



Réseau de transport d'électricité



# SPACES +

Guide to discovering the  
RTE customer web portals



## CONTENTS

### New features

- View the history of your Balance Responsible Entity Perimeter
- Monitor your invoice payments
- Manage your access to the Customer Services Portal
- Discuss and exchange documents and files with RTE
- Consult, modify and publish your commercial contacts

### And always

- View your invoice data
- View the summary of your Balance Responsible Entity Perimeter as of that day

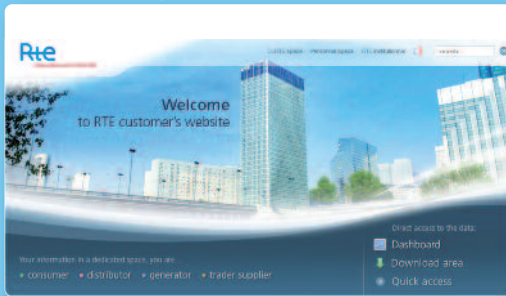
THE WEB PORTALS INTENDED FOR USE BY RTE CUSTOMERS ARE CHANGING TO PROVIDE YOU WITH MORE FUNCTIONS AND GREATER SIMPLICITY

# Three spaces, three purposes

Complementing each other, the three customer spaces are designed to facilitate information and interactivity between RTE and its customers.

1

## GENERAL INFORMATION: CUSTOMER SPACE



Free access customer space, clients.rte-france.com lets you monitor the news from the energy sector and RTE in real time. Designed to facilitate quick access to information, this portal also makes available to you a complete range of documents, procedure sheets and offers of training.

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• The control panel for the customer space displays essential information on how the system operates and news in the form of quick view thumbnails. [+ INFO](#)

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## CONSULTATION: THE CURTE SPACE

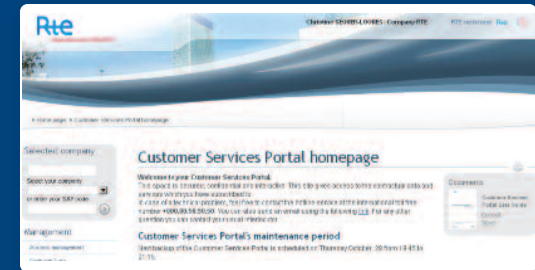


**OVER TO YOU**  
• Take part in the on-line consultation by submitting your proposals or contributing to current debates.

The CURTE space (comité des Clients Utilisateurs du Réseau de Transport d'Electricité – committee of the TSO Users) is an area dedicated to consultation, open to RTE customers and to the associations, federations and trade associations which represent them. This area gives access to complete information on the organisation of the committee, reports on the work done by its working groups and also on the documents currently being drafted (rules, contracts, changes to Technical Reference Documentation, etc.). [+ INFO](#)

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## MANAGING CONTRACTUAL DATA: CUSTOMER SERVICES PORTAL (CSP)



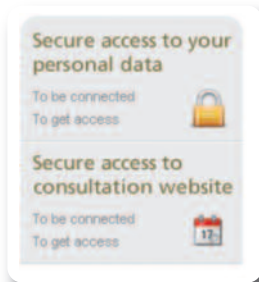
The Customer Services Portal lets you manage your contractual data on line. You have a complete list of your commercial contacts which is always up to date. At any moment, you can view or download your invoicing and payment data, or even the summary of your balance responsible entity perimeter (BRE perimeter). All this data comes directly from RTE's information system. [+ INFO](#)



## ❖ Three spaces, three purposes (continued)

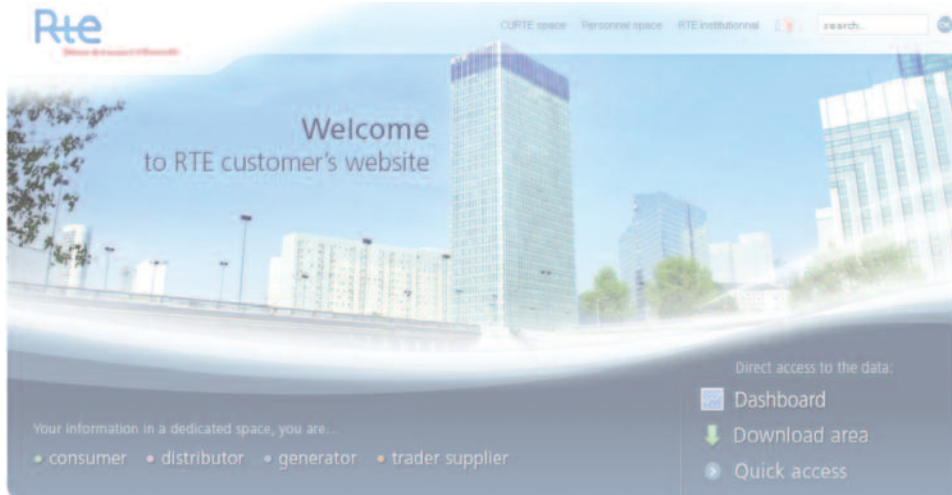
### ❖ REQUEST ACCESS

If you are an RTE customer, you can obtain access to the CURTE space or your customer services portal simply by clicking on the 'Obtain access' links.



