

**Access Agreement  
for Customer Portal**

("Online Agreement")

between

[name of the Storage Customer]

and

Gas Storage Denmark A/S

## 1. Parties to the Online Agreement

This Online Agreement has been entered by:

### Gas Storage Denmark

Name: Gas Storage Denmark A/S  
Address: Tonne Kjaersvej 65  
Postcode and town: DK-7000 Fredericia  
Relevant contact: Rune H. Gjermundbo  
Telephone: +45 61 24 02 14  
Email: rhg@gasstorage.dk  
CVR no.: 29851247  
(hereinafter referred to as "GSD")

and

### Storage Customer

Name: [XXX]  
Address: [XXX]  
Postcode and town: [XXX]  
Relevant contact: [XXX]  
Telephone: [XXX]  
Email: [XXX]  
CVR no.: [XXX]  
VAT no.: [XXX]  
(hereinafter referred to as "Storage Customer")

## 2. Definitions

Unless otherwise expressly stated, capitalized words shall have the meaning defined in General Terms and Conditions Gas Storage ("GTCGS") in the applicable version at any time.

## 3. Purpose and scope

By entering into this Online Agreement, the Storage Customer is entitled to use GSD's customer portal ("Customer Portal") to:

- a) view Storage Agreements concluded between the Storage Customer and GSD - e.g. Storage Customer Agreement (framework agreement), REMIT reporting, Transfers, Filling Requirements or agreements for sale/purchase of Storage Capacity or other storage services;
- b) view own Master Data, Sub-account(s) and the associated Shipper Code(s), Stored Natural Gas and utilised Capacities, or Invoices and their status;
- c) re/nominate injection or withdrawal of Natural Gas;
- d) book Firm Capacities on short terms;
- e) publish announcement on the Bulletin Board;
- f) initiate transfers in Gas Storage; and
- g) administrate other Users.

Authorisation of Users in the Customer Portal is conditional on the Storage Customer has concluded this Online Agreement with GSD.

#### **4. Two types of authorisation level**

The Storage Customer's Users may be assigned one of the following types of access to the Customer Portal:

- a) Read-only, which enables the User to view the Storage Customer's data as set forth in clause 3 a) and 3 b); or
- b) Administrator, which enables the User to view data as set forth in clause 3 a) and 3 b) and in addition, to process the activities listed in clause 3 c) – f);
- c) User Administrator, which enables an appointed User to setup other users in the Storage Customer's organisation, or edit, or delete existing Users, cf. clause 3 g).

The Storage Customer may appoint one or more User Administrators. All authorised Users and their type of authorisation are notified in the Customer Portal.

#### **5. Authorisation of Users**

Upon the appointment, the User Administrator must sign a Power of Attorney (Appendix 5 to GTCGS) and forward a signed PDF version of the document by email to [contact@gasstorage.dk](mailto:contact@gasstorage.dk).

All Users shall be employed by the Storage Customer and authorized to act on behalf of the Storage Customer.

In case of Nomination/Renomination carried out by a Third Party providing 24/7 or out-of-office-hours dispatching operations on behalf of the Storage Customer, the Storage Customer's User Administrator(s) may authorise Users employed by such Third Party with user access to the Customer Portal.

Storage Customer's User Administrator(s) shall promptly deactivate or delete a User if the User's employment in the Storage Customer's organisation or in the Third Party's organisation ceases.

#### **6. Maintenance of Users and Users' authorisation**

All user administration shall be based on self-service by the appointed User Administrator(s).

#### **7. Access and security**

The access to the Customer Portal is based on MS Azure AD credentials.

Upon the setup of a new User by the User Administrator, the User shall receive a welcome mail with information about the setup of the User's MS Azure AD credentials. Subsequently to the welcome mail, the User will receive a second mail "Energinet invites you to access application" including an accept-button. After the accept, the User will be able to log on the Customer Portal by using the link <https://customer-web.gasstorage.dk>.

#### **8. Limitations to information and services offered through the Customer Portal**

GSD is entitled to change the functionalities supported through the Customer Portal at any time and inform the Storage Customer about it.

