

Quick start guide to Epic

EPIC Documentation

Agenda (1/2)

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- What is EPIC
- EPIC ambition
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- Next steps for EPIC (not yet available)
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- How can I manage permissions for other members of my company?
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Agenda (2/2)

- **Metering data in EPIC**

- How can I access my metering data?
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- How can I download my metering data?
- How can I see my metering data in a graphical representation or in a table? (1/2)
- How can I see my metering data in a graphical representation or in a table? (2/2)
- How can I share data with other collaborators?
- Where can I find additional documentation about metering?
- About my metering data...

- **Invoices in EPIC**

- How can I access my invoices?
- How can I consult my invoices?
- How can I download my invoices?
- Status and practical information about Invoices

- **Contracts in EPIC**

- How can I access my contracts?
- How can I consult my contracts?
- Which information is available in my contracts?
- How can I renew my Annexes?

EPIC Documentation

Introduction

This document is intended to serve as documentation for users of the EPIC platform.

EPIC is a platform offered by ELIA to enable its customers to access its services.

This documentation is written in **English** and is also available in French and Dutch on the EPIC support.

- <https://support.epic-portal.io/hc/fr>
- <https://support.epic-portal.io/hc/nl>
- <https://support.epic-portal.io/hc/en-us>

Any comments? Share your opinion with us: epic@elia.be

If you want to create a ticket via email: support@epic-portal.io

In any case, your KAM (Key Account Manager) stays available by email and by phone in order to help you out with your day-to-day relationship with Elia.

What is EPIC ?

EPIC stands for: **Elia Portal Interface for Customers.**

The energy ecosystem is experiencing a shift from a traditional electricity supply chain to a new paradigm. The transition towards a more sustainable future mostly materializes through rapid increases in renewable energy sources, distributed generation and energy storage at large.

New actors are coming onto the market and these prosumer need a more efficient way to exploit data coming from DSO actors such as Elia in order to manage their business on a day-to-day basis.

EPIC has the ambition to merge and provide the best of Elia's service into one single application.



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Next steps for EPIC (not yet available)

- **Metering data:**
 - Advanced sharing of metering and data exploration.
- **Invoices:**
 - Advanced filter are coming soon;
 - Bulk management of invoices are coming soon
- **Contract:**
 - Contact management (through annex 7) is coming soon;
 - Renewal of Access contract holder (Annex 2) after Jan. 2022;
 - Renewal of Balance Responsible party (Annex 3) after Jan. 2022.
- **Studies:**
 - Initiation of new studies request -- *require assessment.*
 - Follow up of studies within EPIC -- *require assessment.*

Feedback regarding EPIC or you want to participate in our design process?

Ask your KAM (Key Account Manager) or directly reach us via email: epic@elia.be

Services available within EPIC

- **Account management:** Allows customers to manage their users and account themselves and to access their data.
- **Metering data:** Access, download and share your metering data with other users.
- **Invoices:** Manage them the same way you could in the past in the Customer Hub environment.
- **Contracts:** Retrieve and manage your contractual documents within EPIC.

Feedback regarding EPIC

Feel free to reach one of us by email in order to give feedback or contact directly your KAM (Key Account Manager) who will pass the ball through our team.

Email:

epic@elia.be

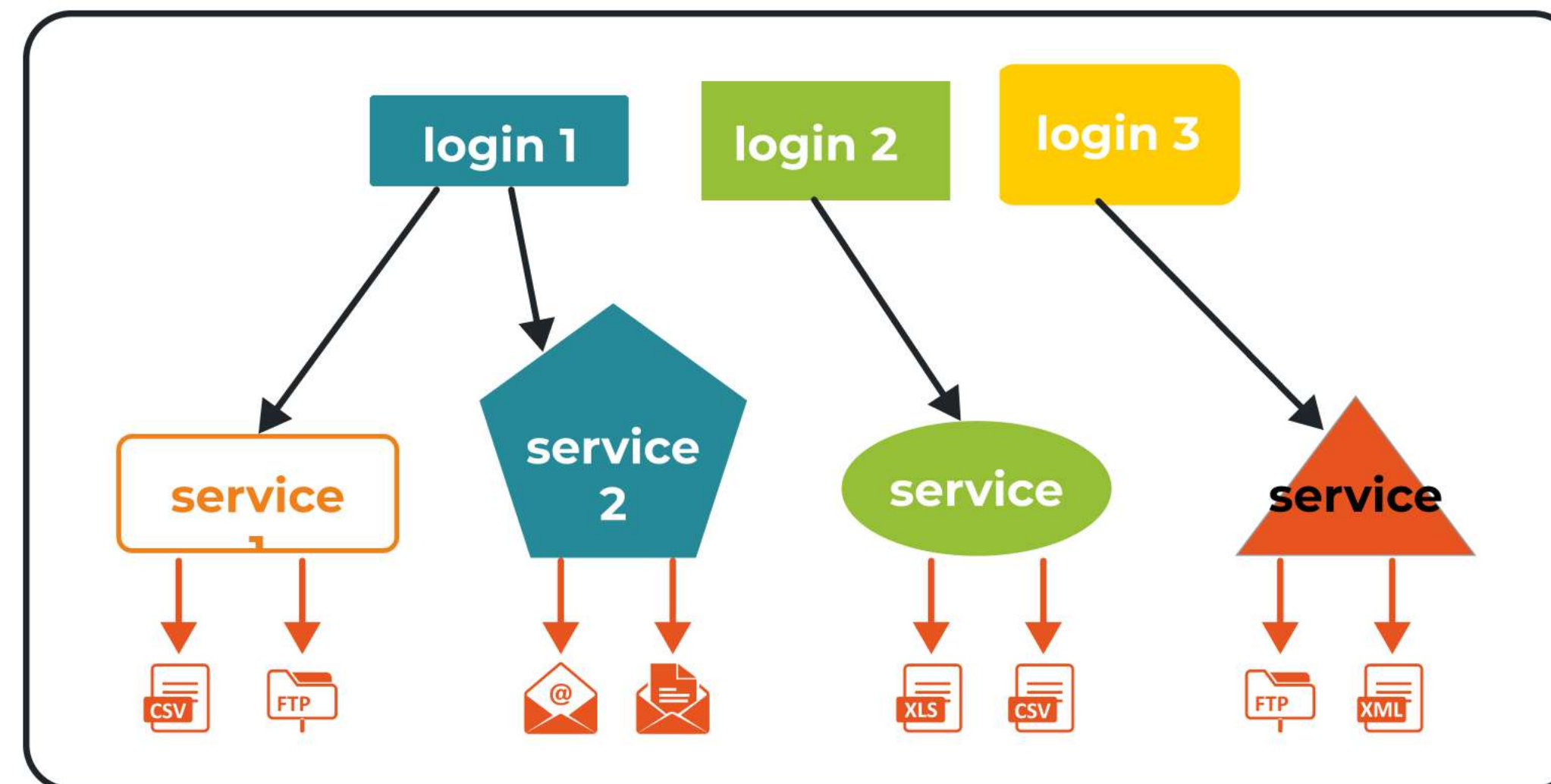
Support (Ticketing)

<https://support.epic-portal.io/hc/en/requests/new>

EPIC Documentation

EPIC's ambition

- #1:** Merge all services into one single application in order to provide a 360° view of your company;
- #2:** Avoid redundant accounts and the multiplication of accounts and passwords;
- #3:** Offer to our client a possibility to manage and handle their own company information and share / grant access to whoever they want;*
- #4:** Create a meaningful platform for our customer that responds to their needs. We therefore encourage you to give us as much feedback as you can about EPIC so we can improve it based on your requirements.

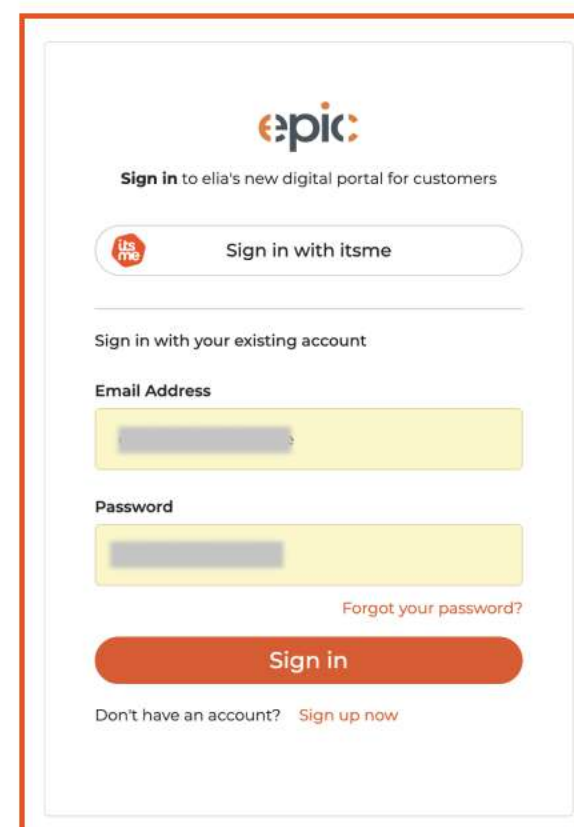


* Elia cannot be held responsible for the use that customers and their employees make of the EPIC platform.

Use of ItsMe

In order to use ItsMe, you will need to have an account created within EPIC.

The whole process of ItsMe is handled by ItsMe and not by Elia.



epic
Sign in to elia's new digital portal for customers

Sign in with itsme

Sign in with your existing account

Email Address

Password

Forgot your password?

Sign in

Don't have an account? Sign up now



itsme

fr

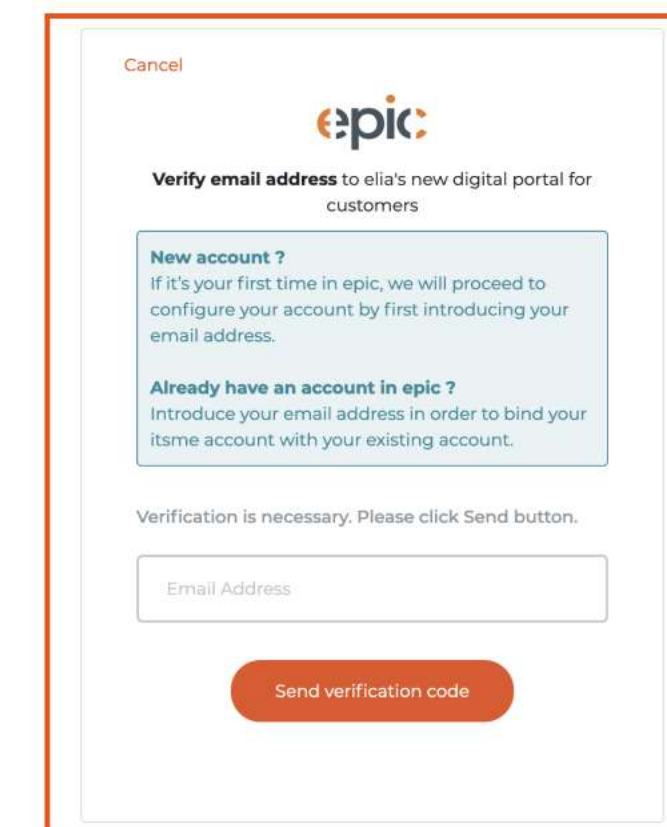
Prouvez que c'est vous

Une action est en attente dans votre app itsme® sur votre numéro de téléphone +32

2:45 avant qu'il ne soit trop tard

1 ouvrez votre app itsme®
Touchez la carte pour l'ouvrir et vérifiez les détails de l'action.

2 prouvez que c'est vous
Confirmez l'action avec votre code itsme® à 5 chiffres, votre empreinte digitale ou face ID.



Cancel

epic

Verify email address to elia's new digital portal for customers

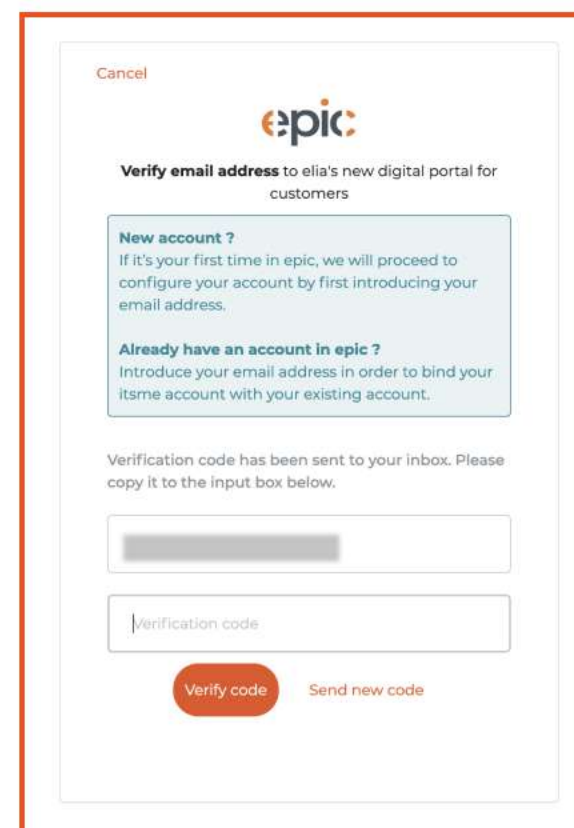
New account ?
If it's your first time in epic, we will proceed to configure your account by first introducing your email address.

Already have an account in epic ?
Introduce your email address in order to bind your itsme account with your existing account.

Verification is necessary. Please click Send button.

