interface used for the automatic loading of the messages as part of the platform itself.

Access to the web service is enabled, after the first access to the portal, through the login method.

The WSDL of the PIP web service is available at:

<https://provepip.ipex.it/pipws/pipws.wsdl<sup>3</sup>>

The PIP web service involves the following functions:

- Login: It enables a working session with the PIP. It is the first function that the client application needs to invoke in order to take advantage of the functionality exposed by the web service. With this operation, the participant is identified as part of the PIP, which returns, in response, a session identifier that the client application must indicate in all subsequent revocations of the web service functions;

<sup>3</sup> in case of temporary unavailability use <https://pip2.ipex.it/pipws/service.asmx>

- Logout: It ends a working session with the PIP. At the end of the working session, the user application must call this function in order to release the resources used;
- UploadMessage: It allows you to send an xml document to the PIP. For each document received, the web service returns a response that contains the identifier assigned to the document sent, the date and time of receipt. For each document received, the web service returns also, in response, an xml document containing the acceptance of the document or the motivation of the failure of the operation.
- DownloadMessage: It allows you to download all documents made available to the participant by GME. This function checks for new messages to download and, if there are, it returns the first message downloaded. The PIP indicates the message returned; a subsequent revocation of the downloadMessage method no longer returns that message. To re-download an already read message, you can resort to the ForceDownloadMessage method.
- GetNextMessage: It allows you displaying the messages list to be downloaded, i.e. unread. This method returns a list in xml format that contains the name and identification of each message downloaded. The maximum number of messages in the list can be shown in the revocation.
- ForceDownloadMessage: It allows you to download a specific message, identified by its identifier, although this had already been downloaded. The PIP still shows the message returned as "read".

A function, called *UmmDownloadManagement*, is available to download – via the web service – the market participant's Electricity UMMs, Gas UMMs, and Market Information.

To use this new function, you must upload an xml file (compliant with the *UmmDownloadManagementFormat.xsd* schema<sup>4</sup>) with the UploadMessage method.

In the file, specify:

- in the <UMMType> node, the information to be returned (Electricity UMM, Gas UMM, and MI) with the corresponding version of the schema;
- the status (Active, Inactive, and Dismissed) of the <UMMStatus> node message;
- the publication interval in the <PublicationDate> node.

After being processed, the message sent will generate the following response:<sup>5</sup>

1. an xml file containing the market participant's Electricity UMMs, Gas UMMs, and Market Information satisfying the required criteria;

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<sup>4</sup> Chapter 3.6, PIP Implementation Guide.

<sup>5</sup> Chapter 6.4.2, PIP Implementation Guide.

2. an FA message containing the acceptance of the message or the reason for failure of the operation.

### 6.3.3 Checking the message

The PIP performs the following automatic checks on the messages, regardless of their mode of delivery:

- Asset code UMM in the asset details of the market participant;
- Installed capacity UMM, equal to the sum of the unavailable capacity UMM and available capacity UMM;
- Consistency of the name and format of the fields.

These checks are performed during reception of the xml file. In case of failure of the checks, the message will not upload on the PIP and the user will receive an error message.

### 6.3.4 Status of a message

When entering into the platform, the message is given the "Active" status and the same holds this status until it is replaced by a more updated message or until its revocation. In such cases the status of the message becomes "Dismissed".

A message in the "Dismissed" status is no longer a valid message for publication on the PIP.

When entering into the platform, the message referred to a past event is directly given the "Inactive" status.

### 6.3.5 Updating a message

The replacement of the message is by specifying in a special field - "UpdateID" - the "MessageID" of the message that you want to replace and populating the field "Action Type" with the action "Replace".

The message replaced assumes the "Dismissed" state and in the public section of the PIP it is crossed in order to emphasize the replacement with a new message.

The new message is instead connected to the message replaced by UpdateID. In the private section of the market participant and in the public one, it is possible view the history of events pertaining to a given message through its eventual replacement or revocation, by clicking on the message and selecting the "UMM History" tab.

### 6.3.6 Revoking a message

The revocation of the message is by specifying in a special field - "UpdateID" - the "MessageID" of the message that you want to revoke and populating the field "Action Type" with the action "Replace".

The message replaced assumes the "Dismissed" state and it is displayed as crossed out in order to highlight the revocation.

