 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction: None</b>	


## Table of Contents

<b>Purpose</b> .....	<b>1</b>
<b>1. Responsibilities</b> .....	<b>2</b>
<b>2. Scope/Applicability</b> .....	<b>3</b>
2.1. Background.....	3
2.2. Scope/ Applicability .....	3
<b>3. Procedure Detail</b> .....	<b>3</b>
3.1. Scheduling Inquires .....	3
3.2. Dispatch Inquires.....	4
3.3. Application Technology Inquires.....	5
3.3.1. MP/SC Voice Communications .....	5
3.3.2. CAISO Voice Communications .....	6
3.3.3. System Access/Availability Issue .....	6
3.3.4. ADS Down or Degraded .....	7
3.3.5. EMS or RTN Down or Degraded .....	8
3.3.6. SIBR Down or Degraded .....	8
3.4. Settlement Dispute Inquires .....	9
3.5. Business Inquires .....	9
<b>4. Supporting Information</b> .....	<b>10</b>
Operationally Affected Parties .....	10
References.....	10
Definitions .....	10
Version History .....	11
<b>5. Periodic Review Procedure</b> .....	<b>12</b>
Review Criteria & Incorporation of Changes.....	12
Frequency .....	12
<b>Appendix</b> .....	<b>12</b>

## Purpose


This procedure describes how the California ISO (CAISO) will process inquiries from Market Participants, including Scheduling Coordinators, Non-SC Transmission Owners, Convergence Bidders, and CRR Holders.

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction: None</b>	

## 1. Responsibilities

<b>Congestion Revenue Right (CRR) Holder Convergence Bidders Market Participant Non-Participating Transmission Owner(s)</b>	<p>Submit business and post-market questions to their assigned CAISO Client Representative.</p> <p>Contact the CAISO Service Desk for voice communication and system/technology issues.</p>
<b>Scheduling Coordinator (SC)</b>	<p>Submit limited scheduling and dispatch inquiries to the CAISO Transmission and Generation Dispatcher, respectively. Contact the CAISO Service Desk for voice communication and system/technology issues. Submit business and post-market questions to their assigned CAISO Client Representative.</p>
<b>CAISO Transmission Desk</b>	<p>Answer Scheduling Coordinators' questions regarding tag-related issues, hourly checkout, market status, and congestion management.</p>
<b>CAISO Generation Desk</b>	<p>Answer Scheduling Coordinators' questions regarding dispatch instructions, system reliability emergencies, performance constraints, and related safety issues.</p>
<b>CAISO Service Desk</b>	<p>Investigate and either resolve or escalate application/ technology issues.</p>
<b>CAISO 2nd Level Support</b>	<p>Resolve technical and time-sensitive issues related to grid reliability and market operations. Restore down or inoperative voice communications and systems/applications as quickly as possible.</p>
<b>CAISO Dispute Team</b>	<p>Respond to dispute inquiries submitted by Scheduling Coordinators.</p>
<b>CAISO Customer Experience</b>	<p>Respond to business-related (bid to bill) inquiries from Scheduling Coordinators, Non-SC Transmission Owners, Convergence Bidders, Western Energy Imbalance Market (WEIM) Participants, and CRR Holders.</p>

 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

## 2. Scope/Applicability

### 2.1. Background

The CAISO assigns Client Representatives to Scheduling Coordinators, Non-SC TOs, Convergence Bidders, and CRR Holders. The respective Client Representative serves as the single point of contact for most inquiries. There are a few instances where the Scheduling Coordinators should contact other groups within the CAISO for support. Those instances are; contact the Transmission Desk and Generation Desk for concerns and questions impacting reliability, Service Desk for application access or system failures, and Dispute Team for settlement disputes. WEIM Entity works directly with the Real-Time Market Operator (RTMO) as the first point of contact for many instances.

### 2.2. Scope/ Applicability

This procedure applies to:

- Scheduling Coordinator inquiries directed to CAISO Generation Desk, CAISO Transmission Desk, CAISO Service Desk personnel, and CAISO Dispute Team personnel.
- Scheduling Coordinator, Non-SC TO, Convergence Bidder and CRR Holder inquiries submitted to CAISO Customer Experience.