Further, GSD may add or remove information or services available through the Customer Portal or limit the Storage Customer's use of the services.

## **9. Limited liability of GSD**

GSD is only liable for loss incurred by the Storage Customer from using the Customer Portal if such loss is due to material negligence on the part of GSD, and the Storage Customer has informed GSD of the problem causing such loss without undue delay. Furthermore, the provision of GTCGS's clause 19, Termination and damages shall apply.

In addition, GSD cannot be held liable for any losses incurred in connection with Nomination or Renomination processed by using the Customer Portal. Thus, the Storage Customer shall continuously monitor whether a Nomination/Renomination processed through the Customer Portal is correct, matched and confirmed by GSD.

In case the Storage Customer discovers any problems with a Nomination/Renomination, the Storage Customer shall immediately contact GSD for assistance. GSD is not obligated to assist the Storage Customer if the Storage Customer has not reported a problem without undue delay or if the commencement time of the relevant Nomination/Renomination has been exceeded.

Notwithstanding the above, GSD cannot be held liable for loss due to unavailability or lack of access to the Customer Portal, or damage to any data stored through the Customer Portal, regardless of whether GSD or any third party is responsible for the operation of the Customer Portal.

## **10. Storage Customer's liability**

The Storage Customer is liable for all data registered through the Customer Portal.

The Storage Customer and the Storage Customer's User are responsible for the confidentiality and the use of Storage Customer's data made available by GSD through the Customer Portal. Thus, Users that are no longer employed by the Storage Customer must be suspended in accordance with the procedures set forth in clause 12 of this Online Agreement.

The Storage Customer shall cover any loss incurred by GSD or any other Storage Customer caused by the improper use of the Customer Portal.

## **11. Technical requirements**

To gain an access to the Customer Portal, the User shall have a web browser installed and have access to the Internet.

## **12. Suspension of User's account**

The Storage Customer's User Administrator shall immediately suspend a User in case the User Administrator becomes aware of any misuse of data or receives any confirmation regarding Nomination/Renomination, Transfers of Capacity and/or Natural Gas, or Capacity bookings, or announcements on the Bulletin Board not ordered or initiated by the Storage Customer. In case of any unauthorised use detected, the Storage Customer shall immediately inform GSD.

The Storage Customer may at any time suspend a User's account by deactivating or deleting the User as appropriate.

Furthermore, GSD reserves the right to demand an explanation if a user account is created but remains unused. In case of inactivity GSD shall inform the User Administrator(s) and if relevant, GSD shall suspend the User on behalf of the Storage Customer. Following the suspension, the Storage Customer's User Administrator may issue a new account for the User.

## **13. Assignment**

The Storage Customer's rights and obligations under this Online Agreement may not be assigned to a third party without GSD's prior written consent.

GSD may assign its rights and obligations under this Online Agreement to a third party which performs the gas storage activities pursuant to applicable law at that time or to a legal entity in the Energinet group which performs the gas storage activities.

#### **14. Term of agreement**

This Online Agreement enters into force when signed by the Storage Customer and GSD.

The Online Agreement may be terminated by the Storage Customer without notice. Furthermore, the Online Agreement shall end if the Storage Customer's framework agreement (Appendix 1 to GTCGS) is terminated.

#### **15. Changes**

This Online Agreement is subject to the version of GTCGS applicable at any time. In case of conflict between this Online Agreement and GTCGS, this Online Agreement shall prevail.

The Storage Customer shall accept any regular changes to this Online Agreement, which are necessary to keep this Online Agreement in compliance to the version of GTCGS applicable at any time.

#### **16. Venue and applicable law**

This Online Agreement shall be governed by Danish law.

Any dispute or controversy arising from this Online Agreement shall be settled in accordance with clause 18 of GTCGS.

Stenlille,        /        / 2023

,        /        / 2023

Gas Storage Denmark A/S:

[name of Storage Customer]:

---

Rune H. Gjermundbo  
Head of Business Operations

---

[Name and title of employee]