



New Process for Submitting Ongoing Obligation Requirements in CIDI

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Customer Readiness Team

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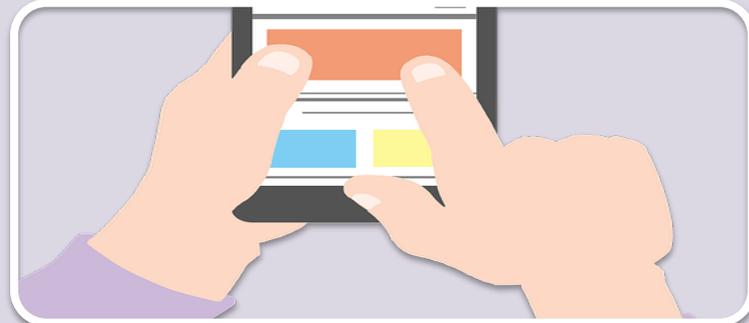
Updated 5/13/2021

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Housekeeping



Make sure to
keep yourself
muted unless
you have a
question



If you have a
question, you
may either ask
over the phone
or in the chat

Agenda

- Introduction
- What is an ongoing obligation?
- What is CIDI?
 - How do I get access?
 - Logging in and submitting an ongoing obligation CIDI ticket
 - Adding comments and attachments
- Naming convention
- Live walkthrough
- Survey



Introduction

- Today's Training is Split into 2 Parts:
 - General Overview of New Process
 - Step-by-Step Walkthrough of Submitting a CIDI Ticket
 - Documented Procedure: <http://www.caiso.com/Documents/How-to-Submit-Documentation-for-Applications-and-Ongoing-Obligations.pdf>

CBT Ongoing Obligations:

<http://www.caiso.com/GBT/OngoingObligationsOfSchedulingCoordinators/OngoingObligationsOfSchedulingCoordinators.html>

Acronyms

- SC: Scheduling Coordinator
- CRRH: Congestion Revenue Rights Holder
- BPM: Business Practice Manual
- CIDI: Customer Inquiry, Dispute and Information
- SCID: Scheduling Coordinator identifier
- BSCID: Base Schedule Coordinators identifier
- UAA: User Access Administrator
- CBT: Computer based training (links in presentation)
- Org ID: organizational identifier

What is an Ongoing Obligation?

- As outlined in the CAISO Tariff section 4, CAISO agreements and the SC and CRR Holder BPMs, ongoing obligations are continuous changes that impact market participants.
- These changes include, but are not limited to:
 - Banking changes
 - Legal name and address changes
 - Resource transfers and end dates
 - SCID/BSCID maintenance
 - Terminations

CBT Ongoing Obligations:

<http://www.caiso.com/CBT/OngoingObligationsOfSchedulingCoordinators/OngoingObligationsOfSchedulingCoordinators.html>

Why Change?

Current Process

- The current process is to send an email with ongoing obligation or maintenance requests to a group email box.
- Cons of current process:
 - Emails can be overlooked
 - No visibility once submitted
 - Was it submitted?
 - Less Secure (from IT prospective)

New Process

- The new process addresses the shortfalls of current process
 - More secure: certificate required
 - Direct visibility to request
 - Confirmation of submission and status
 - Keeps company information in single location for better customer service

What Is CIDI?

Customer Inquiry, Dispute and Information

- Central database used for more efficient customer relations
- Allows customers to submit questions, settlement disputes and information requests from CAISO subject matter experts
- Secured system that requires a login to better ensure customer data.



New as of April 2021: You will now use CIDI to submit ongoing obligation data.



How Do I Get Access to CIDI?

Each entity has a User Access Administrator (UAA)

- UAAs are responsible for provisioning access to CIDI and other CAISO applications for their company.
- If you do not have a CIDI log in, please ask your UAA to provision you access
- If you do not know who your UAA is, please reach out to your client rep or email SCRequests@caiso.com and we can provide you with the name of your UAA

CBT: <http://www.caiso.com/CBT/How-To-Gain-Access-To-CAISO-Applications/HowToGainAccessToCAISOApplications.html#/>

Logging into CIDI for Existing Clients

- You must have an SCID or Org ID and a CAISO issued certificate to enter CIDI:
 - An Org ID is an identifier used for applicants until a company is certified with the CAISO. Use Org ID anytime it asks for SCID.
- Launch the Market Participant Portal:
<https://portal.caiso.com>
- Select **CIDI** from the MPP ‘splash’ page.



How to Submit a CIDI Ticket

- Log into CIDI, click on **Submit a Case**.



- Select **Onboarding and Maintenance** as the **Record Type**.
 - This is key to prevent delays and routing error to another team.
 - This queue is for submitting **ongoing obligation documentation ONLY!**



This queue should **not** be used if you are submitting anything other than ongoing obligation documentation.