### 6.3.7 Time limits to upload a message

The PIP exercises no control over the upload date of a message, which therefore may refer to any date even earlier than the one of loading of the message itself.

In any case, please note that, by virtue of the checks carried out on the platform and described in paragraph 6.3.3, a physical asset must be recorded in the registry of the assets of the market participant, before it/he/she can enter the UMM related to the asset itself on the PIP.

## 6.4 MANAGING THE ASSETS

Physical assets are defined as structures of production, consumption, storage, transfer of electricity or gas and LNG facilities.

The publication of a UMM requires prior registration by the market participant of the asset subject to disclosure within its/his/her own asset details section.

The registration of a physical asset involves loading to the platform the details of asset to which they may be related the UMM type communications described in paragraph 6.3. This information may be changed by the market participant at any time.

The possible absence of the reference zone of the asset to be entered must be communicated via email to [pip@mercatoelettrico.org](mailto:pip@mercatoelettrico.org). After verifying the request, GME will enter the new zone

The ways to proceed with the loading of physical assets are two:

- web form
- upload xml file

Both methods allow the loading of one or more assets at a time, filling in the fields set forth in the Implementation Guide.

The upload functionality through XML file is described in paragraph 6.3.2.1.

By uploading the xml file, the participant may provide, in input, a free field in text format (marketParticipantNumber), subsequently returned in the FA of the message, usable, for example, as the private key code of the asset.

The portal has a section dedicated to the registration of Power physical assets and a section dedicated to the Gas physical assets.

### 6.4.1 Electricity assets

The platform allows the entry and management of the following types of Electricity assets:

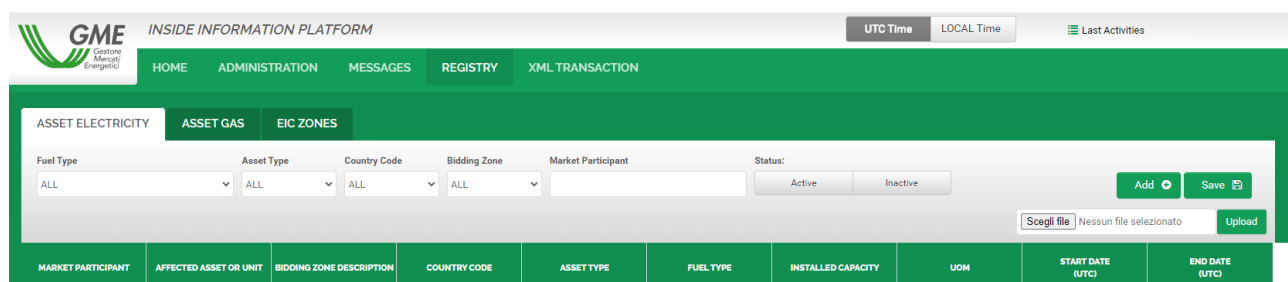
- Production units
- Consumption units
- Transmission networks
- Other

The fields required for creating an Electricity asset are as follows:

- Participant's ACER code
- National asset code (for Italy CENSIMP)
- EIC asset Code (optional)
- Description of the asset
- Type of asset
- Technology (only for production assets)
- Indication of the bidding zones (more than one in the case of transmission networks)
- ISO2 code of the reference country of the bidding zone (more zones in the case of transmission networks)
- Installed capacity

The zone's EIC code is automatically derived from the platform. If the zone is not recognized by the platform, please send an enabling request to [pip@mercatoelettrico.org](mailto:pip@mercatoelettrico.org) with providing the EIC Code of the area to be enabled.

The unit of measurement of capacity is the MW.



The identification code assigned to an asset cannot be changed; any need for amendment to the code requires the disabling of the asset and the creation of a new one. The platform keeps track of changes made to assets in the REGISTRY/ASSET section.

More details on the compilation of the fields are provided in the Implementation Guide.

