

•●ONTRAS

# New features customer portal ONTRAS

Quick guide



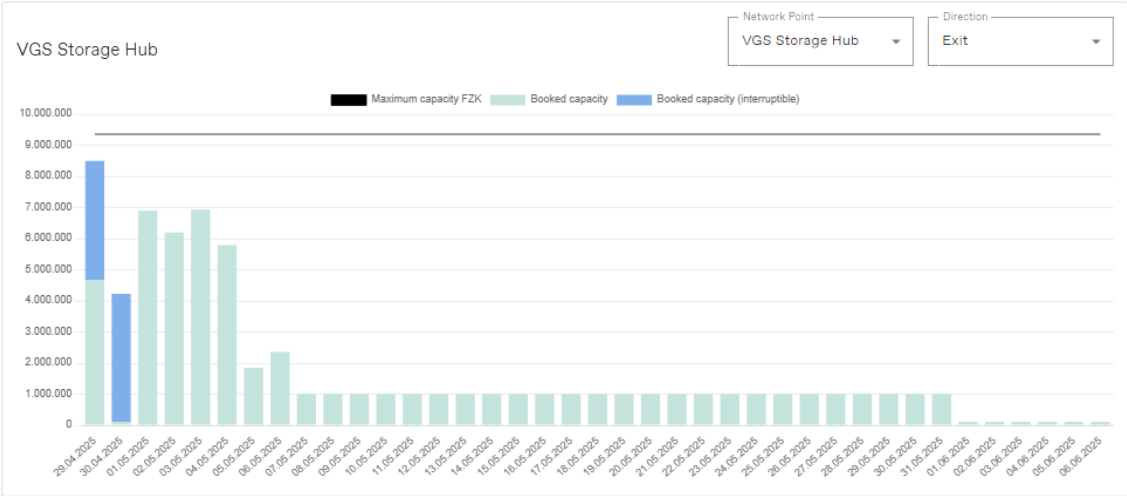
# New homepage in the logged-in area

## Booking overview and booking structure of the last weeks


### Last bookings

Contract ID	Network Point		From	To	Capacity Level	
93060280	NAP Reudnitz-Sternburg	Exit	08.05.2025	01.01.2027	200 kwh/h	🔍
93060279	NAP Reudnitz-Sternburg	Exit	08.05.2025	01.01.2026	100 kwh/h	🔍
RBP_13960	Oude	Exit	29.04.2025	30.04.2025	8.000.000 kwh/h	🔍
99513458	VGS Storage Hub	Exit	22.04.2025	23.04.2025	9.251.670 kwh/h	🔍
RBP_13954	Oude	Exit	01.01.2026	01.04.2026	20 kwh/h	🔍

### Booking Structure



## News from ONTRAS Latest notifications



Welcome to the renewed ONTRAS customer portal

25.04.2025

We have revised the ONTRAS customer portal to meet your requirements even better. Discover the optimized functions and extended options. As always, we will be happy to answer your questions by phone, e-mail or directly by message using the button at the bottom right.

# New homepage in the logged-in area

Display maintenance: View all current maintenances and future dates directly.

## Maintenances



Network Point		From	To	Firm Capacity	Interruptible Capacity
VGS Storage Hub	<a href="#">Entry</a>	01.07.2025	05.07.2025	19.297.923 kwh/h	0 kwh/h

Display services from our portfolio that may also be relevant for you.

## Our services

Technical quantity determination incl. K-number correction.

We support you in all questions relating to data reading, plausibility checks, substitute value formation, energy quantity determination and the dispatch of measurement data or allocation values in coordinated market formats. The K-number correction:

What is it and when is it needed?

## Safety and health coordination

Our subsidiary INFRACON offers you the services of the safety and health coordinator in the field of planning and construction, which offers the opportunity to incorporate safety and health aspects into your project holistically from the planning phase.

Safety and health coordination - SiGeKo

## Complete solution for biomethane projects

Everything from a single source: Our subsidiary INFRACON supports you in all phases of your biomethane project, from project management to planning and construction of the feed-in system to operation.

Maintenance services for the biogas feed-in plant (BGEA) Aiteno

# Contact us directly

Use the opportunity to contact your account manager directly and send us your feedback.

Feedback

Help us to improve the ONTRAS customer portal with your feedback.