Email Address

Send verification code



Cancel

epic

Verify email address to elia's new digital portal for customers

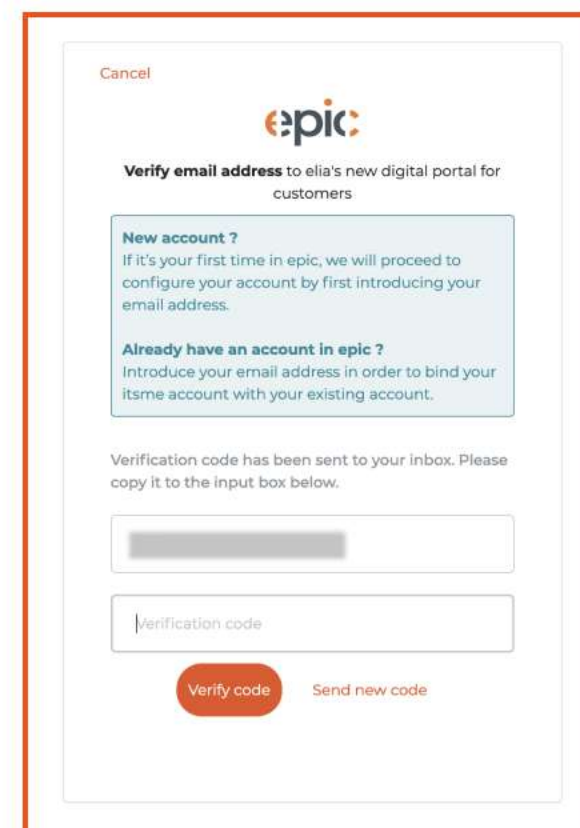
New account ?
If it's your first time in epic, we will proceed to configure your account by first introducing your email address.

Already have an account in epic ?
Introduce your email address in order to bind your itsme account with your existing account.

Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

Verify code Send new code



Cancel

epic

Verify email address to elia's new digital portal for customers

New account ?
If it's your first time in epic, we will proceed to configure your account by first introducing your email address.

Already have an account in epic ?
Introduce your email address in order to bind your itsme account with your existing account.

Verification code has been sent to your inbox. Please copy it to the input box below.

Verification code

Verify code Send new code

- During the process you will need to have access to your mailbox
- You will need to log-in back into EPIC during the process.

If you need to remove the ItsMe connection you will need to manage it through your user profile (once logged in).

How can my company have access to EPIC?

If your company has a **contractual relationship** with Elia, your company should have an access to EPIC. If it is not the case, or if you're not sure, please have a look at the instructions on next slide.

Important:

- > Check your spam or your company quarantine for any email: noreply@epic-portal.io
- > At least one user will need to be administrator for your company on EPIC.
- > If you still need help, your KAM stays available by email and by phone.

How can I have access to EPIC (as an employee for a company)

#1: Verify that your company has an access to EPIC by contacting your colleague(s) that manage the energy related topics in your company.

#2: You can ask your colleague(s) (admin of EPIC) for your company to receive an invitation to join the EPIC environment of your company(*).

#3: Once you receive the invitation email from your administrator, follow the instructions on the screen.

(*): If you don't know who to contact, refer to our support center and create a ticket: <https://support.epic-portal.io/hc/en-us>

Important:

- > Check your spam or your company quarantine for any email: noreply@epic-portal.io
- > At least one user will need to be administrator for your company on EPIC.

How to navigate through EPIC?

EPIC Documentation Access EPIC

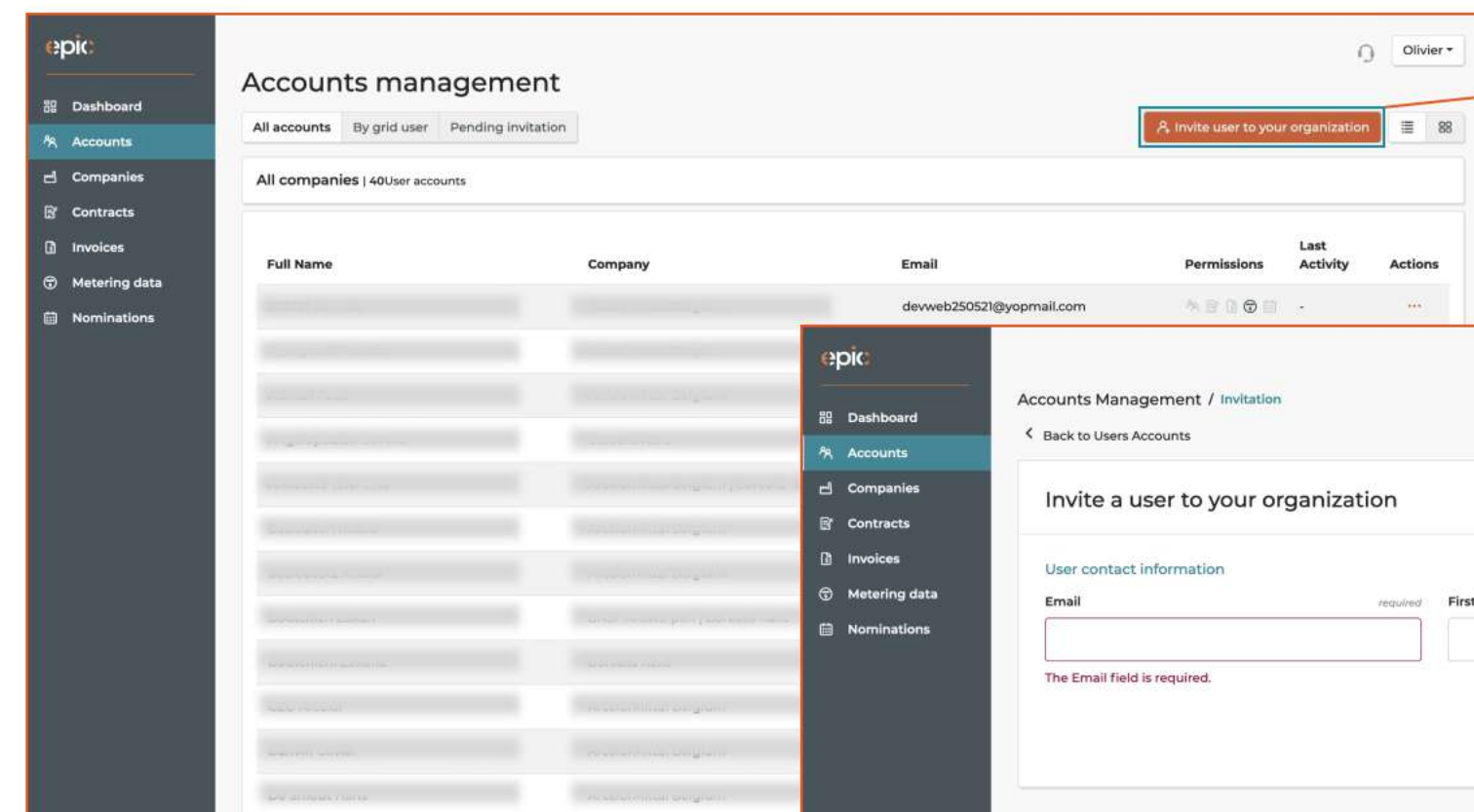
The screenshot shows the EPIC dashboard interface. On the left is a dark sidebar with the 'epic' logo and a menu containing: Dashboard, Accounts, Companies, Contracts, Invoices, Metering data, and Nominations. The main content area is titled 'Overview of your services' and contains several service cards: 'Accounts' (Users), 'Companies' (access), 'Contracts' (ACH, GU, BRP), 'Invoices' (0 invoices in the last 3 months), 'Meterings' (access points), 'Nominations' (Soon available...), 'Last Messages:' (Work in progress), and 'Company's Links:' (Elia logo). A callout box points to the top right of the main area, containing the text 'Area displaying information regarding the selected service.' and icons for 'Support' (headset) and 'User profile' (person). Below the service cards is a welcome message: 'Welcome to our beta version of epic - Elia's new Digital Portal.' followed by a paragraph: 'This dashboard seems quite empty! We want to build a meaningful product with you and for you. Therefore, we would like to invite you to a co-creation workshop where we will discover together which features cover best your needs. Do not hesitate to give us your feedback here: [Contact us](#)'. An arrow points from this text to the heading 'Services you have access to'. At the bottom right is an illustration of a person sitting on a stool, working on a laptop, surrounded by icons for a lightbulb, a rocket, a laptop, and a speech bubble with a checkmark.

View of the dashboard in July 2021 in EPIC

How can I invite a new user within EPIC?

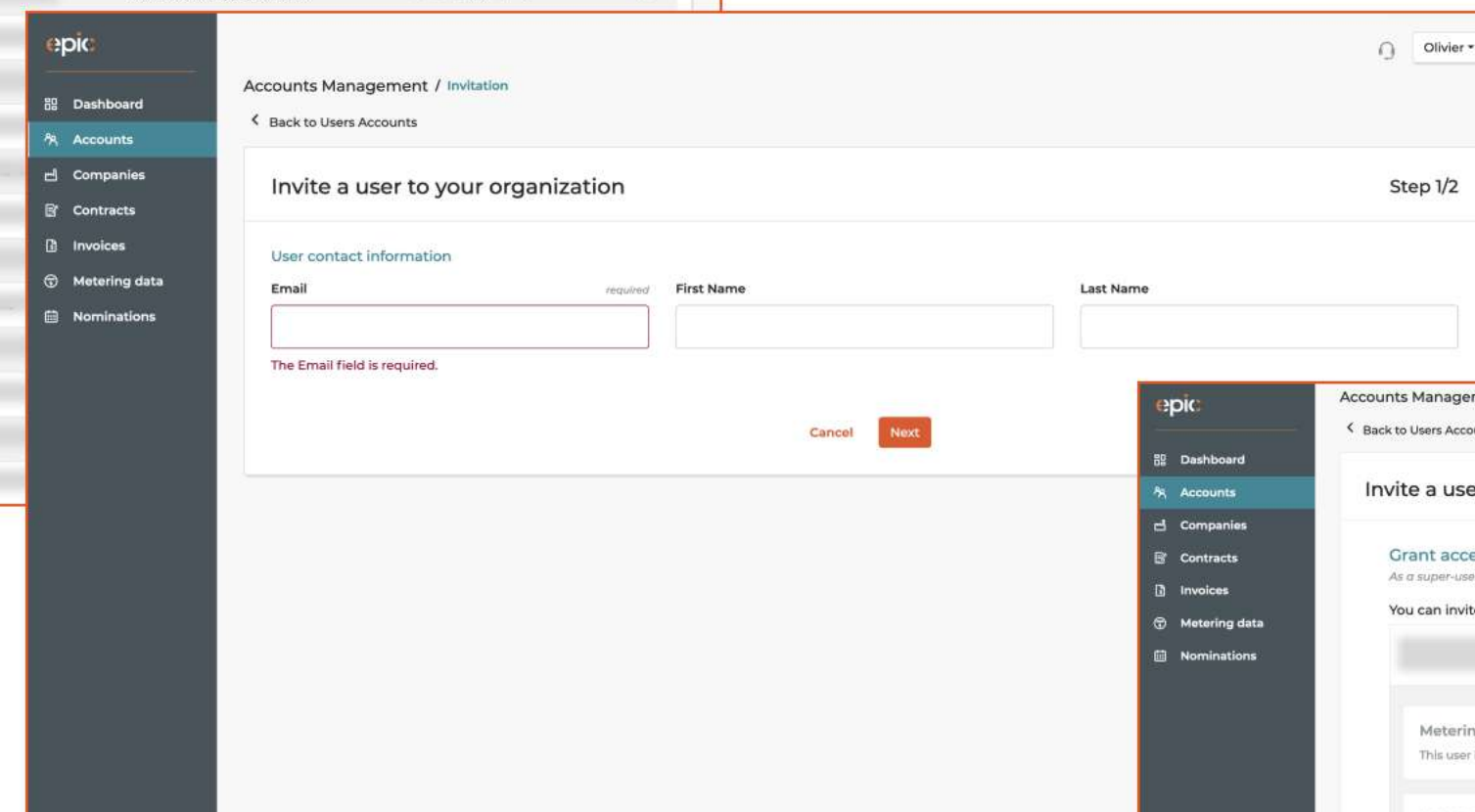
Important: You need to be **“Administrator”** of your company in order to invite a new collaborator within the EPIC account of your company.

