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

<table>
<thead>
<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>
<tr>
<td>1.1</td>
<td>04/27/10</td>
<td>Final Edits</td>
<td>Nathan Hall</td>
</tr>
<tr>
<td>1.2</td>
<td>6/12/2017</td>
<td>Update to Settlement dispute section</td>
<td>Meghna Khatri</td>
</tr>
<tr>
<td>1.3</td>
<td>8/28/2017</td>
<td>Updated with current screenshots and relevant information</td>
<td>Lindsey Larson</td>
</tr>
<tr>
<td>1.4</td>
<td>11/08/2017</td>
<td>Updated with current screenshots and relevant information</td>
<td>Mark Richardson</td>
</tr>
<tr>
<td>1.5</td>
<td>11/28/2018</td>
<td>Updated for Communities</td>
<td>Mark Richardson</td>
</tr>
<tr>
<td>1.6</td>
<td>10/19/2020</td>
<td>Updated document to include the new Case Record Type info for “Negotiated Rate Application”</td>
<td>Monica M.</td>
</tr>
<tr>
<td>1.7</td>
<td>12/04/2020</td>
<td>Added clarification under the Negotiated Rate Application submission section.</td>
<td>Monica M.</td>
</tr>
<tr>
<td>1.8</td>
<td>01/06/2021</td>
<td>“Hydro DEB” inquiries are different from the “NDEB Application” requests and must be submitted under the “Inquiry Ticket” Record Type.</td>
<td>Monica M.</td>
</tr>
</tbody>
</table>

Update the section for “Inquiry Ticket” to introduce the new Manual Reference Level Change Request radio button in the submission window.

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**Customer Experience**

**CAISO PUBLIC**

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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.

![Help Center](image)

**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.

![Resources](image)

**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.

![Predictive Search](image)
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>Case Number</th>
<th>Status</th>
<th>Subject</th>
<th>DateTime Opened</th>
<th>SCID</th>
</tr>
</thead>
<tbody>
<tr>
<td>00181422</td>
<td>Closed</td>
<td>Workflow verification test - please disregard</td>
<td>5/5/2016 2:26 PM</td>
<td>0INT</td>
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<td>00175718</td>
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<td>10/15/2019 3:18 PM</td>
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<td>CISO-INT</td>
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<tr>
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<td>Testing integration - please disregard</td>
<td>11/26/2014 5:24 PM</td>
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<tr>
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<td>testing email not</td>
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<td></td>
</tr>
<tr>
<td>00167758</td>
<td>Closed</td>
<td>testing cidi integration</td>
<td>5/12/2015 11:55 AM</td>
<td></td>
</tr>
</tbody>
</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
- Application Access
- Resource Adequacy
- Settlements and Metering
- OASIS and CMRI
- General
- Bidding and Scheduling

🌟 Featured

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

📅 Trending

1. Resource Adequacy (RA) Replacement and Substitution
2. ADS - accepting NASP schedules can limit FMM awards
3. Net Qualifying Capacity (NQC) 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.
Case Reports and Views

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 Example](image.png)

**View Reports** by selecting the View Report links at the bottom of each chart to review the report details, and edit filters as needed.

![View Report Example](image2.png)
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.
Case Record Types

There are five case **Record Types** for you to select from when creating a new case.

<table>
<thead>
<tr>
<th>Record Type</th>
<th>Description</th>
<th>CIDI User Role in AIM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application Access Request Case (AARC) Submission Form</strong></td>
<td>Allow users to submit and attach the Application Access Request Form (AARF), or Secure File Transfer System (SFTP) AARF. This record type is only available to the User Access Administrator (UAA) for the entity’s organization.</td>
<td>EXTERNAL IMS READ-WRITE POC (for AIM)</td>
</tr>
<tr>
<td><strong>Inquiry Ticket</strong></td>
<td>Allow users to submit a request for IMS and Reliability Coordinator inquiries.</td>
<td>EXTERNAL IMS READ-WRITE</td>
</tr>
</tbody>
</table>
| **Negotiated Rate Application**                   | Allow users to submit requests for the following application types:  
  - Major Maintenance Adder Application  
  - NDEB Application  
  - O&M Adder Application  
  - Other | EXTERNAL IMS READ-WRITE                                                              |
| **Reliability Coordinator Inquiry**               | Allow Reliability Coordinator (RC) customers to submit RC related inquiries.                                                                                                                                  | EXTERNAL IMS READ-WRITE                                                              |
| **Settlement Dispute**                            | Allow users to submit dispute tickets.                                                                                                                                                                       | EXTERNAL SDS READ-WRITE                                                              |
How to create a new “Application Access Request Case (AARC) Submission Form” case

All inquiries requiring action must be entered into the CIDI application.

