

ENTSO-E TRANSPARENCY AND CO- CREATION USER GROUP

Terms of Reference

[18 June 2025]

Mission Statement

ENTSO-E Transparency User Group (ETUG)

ENTSO-E Transparency User Group (ETUG) was launched in April 2015 to inform the users on ENTSO-E Transparency Platform (TP) updates, and to collect, analyse, and prioritize user requests regarding the usability and content of the platform. The goal is to agree on and recommend solutions and action plans for assessment and possible implementations by the Transparency Platform team.

ENTSO-E Co-Creation User Group (CCUG)

Co-creation User Group was established in June 2024 as a subgroup under ETUG, to create a framework for direct collaboration with interested users of the platform in ongoing TP projects, particularly activities stemming from TP Vision 2030 strategic roadmap; namely the improvement of TP data quality, enhanced engagement with users and a new TP mobile app. Group members are closely involved in discussions around the platform's continuous development, and have chance to co-create with the relevant teams, beyond the information sharing in ETUG.

Objectives

List of the activities performed by the group

Non-exhaustive list of activities covered by ETUG is outlined below:

- Information exchange and discussions on ongoing projects and upcoming changes to the platform;
- Information sharing and feedback on new releases of the Manual of Procedures and their implementation on the platform;
- Identify and discuss issues that impact the users including data quality, data gaps, data inconsistencies, user interface problems, platform performance and availability, platform functionalities, improvement and change suggestions;
- Test the functionalities of the platform's new Graphical User Interface and the new mobile app, proposals for future improvements;
- Participate in user surveys or other related queries.

CCUG partakes in following activities in collaboration with relevant teams within ENTSO-E:

- Participation in the TP knowledge sharing activities;
- Involvement in the new TP mobile app development and testing;
- Collaboration on identification, assessment and resolution of issues on data quality, completeness and timeliness;
- Collaboration on enhancing user engagement and assessment of user needs.

Organisation

Member appointments and duties

ETUG welcomes data users from across all profiles and EU countries. The only prerequisite to be considered for becoming a member of the user group is to be a Registered User on the Transparency Platform and to regularly source and use the data from the platform.

CCUG welcomes any interested user who is a member of ETUG. CCUG meets more often than ETUG and collaborates and contributes directly on the above-mentioned activities.

Market Information and Transparency Working Group within ENTSO-E is responsible for the organisation of the meetings and preparation of the materials, as well as coordinating the future work. As and when required, subject matter experts from ENTSO-E and other organisations may be called upon to provide specialised information and expertise to groups' ongoing work.

Communication

ETUG meets twice a year. Ad-hoc meetings can be organized when needed in agreement with the group members and organizers. Minutes of meetings are published on the dedicated ENTSO-E page.

CCUG meets quarterly to ensure more timely collaboration.

Meeting dates are communicated sufficiently in advance by the organizers for participants' planning. Meetings are held online or at ENTSO-E premises, or any other location via prior agreement by the group.

SharePoint solutions are available to members of both group for effective communication and collaboration.