EPIC Documentation
Access EPIC

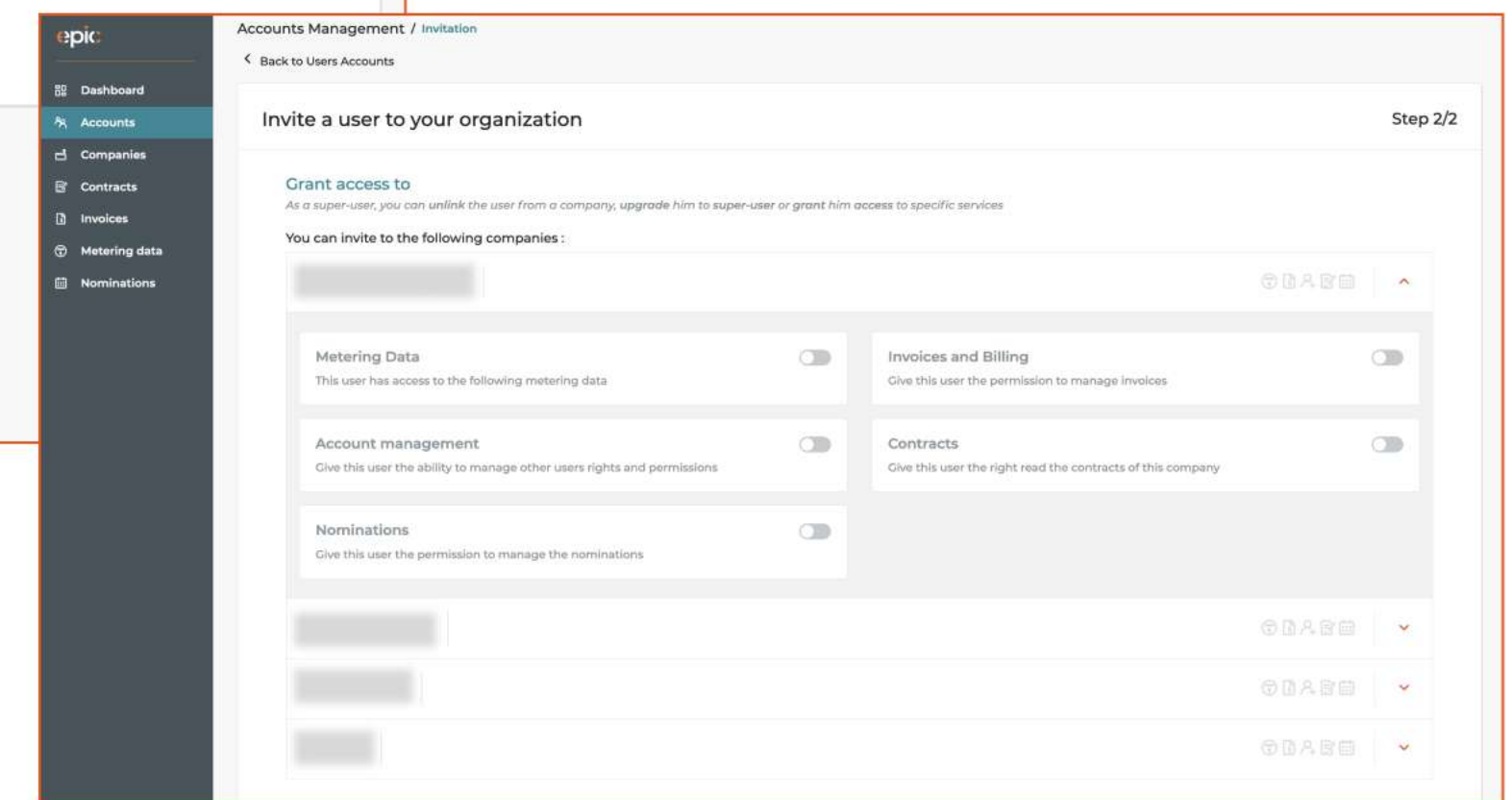


Invite user to your organization

Step 1: Go to “Accounts”



Step 2: Define the email address (required) and basic information (optional)

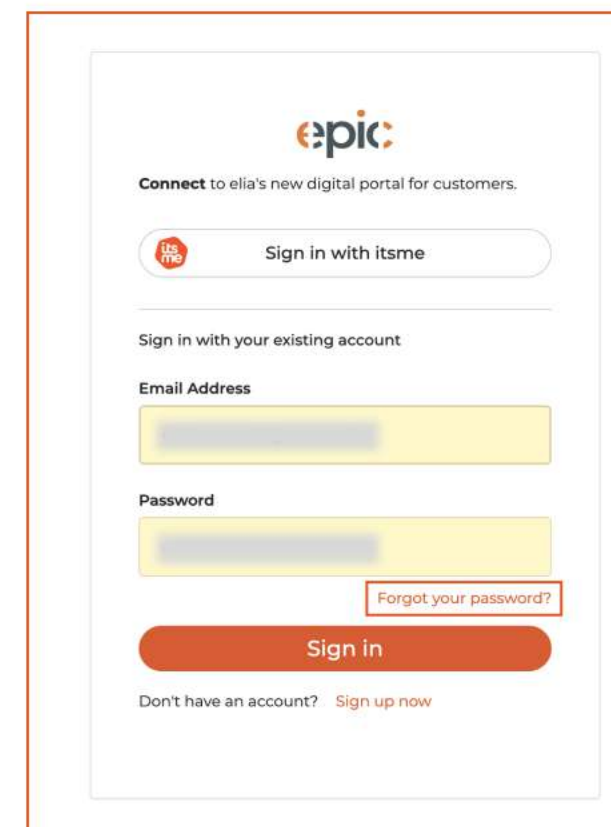


Step 3: Select for each company you have access to the rights and permissions you want to grant to the invited user. VERSION 0.1 - JULY 2021

How can I change my password?

Changing a password should be considered carefully in order to avoid security issues and a leak of data.

Login screen



On the login screen, select the **Forgot your password** and follow the informations displayed on the screen.

Different user types

For the current release of Epic (July 2021) you have the choice between **2 user types**:

#1: Administrator:

- Manage the contractual relation with Elia (Energy manager, CEO, ...);
- Can update and change informations regarding the company;
- Can manage and invite all user accounts related to his company;
- Is responsible for the integrity of the EPIC platform and any misuse of some functionalities.

#2: Basic User

- Can access the information and services given by the administrator for his company;
- A basic user can exist for as long as his account is “Active” or can be deactivated after a pre-defined period (I.e: if you wish to grant an access for a specific period to some of your data).

Inactive users:

- Are users who never onboarded into EPIC (didn't click on the link within the email).
- Are users who are deactivated after a pre-defined period (> 1 year without any login to EPIC).
- An inactive user stays inactive for a period of 30 days before being deleted completely.

Who has access to my company data/services?

Important: You need to be “Super User” / “Admin” of your company in order to be able to verify who has access to your company details.

In order to verify who has access to your data or to a specific company entity:

#1: Log into EPIC and go directly to “Account”.

#2: Check in the list who has access to you company data.

The screenshot shows the 'Accounts management' page in the EPIC system. It features a table with the following columns: Full Name, Company, Email, Permissions, Last Activity, and Actions. The table contains several rows of user data, with some cells blurred for privacy. A search bar at the top right allows filtering users. The interface is in Italian, with 'Invita user to your organization' visible in the top right.

Full name of the user
Company name or entity
Email of the user

More action (i.e: profile detail, ...)

Permission of the user (and services he accesses)

How can I see my own permissions?

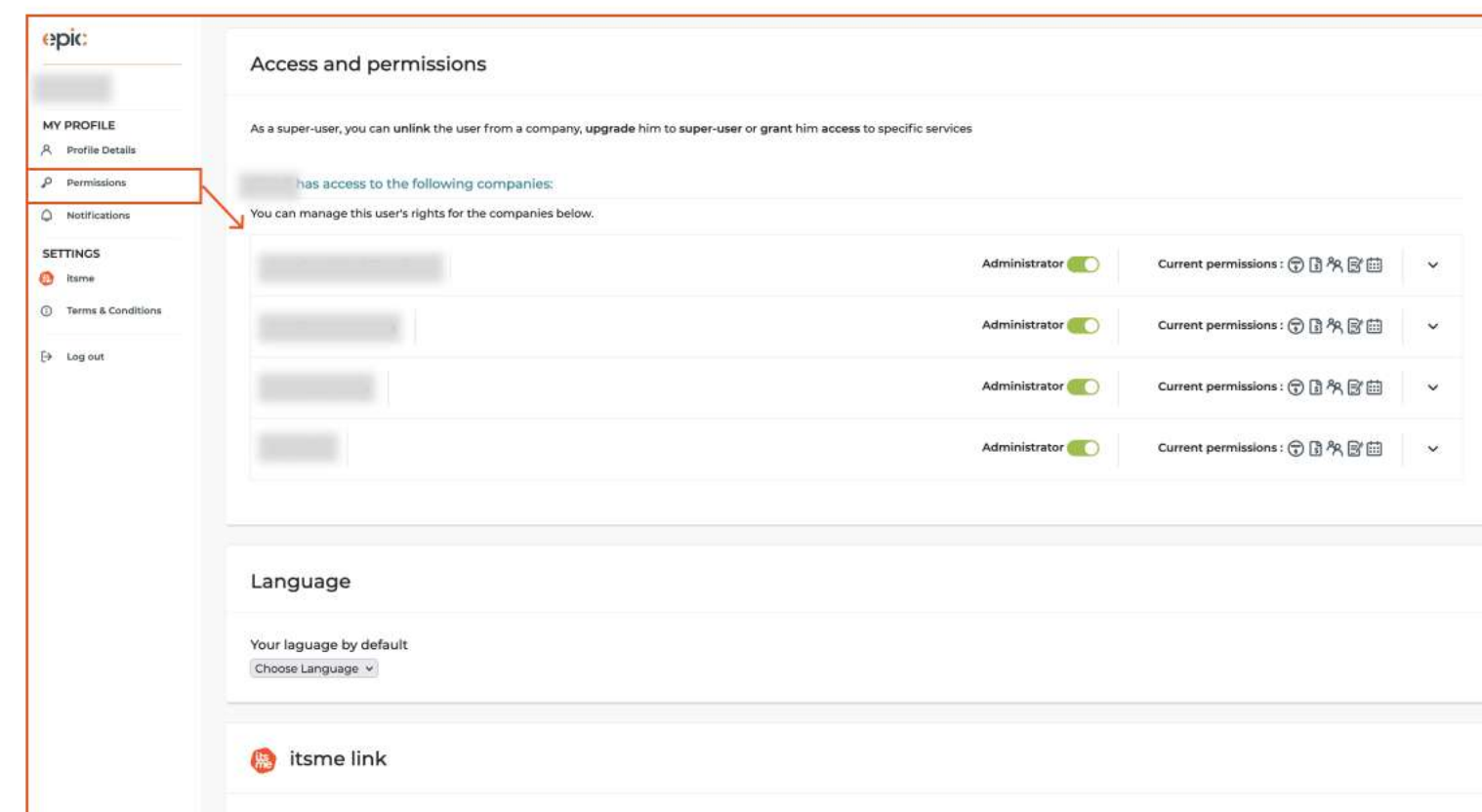
Note: As an administrator or “**Super User**” for the company you manage you have by default access to all services and data related to it.

You have **2 possibilities** to know which permissions and accesses you have in EPIC for a company

EPIC Documentation

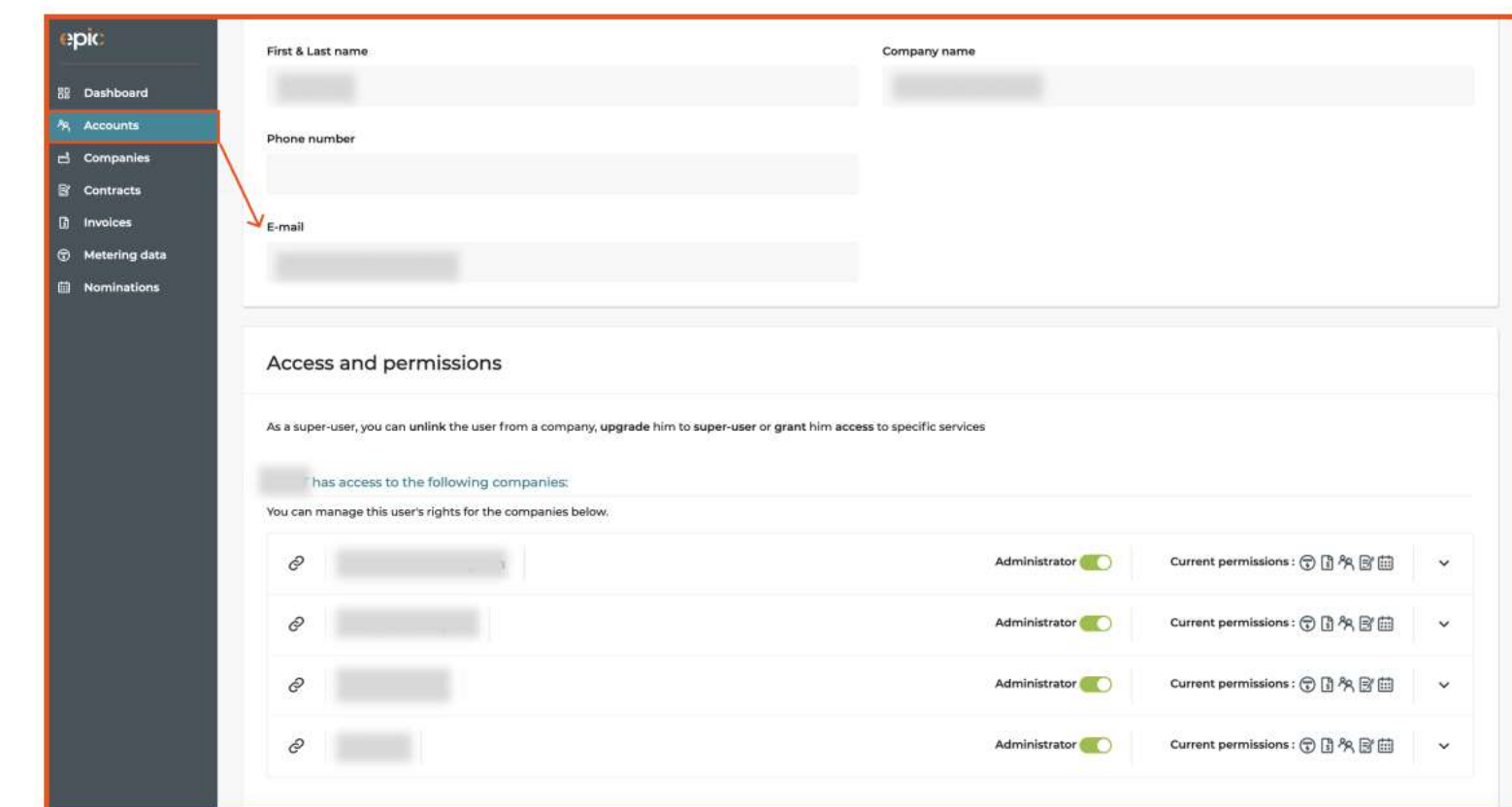
Access EPIC

#1: From your profile:



The screenshot shows the 'Access and permissions' section of a user's profile in the EPIC system. The page title is 'Access and permissions'. Below the title, there is a note: 'As a super-user, you can unlink the user from a company, upgrade him to super-user or grant him access to specific services'. The main content area shows a list of companies the user has access to, with columns for 'Administrator' (with a green toggle switch) and 'Current permissions' (with a dropdown menu). Below this list, there is a 'Language' section with a 'Choose Language' dropdown and an 'itsme link' at the bottom.

