Customer Inquiry, Dispute & Information (CIDI)  
User Guide
## Revision History

<table>
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<tr>
<th>Version</th>
<th>Date</th>
<th>Description</th>
<th>By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>04/26/10</td>
<td>CIDI initial user guide</td>
<td>Latisha Collins</td>
</tr>
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<td>Meghna Khatri</td>
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<td>Updated with current screenshots and relevant information</td>
<td>Mark Richardson</td>
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<td>Mark Richardson</td>
</tr>
</tbody>
</table>
# Table of Contents

**Contents**

Introduction.......................................................................................................................... 4

Inquiry and Dispute Process................................................................................................. 4
  - Resolution Time ............................................................................................................. 4
  - Time Sensitive Cases .................................................................................................... 4

Getting Started .................................................................................................................... 4

Market Participant Portal (MPP) .......................................................................................... 5

Communities Home Page ................................................................................................... 6

Knowledge Articles ............................................................................................................. 9

Cases .................................................................................................................................... 11

Create New Case: Inquiry Ticket ........................................................................................ 12

Add Comments .................................................................................................................... 14

Add Attachments ................................................................................................................ 15

Create New Case: Settlement Dispute ................................................................................ 16

Client Responses ................................................................................................................ 19
Introduction
The Customer Inquiry, Dispute & Information (CIDI) system is used to log and track market inquiries and settlement disputes.

Inquiry and Dispute Process

Resolution Time
The ISO is committed to meeting clients’ expectations regarding the fast resolution of cases. To the extent practical, the ISO endeavors to resolve or update all cases by the Follow-Up date established in the case. Settlement Disputes are processed according to the process and timeline outlined in the Settlements and Billing BPM.

If the SC seeks faster attention to their case, they can enter the case directly into CIDI, and follow up with a phone call, thereby ensuring that the ISO team has all of the pertinent information and is aware of the case.

Time Sensitive Cases
If a case requires resolution within a Real Time Market time horizon, the ISO strongly recommends that the SC contact their Client Representative by telephone or contact the Customer Service line at 916-608-7320.

Getting Started
You must have a Scheduling Coordinator ID (SCID) and have a CAISO Multi-Application (CMA) digital certificate installed along with access to the Portal before you can use CIDI.

1. Be sure to install the certificate per the instructions provided to you.

2. If you do not have a certificate and/or do not have access to the portal, then request access through you User Access Administrator (UAA). Once you have access provisioned, you can launch CIDI from the Market Participant Portal home page at https://portal.caiso.com.

3. The Market Participant Portal (MPP) Home page will be displayed with a list of all the applications.
Market Participant Portal (MPP)

The Market Participant Portal adds value to Market Participant businesses by streamlining access to secure ISO applications and business-critical information, enabling more efficient participation with the ISO by having:

- Centralized access to ISO applications
- Single log-on to applications using digital certificates
- Centralized access to public information sources of frequent use
Communities Home Page

From the Home page you can submit a new case, view recent cases, view knowledge articles, view system operating messages, or search the knowledge and existing cases databases.
Tabs across the top of a page take you to the Help Center (home page), Knowledge Articles page, Cases page, or allow you to quickly Submit a Case.

Resources links across the bottom of all pages are quick navigation options for other frequently used stakeholder pages. NOTE: If you are in need of technical assistance (e.g. xml trouble), please be sure to use the Technical Support link.

Predictive Search allows users to search knowledge articles and cases by using keywords to return relevant articles. Simply type a keyword in the search bar, review the list of relevant articles, and select an article for more details.
**More Search Results** are returned by executing a full search. If the predictive search does not provide the article you are looking for, type the keyword and hit enter to execute a full search. The Search Results page allows users to filter results further by Knowledge Articles, Cases, etc.

