



GUIDELINES

**FOR THE CUSTOMER OF NATURAL
GAS TRANSPORTATION SERVICES**

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EMAIL ADDRESSES

According to the terms of the natural gas transportation agreement, there are three equivalent official e-mail addresses for communication between the TSO and the Customer of the transportation services:

commercial@tsoua.com

concluding the Natural Gas Transportation Agreement and changes to it; creating (deleting or correcting) of the account of authorized representatives of the Information Platform user, registration of EIC-codes, shipper-codes, shipper-pairs; preparation of documents for exchanges (on consent to the transfer of rights and obligations under the contract of carriage)

realization@tsoua.com

Capacity booking; settlements and payments, refunds; creation and calculation of financial security, registration of bank guarantees; acts of rendering services

iplatforma@tsoua.com (e-mail address of the Call Center)

functioning of the Information Platform; password change on the Information Platform; general issues; all questions on weekends, etc.



Hot e-mail at
night is
com-disp@tsoua.com

CALL CENTER

CALL CENTER:

+ 38 (044) 239-77-77
+ 38 (044) 298-64-64
+ 38 (044) 239-78-43
(non-residents)
iplatforma@tsoua.com

Work schedule

working days - from 08:00 to 22:00
weekends and holidays –
from 10:00 to 19:00



Hot line at night on the uploading of nominations / renominations:

+38 (044) 461-21-05
+38 (044) 461-21-14
com-disp@tsoua.com

Work schedule

working days - from 22:00 to 08:00
weekends and holidays –
from 19:00 to 10:00

USEFUL LINKS ON THE TSO WEBSITE <https://tsoua.com/>

← → ↻ 🏠 🔒 tsoua.com/en/#



Gas Transmission System Operator
of Ukraine,
Limited Liability Company

🔍 Search ...

info@tsoua.com

(044) 239-77-76 -
reception

ENG 🇬🇧

About us

GTS Characteristics

Business&Services

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Contacts

- How to become a customer >
- Order and payment >
- Commercial dispatching and reporting >
- Tariffs >
- Check the availability of the supplier
- Regulatory framework
- Notification

- Transparency platform (test)
- Nominations
- Available capacities
- Gas quality
- Balancing actions
- Interaction with commodity exchange operators
- Financial statements

01 / 01

Gas Transmission System Operator of Ukraine

We transport energy of independence

> READ MORE

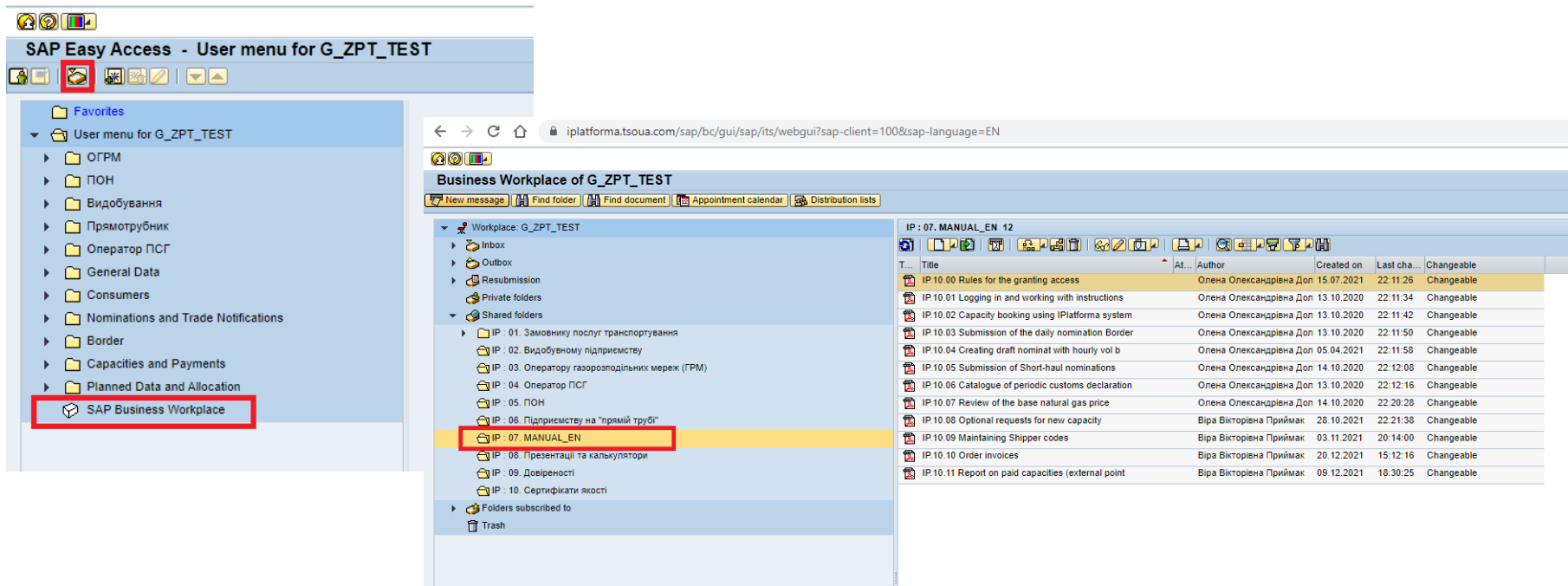
News

In January 2022, the transit of natural gas through the territory

> ALL NEWS

USE OF THE INFORMATION PLATFORM

All recommendations for using the transactions of the Information Platform * can be found in the instructions. How to open instructions:



The screenshot displays the SAP Easy Access user menu for user G_ZPT_TEST. The 'SAP Business Workplace' option is highlighted in the left-hand navigation pane. The main window shows the Business Workplace interface for G_ZPT_TEST, displaying a list of transactions under the folder 'IP: 07. MANUAL_EN 12'. The transaction 'IP: 07. MANUAL_EN' is highlighted in the list.

