

TIPS FOR ASKING QUESTIONS OF THE ISO

The ISO strives to provide our stakeholders and the general public with excellent customer service. The ISO has established systems to enhance the customer experience by ensuring questions that come into the ISO are addressed by the appropriate staff in a timely manner. The information below is provided to assist our stakeholders and the general public to understand how to best obtain the information they need. We welcome your questions and comments at any time and look forward to serving you.

What information resources are available to you?

If you are experiencing a 'real time' market critical issue such as connectivity or inability to participate in the market, our Service Desk is available to assist you 24 hours a day, 7 days a week, at (888) 889-0450 or helpdesk@caiso.com.

For all other issues or questions, please refer to the information resources and guidance documents listed below.

- www.caiso.com
- [Training](#)
- [Market Participant Portal](#)
- [Market Participant Portal User Guide](#)
- [Open Access Same-time Information System \(OASIS\)](#)
- [ISO Tariff](#)
- [Operating Procedures](#)
- [Business Practice Manuals](#)
- [Requirements and Guidelines](#)
- [Contracts and Agreements](#)
- [Legal Policies and Notices](#)

Still have a question for the California ISO?

Are you a certified Scheduling Coordinator? The best way to ask your question is by submitting an inquiry request via the ISO's Customer Inquiry Dispute Information (CIDI) system. This will ensure that your question is logged and routed to the appropriate person for a timely response. This system also allows you to track the status of your ticket.

- A [user guide](#) is available to help you navigate the CIDI system.
- If you do not have access to CIDI, have your company's designated point of contact for ISO application access submit an access request on your behalf. If you do not know your company's ISO application access point of contact, email us at: POCRequests@caiso.com

An alternative method is to contact your Client Representative. If you do not know your assigned Client Representative, please reference the list of [ISO Client Representatives](#).

If you are not a Scheduling Coordinator, the best way to ask your question is via the form on our [Contact Us](#) webpage. From there your question will be routed and responded to by the appropriate ISO representative.

Are you requesting copies of ISO records? Please reference the ISO [Records Availability Policy](#). In accordance with the policy, requests should be submitted in writing to the records request coordinator at recordsrequestcoordinator@caiso.com.

What questions cannot be answered by the California ISO?

Due to the sensitive nature of our business, there are some questions that the ISO is unable to answer. Our staff will do their best to understand and answer your questions in a manner that is consistent with ISO policies and procedures, tariff, regulatory, and other legal requirements.

The ISO cannot provide confidential market sensitive information.

The ISO cannot provide answers to the following types of questions or any variation of them:

- What do I have to change about my unit to get a different result later?
- If I do _____, then will the result be _____?
- What price should I bid?
- How long will we have to deal with this outage?
- Do I have your permission to do _____?
- Can you tell me about _____'s resources?

If these questions are asked, customers should expect to hear ***“This is market sensitive information that I cannot discuss.”*** In some cases, you may be directed to public sources of information, such as those listed above. In other cases, we will help you find information in the tariff; we will not provide interpretations of the tariff.