### ❖ EXTRA SAFETY FOR REAL-TIME ACCESS

Access is protected by an encryption device which very simply ensures that your exchanges are confidential. [+ INFO](#)



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### MANAGE YOUR ACCESS

This function, available in your personal space, lets you restrict your employees' access to services and data which you consider to be particularly sensitive. As administrator, you can allocate read/write or read-only rights, or prohibit access to each of the headings below:

#### RIGHTS TO FUNCTIONS

##### Read-only

Summary of a BRE perimeter  
Duplicate invoices  
RTE contacts

##### Read/write

Customer contacts  
Requests

*By default, CSP offers all site users rights to all functions. These rights may be adjusted by the customer in administrator mode as needed (contact your account manager to be identified as an "administrator").*

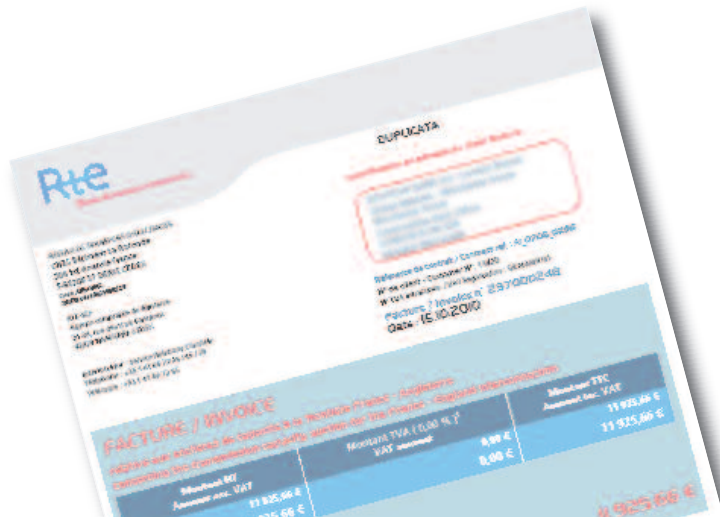
# Centralised monitoring of your invoices and payments



The "Invoicing data" section contains duplicate invoices for all your sites and contracts and also the monitoring of their payment.

••• However many sites, subsidiaries or contracts are concerned, duplicate invoices remain easily accessible in the Customer Services Portal.

Depending on your level of authorisation, you can view the invoices for your company or one of its subsidiaries and filter the results by date, document type (duplicate invoice or credit note), type or name of the reference contract. [+ INFO](#)



For all current contracts, you can now use the Customer Services Portal to monitor invoice payments. Display the "Payments follow-up" and select one of your contracts: the graphic which appears indicates the status of each invoice with a colour code, red, green or grey.

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## DETAIL OF YOUR PAYMENTS, IN COLOUR



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# Control your BRE perimeter

Refer to a summary as of the date of or on the date of invoicing of the physical and declared elements making up the Balance Responsible Entity perimeter

Intended for the market actors, approved by RTE as Balance Responsible Entities, this on-line summary allows general information on the BRE perimeter to be displayed (contract number, bank guarantee) and also the main physical and declared components. In the Customer Services Portal, there are two summaries

available, one for the date on which the consultation takes place, the other for the date of a future or former invoice. The latter combines physical and declared elements used to prepare the invoice for a period in the past, by taking account of the dating of the invoice (M+1, M+3, M+6, M+12). [+ INFO](#)

## ALL THE ELEMENTS FOR A COMPLETE ANALYSIS

Directly linked to the RTE information system, the functionality of the BRE perimeter allows the responsible entity to work directly with data from the transmission system operator. For each perimeter, it is possible to download the list of these constituent elements in .csv format.

# ❖ The contact details for your contacts are always available

Consult an always up-to-date list of your RTE contacts and inform RTE of a change to your details with ease.

••• The details of your RTE contacts are taken directly from the RTE information system. You are therefore assured of always up-to-date information which you can access for any commercial question. [+ INFO](#)

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## MODIFY THE DETAILS OF YOUR COMMERCIAL CONTACTS ON LINE

The Customer Services Portal contacts section lets you update your company's contact telephone numbers in real time without waiting, in the event of changes.

You are thus assured that the daily exchanges can be complied with as closely as possible.

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## ❖ SEND AND RECEIVE MESSAGES WITH DOCUMENTS ATTACHED

*The Customer Services Portal Contacts section lets you send messages to your RTE contacts. The message may be accompanied by several documents attached in support of your request.*

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The screenshot displays a web form for sending a message. It is divided into several sections:

- General information:** A table with fields for Name, Company, Status, Date of request, and Subject. The values shown are: Name: [redacted], Company: [redacted], Status: To be handled, Date of request: 10/02/2010, Subject: Wrong Address.
- Request:** A section containing a date and time stamp (10/10/2010 09:24) and a large text area for the message content. The text area contains a placeholder or a very faint message.
- Add a comment:** A section with a text input field and a 'Comment' button.
- Add files:** A section with two rows for file attachments. Each row has a text input field for the filename and a 'Parcourir...' (Browse) button.