

This document is intended to guide customers of EIM entities that do not participate directly in the Energy Imbalance Market to the appropriate resource for assistance. Please find below a list of topics and general questions to help guide you to the resource best suited to address your inquiry.

GENERAL QUESTIONS OR ISSUES

For general information about the Energy Imbalance Market, please visit us at www.westernEIM.com

| Category | Issue / Question | Resource(s) |
|---------------------|--|--|
| General Information | Discuss obligations of an EIM Entity | Western EIM website or EIM Business Practice Manual |
| General Information | Discuss obligations of a Participating Resource | EIM Participating Resource Agreement or EIM Business Practice Manual |
| General Information | Converting from a Non-Participating Resource to a Participating Resource | Procedure for changing to a Participating Resource |

SETTLEMENTS QUESTIONS OR ISSUES

| Category | Issue / Question | Resource(s) |
|--|--|---------------------------------------|
| Access to settlements data | Request for settlements files and invoices | Please contact your EIM Entity |
| Modeling/resource information | Modeling or resource association | Please contact your EIM Entity |
| Settlement Statements, Invoices, and timelines | Questions about an EIM Entity's settlements/invoicing timeline or disputes | Please contact your EIM Entity |
| Settlement Statements, Invoices, and timelines | Questions about CAISO's settlements/invoicing timeline | ISO Payments calendar |

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|--------------------------|---|---|
| Settlements calculations | How to calculate CAISO charge codes (general questions) | BPM & Configuration guide or Western EIM Contact Us |
| Settlements calculations | Questions about charges that are passed through by the EIM Entity | Please contact your EIM Entity |

TRAINING QUESTIONS OR ISSUES

| Category | Issue / Question | Resource(s) |
|-------------------------------|-----------------------------|--|
| Computer Based Training (CBT) | Access to public trainings | CBTs |
| Computer Based Training (CBT) | Questions about CBT content | Western EIM Contact Us |

SYSTEMS QUESTIONS OR ISSUES

AIM – for User Access Administrators only

Access Identity Management (AIM) provides registered application access administrators (called UAAs) the ability to manage their user application access, including automated provisioning and removal as well as automated certificate renewals. An Access Creation List (ACL) group is used to provision access to a subset of resources mapped to a single Scheduling Coordinator Identification (SCID).

| Category | Issue / Question | Resource(s) |
|---------------------------------|--|---|
| User Access Administrator (UAA) | Questions about establishing a UAA | Please contact your EIM Entity |
| System Access | Problems installing a certificate | ISO Service Desk: (888) 889-0450 servicedesk@caiso.com |
| System Access | Can't get in to AIM but have a valid digital certificate | ISO Service Desk: (888) 889-0450 servicedesk@caiso.com |
| Application functionality | How to use AIM | AIM User Guide or Western EIM Contact Us |
| Application functionality | Endorsed User assistance | AIM User Guide or Western EIM Contact Us |
| Access Creation Lists (ACL) | Help with the provisioning of access to a subset of resources in AIM | Please contact your EIM Entity |

BSAP

Base Schedule Aggregation Portal (BSAP) is used for the Energy Imbalance Market (EIM) to submit Base Schedules for both Participating and Non-Participating resources outside the CAISO Control Area.

| Category | Issue / Question | Resource(s) |
|---------------------------|--|---|
| System Access | If you are requesting access to BSAP | Please contact your EIM Entity |
| System Access | Problems getting into BSAP if you have already have access | ISO Service Desk: (888) 889-0450 servicedesk@caiso.com |
| System Access | Modeling issue or BSCID/resource association issue | Please contact your EIM Entity |
| Application functionality | How to submit base schedules, what fields/tabs represent | BSAP user documentation |
| API support | Help with current functionality; no new development | BSAP user documentation |

CMRI

Customer Market Results Interface (CMRI). Results from the Day Ahead and Real Time Markets can be found in the Customer Market Results Interface.

| Category | Issue / Question | Resource(s) |
|---------------------------|---|---|
| System Access | Problems getting into CMRI if you already have access | ISO Service Desk: (888) 889-0450 servicedesk@caiso.com |
| System Access | Modeling or resource association questions | Please contact your EIM Entity |
| Application functionality | What do the different reports represent? | CMRI Documentation |
| Application functionality | Anything price or quantity related | Please contact your EIM Entity |
| Forecast Questions | Questions related to forecasts for Variable Energy Resources (VERs) | Please contact your EIM Entity |
| API support | Help with current functionality | CMRI Documentation |

Master File

The Master File database contains static data that reflects the operating characteristics of resources that participate in CAISO Markets. The Generator Resource Data Template (GRDT) and the Intertie Resource Data Template (IRDT) are used to submit requests to add or change specific operating parameters that reside in the Master File.

| Category | Issue / Question | Resource(s) |
|----------|------------------|-------------|
|----------|------------------|-------------|

| | | |
|------------------------|---|---|
| Resource Data Template | Request copy of RDT | Please contact your EIM Entity |
| Resource Data Template | Questions about the content of an RDT or what an RDT is | Master File Documentation or Please contact your EIM Entity |

Metering

| Category | Issue / Question | Resource(s) |
|-------------------|------------------------------|--|
| General Questions | Any questions about metering | EIM Business Practice Manual or Please contact your EIM Entity |

OASIS

Open Access Same-Time Information System (OASIS) contains information about prices, transmission availability, system demand, energy, CRRs, Ancillary Services, public bids, etc.

| Category | Issue / Question | Resource(s) |
|---------------------------|--|--|
| Application functionality | What do the different reports represent? | OASIS User guide or Western EIM Contact Us |
| Application functionality | Data questions | OASIS User guide or Western EIM Contact Us |
| API support | Help with current functionality | OASIS User guide or Western EIM Contact Us |

Outages

| Category | Issue / Question | Resource(s) |
|--------------------------|---|--------------------------------|
| General outage questions | Questions about outages and how to alert your EIM Entity of an outage | Please contact your EIM Entity |