## 3. Procedure Detail

### 3.1. Scheduling Inquiries

Scheduling Coordinator inquiries to CAISO Transmission Desk will be processed as described below:

<b>Scheduling Coordinator (SC)</b>
<p>1. <b>Limit</b> direct communication with the Transmission Desk to the following:</p> <ul style="list-style-type: none"> <li>• Tag-related issues</li> <li>• Hourly checkout</li> <li>• Market status</li> <li>• Congestion management</li> </ul>

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

CAISO Transmission Desk
<p>1. If a Scheduling Coordinator has a question related to post-market results or finances, <b>ask</b> them to:</p> <ul style="list-style-type: none"> <li>• <b>Transfer call</b> to Customer Support Desk if available, if not; <ul style="list-style-type: none"> <li>○ <b>Open</b> an IMS case in CIDI and/or</li> <li>○ <b>Contact</b> their client representative.</li> <li>○ <b>Transfer call</b> to Help Desk for logging and appropriate routing.</li> </ul> </li> </ul>

CAISO 2nd Level Support
<ol style="list-style-type: none"> <li>1. <b>Investigate</b> the issue,</li> <li>2. <b>Contact</b> the Market Participant or Scheduling Coordinator, as needed.</li> <li>3. When possible, <b>resolve</b> the issue <u>and</u>, if necessary, <ul style="list-style-type: none"> <li>• <b>Follow up</b> with the Scheduling Coordinator.</li> </ul> </li> <li>4. If the issue cannot be resolved, <ul style="list-style-type: none"> <li>• <b>Document</b> the issue in CIDI <u>and</u></li> <li>• <b>Report</b> to the Market Participant/Scheduling Coordinator with an approximate time of resolution.</li> </ul> </li> </ol>


### 3.2. Dispatch Inquires

Scheduling Coordinator inquiries to CAISO Generation Dispatchers will be processed as described below:

Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>1. <b>Limit</b> direct communication with the CAISO Generation Dispatcher to the following: <ul style="list-style-type: none"> <li>• Clarification of dispatch instructions</li> <li>• System reliability emergencies</li> <li>• Unit operating or performance constraints</li> <li>• Personal/system/unit safety issues associated with dispatch instructions</li> </ul> </li> </ol>

CAISO Generation Desk
<ol style="list-style-type: none"> <li>1. If a Scheduling Coordinator has a question related to post-market results or finances, <b>ask</b> them to: <ul style="list-style-type: none"> <li>• <b>Transfer call</b> to Customer Support Desk if available, if not: <ul style="list-style-type: none"> <li>○ <b>Open</b> an IMS case in CIDI <u>and/or</u></li> <li>○ <b>Contact</b> their client representative.</li> <li>○ <b>Transfer</b> call to Help Desk for logging and appropriate routing.</li> </ul> </li> </ul> </li> </ol>

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

CAISO 2nd Level Support
<ol style="list-style-type: none"> <li>1. <b>Investigate</b> the issue,</li> <li>2. <b>Contact</b> the Market Participant or Scheduling Coordinator, as needed.</li> <li>3. When possible, <b>resolve</b> the issue <u>and</u>, if necessary, <ul style="list-style-type: none"> <li>• <b>Follow up</b> with the Scheduling Coordinator.</li> </ul> </li> <li>4. If the issue cannot be resolved, <ul style="list-style-type: none"> <li>• <b>Document</b> the issue in CIDI <u>and</u></li> <li>• <b>Report</b> to the Market Participant/Scheduling Coordinator with an approximate time of resolution.</li> </ul> </li> </ol>

### 3.3. Application Technology Inquires

This section describes how application/technologies inquiries from Market Participants and Scheduling Coordinators will be processed.