#2: In Accounts



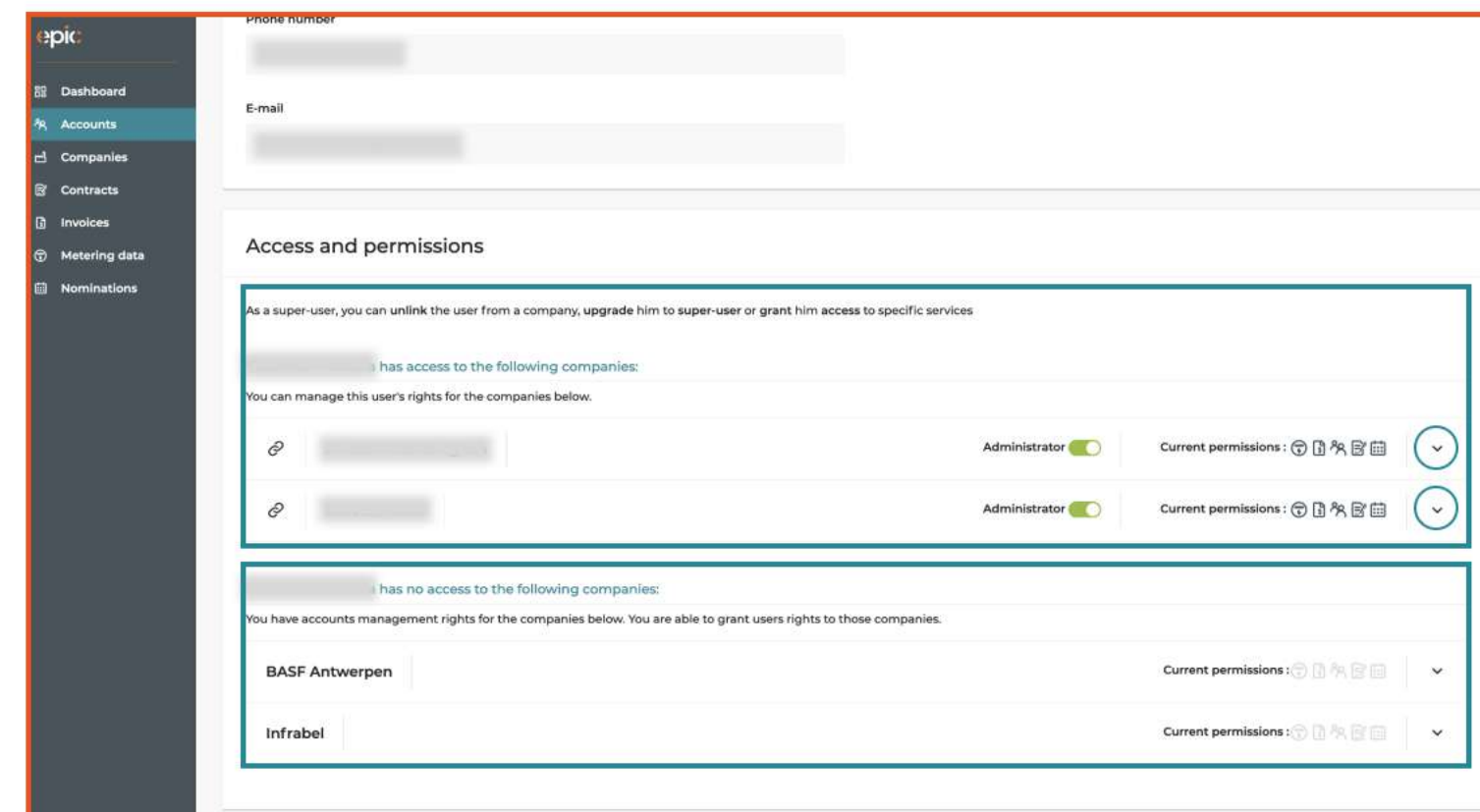
The screenshot shows the 'Accounts' page in the EPIC system. The page title is 'Accounts'. Below the title, there are input fields for 'First & Last name', 'Company name', 'Phone number', and 'E-mail'. Below these fields, there is a section titled 'Access and permissions'. This section contains a note: 'As a super-user, you can unlink the user from a company, upgrade him to super-user or grant him access to specific services'. The main content area shows a list of companies the user has access to, with columns for 'Administrator' (with a green toggle switch) and 'Current permissions' (with a dropdown menu).

How can I manage permissions for other members of my company?

Important: You need to be Administrator (Super User) in order to manage permissions and access from other members of your company.

#1: Go to “Accounts” and select the user account you want to modify;

#2: Adapt the rights and permissions of the concerned user.



01: The first block displays the companies the current user has access to. You can manage in detail the different services by clicking on the “arrow”.

02: The second block displays the companies that you have access to (as an admin) but to which that current user doesn't have access yet.

How can I delete my EPIC Account?

Before you delete your account, make sure that this will not have any impact within your company.

Once your account is deleted, you won't be able to log-in back again.

However, you still have **30 days** to request a restoration of your account to the administrator of your company.

In order to delete your account:

#1: Log-in on EPIC;

#2: Go to your profile and delete your account;

#3: You will be logged-out after having deleted your account.

EPIC Documentation Access EPIC

How can I access my profile and modify it?

Once logged in into EPIC:

#1: Click on the dropdown in the upper right corner of the screen.

#2: Click on “Profile”.

The image shows two screenshots of the EPIC user interface. The top screenshot displays the main dashboard with a navigation menu on the left and a grid of service overview cards. A dropdown menu is visible in the top right corner, with an arrow pointing to the 'Profile' option. The bottom screenshot shows the 'Access and permissions' page, which includes a table of company access for the user 'OI' VT.

Company	Role	Current permissions
ArcelorMittal Belgium	Administrator	Current permissions: [edit] [delete] [add] [refresh]
BASF Antwerpen	Administrator	Current permissions: [edit] [delete] [add] [refresh]
Borealis Kallo	Administrator	Current permissions: [edit] [delete] [add] [refresh]
Infrabel	Administrator	Current permissions: [edit] [delete] [add] [refresh]

EPIC Documentation

Access EPIC

Who can I contact?

Business question related to Elia: contact your KAM (Key Account Manager)

Question related to EPIC: contact your KAM (Key Account Manager)

Feedback to EPIC / New ideas of features: epic@elia.be

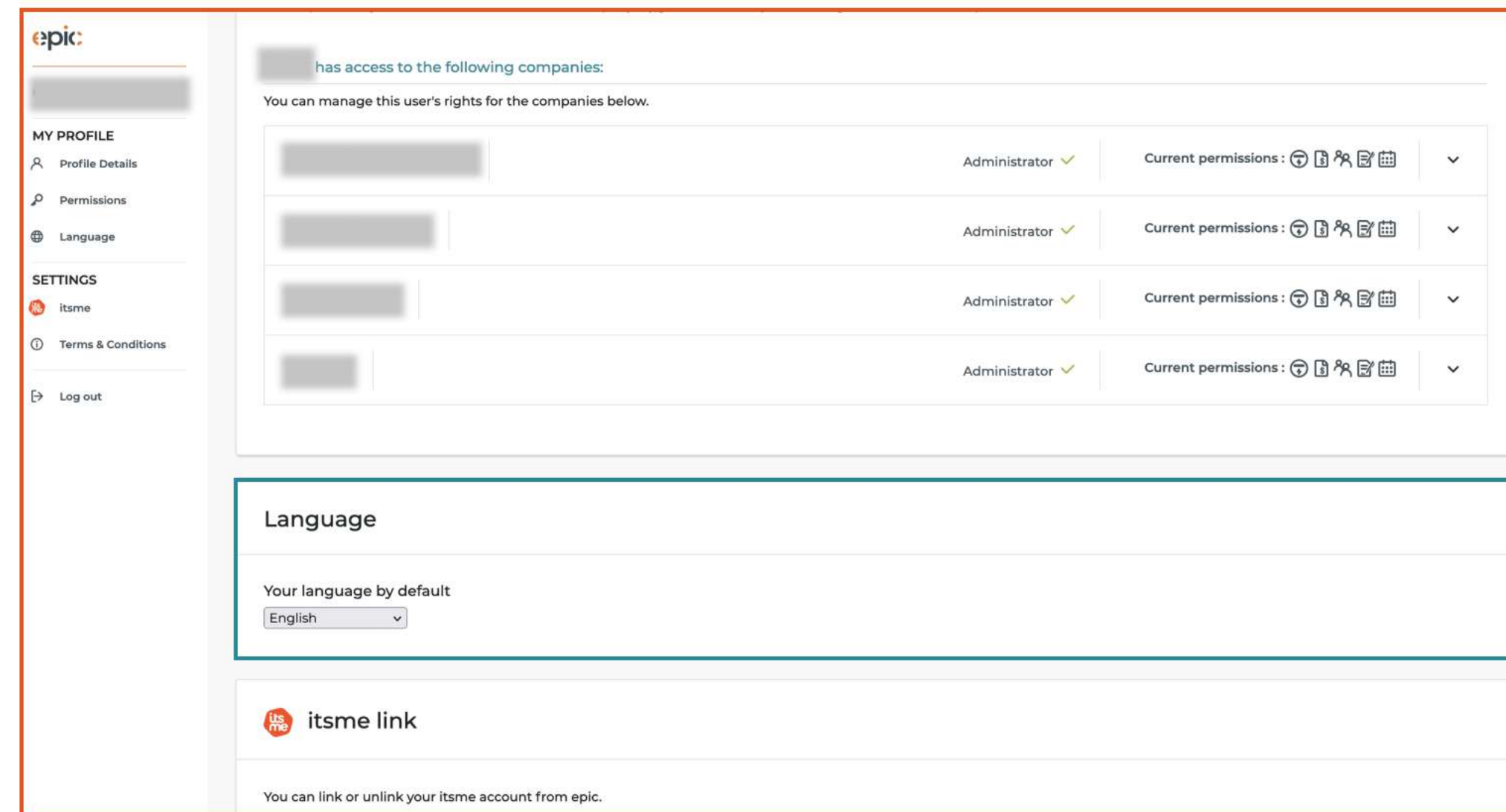
Create a ticket for support: <https://support.epic-portal.io/hc/fr/requests/new>

How can I change the language?

Once logged in into EPIC:

#1: Go to your profile (top right corner);

#2: Select another language for your interface. Default language is: **English**.





Metering access in EPIC

How can I access my metering data?

EPIC allows you to have access to your metering data. However, make sure you received the rights and permissions from your administrator.

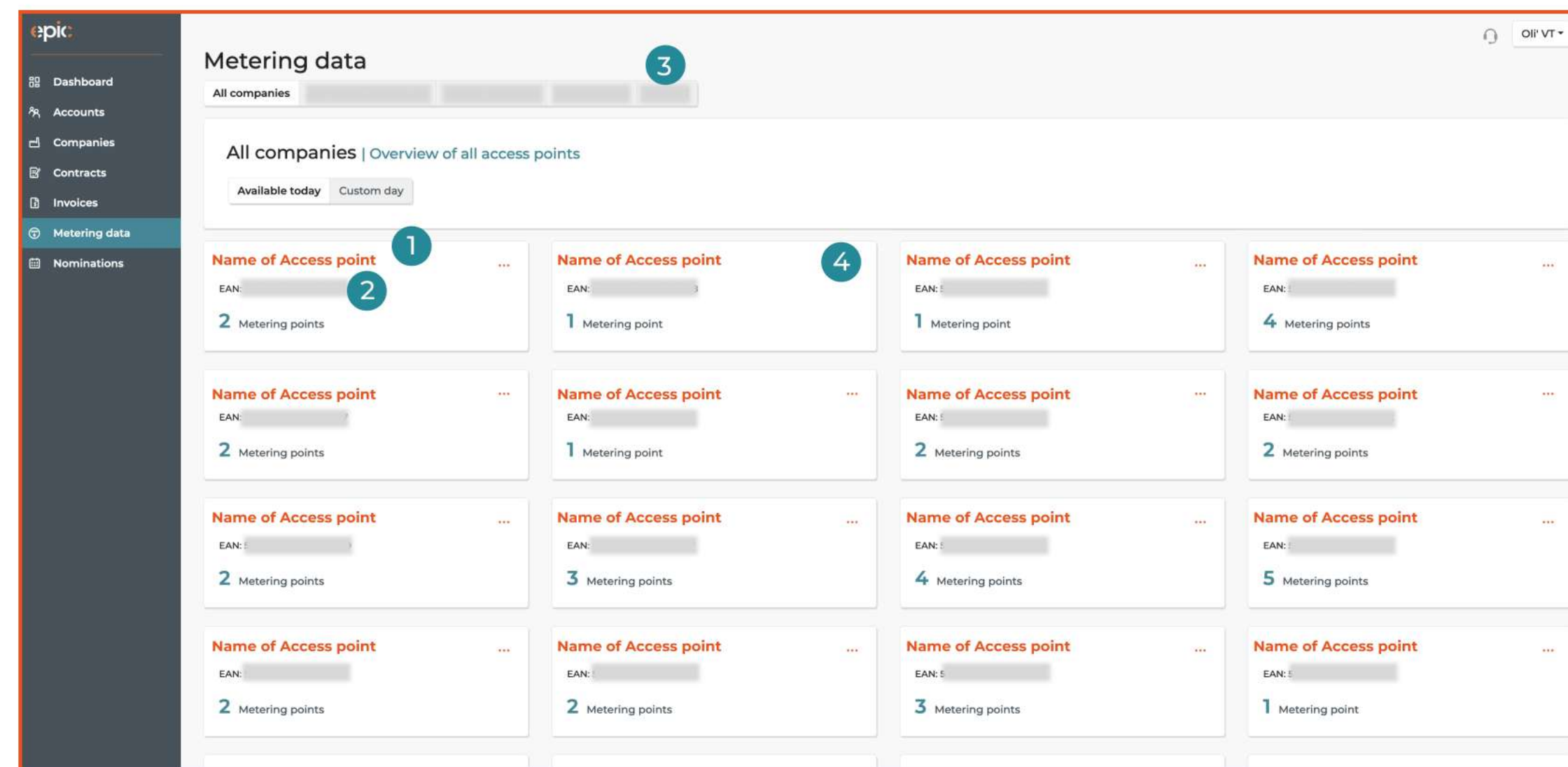
At the moment in EPIC you are able to:

- View all your connection points (Access points);
- View the day-to-day metering data for each connection point;
- View large time frames of your metering data;
- View graphical representation of your metering data;
- Download metering data (day-to-day or longer period of time);
- Share access to your metering data.