General ☆

Nomination ☆

Balancing Group Management ☆

Contract Explorer ☆

Internal Order ☆

Transparency Tool ☆

General Suggestions for Improvement

Your Suggestions

☐ Submit feedback anonymously.

Cancel

Send

Your Message

Required


Files (JPG, PNG, PDF and max. 2MB)

Choose Files


Cancel

Send


Network connection customers




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Dispatching



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\*Phone number with electronic voice recording

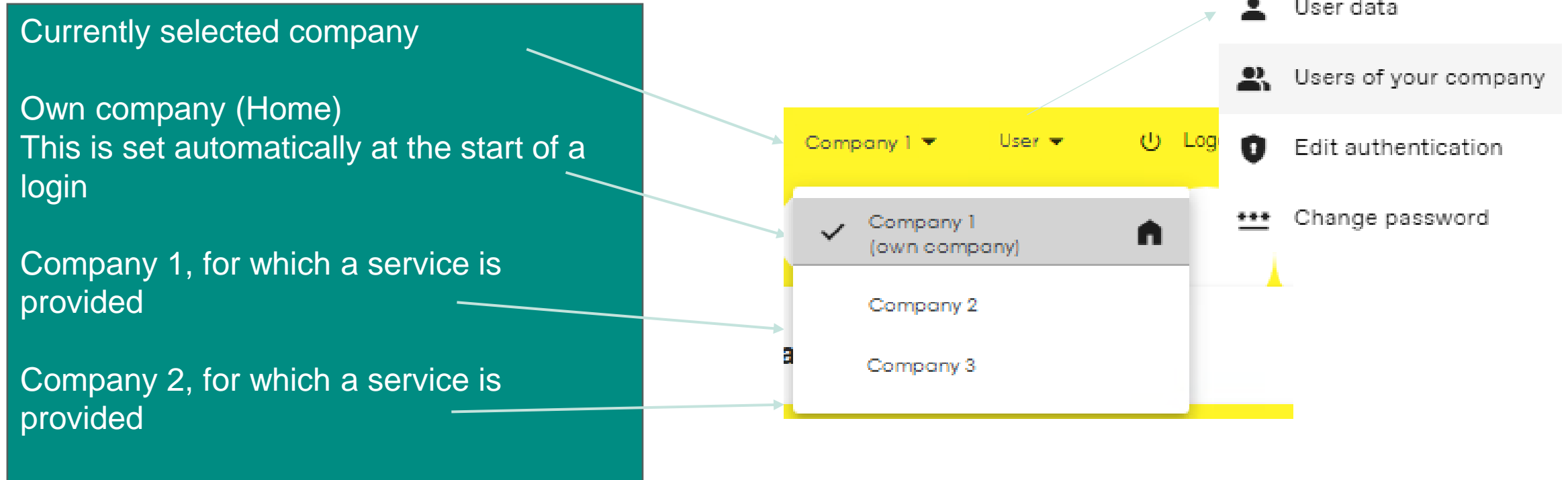
Invoice / Energy data management



✉ abrechnung@ontras.com

# Service provider feature

This feature enables external service providers to process internal orders on behalf of their customers and to report and view billing data and biogas costs. This makes the process more transparent and simpler for both the service providers and for you.



## Service provider feature – Activate as an existing portal user

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If you already use the ONTRAS portal and would like to use the new service provider function, please proceed as follows

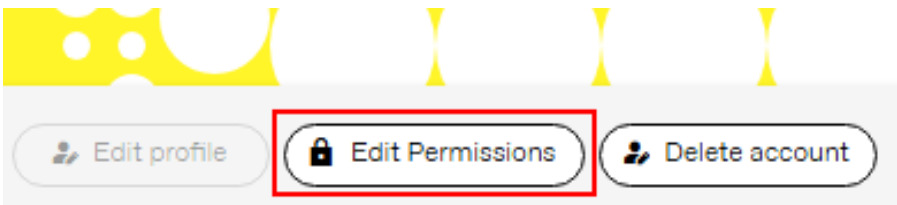
1. Complete the ONTRAS [registration formular](#) for the company for which you are providing the service
2. Please enter your data in the “authorized person” field
3. Have the document signed by the company for which you are providing the service
4. Send it to ONTRAS

ONTRAS will then check your request and activate the function for the company for which the request was received. The company, for which you are providing the service, will NOT be registered twice.