## 6.4.2 Gas assets

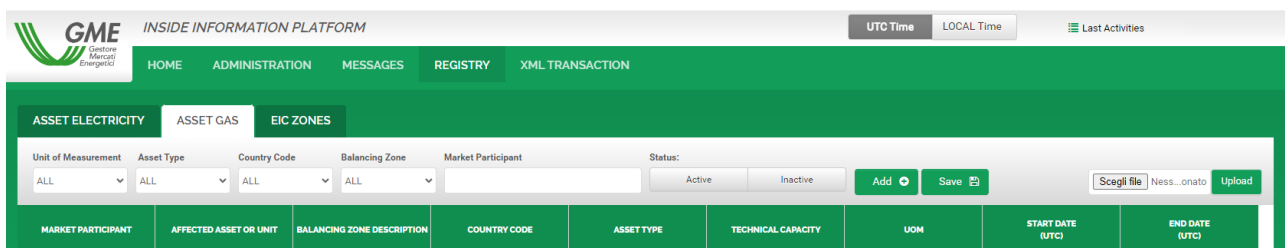
The platform allows the entry and management of the following types of Gas assets:

- Offshore pipeline
- Transmission system
- Storage
- Injection
- Withdrawal
- Gas treatment plant
- Regasification plant
- Compressor station
- Offshore production
- Import contract
- Consumption
- LNG
- Other

The fields required for creating a Gas asset are as follows:

- Participant's ACER code
- National asset code (for Italy CENSIMP)
- EIC asset code (optional)
- Description of the asset
- Type of asset
- Technology (only for production assets)
- Indication of the bidding zones (more than one in the case of transmission networks)
- ISO2 code of the reference country of the bidding zone (more zones in the case of transmission networks)
- Unit of measurement
- Installed capacity

The zone's EIC code is automatically derived from the platform. If the zone is not recognized by the platform, please send an enabling request to [pip@mercatoelettrico.org](mailto:pip@mercatoelettrico.org) with providing the EIC Code of the area to be enabled.



The identification code assigned to an asset cannot be changed; any need for amendment to the code requires the disabling of the asset and the creation of a new one.

More details on the compilation of the fields are provided in the Implementation Guide.

## 7 SUPPORT

### 7.1 COMMUNICATIONS BY PARTICIPANTS

For any communications regarding:

- unavailability of the platform

the participant can send an email to [sistemi@mercatoelettrico.org](mailto:sistemi@mercatoelettrico.org) and in cc to [pip@mercatoelettrico.org](mailto:pip@mercatoelettrico.org). As a last resort call the number +39 0680124996. GME may also ask, if necessary, additional clarifications and information to the participant.

For any communications regarding:

- problems of access to the PIP
- problems in the operational management of the PIP

the participant can send an email to [pip@mercatoelettrico.org](mailto:pip@mercatoelettrico.org). GME may also ask, if necessary, additional clarifications and information to the participant.

### 7.2 COMMUNICATIONS BY GME

Communications and updates concerning the platform are published on the public notice board in the "Home/News" section. Communications reserved to participants are shown after login in the private section, in the "Home/Info" section.

The planned interruptions of the PIP functionality, i.e., maintenance of the PIP itself in addition to those normally scheduled for the first Tuesday of each month, at 10.30 pm, for a maximum duration of 20 minutes, will be notified by GME promptly to all user of the PIP as well as to the contact beings for technical and operational communication, by appropriate notification to be sent, if possible, at least one calendar day in advance than the related interruption/maintenance work. In such cases, GME may also disclose, by means of a notice published as part of the PIP, the recurrence of the maintenance event.

The availability status of the links normally provided for accessing the PIP platform is available at the links shown in paragraph 3.1. The operator will therefore have an immediate indication of the availability of the platform and therefore of the need to access it through a different link from [pip.ipex.it](http://pip.ipex.it). In any case, in case of any unplanned malfunctions, interruptions, delays and suspensions of the features of the PIP, GME shall notify the market participant about such event by sending an e-mail to the address associated with the master user and the contact being for technical and



operational communications. GME will also make known the recurrence of such an event through a notice posted on its website.

GME will also send a similar message after the restoration of the normal activities of the platform.

### **7.3 COMMUNICATIONS BY GME AT THE REQUEST OF ACER**

GME will timely notify participants of any request received from ACER for clarifications about the number or contents of the files uploaded to the PIP, by sending an e-mail to the address associated with the master user and to the contact person for technical and operational communications. GME will also verify, through a telephone contact, whether the request has been duly received by participants. The latter will have 5 working days to prepare a response to ACER in the English language and send it to [pip@mercatoelettrico.org](mailto:pip@mercatoelettrico.org). After receiving such response, GME will forward it to ACER.

### **7.4 USEFUL INFORMATION**

Except in the cases referred to in the previous paragraph 7.2, the PIP is always active 365 days a year, 24 hours a day.