#### 3.3.1. MP/SC Voice Communications


If voice communications for a Market Participant or Scheduling Coordinator are inoperative (either planned or unplanned), they should perform the following actions:

Market Participant, Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>1. <b>Using</b> alternative communications, <ul style="list-style-type: none"> <li>• <b>Report</b> the voice communications failure to the CAISO Service Desk.</li> <li>• <b>Call</b> 1-888-889-0450 <u>or</u></li> <li>• <b>Send</b> email to <a href="mailto:ISOHelpDesk@caiso.com">ISOHelpDesk@caiso.com</a>.</li> </ul> </li> <li>2. <b>Give</b> the CAISO Service Desk instructions on how to contact the Market Participant or Scheduling Coordinator until voice communications are restored.</li> </ol>

CAISO Service Desk
<ol style="list-style-type: none"> <li>1. <b>Call</b> the CAISO <b>Manager of Real-Time Operations</b> <u>and</u> <b>relay</b> the instructions on how to contact the Market Participant or Scheduling Coordinator.</li> </ol>

Market Participant, Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>1. Once voice communications have been restored, <b>notify</b> the CAISO Service Desk.</li> </ol>

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

### 3.3.2. CAISO Voice Communications

If a Market Participant or Scheduling Coordinator believes voice communications are inoperative at either of the control rooms, they should perform the following actions:

Market Participant, Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li><b>Report</b> the voice communications failure to the CAISO Service Desk. <ul style="list-style-type: none"> <li>• <b>Call</b> 1-888-889-0450 <i>or</i></li> <li>• <b>Send</b> email to <a href="mailto:ISOHelpDesk@caiso.com">ISOHelpDesk@caiso.com</a>.</li> </ul> </li> <li><b>Follow</b> any instructions provided by the CAISO Service Desk.</li> </ol>

CAISO Real-Time Operations
<ol style="list-style-type: none"> <li>If voice communications at either of the Control Centers are inoperative, <ul style="list-style-type: none"> <li>• <b>Send</b> an ADS message, Reliability messaging system message, Market Notice, and any additional email messages as necessary providing instructions on how to contact Real-Time Operations.</li> </ul> </li> <li>Once voice communications have been restored at the respective Control Center, <ul style="list-style-type: none"> <li>• <b>Send</b> ADS message, Reliability messaging system message, Market Notice, and any additional email messages to all external entities.</li> </ul> </li> </ol>


### 3.3.3. System Access/Availability Issue

If a Market Participant or Scheduling Coordinator cannot access a CAISO System (where previously they had authorized access), the issue will be processed as follows:

Market Participant, Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>Do any of the following: <ul style="list-style-type: none"> <li>• <b>Call</b> the CAISO Service Desk at 1-888-889-0450</li> <li>• <b>Send</b> email to <a href="mailto:ISOHelpDesk@caiso.com">ISOHelpDesk@caiso.com</a>.</li> </ul> </li> </ol>

CAISO Service Desk
<ol style="list-style-type: none"> <li><b>Create</b> <i>or</i> <b>review</b> an SMC ticket (creating an SMC ticket for a Market Participant or Scheduling Coordinator automatically generates a CIDI Ticket): <ul style="list-style-type: none"> <li>• <b>Resolve</b> the issue; otherwise, <ul style="list-style-type: none"> <li>○ <b>Assign</b> the SMC ticket to the appropriate 2nd-level support team.</li> </ul> </li> <li>• If the issue is time-sensitive or critical, <ul style="list-style-type: none"> <li>○ <b>Escalate</b> the ticket to 2nd-Level support.</li> </ul> </li> </ul> </li> </ol>

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

CAISO 2nd Level Support
<p>1. <b>Investigate</b> the issue,</p> <ul style="list-style-type: none"> <li>• <b>Contact</b> the Market Participant or Scheduling Coordinator, as needed, <u>and</u></li> <li>• <b>Do</b> one of the following: <ul style="list-style-type: none"> <li>○ <b>Resolve</b> the issue, update the SMC ticket (the corresponding CIDI ticket will be updated), and, if necessary, follow up with the Market Participant or Scheduling Coordinator.</li> <li>○ <b>Document</b> the status of the issue and the expected resolution time/date in the SMC ticket (the corresponding CIDI ticket will be updated).</li> <li>○ <b>Continue</b> to work on the issue until it is resolved or assigned to another CAISO resource.</li> <li>○ When the issue has been resolved, <ul style="list-style-type: none"> <li>▪ <b>Follow up</b> with the Market Participant or Scheduling Coordinator, if necessary.</li> </ul> </li> </ul> </li> </ul>