<table>
<thead>
<tr>
<th>SEARCH RESULTS</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All</strong></td>
<td>Cases</td>
</tr>
<tr>
<td><strong>Expand List</strong></td>
<td></td>
</tr>
<tr>
<td><strong>REFINE BY</strong></td>
<td></td>
</tr>
<tr>
<td>Case Number</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>Choose...</td>
<td></td>
</tr>
<tr>
<td>Subject</td>
<td></td>
</tr>
<tr>
<td>Choose...</td>
<td></td>
</tr>
<tr>
<td>Date/Time Opened</td>
<td></td>
</tr>
<tr>
<td>Choose...</td>
<td></td>
</tr>
<tr>
<td>SCID</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CASE NUMBER</th>
<th>STATUS</th>
<th>SUBJECT</th>
<th>DATE/TIME OPENED</th>
<th>SCID</th>
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<tbody>
<tr>
<td>00181422</td>
<td>Closed</td>
<td>Workflow verification test - please disregard</td>
<td>5/5/2016 2:28 PM</td>
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<td>00175718</td>
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<td>0INT</td>
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<tr>
<td>00175475</td>
<td>Closed</td>
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<td>10/13/2015 8:06 AM</td>
<td>0INT</td>
</tr>
<tr>
<td>00193074</td>
<td>Closed</td>
<td>Testing Subject</td>
<td>7/12/2017 1:36 PM</td>
<td>0INT</td>
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<tr>
<td>00151744</td>
<td>Closed</td>
<td>Testing SMC ticket creation for EIM category - please disregard</td>
<td>9/2/2014 4:33 PM</td>
<td>CSI0-INT</td>
</tr>
<tr>
<td>00156368</td>
<td>Closed</td>
<td>Testing integration - please disregard</td>
<td>11/26/2014 6:24 PM</td>
<td>CSI0-INT</td>
</tr>
<tr>
<td>00156392</td>
<td>Closed</td>
<td>testing integration - please disregard</td>
<td>11/26/2014 8:44 PM</td>
<td>CSI0-INT</td>
</tr>
<tr>
<td>00204271</td>
<td>Closed</td>
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<td>5/17/2018 10:31 AM</td>
<td>0INT</td>
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<tr>
<td>00189781</td>
<td>Closed</td>
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<td>3/6/2017 4:32 PM</td>
<td>0INT</td>
</tr>
<tr>
<td>00151741</td>
<td>Closed</td>
<td>Testing CIDI Integration for EIM - please disregard</td>
<td>9/2/2014 4:21 PM</td>
<td>CSI0-INT</td>
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<tr>
<td>00167757</td>
<td>Closed</td>
<td>testing cidi integration</td>
<td>5/12/2015 11:44 AM</td>
<td></td>
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<tr>
<td>00167769</td>
<td>Closed</td>
<td>testing cidi integration</td>
<td>5/12/2016 11:56 AM</td>
<td></td>
</tr>
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</table>
Knowledge Articles

On the Knowledge landing page users can search articles by keyword, view by category, view featured articles, and view articles that are trending.

Browse by category
- Market Solution
- Settlements and Metering
- Bidding and Scheduling
- Application Access
- OASIS and CMRI
- Resource Adequacy
- General

★ Featured
Do I need to contact the ISO Credit Team if I want to increase my Letter of Credit?

ลม Trending
1. Resource Adequacy (RA) Replacement and Substitution
2. ADS – accepting HASP schedules can limit FMM awards
3. Net Qualifying Capacity (NGC) Request upload and details
4. CRR and Convergence Bidding - Frequently Asked Questions
5. Prices in settlement statements differ from prices in OASIS for certain Scheduling Points?

Resources
- Technical support
  Developer information for APIs and application access. Login required.
- Daily Briefing
  Notices about ISO operations, markets, and other activities.
- Market Participant Portal
  Centralized, single sign-on access to applications and data.
- Calendar
  Find upcoming and past meetings and events, and related documents.
Selecting a Category will provide all articles related to that topic.

Resource Adequacy articles
Credit Allocation on 2018 Monthly RA Showings
Eligible CPM capacity
Error (time elapsed) when submitting annual RA showings or Supply Plan within CIRA
How does a participant find units that have non-RA available to perform a substitution?
How does a resource get listed on the ‘Other’ tab of the Net Qualifying Capacity (NQC) list?
Load Serving Entities Bidding Into CSP
Net Qualifying Capacity (NQC) Request upload and details
Net Qualifying Capacity (NQC) Request upload and details
NQC List – Internal and Import Resources
Off-Peak Opportunity Resource Adequacy Maintenance Outage
Resource Adequacy (RA) Replacement
Resource Adequacy (RA) Replacement and Substitution
Unable to view or submit a Planned Outage Substitution

Selecting an Article allows you to review the content as well as related articles on the topic. Be sure to use the thumbs up or thumbs down feature to let us know if the article was helpful or not.
Cases

The Cases page is where users are able to view existing inquiry or a settlement disputes via dashboards and views.

**Dashboard Reports** are pre-defined reports grouping case records in a presentable format for quick viewing.

![Dashboard Inquiries Community Dashboard](image)

**View Reports** by selecting the View Report links at the bottom of each chart to review the report details, and edit filters as needed.
Views are pre-defined lists of case records. Users have the ability to select from different views depending on the result set they are looking for. View results will allow users to sort (by selecting the column header) and refine displayed records by keyword searches (Search this list….) text box.

Create New Case: Inquiry Ticket

All inquiries requiring action must be entered into the CIDI application. Each Scheduling Coordinator has an assigned Client Representative(s).

