

ERGEG Gas Focus Group/Storage TF

Guidelines for Good Practice for Gas Storage System Operators (GGPSSO)

Questionnaire for SSOs

Introduction

The objective of this questionnaire is to collect information from SSOs to assist in monitoring the implementation of the GGPSSO as requested by the European Commission.

The GGPSSO set out the minimum requirements for the provision of fair and non-discriminatory access to gas storage (in accordance to the Gas Directive¹). Monitoring implementation of the GGPSSO is therefore important in understanding how access to gas storage is being provided.

Not all requirements under the GGPSSO are due to be implemented from 1 April 2005 – however it will be important to understand what progress SSOs are making towards implementing these later requirements.

The deadline for the completion of the questionnaire is **20 June 2005**.

If there are late or incomplete submissions after date they will be considered as "nil" returns. SSOs are required to indicate the date from which GGPSSO requirements were met –particularly where this after 1 April 2005.

In order to ensure that all interested parties are consulted, ERGEG will also send out questionnaires to national regulatory authorities and storage users. The view of

¹ Directive 2003/55/EC of the European Parliament and of the Council concerning common rules for the internal market in natural gas and repealing Directive 98/30/EC



storage users will be particularly important in assessing implementation of the GGPSSO.

ERGEG intends to publish an initial report on the implementation of the GGPSSO in September 2005 and it expects to present these findings at the next Madrid Forum. ERGEG intends to issue a final report on implementation after it has an opportunity to consider responses to its initial report.

To help ensure transparency, responses to the questionnaire and other documents associated with the GGPSSO will be published on the ERGEG website. Any requests to keep information confidential will be considered in accordance with the relevant section of the GGPSSO that deals with the publication of the information. If you want any information to be treated as confidential this should be objectively justified and outlined clearly – taking into account the requirements of the GGPSSO. Any information that is to be treated as confidential should be placed in a separate appendix.

Please note that in order to allow for maximum common understanding of data, the answers provided by SSOs will be reviewed by the national regulatory authority.

Given that ERGEG's initial report will be published in September, we request that SSOs provide an addendum to their original submission if there are significant changes to the information that they provide, between 20 June and the beginning of September (1 September). This will ensure that the report is as up to date as possible and avoid misrepresenting the position of the SSOs.

Any question on this questionnaire should be directed in the first instance to:

[insert contact details of NRA]



ies	tionnaire	
	General	
	Business name of respondent: Henrik Bendixen +45 45 17 10 22 or Katrine (10 24 - DONG Distribution And Storage (DONG D&S) Agern Alle 24-26 2970 Hoers	
	ls access to your storage system provided:	
	(a) on a regulated basis	
	(b) on a negotiated basis	\boxtimes
	(c) both (please provide comments below)	
	notes: DONG D&S also provides SBU's	
	Is access provided:	
	(a) to a given storage facility	
	(b) to a group of storage facilities in the same balancing zone	\boxtimes
	(c) other (please provide comments below)	
	notes:The TSO has the right to choose between withdrawal and injection from the separately	storages
	u answer that access is provided to a given storage facility/to a group of storage, please following answers will be interpreted accordingly If access to storage is not provided to individual storage facilities, please providently many groups, how many sites within group) and specify how this is arranged:	e details (e.g. how
	answer: The Storage Customers are offered virtual storage capacity which is physical two storage sites in Stenlille and LI Thorup	ally provided by the
	How many system users own capacity rights (date of reference: 1 April 2005)?	
	answer: 5	
	National framework:	
ĺ	(a) do you believe that there is a conflict between the requirements of the GGPSSO and national legislation that will materially affect either your interests or your ability to comply with the GGPSSO?	
	(b) if "yes", did you notify your relevant national regulatory authority (GGPSSO Scope and Objective)?	