CAISO Real-Time Operations
<ol style="list-style-type: none"> <li>1. If the Service Desk or 2nd-Level Support reports a system is down or degraded, <ul style="list-style-type: none"> <li>• <b>Send</b> a Market Notice Message stating the current system status and any actions to be performed by Market Participants/Scheduling Coordinators.</li> </ul> </li> <li>2. When the Service Desk or 2nd-Level Support reports system has been restored, <ul style="list-style-type: none"> <li>• <b>Send</b> a Market Notice stating the system has been restored and to return to normal system operations.</li> </ul> </li> </ol>

### 3.3.4. ADS Down or Degraded

If the CAISO Service Desk, 2nd-Level Support, or Real-Time Operations confirms ADS is down or degraded, Scheduling Coordinators should perform the following actions:

Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>1. <b>Maintain</b> the most recent Dispatch Operating Target (DOT) received from CAISO Real-Time Operations.</li> <li>2. <b>Do not go to</b> the Day-Ahead Schedule unless instructed to do so by the CAISO Generation Desk.</li> <li>3. <b>Respond</b> to any manual dispatch instructions issued by CAISO Real-Time Operations personnel.</li> <li>4. <b>Call</b> the CAISO Generation Desk to confirm any new ADS dispatches.</li> <li>5. <b>Watch</b> for CAISO Market Notices regarding ADS status or possible required actions.</li> </ol>

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

Scheduling Coordinator (SC)
6. When the CAISO sends a Market Notice indicating ADS has been restored, <ul style="list-style-type: none"> <li>• <b>Resume</b> normal ADS operations.</li> </ul>

### 3.3.5. EMS or RTN Down or Degraded

If the CAISO Service Desk, CAISO 2nd-Level Support, or CAISO Real-Time Operations confirms EMS or RTN is down or degraded, Scheduling Coordinators should perform the following actions:


Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>1. <b>Call</b> the CAISO Generation Desk <u>and inquire</u> about any dispatch instructions.</li> <li>2. <b>Do</b> the following:             <ul style="list-style-type: none"> <li>• <b>Respond</b> to any manual dispatch instructions issued by CAISO Real-Time Operations personnel.</li> <li>• <b>Watch</b> for CAISO Market Notices regarding system status or possible required actions.</li> </ul> </li> <li>3. When the CAISO sends a Market Notice indicating EMS or RTN has been restored,             <ul style="list-style-type: none"> <li>• <b>Resume</b> normal operations.</li> </ul> </li> </ol>

### 3.3.6. SIBR Down or Degraded

If the CAISO Service Desk, CAISO 2nd-Level Support, or CAISO Real-Time Operations Group confirms SIBR is down or degraded, Scheduling Coordinators should perform the following actions:

Scheduling Coordinator (SC)
<ol style="list-style-type: none"> <li>1. If SIBR is unavailable for the hourly market, <u>and</u> the hourly bids are not available,             <ul style="list-style-type: none"> <li>• <b>Contact</b> the Service Desk</li> <li>• <b>Follow</b> the instructions posted on OASIS under System Operating Messages <u>and/or</u></li> <li>• <b>Contact</b> the Transmission Desk for reliability concerns.</li> </ul> </li> <li>2. If SIBR is down or inaccessible,             <ul style="list-style-type: none"> <li>• <b>Contact</b> the Service Desk</li> </ul> </li> </ol> <p><b>Note:</b> CAISO Real-Time Operations <u>may</u> decide to hold the day-ahead schedule open until the issue is resolved, and then give Schedule Coordinators</p>



 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

<b>Scheduling Coordinator (SC)</b>
<p><i>time to submit their day-ahead schedules. (This would be communicated via market messages.)</i></p> <p>3. When the CAISO Real-Time Operations sends an CAISO Market Notice indicating SIBR has been restored,</p> <ul style="list-style-type: none"> <li>• <b>Resume</b> normal operations.</li> </ul>

### 3.4. Settlement Dispute Inquires

Scheduling Coordinators should contact the CAISO Dispute Team regarding market settlement disputes.

