

Dear Customer,

IFA is pleased to announce a major change to its curtailment process during a forced outage.

IFA is committed to providing products and services that best reflect the market's needs. We have engaged with a number of customers and other external stakeholders to understand how we could improve our approach to curtailment. We have subsequently amended our curtailment process. We believe that this will enhance clarity on the timing of our return to service and increase certainty by ensuring that we only return once capability has been proven. This improvement will come into effect on **Tuesday, 28th July 2015**. From this date, should IFA encounter a forced outage, we will assess:

Within 30 minutes of the event, has IFA returned to service?

YES

The IFA Helpdesk will **inform customers*** that IFA has encountered a forced outage and has **returned to service**

NO

The IFA Helpdesk will **inform customers*** that IFA has encountered a forced outage and will **curtail nominations for 5 hours from the next clock hour**.

We will assess if the curtailment window needs to be extended. At 90 minutes before the end of the window, does it need extending?

YES

IFA Helpdesk will **inform customers*** that the curtailment window will be **extended** by at least **5 hours** (or longer if known).

NO

IFA Helpdesk will **inform customers*** on **return to service** at the end of the curtailment window.

**Customers will be notified via email and/or SMS*

Throughout such an event, and in line with current practice, IFA customers will have full visibility of their positions on the CMS platform and the IFA Helpdesk is available 24/7 to manage any queries you may have.

We believe that this new, robust process provides you with more certainty in the event of an operational incident on the interconnector and more clarity on the return to service timings.

If you have any queries ahead of the launch of this new process, please email the IFA Helpdesk at ifa.helpdesk@unicorn.eu or call +420 211 400 441.