2 Roles and responsibilities of Storage System Operators

(a)	a separate entity (i.e. ownership unbundling)	
(b)	a separate entity (i.e. legal unbundling)	\boxtimes
(c)	part of a "combined operator" (i.e. combined transmission, LNG, storage and distribution storage operator, legally unbundled from other activities not relating to transmission, LNG, storage and distribution system operations)	
(d)	part of a vertically integrated company (i.e. unbundling of accounts)	
n th	e case of a SSO being part of a vertically integrated company:	
(a)	please provide details on the ownership structure. If an ownership diagram is avail attach it to the completed questionnaire.	able, please
	details:	
(b)	please specify if you have drawn up a document setting out all the terms and conditions relating to storage use by the affiliate company (GGPSSO 1.3).	
Plea	se specify if you (GGPSSO 1.2.b):	
(a)	have developed and use standard storage contracts	\boxtimes
(h)	have developed and use a storage code (approved by national relevant regulatory authority)	
(5)	regulatory dutilonty)	
(c)	consulted users in developing the standard storage contracts or the storage code	\boxtimes
(c)	consulted users in developing the standard storage contracts or the storage	
(c)	consulted users in developing the standard storage contracts or the storage code se provide details on how the consultation process for developing	
(c) Plea cont (a)	consulted users in developing the standard storage contracts or the storage code se provide details on how the consultation process for developing tracts/storage code was conducted (relating to GGPSSO 1.2.b)	
(c) Pleacont (a) (b)	consulted users in developing the standard storage contracts or the storage code se provide details on how the consultation process for developing tracts/storage code was conducted (relating to GGPSSO 1.2.b) bilateral contacts with some users	standard
(c) Pleacont (a) (b) (c)	consulted users in developing the standard storage contracts or the storage code se provide details on how the consultation process for developing tracts/storage code was conducted (relating to GGPSSO 1.2.b) bilateral contacts with some users bilateral contacts with all users and some prospects open consultation process, with some sort of public announcement (e.g. on	standard
(c) Pleacont (a) (b) (c)	consulted users in developing the standard storage contracts or the storage code se provide details on how the consultation process for developing tracts/storage code was conducted (relating to GGPSSO 1.2.b) bilateral contacts with some users bilateral contacts with all users and some prospects open consultation process, with some sort of public announcement (e.g. on company website, by press, at a conference)	standard



3.2

3.3

3.4

3 Necessary TPA services

3.1 Please provide the following data in normalised cubic meters (date of reference: 1 April 2005) (GGPSSO 3.1)

		Space	Injectal	bility	Deliverability
(a)	technical capacity	760 mio cm.	6 mio c	:m/d	13 mio .cm./d
(b)	available capacity	20 mio. cm as per May 1 2005			
(c)	contracted or held capacity	740 mio. cm as per May 1 2005			
(d)	any storage capacity not available to TPA on the grounds of article 2(9) of the Gas Directive, with substantiated reasons ²				
	notes: DONG D&L has informed the Regulator that due t is not able to provide online information on (b) available april 2006				
(e)	any other capacity excluded from TPA – other than the portion used for production operations and facilities reserved exclusively for the TSO				
	notes: As per 1 April 2005 the TSO has reserved 165 mic cm/d Deliverability: 1,8 mio. cm/d.)	o. cm on TPA tei	rms. (injed	ctabili	ty: 1,8 mio.
	•				
GGF	cm/d Deliverability: 1,8 mio. cm/d.) ase indicate if Public Service Obligations (PSO) in				
GGF (a)	cm/d Deliverability: 1,8 mio. cm/d.) ase indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15):				relating to
GGF (a) (b)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15): the SSO				relating to
(a) (b) (c)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15): the SSO the shippers				(relating to
(a) (b) (c)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15): the SSO the shippers no PSO				relating to
(a) (b) (c) (d)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15): the SSO the shippers no PSO other				relating to
(a) (b) (c) (d)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSO 3.2, 3.5, 3.6-3-15): the SSO the shippers no PSO other notes: the TSO	your country a	are place		relating to
(a) (b) (c) (d) Cap (a)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15): the SSO the shippers no PSO other notes: the TSO acity for Public Service Obligations (hereafter PSO):	your country a	SO 3.2)	ed on	relating to
(a) (b) (c) (d) (a) (a)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSO 3.2, 3.5, 3.6-3-15): the SSO the shippers no PSO other notes: the TSO acity for Public Service Obligations (hereafter PSO): is storage capacity needed for any PSO offered on a TP/	your country a	SO 3.2)	ed on	relating to
(a) (b) (c) (d) (d) (a) (a) (a)	cm/d Deliverability: 1,8 mio. cm/d.) see indicate if Public Service Obligations (PSO) in PSSO 3.2, 3.5, 3.6-3-15): the SSO the shippers no PSO other notes: the TSO acity for Public Service Obligations (hereafter PSO): is storage capacity needed for any PSO offered on a TP/	your country a	SO 3.2)	ed on	(relating to

