



**Romanian
Gas and
Electricity
Market
Operator**

GOOD PRACTICE RULES FOR ELECTRONIC MAILING TO OPCOM SA

Contacts for sending electronic mail:

In order to distribute your requests to all involved persons and efficiently manage these claims, OPCOM has implemented the following operative / group addresses to collect the electronic e-mail:

The message area of interest	E-mail
Day-Ahead Market DAM	pzu@opcom.ro
Intra-Day Market IDM	intraday@opcom.ro
Centralized Market with double continuous negotiation for Electricity Bilateral Contracts CM-OTC	pcndc@opcom.ro
Centralized Market for Electricity Bilateral Contracts CMBC-EA, CMBC-CN, CMBC-FP	pccb@opcom.ro
Centralized Market for Universal Service PCSU	pcsu@opcom.ro
Electricity Market for Large Consumers LCM	pmc@opcom.ro
Centralized Market for Natural PCGN-LN, PCGN-LP and PCGN-OTC	pcgn@opcom.ro
ACER REMIT Reporting	remit@opcom.ro
Centralized Green Certificates Market CGCM	pcv@opcom.ro
Centralized Market for Green Certificates Bilateral Contracts PCBCV	pcbcv@opcom.ro
Trading of Greenhouse Gases Emission Certificates TPEC	ptce@opcom.ro
Settlement	decontare@opcom.ro
Invoicing regulated tariff – trading component for centralized markets where OPCOM is a counterparty (DAM and IDM)	compensarePZU@opcom.ro
Invoicing - regulated tariff – centralized markets registration component - regulated tariff – centralized markets administration component - regulated tariff – trading component for centralized markets where OPCOM is not a counterparty	facturare@opcom.ro
Acquisitions	achizitii@opcom.ro
Public Relations	pr@opcom.ro
OPCOM Secretariat Office	secretariat@opcom.ro

**Operatorul Pieței
de Energie Electrică și
de Gaze Naturale
"OPCOM" S.A.**

16-18 Hristo Botev Blvd.,
Sector 3, București 030236,
ROMÂNIA
Tel: +40(21)3071.450;
Fax: +40(21)3071.400;
www.opcom.ro
Unique Registration Code:
13278352
IBAN Code: RO71 RNCB
0074 0292 1737 0107
BCR sector 3



OPCOM has put in place rules regarding electronic format information according to the policies and procedures of Information Security Management Systems, certified in accordance with ISO/IEC 27001:2013 SR ISO/IEC 27001:2013 by Lloyd's Register Quality Assurance (LRQA).

Rules Regarding Message Content:

- **The address of message sender** is mandatory to be one of the e-mail addresses notified to OPCOM as contact e-mail for the destination market of the message.
OPCOM recommends checking of the OPCOM individual and group e-mail list and adding only the group e-mail that corresponds to the message field of interest.
- **E-mails list for OPCOM recipients** must contain at least the collective address assigned for issues addressed by message, or all collective address if appropriate.
- **Subject of the message** must contain concise descriptions of the content of the message, such as: „initiating offer PARTICIPANT X on (market name)“.
- **Message attachments** must not exceed the total of 7MB quota.
- **Message content** must be verified by issuers so it does not contain characters and links specific to spam messages (animations, emoticons and links for Incredimail), according to the applicable standards for information security.
For compliance, OPCOM recommends that in case of the exchange of messages on the same specific subject to maintain the subject and transmission list of the most recent reply of OPCOM on the matter of correspondence.
If the documents (initiating offers/ co-initiating offers /responding offers, contracts) cannot be transmitted, OPCOM recommends that they should be compacted / archived in one or more volumes.

Rules on checking messages received by OPCOM:

- Each person sending a message to OPCOM has responsibility for verifying the recipient by OPCOM of the sent messages.
- OPCOM is responsible for sending the receipt confirmation message whenever such information is requested.
- OPCOM confirms by message the receipt of the documents submitted in accordance with the procedures applicable to each of the administrated markets.

The consequences of non-compliance on the content of messages:

- Rejection of messages because of rules applied automatically by the information security system implemented by OPCOM. In this situation, the recipients are not informed of the message rejection.
- Extension of the time for processing and / or settlement of request / documents sent as a follow of:
 - ✓ The request was sent from an address and / or signed by a person who had not been notified as authorized in relation with OPCOM for requests regarding the addressed market and / or field of interest of the message.
 - ✓ The message was sent to an individual address of an OPCOM representative with limited access to e-mails received during the time the message was sent.

Limitation of liability:

- In processing electronic correspondence, OPCOM prioritizes, in order of receiving messages and in accordance with the terms established by applicable regulations, the requests made by authorized persons, notified by the legal representatives of the market registered participants and of stakeholders, institutions authorities in the energy field.
- Market participants and solicitors, other than the representatives of market participants, assume responsibility for the extension of the reception and processing of applications for which transmission rules have not been complied.
- OPCOM is not responsible regarding the receipt of messages sent without compliance to the mentioned rules.