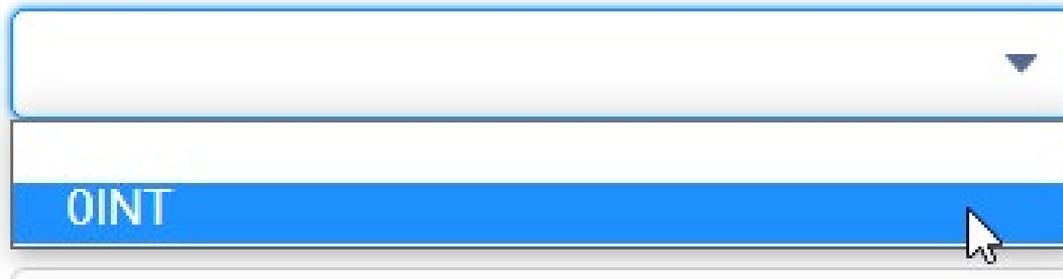
What Information Goes into the CIDI Ticket?

SCID

Enter applicable SCID(s). If you have multiple SCIDs (i.e. banking changes) you would enter the parent SCID.

Select SCID from the drop down list

SCID



A screenshot of a web form showing a dropdown menu for SCID. The dropdown is open, displaying a list of options. The option 'OINT' is highlighted in blue, and a mouse cursor is pointing at it.

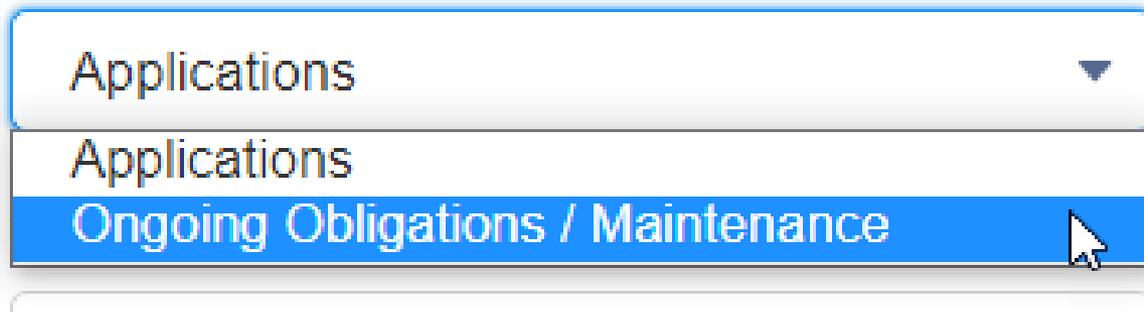
What Information Goes into the CIDI Ticket?

Request
Type

Select "Ongoing Obligations/Maintenance" option.

Select Ongoing Obligations / Maintenance for the request type

* Request Type - Please select one



A screenshot of a web form's dropdown menu. The dropdown is open, showing three options: "Applications", "Applications", and "Ongoing Obligations / Maintenance". The "Ongoing Obligations / Maintenance" option is highlighted in blue, and a mouse cursor is pointing at it. The dropdown is enclosed in a rounded rectangular box with a blue border.

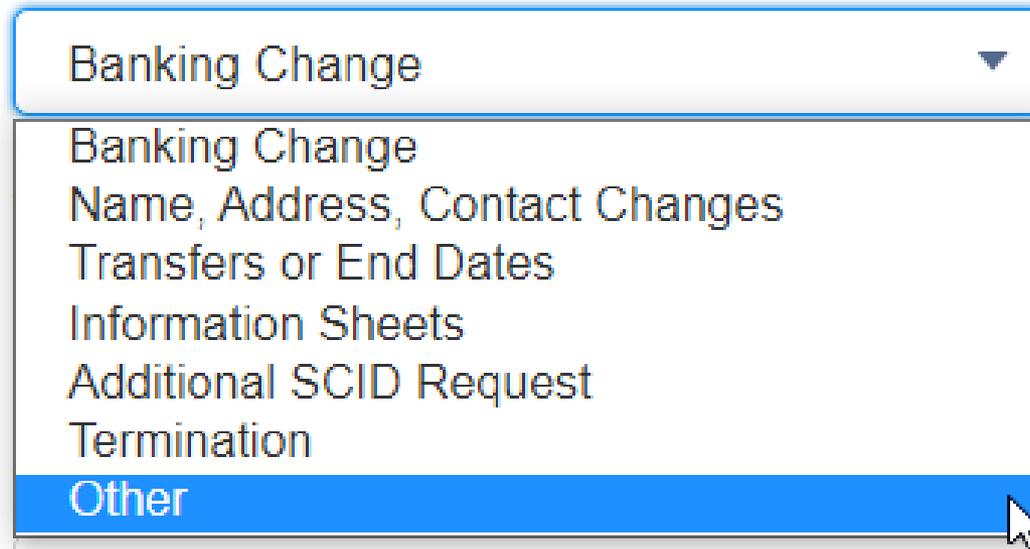
What Information Goes into the CIDI Ticket?