² Storage facility means a facility used for the stocking of natural gas and owned and/or operated by a natural gas undertaking, including the part of LNG facilities used for storage but excluding the portion used for production operations, and excluding facilities reserved exclusively for transmission system operators in carrying out their functions



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		Space	Injectab	oility	Deliverability
(a) n	ormalised cubic meters				
Οο γοι	u offer the following services on the primary market	(GGPSSO 3.3	s, 3.5, 3.7):		
(a) b	undled services (SBU) of space and injectability/deliver	ability			\boxtimes
	service which includes an obligation for the SSO to allo	ocate the gas w	hich has		
c) in	ejection and withdrawal are possible at any time				
n	otes:				
are the	e following services separately charged (GGPSSO 3	3.3., 3.5, 3.7)?			
	service which includes an obligation for the SSO to allo	ocate the gas w	hich has		
(b) in	jection and withdrawal are possible at any time				
n	otes:				
Vhere	some services have NOT been introduced, please	state why (GG	PSSO 3.4.I	b, 3.5	5, 3.6, 3.7):
	some services have NOT been introduced, please sation for the SSO to allocate according to nominations consistent with the use of the interconnected gas trans			b, 3.5	i, 3.6, 3.7):
Obliga	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interco	smission syste		b, 3.5	i, 3.6, 3.7):
Obliga (a) (b)	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas trans	smission syste		b, 3.5	i, 3.6, 3.7):
Obliga (a) (b)	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interconnected transportation system	smission syste		b, 3.5	[i, 3.6, 3.7):
Obliga (a) (b) Injecti	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interc transportation system on and withdrawal possible at any time	smission syste		b, 3.5	G, 3.6, 3.7):
Obliga (a) (b) Injecti (c)	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interc transportation system on and withdrawal possible at any time storage technical constraints	esmission syste	em	b, 3.5	
Obliga (a) (b) Injecti (c) (d)	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interconnected gas transportation system on and withdrawal possible at any time storage technical constraints economically use of the storage infrastructure	esmission syste	em	b, 3.5	G, 3.6, 3.7):
Obliga (a) (b) Injecti (c) (d) (e) (f)	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interconnected gas tran on and withdrawal possible at any time storage technical constraints economically use of the storage infrastructure consistent with the use of the interconnected gas tran not consistent with PSOs of these services (please specify) has not been	esmission systems	em		
Obliga (a) (b) Injecti (c) (d) (e) (f)	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interconnected gas tran on and withdrawal possible at any time storage technical constraints economically use of the storage infrastructure consistent with the use of the interconnected gas tran not consistent with PSOs of these services (please specify) has not been	esmission systems	em		
Obliga (a) (b) Injecti (c) (d) (e) (f) f any explain explain	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interconnected gas tran on and withdrawal possible at any time storage technical constraints economically use of the storage infrastructure consistent with the use of the interconnected gas tran not consistent with PSOs of these services (please specify) has not been n why	esmission systems introduced for the ground	em or any other	er re	ason, please
Obliga (a) (b) Injecti (c) (d) (e) (f) f any explain explain	ation for the SSO to allocate according to nominations consistent with the use of the interconnected gas tran not compatible with the balancing regime of the interconnected gas tran on and withdrawal possible at any time storage technical constraints economically use of the storage infrastructure consistent with the use of the interconnected gas tran not consistent with PSOs of these services (please specify) has not been n why anation:	esmission systems introduced for the ground	em or any other	er re	ason, please