# Roles and authorizations

Extension requests can now be made directly via the portal - easier and faster.

Both new roles and new functions/authorizations can be requested via the “Edit permissions” menu item. Possible combinations:



	Transport customer/ balancing group manager	Network operator	network access customers/ users
Accounting Data	✓	✓	✓
Indicative Values	✓	✓	✓
Balancing group management	✓		
Nomination	✓		
Biogas cost allocation		✓	
Internal order/ Quantity declaration		✓	



# Delimit and deactivate balancing groups (for Transport customers/Balancing group managers)

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Home

24/7 Emergency contacts

Biogas cost allocation

Nomination

Nomination

Reports

Nomination messages

Internal Order

Internal Order

Long-term forecast (In-year)

Bookings

**Balancing group management**

Capacity contracts

Balancing group management

Suche

Valid FromValid ToBalancing Group Manage

BiogasInclusions

+ Notify Balancing Group

Balancing Group Code	Runtime	Balancing Group Manager	Authorized Companies	Biogas	Inclusions	Actions
THE0BFH010012025	ongoing 10.04.2024 - 01.05.2100	Company 1			✓	
THE0BFH901032024	ongoing 18.06.2024 - 01.10.2100	Company 1	Company 2		✓	
THE0BFH901032035	ongoing 26.03.2025 - 01.10.2100	Company 1				
THE0BFH010012027	ongoing 22.08.2024 - 01.10.2100	Company 1			✓	
THE0BFH023012021	ongoing 15.05.2024 - 01.10.2100	Company 2	Company 1		✓	

Shippers and balancing group managers can make the following changes to balancing groups assigned to them:

- delimit/deactivate them for a date in the future
- send a balancing group change to ONTRAS in order to transfer the change to the RBP and PRISMA capacity booking platforms



# View and export capacity contracts

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Biogas cost allocation

Nomination

- Nomination
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Internal Order

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- Long-term forecast (In-year)

Bookings

- Balancing group management
- Capacity contracts**

Accounting Data

- Timeseries
- Documents
- Subscriptions
- Meter reading input

Capacity contracts

Company 1 User Logout EN

Enter contract ID or net point

Statusongoing

Capacity Type(All)

Flow Direction(All)

Interruptibility(All)

Contract Type(All)

Transactions Type(All)

17 Items

Contract ID92304733

Conclusion Date01.30.2024

Runtime10.01.2024 06:00 - 10.01.2025 06:00 (ongoing)

Transactions TypeCapacity Contract

Net PointPorto

Capacity TypeFZK

Flow DirectionEntry

Interruptibilityinterruptible

Contract TypeYear

Capacity Level100 kWh/h

Contract ID92304734

Conclusion Date01.30.2024

Runtime10.01.2024 06:00 - 10.01.2025 06:00 (ongoing)

Transactions TypeCapacity Contract

Net PointPorto

Capacity TypeFZK

Flow DirectionExit

Interruptibilityinterruptible

Contract TypeYear

Capacity Level100 kWh/h

Export Contracts

Capacity Contract

Back

Contract ID92304733

Conclusion Date01.30.2024

Runtime10.01.2024 06:00 - 10.01.2025 06:00 (ongoing)

Transactions TypeCapacity Contract

Net PointPorto

Capacity TypeFZK

Flow DirectionEntry

Interruptibilityinterruptible

Contract TypeYear

Capacity Level100 kWh/h

Export Contract Details

Fee (Booking)

Transaction Fees	Runtime	Single Sum
Capacity Charge	10.01.2024 - 10.01.2025	406.89 EUR
Sum		406.89 EUR

Contract overviews and contract details can be easily exported to Excel

# Internal order (only for network operators)



- Home
- 24/7 Emergency contacts
- Biogas cost allocation
- Nomination
  - Nomination
  - Reports
  - Nomination messages
- Internal Order
  - Internal Order**
  - Long-term forecast (In-year)
- Bookings
  - Balancing group management