Inquiry
Type

From the drop down, pick one of the 6 defined items or select 'Other' if you are not sure or your submission is not defined.

The inquiry type will help define the submission.

* Inquiry Type - Please select one



A screenshot of a web form's dropdown menu. The dropdown is open, showing a list of six options. The first option, 'Banking Change', is currently selected and highlighted in a light blue color. The other options are 'Name, Address, Contact Changes', 'Transfers or End Dates', 'Information Sheets', 'Additional SCID Request', and 'Termination'. The 'Other' option at the bottom is highlighted in a darker blue color, and a mouse cursor is hovering over it.

- Banking Change
- Name, Address, Contact Changes
- Transfers or End Dates
- Information Sheets
- Additional SCID Request
- Termination
- Other

How do I categorize my document?

- There are 7 inquiry options to choose from:
 - Banking
 - Name, Address, Contact Changes
 - Transfers or End Dates
 - Information Sheets
 - Additional SCID Request
 - Termination
 - Other
- If your ongoing obligation does not fit one of the 6 defined inquiry types, please select 'Other'
- See Appendix A of the [“How to submit Documentation”](#) document on the CAISO website for a list of inquiry types and links to the documents

Appendix A: Document Types

Below is a list of documents and links for submission.

New clients can also go to our website for more information by clicking [HERE](#).

Existing clients can also go to our website for more information by clicking [HERE](#).

Convergence Bidding Registration information [HERE](#).

Congestion Revenue Rights information [HERE](#).

List of documents for Inquiry Type

- Banking Change
 - This is used to update any banking information or type (Fed Wire, ACH, Direct Debit)
 - EFT Procedure:
<http://www.caiso.com/Documents/ElectronicFundsTransferProcedure.pdf>

What Information Goes into the CIDI Ticket?

Subject

Enter a short description of the submission.

Enter in a short summary of why you are submitting a CIDI ticket

* Subject

Banking change for CAISO SCID 0INT

What Information Goes into the CIDI Ticket?

Description

Enter a longer case description (up to 32,000 characters). Text field only all graphics must be submitted as attachments. If multiple SCID(s) list all here.

Enter longer description that will provide additional information about your request.

* Description

The CAISO would like to change the banking information for SCID 0INT and all child SCID associated: 1INT, 2INT, 3INT.

What Information Goes into the CIDI Ticket?

Resource
ID

Only as applicable: Enter the Resource ID if the ticket is associated to a given resource.

When applicable, please insert the resource ID for your request. If you are submitting multiple resource ID on one (1) document submission, please list all of the resource IDs in the description.

Resource ID

ResID_Unit_2

What Information Goes into the CIDI Ticket?

Email Recipients

Enter other users' email addresses that you wish to receive ticket status updates.

Your email address is default when submitting a CIDI ticket; however, if multiple personnel need to be kept informed of the ticket status, enter the email addresses here.

Email Recipients

nhines@caiso.com, screquests@caiso.com

New Case: Onboarding and Maintenance

* Request Type - Please select one

* Inquiry Type - Please select one

* Subject

* Description

Resource ID

Email Recipients

Submitting A Ticket

- Once all the information is entered into the CIDI ticket, click 'Next' at the bottom of the screen.



The screenshot shows a web form for submitting a ticket. At the top, there is a horizontal line. Below it, the text "Email Recipients" is displayed. Underneath is a text input field containing the email address "SCRequests@caiso.com". To the right of the input field are two small arrows, one pointing up and one pointing down. At the bottom of the form, there are two buttons: a light blue "Cancel" button and a dark blue "Next" button. The "Next" button is circled in red.

Submitting A Ticket

- After clicking 'Next', you will be re-directed to a page that shows you the ticket/case number



Status	Case Number
Assigned	00235017

Case Information

Case Number
00235017

Status
Assigned

Follow-up Date ⓘ

Functional Environment ⓘ
Production

Adding Additional Information

You can post additional information to the 'Comments' section by clicking 'Add Comment'.