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(a)	bilateral contacts with some users				
(b)	bilateral contacts with all users and some prospects				\boxtimes
(c)	open consultation process, with some sort of public announc company website, by press, at a conference)	ement (e.g. o	n		
(d)	consultation process supervised by relevant national regulator	ory authority			
(e)	other (please specify below)				
	details on consultation process: The Regulatory Authorities with storage customers	have partici	pated ir	n mee	tings to
Plea	se specify the minimum size for each service (GGPSSO 3	.8)			
		Space			Deliver
(a)	bundled services (SBU) of space and injectability/deliverability	1 kwh	min . (Pack 1) /40 (pack 2)	age days age	min (pack 1)/20 (packa
(b)	injection and withdrawal are possible at any time		ye	s	ye
ans	wer:				
note	es: No minimum requirments on capacities				
Plea	se specify the maximum duration for each service offered	d by your SS	O (GGI	PSSO	3.3.c)
(a)	bundled services (SBU) of space and injectability/deliverability	ty			1 year
(b)	other services				
	notes: Extensions can be negotiated				
	se specify if you have developed information system ride adequate data to storage users and to simplify transa	ctions such	as:		
	nominations	Email ⊠		ernet 	Ot
(a)			<u> </u>		
(a)			_		
(a) (b) (c)	transfers of capacity rights between storage users	\boxtimes			





4 Storage capacity allocation and congestion management

(a) market-based (e.g. auctions)	
(b) first come first served	\boxtimes
(c) capacity follows the customer	
(d) other (please specify below)	
notes: see 4.3	•
s the capacity allocation mechanism designed:	
(a) by the SSO	
(b) by national legislation	
(c) other (please specify below)	
notes: see 4.3	•
lave these mechanisms and procedures been subject to consultation with sto lease provide details on how the consultation process was conducted (GGPSS	
(a) bilateral contacts with some users	
(b) bilateral contacts with all users and some prospects	
 open consultation process, with some sort of public announcement (e.g. on company website, by press, at a conference) 	
(d) consultation process supervised by relevant national authority	
(e) other (please specify below)	
notes: All capacity requests have been met so far	
n case of congestion, what kind of solution do you apply or plan to apply (GGP	PSSO 4.2)
(a) market based (e.g. auctions)	
(b) pro rata	
(c) other (please specify below)	
notes: see 4.3	
s the congestion management mechanism designed:	
(a) by the SSO	
(b) by national legislation	
(c) other (please specify below)	
(c) other (please specify below) notes: see 4.3	



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(a)	do you offer all unused capacity on an interruptible basis?	
	notes:	
	you use other means to discourage hoarding and facilitate re-utilisation and acity? Please specify the nature of these arrangements	d trade of
ans	wer:	
	es: DONG Storage offers interruptible services, Bulletin Board for sale and purchase acity	e of storage
	nfidentiality requirements use indicate if you (GGPSSO 5.1.a-c):	
(a)	keep databases related to storage operations separate	
(b)	develop new IT systems for the storage business separately (when new IT systems are being developed in vertically integrated undertakings)	
(c)	ensure that no information available to the SSO concerning its storage business is passed to any other part of any affiliate of the company in advance of being provided to all market participants	
(d)	have drafted a code of conduct	
(e)	have implemented a compliance programme, supervised by a Compliance Officer	\boxtimes
	ese measures have been monitored or supervised externally, please specify 1.a-c)?	by whom (
(a)	national regulatory authority	
(b)	another relevant national regulatory authority (please specify)	
(c)	external audit	
(d)	other (please specify below)	
	notes: Code of Conduct has been notified to the Regulator	
\re	the SSO and the supply business located in separate buildings (GGPSSO 5.1.	.d)?