These features are the features available in July 2021. This might evolve in the future and based on your feedback.

How can I consult my metering data?

EPIC allows you to have access to your metering data. However, make sure you received the right and permissions from your administrator.



#1: Displays the name of the Access point you have access;

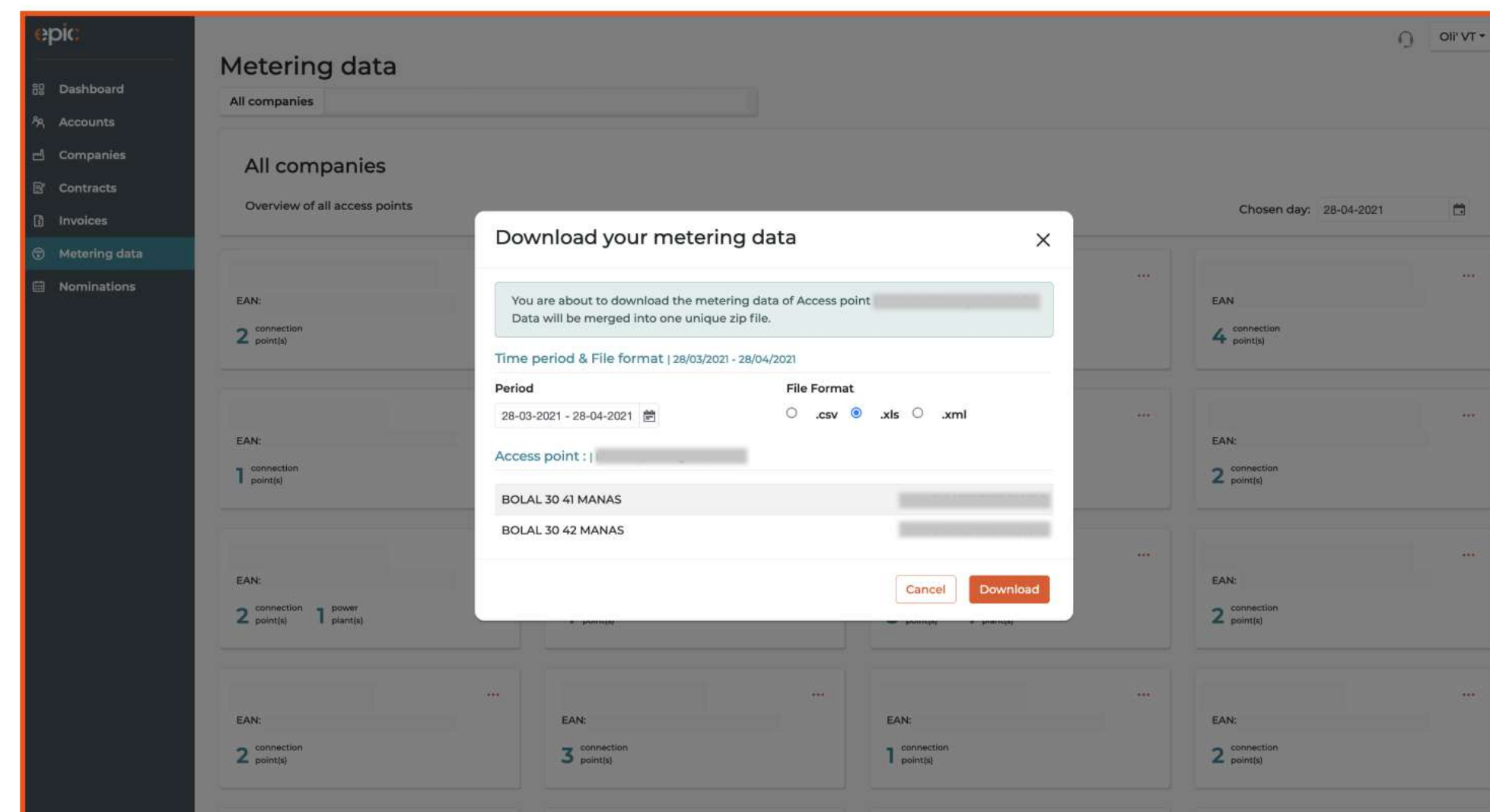
#2: Displays the EAN code of the access point;

#3: Allows you to hide/filter based on a specific company;

#4: Displays more actions on the current connection point (share, download, etc.).

How can I download my metering data?

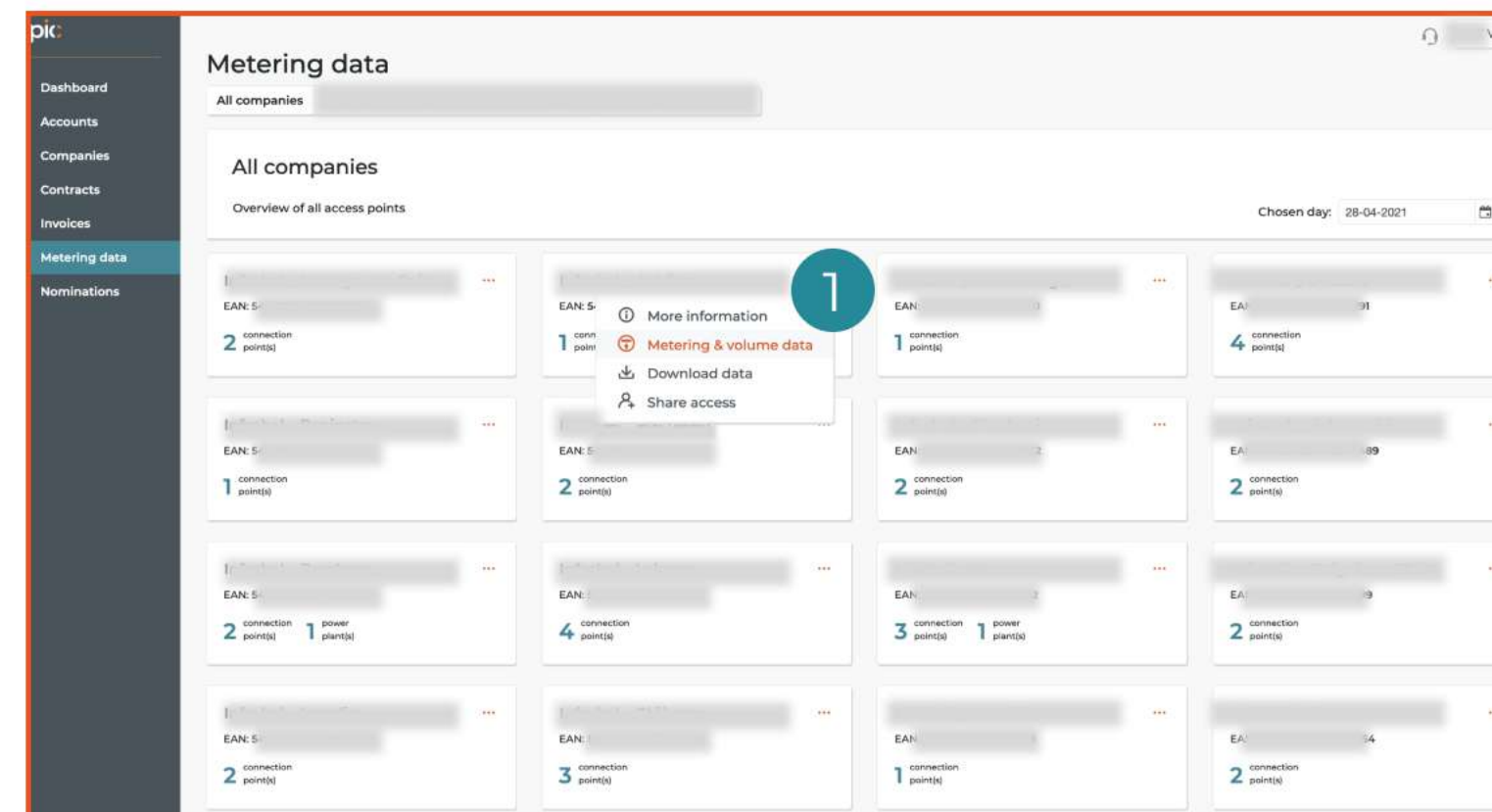
EPIC allows you to download metering data from your company. You are able to download all the data from a specific Access point.



When you decide to download metering data, you need to:

- Select the period for which you want to download the metering data;
- Select the file format (.csv, .xls or .xml).

How can I see my metering data in a graphical representation or in a table? (1/2)



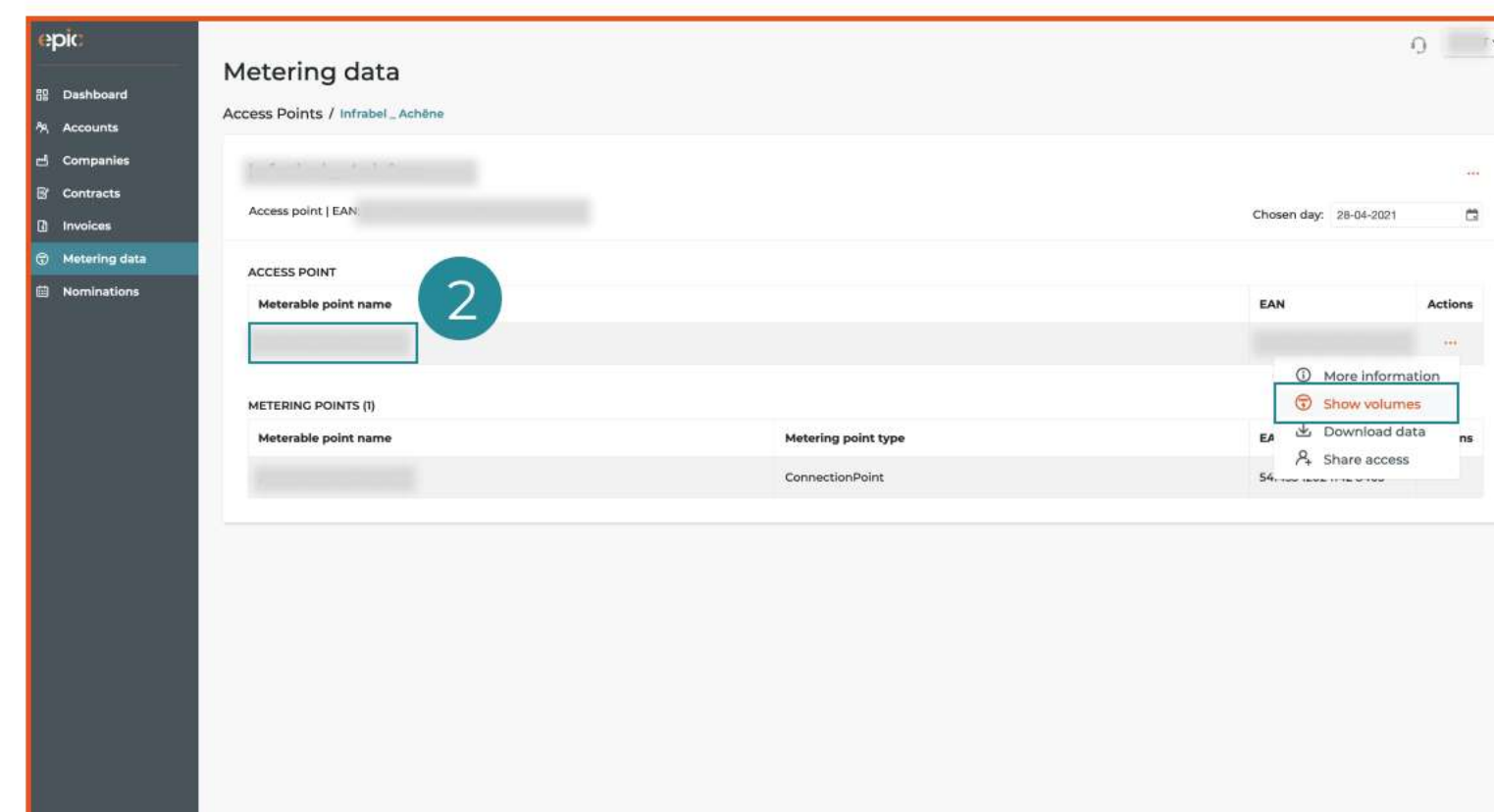
#1: Click on the 3 dots icon in order to see multiple options proposed to you.