<b>Scheduling Coordinator (SC)</b>
<p>1. <b>Open</b> an SDS case in CIDI describing the settlement dispute.</p>


<b>CAISO Dispute Team</b>
<p>1. <b>Investigate</b> the dispute,</p> <ul style="list-style-type: none"> <li>• <b>Contact</b> the Scheduling Coordinator, as needed.</li> <li>• <b>Document</b> the dispute in CIDI <u>and</u></li> <li>• <b>Notify</b> the Scheduling Coordinator of the estimated date for resolving the dispute.</li> </ul>

### 3.5. Business Inquires

Scheduling Coordinators, Non SC TOs, Convergence Bidders, and CRR Holders should contact their CAISO Customer Experience for all business-related inquiries (bid to bill), including (but not limited to) the following:

- Post-Market Bid Results
- Settlements (other than disputes)
- Meter Data
- Application Access
- Application Functionality
- Contracts
- Agreements
- Credit and Collateral
- SC Certification
- Training

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	

**Note:** Business inquiries may include post-market questions about real-time dispatches related to market results or finances.

<b>Market Participant, Scheduling Coordinator (SC)</b>
1. If an issue is not related to critical or time-sensitive pre-market activities, <ul style="list-style-type: none"> <li>• <b>Open</b> an IMS case in CIDI.</li> </ul>

<b>CAISO Customer Experience</b>
1. <b>Set Expectations</b> by providing a follow up date to client regarding when they can anticipate receiving an update on their issue. 2. <b>Document</b> the resolution and status in CIDI.

## 4. Supporting Information

### Operationally Affected Parties

Shared with the Public

### References


Resources studied in the development of this procedure and that may have an effect upon some steps taken herein include but are not limited to:

CAISO Tariff	
CAISO Operating Procedure	
NERC Requirements	
WECC Criterion	
Other References	

### Definitions

Unless the context otherwise indicates, any word or expression defined in the Master Definitions Supplement to the CAISO Tariff shall have that meaning when capitalized in this Operating Procedure.

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b>	5140
		<b>Version No.</b>	4.4
		<b>Effective Date</b>	9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>	


The following additional terms are capitalized in this Operating Procedure when used as defined below:

<b>CIDI</b>	Customer Inquiry, Dispute and Information system.
<b>IMS</b>	Information Management System.

### Version History

Version	Change	Date
3.3	Updated formatting and grammar. Updated ISO location references. Changed the role names used in this procedure to their new role names.	11/16/16
4.0	Annual Review. Updated the following sections to reflect current process: Responsibilities Section, and Sections 2.1, 3.1, 3.2, 3.3.6 and 3.5. Updated title from ISO Client Relations to ISO Customer Experience. Replaced RMT with Reliability messaging system. Changed "Interchange Scheduling" to "Transmission" or "Transmission Desk". Minor formatting and grammar updates. Removed version history prior to 5-years.	6/01/19
4.1	Corrected procedure title in header.	10/24/19
4.2	Periodic Review: Sections 1, 2 & 3.4: Replaced Market Settlement Validation & Resolution Department with Dispute Team. Updated from ISO to CAISO throughout. Minor format and grammar updates. Removed history prior to five years. Updated review frequency to every three (3) years.	1/27/22
4.3	Updated title to reflect California ISO and purpose to reflect first instance as California ISO (CAISO). Updated From EIM to WEIM with first instance spelled out in Sections 1 and 2.	2/16/23
4.4	Section 3.3.1: Replaced Shift Manager with Manager of Real-Time Operations.	9/11/23

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 <b>California ISO</b>	<b>Operating Procedure</b>	<b>Procedure No.</b> 5140
		<b>Version No.</b> 4.4
		<b>Effective Date</b> 9/11/23
<b>California ISO Market Participant Inquiries</b>		<b>Distribution Restriction:</b> <b>None</b>

## 5. Periodic Review Procedure

### Review Criteria & Incorporation of Changes

There are no specific criteria for reviewing or changing this document, follow instructions in CAISO Operating Procedure 5510.

### Frequency

Every three (3) years.

## Appendix

No references at this time.