6 Transparency requirements

6.1 Are the following commercial terms published (GGPSSO 6.4.a-d):

		In national language	In English	On the internet	Free of charge	Not applicable
(a)	if rTPA: tariffs and tariff methodologies for each service offered					\boxtimes
(b)	if nTPA: main commercial conditions including the prices for standard services	\boxtimes	\boxtimes	\boxtimes	\boxtimes	
(c)	If nTPA: updates of main commercial conditions including the prices for standard services, whenever the SSO changes them		\boxtimes	\boxtimes	\boxtimes	
(d)	services offered	\boxtimes	\boxtimes	\boxtimes	\boxtimes	
(e)	storage code	\boxtimes	\boxtimes		\boxtimes	
(f)	main storage standard conditions for each service	\boxtimes	\boxtimes		\boxtimes	
(g)	rights and responsibilities of all users	\boxtimes	\boxtimes		\boxtimes	
(h)	rules (e.g. periods) for counter flows during injection and withdrawal		\boxtimes		\boxtimes	
(i)	rules of storage capacity transfer in case of customer switching (if any)	\boxtimes	\boxtimes	\boxtimes	\boxtimes	
(j)	storage capacity allocation provisions	\boxtimes	\boxtimes		\boxtimes	
(k)	congestion management provisions					
(I)	anti-hoarding provisions					
(m)	re-utilisation provisions					
(n)	auction terms (where applicable)					
(o)	rules applicable for storage capacity trade on the secondary market vis-à-vis the SSO	\boxtimes	\boxtimes	\boxtimes	\boxtimes	
(p)	rules and charges applicable to storage penalties from storage users					\boxtimes
(q)	compensation payments from the SSO to storage users					
(r)	user-friendly instruments for calculating charges for a specific service (e.g. a tariff calculator)					

6.2 Is the following operational information published (GGPSSO 6.5.a-e, 6.6.a-c, 6.9, 6.10):

	In national language	In English	In energy units or ncm	Online information system	Free of charge
(a) technical storage capacity					\boxtimes
(b) available storage capacity					
(c) contracted or held storage capacity					



6.3

_		_	_	_	_	
(d)	aggregated inflows and outflows at least on a weekly basis for the immediately preceding week					
(e)	historical utilization rates at least on a weekly basis for the immediately preceding week					
(f)	user-friendly instruments for verifying online the level of available and/or unused storage capacity					
(g)	maps indicating the location of their storage facilities and the connecting points of the storage facilities to the relevant network			\boxtimes		\boxtimes
(h)	methods of determining available storage capacity					
(i)	operational parameters, including the rules of ownership and use of working gas					
(j)	TSO's pre-emptive rights with operational rules and processes attached			\boxtimes		
(k)	any storage capacity not available to TPA on the grounds of article 2(9) of the Gas Directive, with substantiated reasons					
(I)	all planned maintenance periods that might affect storage users' rights from storage contracts, at least once a year			\boxtimes		
(m)	the operational information corresponding to planned maintenance periods with adequate advance notice					
(n)	regular updates on details, expected duration and effect of the maintenance					
Whe	re you have not published specific data,	please state	e why (rela	ating to GGF	PSSO 6.2., 6.3)
(a)	less than three users (information about the	e aggregate	use of stor	age)]
(b)	three users or more, but still commercial se	ensitivity of ir	nformation]
(c)	reasons of cost (or substantial IT developm]
(d)	to avoid any potential market abuse]
(e)	to avoid significant harm to storage users of	commercial in	nterest]
(f)	other (please specify below)]
	notes: The IT-system necessary to publish (6.10) be implemented before April 2006	operational	information	will in accor	dance with GO	GPSSO