T...	Title	At...	Author	Created on	Last cha...	Changeable
IP.10.00	Rules for the granting access		Олена Олександрівна Дон	15.07.2021	22.11.26	Changeable
IP.10.01	Logging in and working with instructions		Олена Олександрівна Дон	13.10.2020	22.11.34	Changeable
IP.10.02	Capacity booking using IPlatforma system		Олена Олександрівна Дон	13.10.2020	22.11.42	Changeable
IP.10.03	Submission of the daily nomination Border		Олена Олександрівна Дон	13.10.2020	22.11.50	Changeable
IP.10.04	Creating draft nominat with hourly vol b		Олена Олександрівна Дон	05.04.2021	22.11.58	Changeable
IP.10.05	Submission of Short-haul nominations		Олена Олександрівна Дон	14.10.2020	22.12.08	Changeable
IP.10.06	Catalogue of periodic customs declaration		Олена Олександрівна Дон	13.10.2020	22.12.16	Changeable
IP.10.07	Review of the base natural gas price		Олена Олександрівна Дон	14.10.2020	22.20.28	Changeable
IP.10.08	Optional requests for new capacity		Віра Вікторівна Приймак	28.10.2021	22.21.38	Changeable
IP.10.09	Maintaining Shipper codes		Віра Вікторівна Приймак	03.11.2021	20.14.00	Changeable
IP.10.10	Order invoices		Віра Вікторівна Приймак	20.12.2021	15.12.16	Changeable
IP.10.11	Report on paid capacities (external point)		Віра Вікторівна Приймак	09.12.2021	18.30.25	Changeable

* Information Platform transaction is a group of sequential operations, which is a logical unit of work with data

BASIC SKILLS FOR WORKING IN THE INFORMATION PLATFORM



Be able to change the personal password to log in to the platform **every 60 days** (see below and instructions "IP.00.10 Change password");

Expand the allocated space on the **virtual disk Z** (instruction "IP.00.04 Expansion of space on the virtual disk Z");

Upload files to the platform in **p7s format** (see below).

QUESTIONS

QUESTION 1

What if I forgot my password or my account was blocked?

Reply:

Account unblocking or password recovery is done only by sending an e-mail: iplatforma@tsoua.com

The request must contain the user's login and be sent from the mail registered in the account.

After receiving a temporary password, the user creates his personal password. The personal password in the Information Platform must contain:

at least 8 characters;

at least 1 capital letter,

at least 1 one lowercase letter,

at least 1 digit

at least 1 special character.

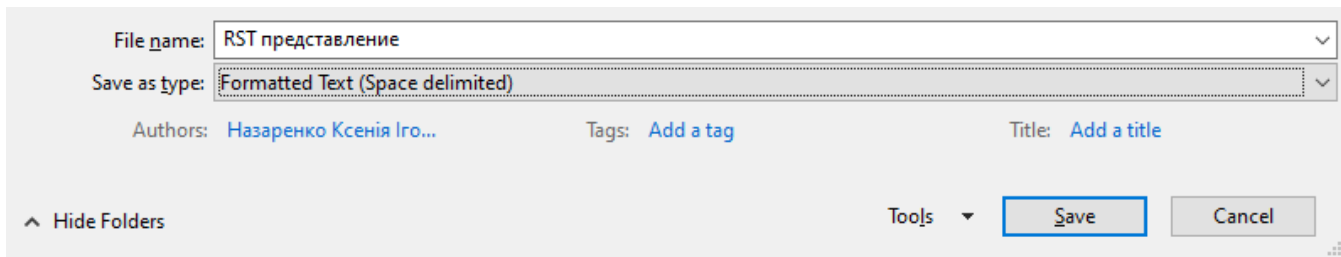
QUESTION 2

Can't upload the file to the Information Platform?

Reply:

The following steps must be performed:

1. Read the instructions for the relevant transaction
2. Download the template to your computer
3. Fill in the template and save it in **.txt format**



4. Open the **.txt file** and make sure everything is displayed correctly (including checking for spaces and tabs after the last visible character in the line)
5. Upload the **p7s file** to the appropriate transaction
6. Submit the file for verification

QUESTION 2

In case of nomination / renomination at virtual underground storage points, check the EIC codes of virtual points:

- entrance to the gas transmission system from gas storage facilities (gas extraction from UGS) 56ZE-SSO-0000002
- exit from the gas transmission system to gas storage facilities (gas injection to UGS) 56ZG-SSO-000000D