More information: Allows you to see detailed information regarding the access point;

Metering & volume data: Allows you to see the graphical representation or table representation of an access point;

Download data: Download metering data in a different format;

Share access: Allows you to grant access to a specific part of the metering data to someone (even external people).

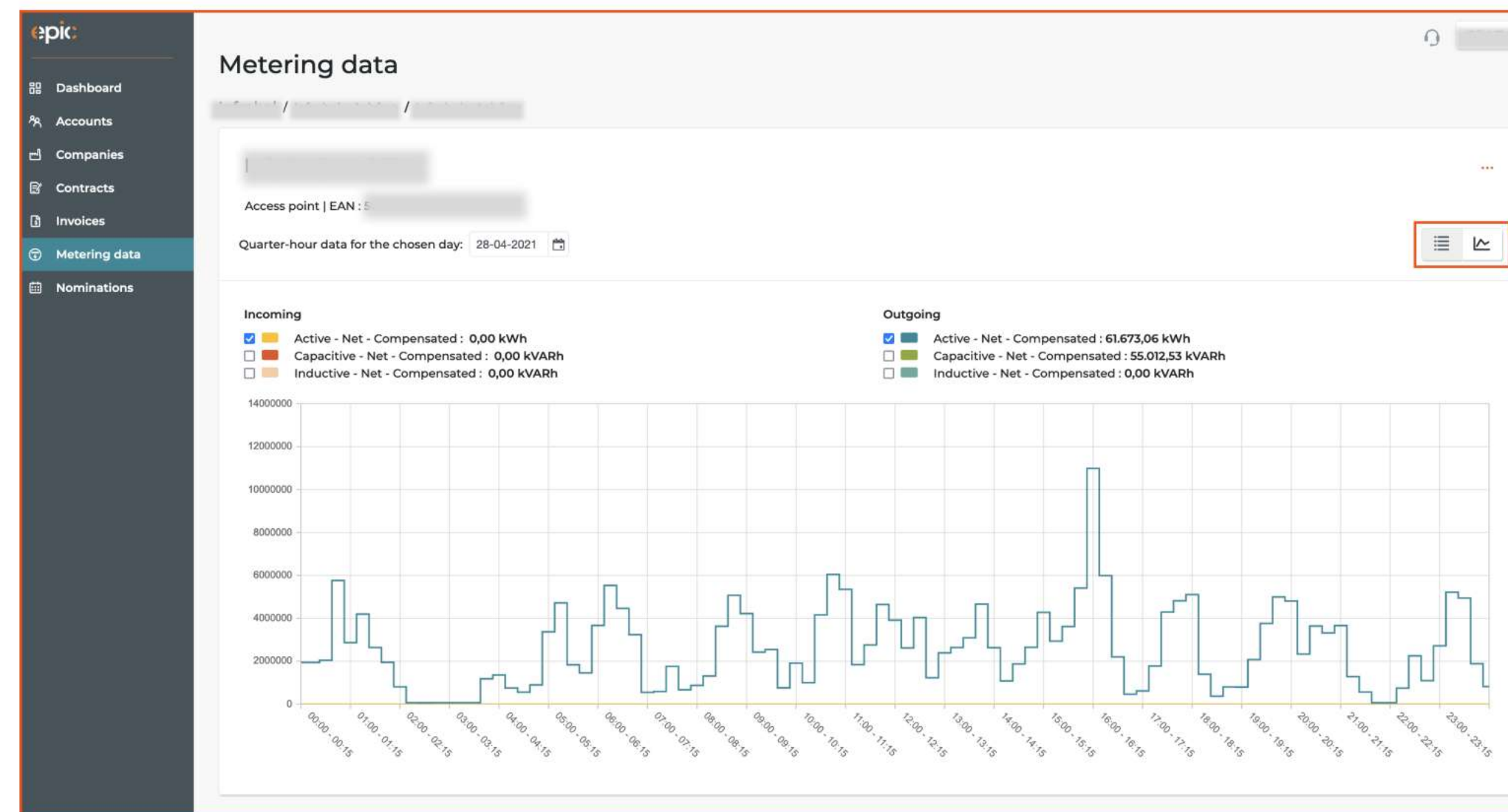


#2: You can either click on the title of the connection point or “show volumes” in order to display the data into a graphical representation or in table representation.

EPIC Documentation

Metering

How can I see my metering data in a graphical representation or in a table? (2/2)

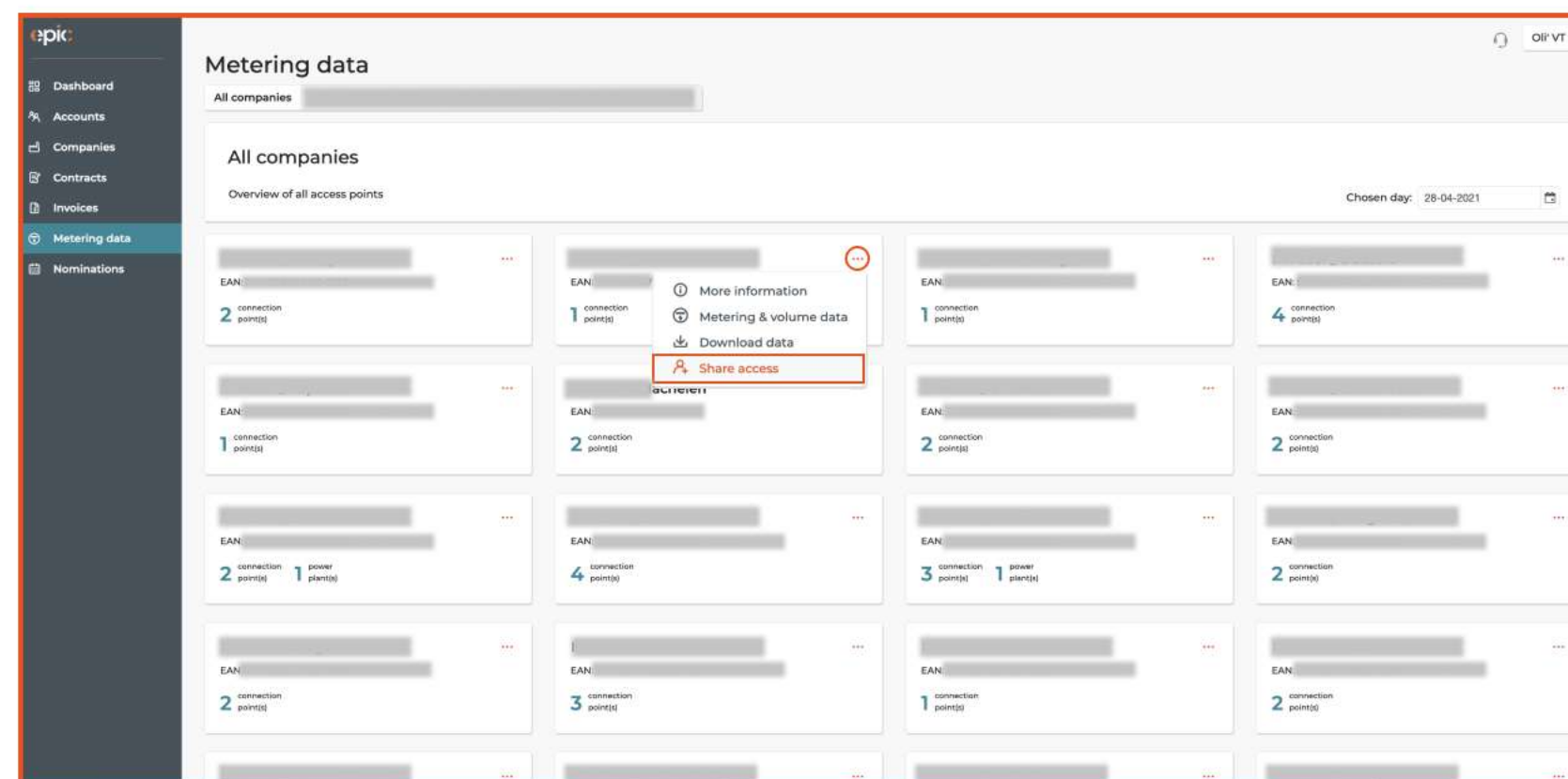


Once you are on the graphical view, you are able to switch between the graphical view and the table view.

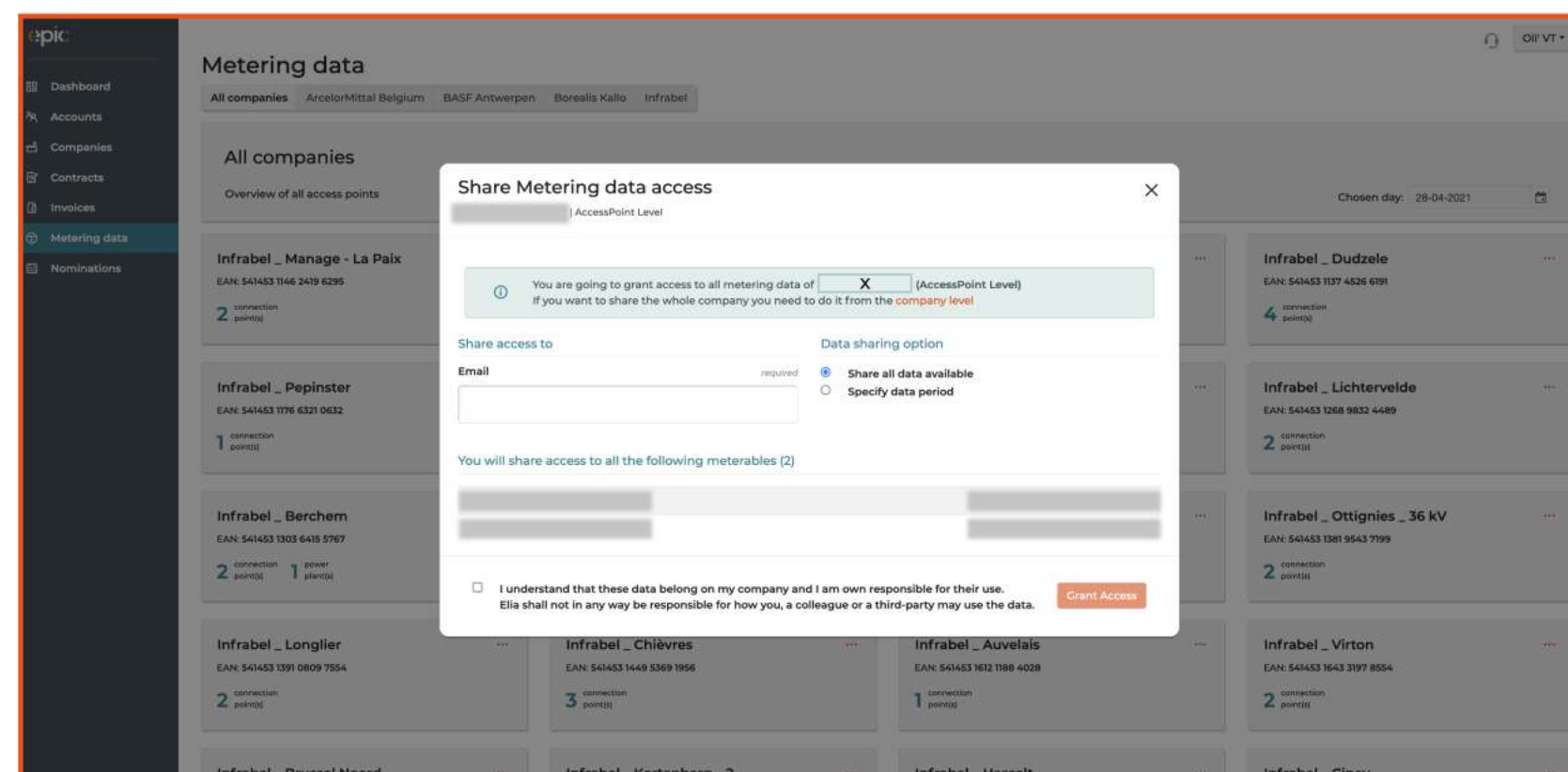
EPIC Documentation Metering

How can I share data with other collaborators?

Important: You need to be **“Administrator”** of your company in order to be able to verify who has access to your company details.



- Click on the “3 dots” related to the access point you want to share;
- Select “Share access”.



- Enter the email of the collaborator you want to grant access to (an account is required);
- Choose the data or the period you want to share;
- Confirm and grant access. Your collaborator will receive an invitation by email.

Where can I find additional documentation about metering?

A document in English (PDF) is available on www.elia.be

This document explains at least:

- The type of data transmitted;
- How can this data be implemented in your business applications;
- How to access the metering;
- How to understand and use messages containing metering data (transmitted by Elia).

A glossary is available on page 213 within the same PDF document.

About my metering data...

Is there something wrong with the metering data you received, or do you need more information regarding your metering data?

Contact: metering.services@elia.be

Do you rather prefer to create a ticket for our support service?

French: <https://support.epic-portal.io/hc/fr>

Dutch: <https://support.epic-portal.io/hc/nl>

English: <https://support.epic-portal.io/hc/en-us>



Invoices access in EPIC

How can I access my invoices?

EPIC allows you to have access to your invoices. However, make sure you received the rights and permissions from your administrator (*How can I manage permissions from other members of my company?*).

At the moment in EPIC you are able to:

- View all the invoices related to your company and the entities you have access to;
- Download specific invoices;
- Filter invoices based on the company you are working for;

These features are the features available in July 2021. This might evolve in the future and based on your feedback.

