New Process for Submitting Ongoing Obligation Requirements in CIDI

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Customer Readiness Team
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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


CBT Ongoing Obligations:
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 continues 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:
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?

Select SCID from the drop down list
What Information Goes into the CIDI Ticket?

Select Ongoing Obligations / Maintenance for the request type

* Request Type - Please select one

Applications
Ongoing Obligations / Maintenance
What Information Goes into the CIDI Ticket?

The inquiry type will help define the submission.

* Inquiry Type - Please select one

- 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:
What Information Goes into the CIDI Ticket?

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?

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?

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?

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, srequests@caiso.com
New Case: Onboarding and Maintenance

- **Request Type - Please select one**
  - Applications

- **Inquiry Type - Please select one**
  - Banking Change

- **Subject**
  - Banking change for CAISO SCID 0INT

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

- **Resource ID**
  - ResID_Unit_2

- **Email Recipients**
  - nnines@caiso.com, srequests@caiso.com
Submitting A Ticket

• Once all the information is entered into the CIDI ticket, click ‘Next’ at the bottom of the screen.
Submitting A Ticket

• After clicking ‘Next’, you will be re-directed to a page that shows you the ticket/case number
Adding Additional Information

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

- Detailed Information

  Resource ID
  AE6_Unit1

- Contact Information

  Contact Name
  Customer SERVICE4
  Contact Phone

  Contact Email
  mmouanetry@caiso.com
  Email Recipients
  SCRenequests@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’

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

Accuracy is key!
## Appendix B: Document Naming Convention

<table>
<thead>
<tr>
<th>Document</th>
<th>NAMING CONVENTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional BSCID Request Letter</td>
<td>BSCID_BSCID REQUEST_DATE</td>
</tr>
<tr>
<td>Additional SCID Request Letter</td>
<td>SCID_SCID REQUEST_DATE</td>
</tr>
<tr>
<td>Address Change Form</td>
<td>SCID_ADDRESS_DATE</td>
</tr>
<tr>
<td>Affiliate Form</td>
<td>SCID_AFFILIATE_DATE</td>
</tr>
<tr>
<td>Any document not listed</td>
<td>SCID_OTHER_DATE</td>
</tr>
</tbody>
</table>
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