✓ Detailed Information

Resource ID

ABC_Unit1

✓ Contact Information

Contact Name

Customer SERVICE4

Contact Phone

Contact Email

mmouanetry@caiso.com

Email Recipients ⓘ

SCRequests@caiso.com

✓ System Information

Date/Time Opened

3/2/2021 9:25 AM

Date/Time Closed

Case Comments

Add Comment

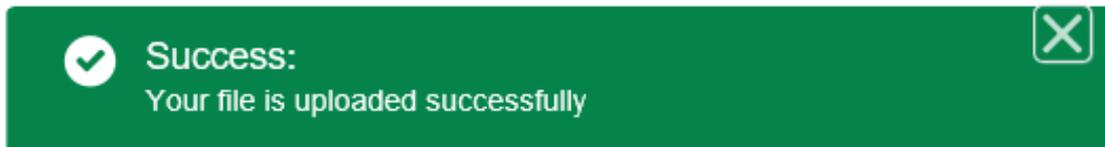
Adding Attachments

You can post additional information to the 'Comments' section and add attachments where it says 'Upload Files'

Select the Upload Files button to select a file to attach, or drag



Maximum attachment size is 4.5 MBs



Naming Convention

Accuracy is key!



- These documents are used for audit purposes. It is important that you use the proper naming convention.
- See Appendix B of the “[How to Submit Documentation](#)” document on the CAISO website for a list of how to name your documents.
- If you are unsure how to name your document and you cannot find it in Appendix B, please email us at SCRequests@caiso.com

Appendix B: Document Naming Convention

Document	NAMING CONVENTION
Additional BSCID Request Letter	BSCID_BSCID REQUEST_DATE
Additional SCID Request Letter	SCID_SCID REQUEST_DATE
Address Change Form	SCID_ADDRESS_DATE
Affiliate Form	SCID_AFFILIATE_DATE
Any document not listed	SCID_OTHER_DATE

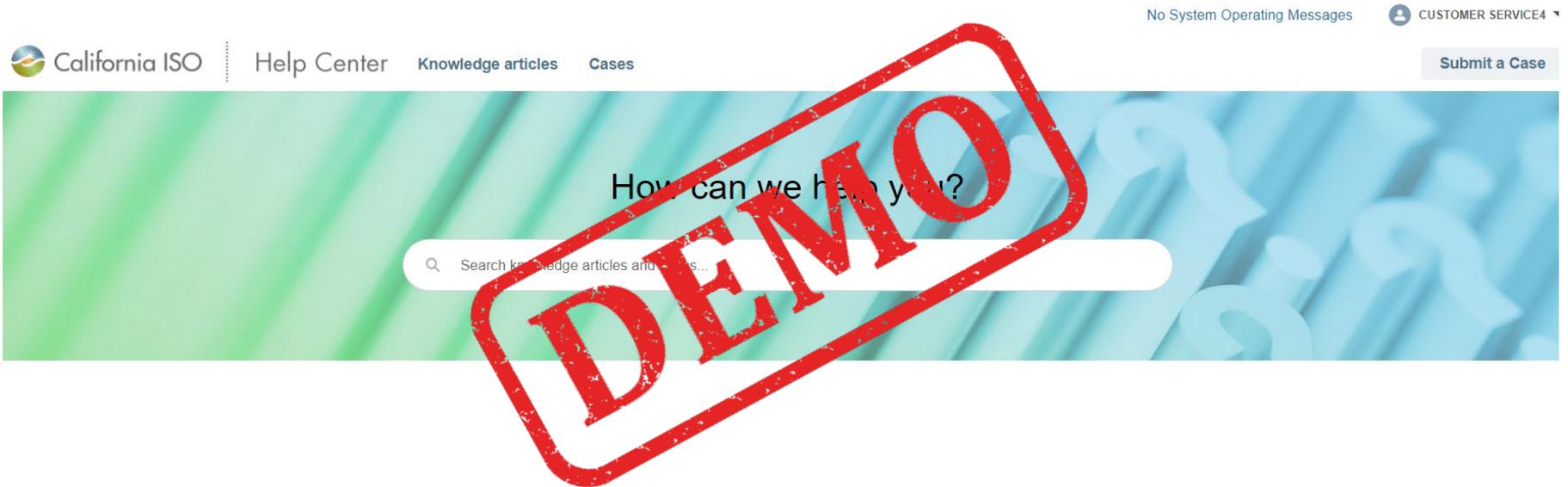
Important reminder!

Refer to your agreements in place with the ISO & the ISO tariff for required ongoing obligations and responsibilities



Questions?

Live Walkthrough: Step-By-Step



Questions on the walkthrough?

What Did You Think of Today's Training?

We hope today's training was helpful. Please use the below link to take a short 3 to 5 minute survey and let us know how we did today.

<https://www.surveymonkey.com/r/caisocoursesurvey>



Thank you for your participation!

For more detailed information on anything presented, please visit our website at:

www.caiso.com

Or send an email to:
SCRequests@caiso.com