How can I consult my invoices?

EPIC allows you to have access to your invoices. However, make sure you received the rights and permissions from your administrator.

The screenshot shows the EPIC Invoices page. A sidebar on the left contains navigation links: Dashboard, Accounts, Companies, Contracts, Invoices (highlighted), Metering data, and Nominations. The main content area is titled 'Invoices' and includes a filter for 'All companies' (annotated with #4). Below this is a 'Show Invoices for period' section with options for 'This month', 'Last 3 months', 'Last 6 months', and 'or choose a custom period' (annotated with #3). A date range is set from 01/03/2019 to 30/06/2019. The main table lists invoices with columns: Status, Company (annotated with #1), Billing period, Billing date, Due date, Invoice Type, Amount (vat excl.), Amount (vat incl.), and Contract ID (annotated with #2). The table contains 14 rows of invoice data.

Status	Company	Billing period	Billing date	Due date	Invoice Type	Amount (vat excl.)	Amount (vat incl.)	Contract ID
Cleared			26/06/2019	29/07/2019		-21.534,42 €	-26.056,65 €	
Cleared		July 2019	20/06/2019	08/07/2019	Provision	994.881,66 €	1.203.806,81 €	
Cleared		July 2019	20/06/2019	08/07/2019	Provision	338.581,29 €	409.683,36 €	
Cleared		July 2019	20/06/2019	08/07/2019	Provision	595.592,05 €	720.666,38 €	
Cleared		May 2019	17/06/2019	02/07/2019	Regularisation	550.786,52 €	666.451,69 €	
Cleared		May 2019	17/06/2019	02/07/2019	Regularisation	420.762,62 €	501.543,01 €	
Not cleared		May 2019	17/06/2019	17/07/2019	Regularisation	-39.424,74 €	-47.703,94 €	
Not cleared		April 2019	06/06/2019	09/07/2019	Regularisation	-125.564,12 €	-151.932,59 €	
Cleared			24/05/2019	26/06/2019		1.815,48 €	2.196,73 €	
Cleared			24/05/2019	26/06/2019		1.125,36 €	1.361,69 €	
Cleared		June 2019	23/05/2019	09/06/2019	Provision	993.435,46 €	1.202.056,91 €	
Cleared			23/05/2019	25/06/2019		-128.638,53 €	-155.652,62 €	
Cleared			23/05/2019	26/06/2019		128.638,53 €	155.652,62 €	

#1: Displays the company name for the invoice;

#2: Displays the contract ID linked to the dedicated invoice;

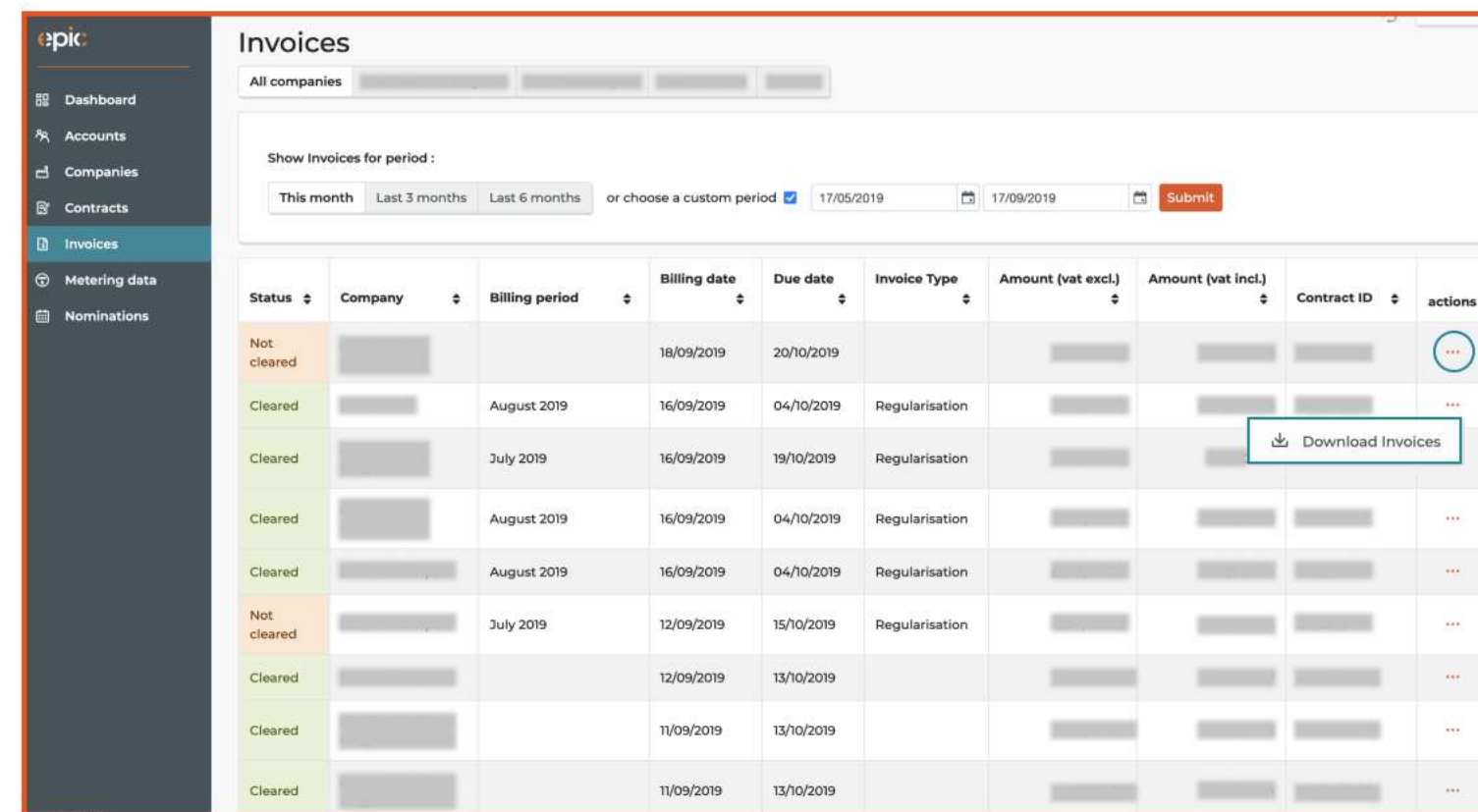
#3: Filter options allowing you to display specific invoices;

#4: Show or hide invoices based on the company to which they belong.

EPIC Documentation Invoices

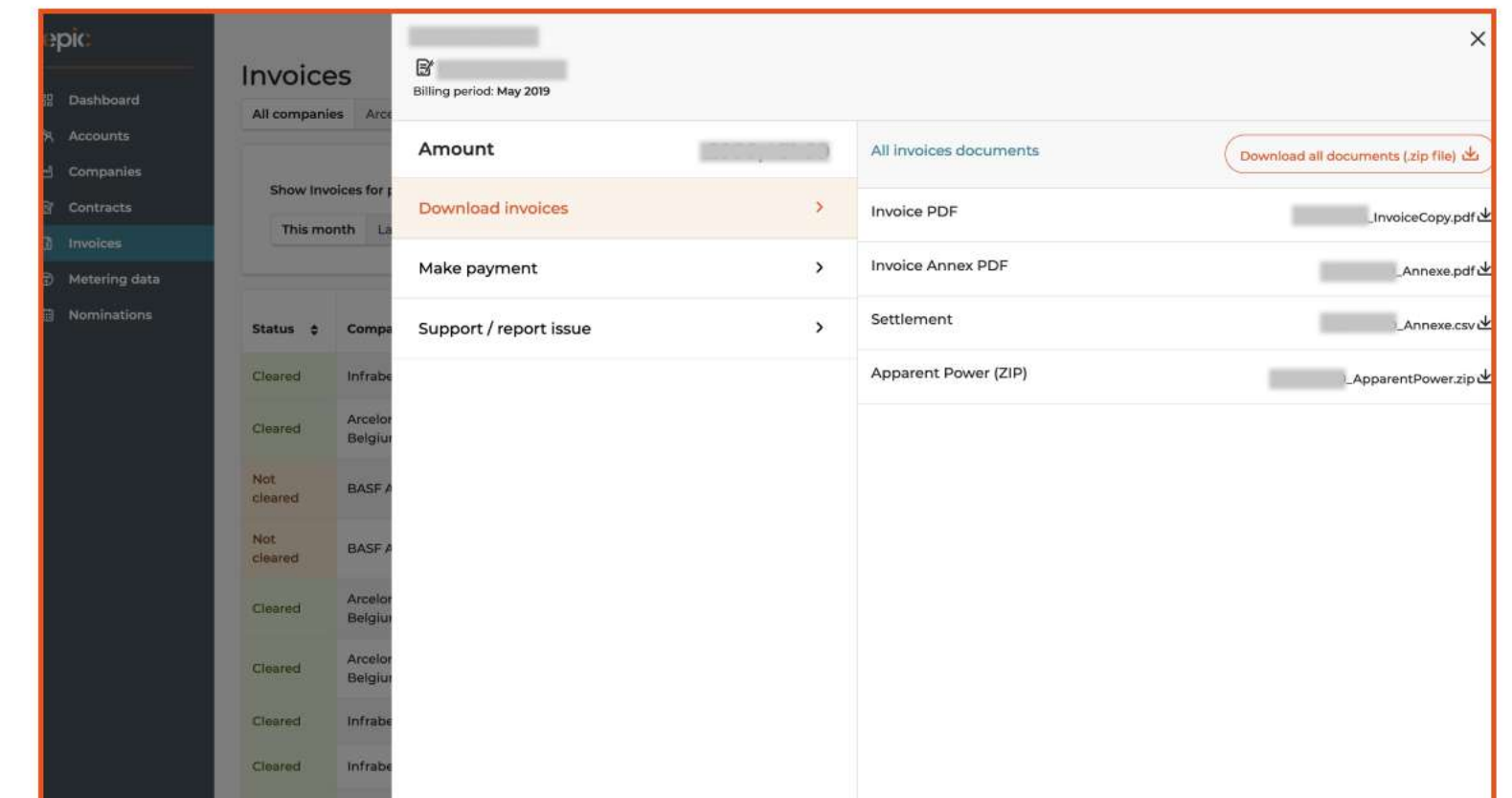
How can I download my invoices?

EPIC allows you to have access to your invoices. However, make sure you received the rights and permissions from your administrator.



The screenshot shows the EPIC Invoices page. At the top, there is a filter for 'All companies' and a section for 'Show Invoices for period' with options for 'This month', 'Last 3 months', 'Last 6 months', and a custom period selection. Below this is a table of invoices with columns for Status, Company, Billing period, Billing date, Due date, Invoice Type, Amount (vat excl.), Amount (vat incl.), Contract ID, and actions. A 'Download Invoices' button is highlighted in the actions column of one of the rows.

Status	Company	Billing period	Billing date	Due date	Invoice Type	Amount (vat excl.)	Amount (vat incl.)	Contract ID	actions
Not cleared			18/09/2019	20/10/2019					⋮
Cleared		August 2019	16/09/2019	04/10/2019	Regularisation				⋮
Cleared		July 2019	16/09/2019	19/10/2019	Regularisation				⋮
Cleared		August 2019	16/09/2019	04/10/2019	Regularisation				⋮
Cleared		August 2019	16/09/2019	04/10/2019	Regularisation				⋮
Not cleared		July 2019	12/09/2019	15/10/2019	Regularisation				⋮
Cleared			12/09/2019	13/10/2019					⋮
Cleared			11/09/2019	13/10/2019					⋮
Cleared			11/09/2019	13/10/2019					⋮



The screenshot shows the EPIC Invoices page with a dropdown menu open for a specific invoice. The menu options include 'Download invoices', 'Make payment', and 'Support / report issue'. There is also a 'Download all documents (zip file)' button at the top right of the menu.

Status	Company	Amount	actions
Cleared	Infra		⋮
Cleared	Arcele Belgium		⋮
Not cleared	BASF		⋮
Not cleared	BASF		⋮
Cleared	Arcele Belgium		⋮
Cleared	Arcele Belgium		⋮
Cleared	Infra		⋮
Cleared	Infra		⋮

- #1:** If you are interested download your invoices, you can click on the “3 dots”;
- #2:** Click on “download invoices”;
- #3:** Select the invoice document you want to download all the documents in a .zip.

Status and practical information about Invoices

Navigating through the invoices in EPIC, you can see that all our invoices are displayed with a status. This status aims to give you some context and information regarding each invoice.

Open: Either the invoice is new, or this invoice hasn't reached its due date.

Paid: Your invoice is paid. Thank you for that. Nothing to do anymore regarding this one.

Overdue: This means that your invoice has reached its due date, without having received any payment on our side from your company.



Contract access in EPIC

How can I access my contracts?

EPIC allows you to have access to your contracts. However, make sure you received the rights and permissions from your administrator (*How can I manage permissions from other members of my company?*).

At the moment in EPIC you are able to:

- View all the contracts your company has access to;
- View the Elia contact information;
- View the contractual roles and collaborators associated to it;
- Access and download the contractual documents.

These features are the features available in July 2021. This might evolve in the future and based on your feedback.