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

2. On the New Case form, select the record type “Application Access Request Case (AARC) Submission Form”.

3. Click the Next button.

4. The “New Case: Inquiry Ticket” form displays:
5. Enter the following details:
   - **Subject**: 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.
   - **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.

7. After the case has been submitted, you will need to upload a copy of the Application Access Request Form (AARF) or the Secure File Transfer System (SFTS AARF). The ISO will manually update the applicable fields in the case based on the information that was provided on the form.

8. You can post additional information on the **Comments** section and/or add attachments.

9. For the attachments, users can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk (servicedesk@caiso.com) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.
How to create a new “Inquiry Ticket” case

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

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, “Inquiry Ticket”.
3. Select the Next button.

4. The “New Case: Inquiry Ticket form will be displayed.
5. Enter the following details:
   - **SCID**: Select the impacted associated SCID.
   - **Functional Environment**: Appropriate environment your issue exists.
   - **Review for Price Correction**: Select this button if your inquiry should go to the price correction team.
   - **Metering Inquiry**: Select this button if your inquiry is meter data related.
   - **Manual Reference Level Change Request**: Select this button if your inquiry is a request for the CAISO to make adjustments to a resource’s reference levels. Must be submitted via CIDI by 08:00 AM PST on the business date the ISO Market is executed. Requests submitted after 08:00 AM PST will not be processed. More details will be available in the Market Instrument BPM at www.caiso.com.
   - **Subject**: 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.
   - **Email Recipients**: Use this field to enter other users email addresses that you wish to receive ticket status updates.

6. Click **Next** to submit the case.

7. You can post additional information on the **Comments** section and/or add attachments.

8. For the attachments, users can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk ([servicedesk@caiso.com](mailto:servicedesk@caiso.com)) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.
How to create a new “Settlement Dispute” case

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.

![New Case Form](image)
4. The “New Case: Settlement Dispute” form displays:
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.
How to create a new “Negotiated Rate Application” case

All inquiries requiring action must be entered into the CIDI application.

Important: Please note that the “Hydro DEB” inquiries are different from the “NDEB Application” type requests and must be submitted under the “Inquiry Ticket” Record Type.

1. Click **Submit a Case** button in top right corner from any page within the community.
2. On the New Case form, select the record type “**Negotiated Rate Application**”.
3. Click the **Next** button.

4. The “New Case: Inquiry Ticket” form will display the following:
5. Enter the following details:
   - **SCID**: Select the impacted associated SCID.
   - **Functional Environment**: Appropriate environment your issue exists.
   - **Application Type**: Applicable application.
     - Major Maintenance Adder Application
     - NDEB Application
     - O&M Adder Application
     - Other
   - **Subject**: 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.
   - **Resource ID**: If applicable, enter this information if issue is associated to a given unit.
   - **Config ID List**: May be left blank. This field is used for non-MSG resources
   - **Email Recipients**: Use this field to enter other users email addresses that you wish to receive ticket status updates.

6. Click **Next** to submit the case.

7. You can post additional information on the **Comments** section and/or add attachments.

8. For the attachments, users can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk ([servicedesk@caiso.com](mailto:servicedesk@caiso.com)) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.
How to create a new “Reliability Coordinator Inquiry” case

All inquiries requiring action must be entered into the CIDI application.

1. Click **Submit a Case** button in top right corner from any page within the community
2. On the New Case form, select the record type “**Reliability Coordinator Inquiry**”.
3. Click the **Next** button.

4. The “New Case: Inquiry Ticket” form displays:

![New Case: Inquiry Ticket form]

   - **Reliability Coordinator ID**
   - **Functional Environment**
     - Production
   - **RC Category**
     - General Inquiry
   - **Subject**
   - **Description**
   - **Email Recipients**

   Click **Next** button.
5. Enter the following details:
   - **Reliability Coordinator ID**: Select the impacted associated SCID.
   - **Functional Environment**: Appropriate environment your issue exists.
   - **RC Category**: Select the applicable category.
   - **Subject**: 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.
   - **Email Recipients**: Use this field to enter other users email addresses that you wish to receive ticket status updates.

6. Click **Next** to submit the case.

7. You can post additional info on the **Comments** section and/or add attachments.

8. For the attachments, users can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service to attach the file(s) on your behalf. Be sure to provide the applicable CIDI case reference number.
Case Functionalities

How to 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.
How to 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.
How to Provide 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.

Important: Don’t forget to click this button before responding in the “Comments” section.
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.