## Internal Order

Menu

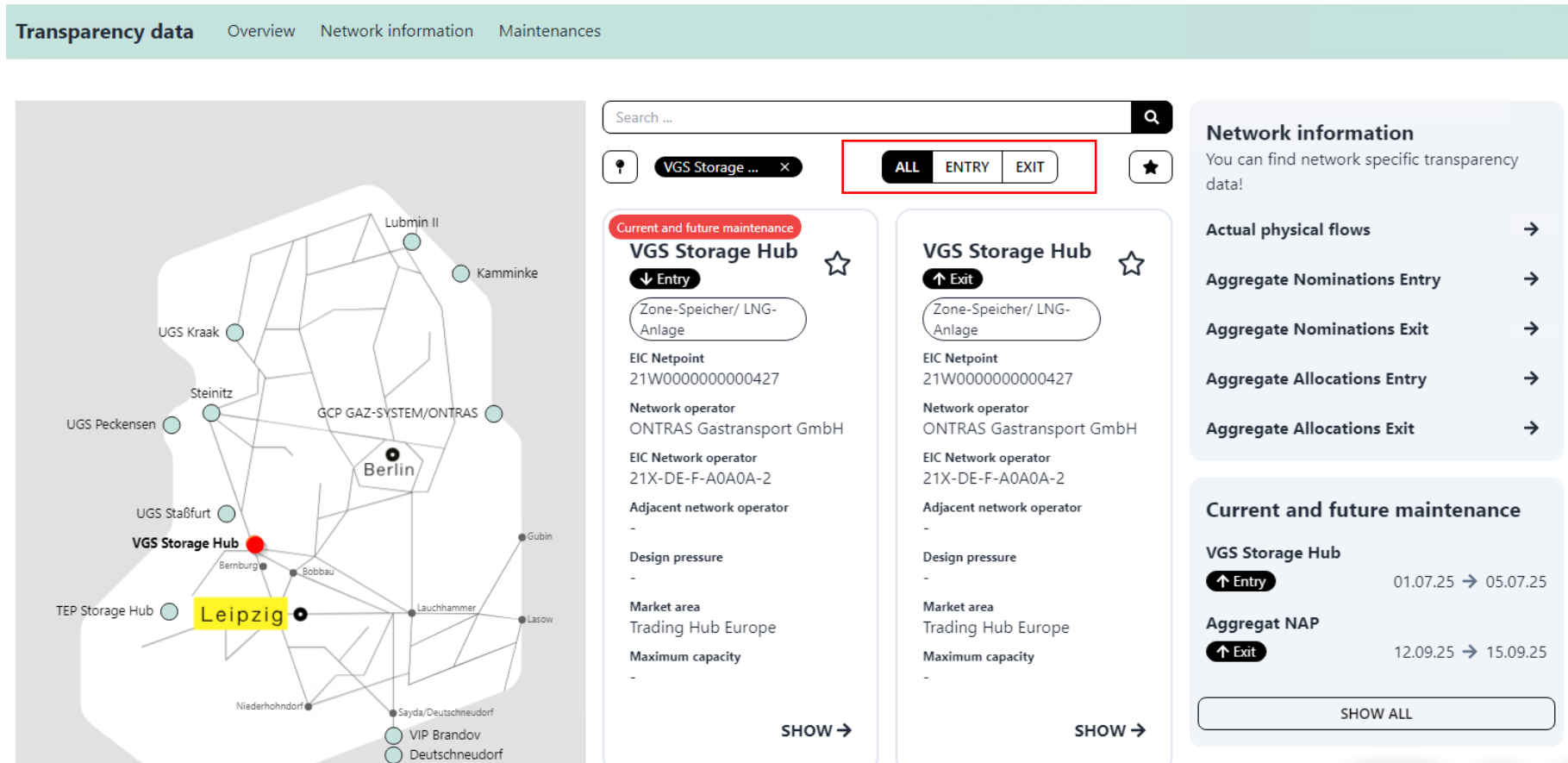
### Internal order

Capacity	Long-term forecast gas	Capacity-reducing instruments	Long-term forecast hydrogen	System responsibility
<div><b>Capacity</b> This tab displays provided capacities.</div>				

### Reflow

Capacity
<div><b>Cap.</b> This tab contains the reflow capacities.</div>

# Network map in the transparency tool



- Overview of all network points including maintenance information
- Filter and search function for network points incl. favorites function

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## Your Contact at ONTRAS



### Network connection customers

Internal order

✉ netzkunden@ontras.com



### Disposition/Dispatching

Nomination/announcement of quantities

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### Capacity Marketing and Cooperation

Capacity Marketing and Balancing Group Management

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### Invoice / Energy data management

Invoicing data and orientation values

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