1. Click “Submit a Case” button in top right corner from any page within the community

2. The screen will indicate New Case, Select Case Record Type
   a. Select Inquiry Ticket

3. Click the Next button
4. The “New Case: Inquiry Ticket” form displays:

5. Enter Details:

   - SCID: for the associated SCID having the issue.
   - Functional Environment: for the appropriate environment your issue exists.
   - Review for Price Correction: If this issue needs to go to price correction team.
   - Metering Inquiry: If your inquiry is Meter Data related.
   - Subject: this should be a short description of the issue
• Description: This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
• Trade Date: If applicable, enter this information if issue is associated to a given unit.
• Trade Hour: select All Hours, or multiple trade hours by Ctrl + Left clicking the applicable hour(s). Your selections will be highlighted.
• Resource ID: If applicable, enter this information if issue is associated to a given unit.
• Market: Issue in Day-Ahead or Real-Time Market.
• Email Recipients: use this field to enter other users email addresses that you wish to receive ticket status updates.

6. Click Next to submit case.

Add Comments
When reviewing an existing case, users can add comments or view any previously submitted comments.

1. Scroll down to the Case Comments section near the bottom of the page.

2. To add a comment, click “Add Comment” button in top right corner.

3. Type in your comment and click Save.
Add Attachments

When reviewing an existing case, users can add attachments or view any previous attachments that were submitted.

1. Scroll down to the Attachments section at the bottom of the page.

2. Users can upload attachments by selecting the Upload Files button or simply dragging and dropping a file onto the Upload Files box. NOTE: Only 1 file can be attached at a time.

3. To attach your file, select the Attach to Case button. The below confirmation will display upon successful upload; click Ok.

4. Successfully uploaded files will display below the “Attach to Case” button with the “View” button displayed next to each attachment.
Create New Case: Settlement Dispute

All Settlement disputes must be entered into the CIDI application.

1. Select the “Submit a Case” button in top right corner of any community page
2. On the New Case form, select the record type “Settlement Dispute”
3. Select the Next button
4. The “New Case: Settlement Dispute” form displays:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>SCID</td>
<td></td>
</tr>
<tr>
<td>Charge Code</td>
<td></td>
</tr>
<tr>
<td>Dispute Amount</td>
<td></td>
</tr>
<tr>
<td>Trade Date</td>
<td></td>
</tr>
<tr>
<td>Settlement Run #</td>
<td></td>
</tr>
<tr>
<td>Trade Hours</td>
<td></td>
</tr>
<tr>
<td>All Hours</td>
<td></td>
</tr>
<tr>
<td>01</td>
<td></td>
</tr>
<tr>
<td>02</td>
<td></td>
</tr>
<tr>
<td>03</td>
<td></td>
</tr>
<tr>
<td>04</td>
<td></td>
</tr>
<tr>
<td>05</td>
<td></td>
</tr>
<tr>
<td>06</td>
<td></td>
</tr>
<tr>
<td>Statement Disputed</td>
<td>--None--</td>
</tr>
<tr>
<td>Statement Publication Date</td>
<td></td>
</tr>
<tr>
<td>Placeholder Request</td>
<td></td>
</tr>
<tr>
<td>Bill Determinant</td>
<td></td>
</tr>
<tr>
<td>Resource IDs</td>
<td></td>
</tr>
<tr>
<td>Case Reason</td>
<td>--None--</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Related IMS Case</td>
<td></td>
</tr>
</tbody>
</table>

Required fields have a red asterisk.
5. Enter the details for the Settlement transaction in dispute - hovering over the icon for instructions, where provided.

- SCID
- Charge Code
- Dispute Amount
- Trade Date (pick from calendar rather than typing the date)
- Trade Hours
- Settlement Run #
- Statement Disputed
- Statement Publication Date (pick from calendar)
- Placeholder Request (if applicable)
- Bill Determinant (representing the root cause of the issue)
- Resource IDs
- Case Reason
- Description (32,000 character limit)
- Related IMS Case (if applicable)

6. Select the “Next” button at the bottom of the form to submit the dispute.

NOTE: Settlement Dispute cases are not editable once submitted. If you wish to make a change to a submitted Settlement Dispute case, submit an IMS case, contact your ISO Client Representative, or send an email to ISODispute@caiso.com with your edits. Material edits, such as the Trade Date being disputed, will be evaluated by the Dispute Team to ensure compliance with the ISO Tariff.
Client Responses

There are two kinds of client responses to an inquiry case, providing further information to help the ISO troubleshoot your issue, and accepting or declining a resolution.

- When Case status equals Awaiting Client Response – case is needing more information to assist ISO in finding a response. Use the Provide Client Response button to provide the information needed.
When Case status equals Resolved - Pending Validation, the ISO has provided a resolution to the case and is requesting that participants review the answer provided and either Accept or Decline the Resolution provided. If declining, the ISO asks that participants provide more information behind the reason for declining.

- Note: If you would like more information, or now have a new inquiry, please submit a new case instead of declining the resolution.