GGPSSO 6.3)	
answer:	
Where unplanned disruptions in access to the storage serving (GGPSSO 6.8):	rices occur, do you en
(a) current system users are notified of that disruption as soon as po	ossible
(b) information concerning the maintenance and disruptions that have made available upon request to those affected by the disruption	ve occurred is
Storage penalties	
la thora a alausa ar provision in the storage contract/ando provid	
	ions (GGPSSO 8.1.a)?
the storage users in the event you fail to fulfil contractual obligat	ions (GGPSSO 8.1.a)?
the storage users in the event you fail to fulfil contractual obligate answer: no Secondary markets Are registered users allowed to trade in the secondary market (G	GPSSO 9.1)
answer: no Secondary markets Are registered users allowed to trade in the secondary market (G (a) bundled services only	GPSSO 9.1)
Secondary markets Are registered users allowed to trade in the secondary market (G	GPSSO 9.1)
the storage users in the event you fail to fulfil contractual obligate answer: no Secondary markets Are registered users allowed to trade in the secondary market (G (a) bundled services only (b) both bundled and unbundled services Have you developed and used standardised contracts and pro	GPSSO 9.1)
Secondary markets Are registered users allowed to trade in the secondary market (G (a) bundled services only (b) both bundled and unbundled services Have you developed and used standardised contracts and profacilitate secondary trade of storage capacity (GGPSSO 9.1)? answer:	GPSSO 9.1) Cedures on the primary i
Are registered users allowed to trade in the secondary market (G (a) bundled services only (b) both bundled and unbundled services Have you developed and used standardised contracts and profacilitate secondary trade of storage capacity (GGPSSO 9.1)?	GPSSO 9.1) Cedures on the primary i
Secondary markets Are registered users allowed to trade in the secondary market (G (a) bundled services only (b) both bundled and unbundled services Have you developed and used standardised contracts and profacilitate secondary trade of storage capacity (GGPSSO 9.1)? answer: s there a clause in the storage code/contract referring to capacity trading explicitly (relating to GGPSSO 9.1)?	GPSSO 9.1) cedures on the primary in the primary i





9 Implementation of the other GGPSSO requirements

9.1 Necessary	/ TPA Services -	please indicate if	you:
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		As of 1 April 2005	Planned date of introduction	Not applicable
(a)	offer unbundled services supplementing SBUs at least for available storage capacity at the beginning of the storage year (GGPSSO 3.3.b)			
(b)	offer short-term (<1 year) services down to a minimum period of one day (GGPSSO 3.3.c)	\boxtimes		
(c)	offer both firm and interruptible storage services (GGPSSO 3.3.d)	\boxtimes		

9.2	Where not already provided, please provide brief details on steps you plan to take to facilitate their introduction				
	answer:				

9.3 Secondary market – please indicate if you:

		As of 1 April 2005	Planned date of introduction	Not applicable
(a)	allow for title transfer for both bundled and unbundled capacities (GGPSSO 9.1)	\boxtimes		
(b)	recognise the transfer of rights where notified by storage users for both bundled and unbundled capacities (GGPSSO 9.1)			
(c)	allow the new owner to aggregate such storage capacity operationally (GGPSSO 9.1)			

9.4 Where not already provided, please provide brief details on steps you plan to take to facilitate their introduction

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- 1				
- 1	anewer.			
- 1	answer:			
- 1				



Appendix

Definitions

Available storage capacity means the part of the technical storage capacity that is not contracted or held by storage users at that moment and still available to the storage users for firm and interruptible services, and is not excluded from TPA under Article 2(9) of the Gas Directive (Definition 1 of the GGPSSO)

Storage capacity is space (expressed in normal cubic meters or energy), injectability and deliverability (expressed in normal cubic meters or energy per time unit). All of them can be firm or interruptible (Definition 17 of the GGPSSO)

Storage facility means a facility used for the stocking of natural gas and owned and/or operated by a natural gas undertaking, including the part of LNG facilities used for storage but excluding the portion used for production operations, and excluding facilities reserved exclusively for transmission system operators in carrying out their functions (Definition 18 of the GGPSSO)

Technical storage capacity is the maximum storage capacity (injectability, deliverability and space) that the SSO can offer to storage users, excluding storage capacity for SSOs operational needs