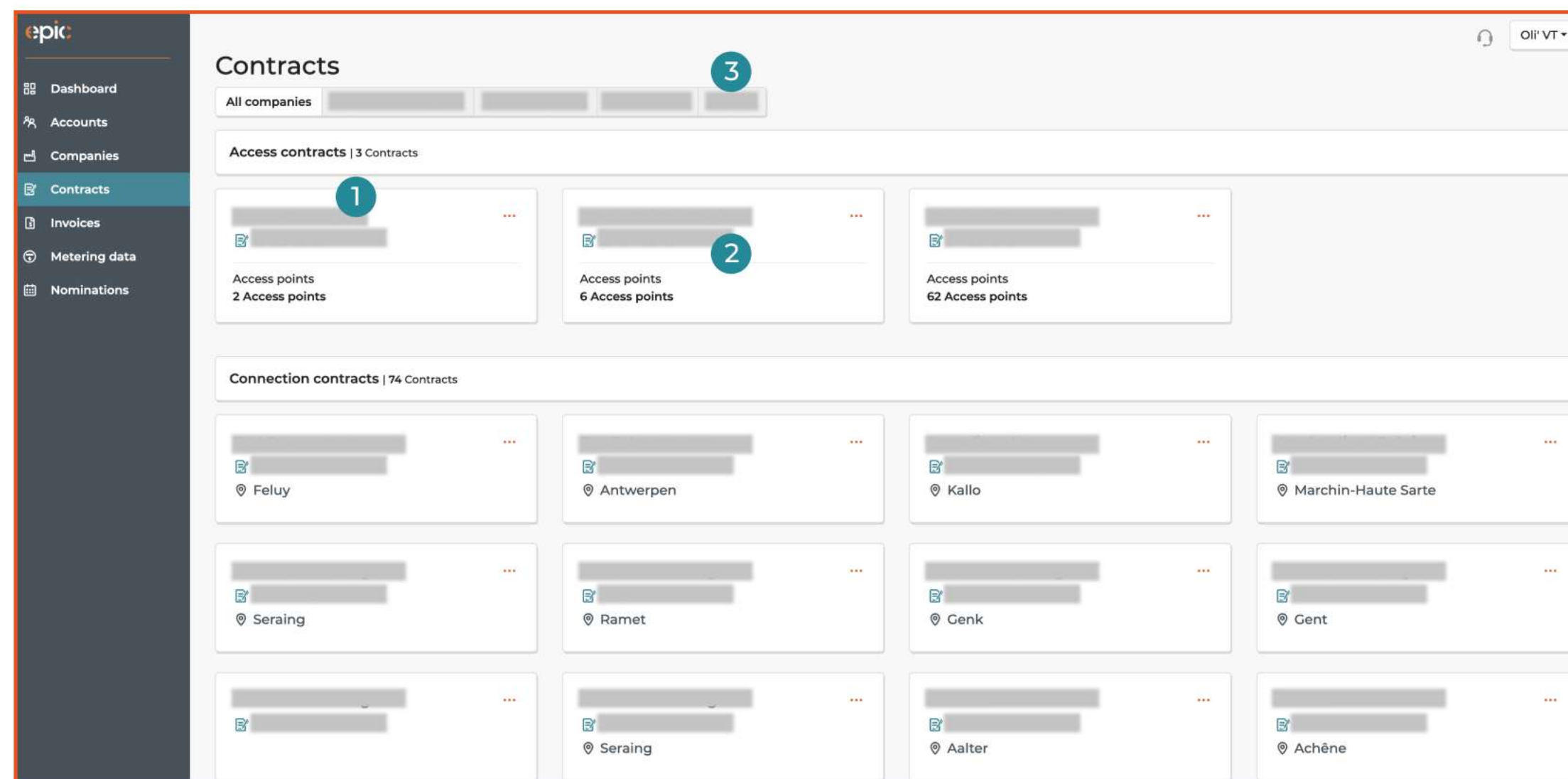
Please make sure if you want to change your **contact information**, or if you have to **renew an annex**, you still need to proceed as usual via the Customer Hub.

EPIC Documentation

Contracts

How can I consult my contracts?

EPIC allows you to have access to your contracts. However, make sure you received the rights and permissions from your administrator.



#1: Displays the company name for the contract;

#2: Displays the contract ID (*C-123-456, U-123-45-67, ...*) linked to the dedicated contract;

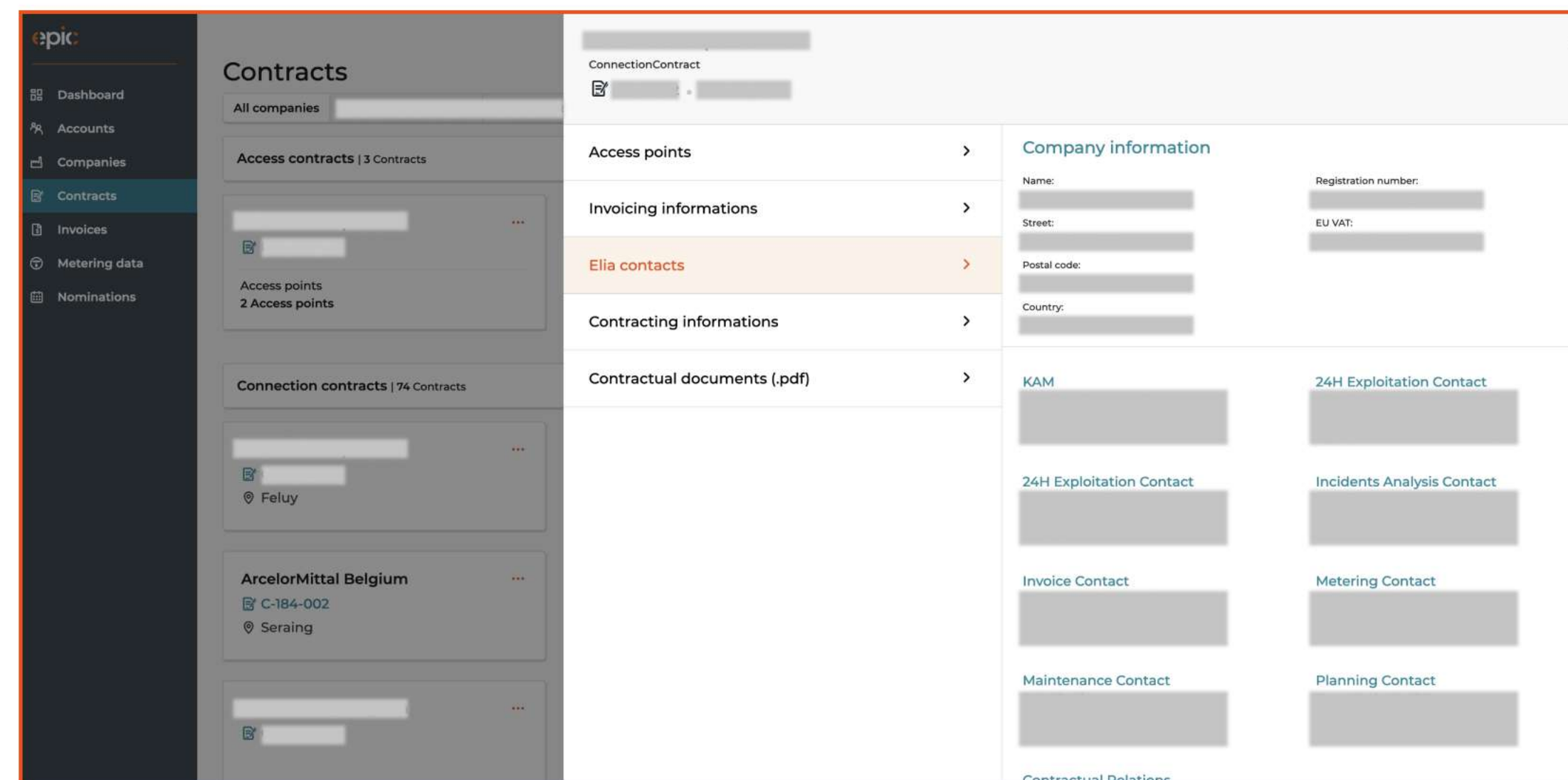
#3: Filters the contracts based on the company entity.

EPIC Documentation

Contracts

Which information is available in my contracts?

EPIC allows you to have access to your contracts. However, make sure you received the rights and permissions from your administrator.



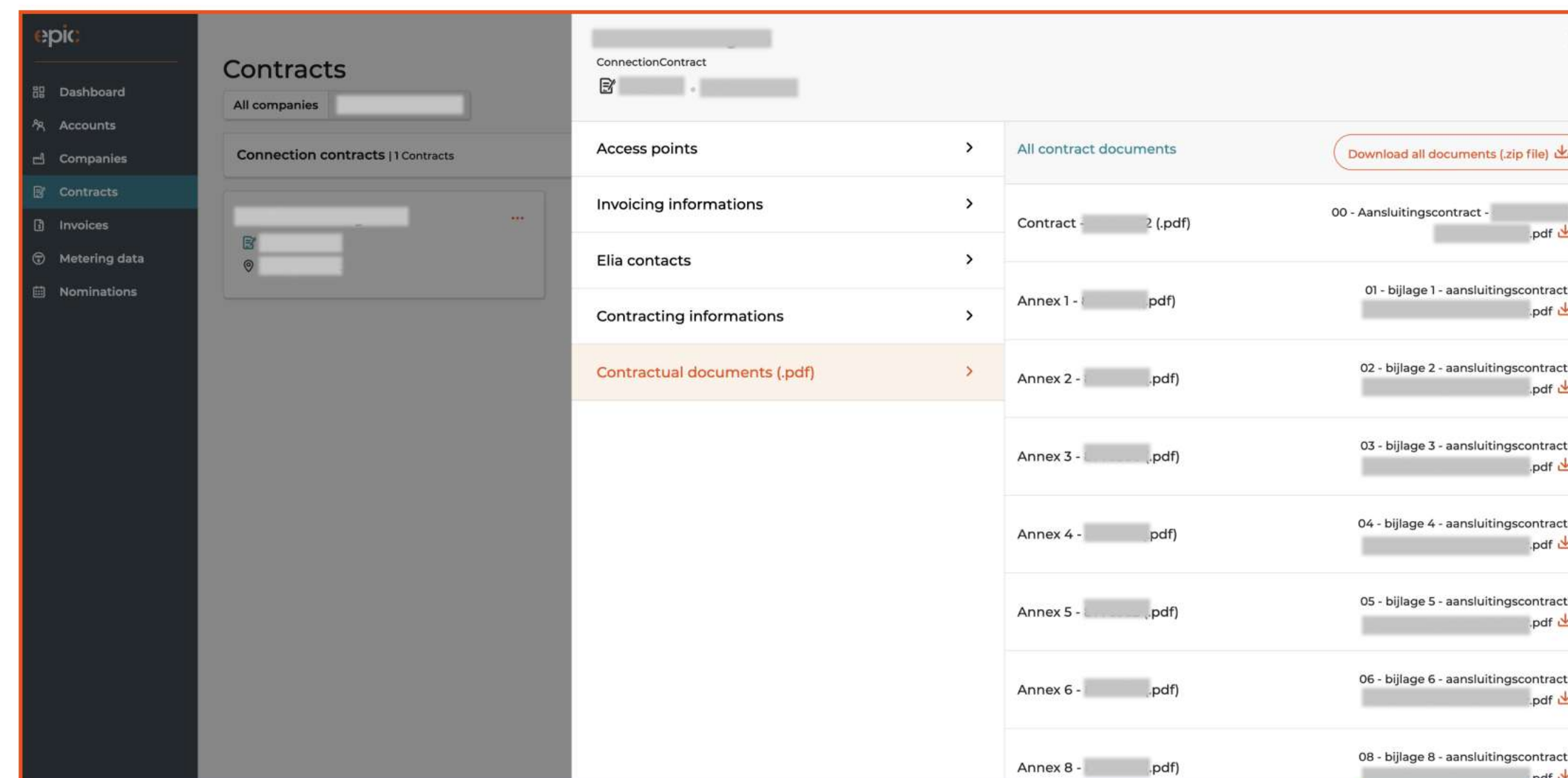
- **Elia contract:** All the informations regarding the Elia contacts and contact information for different department;
- **Contracting information:** information regarding the contractual roles on the contracts you have with Elia;
- **Contractual document:** access the different annexes related to your contract and allows you to dowload them.

EPIC Documentation

Contracts

How can I download my annexes?

EPIC allows you to have access to your contracts and their annexes. However, make sure you received the rights and permissions from your administrator.



The screenshot displays the EPIC web application interface. On the left is a dark sidebar with navigation items: Dashboard, Accounts, Companies, Contracts (highlighted), Invoices, Metering data, and Nominations. The main content area is titled 'Contracts' and shows a list of 'Connection contracts | 1 Contracts'. A modal window titled 'ConnectionContract' is open, displaying a table of contract documents. The table has two columns: the first column lists document types like 'Access points', 'Invoicing informations', 'Elia contacts', 'Contracting informations', and 'Contractual documents (.pdf)'. The second column lists specific documents, such as 'Contract - [redacted] (.pdf)', 'Annex 1 - [redacted].pdf', 'Annex 2 - [redacted].pdf', etc., up to 'Annex 8 - [redacted].pdf'. Each document entry has a download icon. At the top right of the modal, there is a button labeled 'Download all documents (.zip file)' with a download icon.

You are able to download all your annexes to your contract as one .zip file or you can choose to download each of them separately.

How can I renew my Annexes?

Please make sure if you want to change your **contact information**, or if you have to **renew an annex**, you still need to proceed as usual via the Customer Hub

For detailed information please refer to the support center of Elia:

<https://support.epic-portal.io/hc/fr>

<https://support.epic-portal.io/hc/nl>

<https://support.epic-portal.io/hc/en-us>

If you want to create a ticket via email: support@epic-portal.io

We will work on the Annex renewal topic soon, if you are interested to participate in the elaboration or if you want to leave a comment/share your opinion with us:

Any comments? Share your opinion with us: epic@elia.be



Any questions?

Any question or comments?

Share your opinion and feedback with us: epic@elia.be

If you want to create a ticket via email:

support@epic-portal.io