



California ISO

DocuSign Electronic Signature FAQs For Study Agreements

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DocuSign eSignature FAQs

The following information has been provided by DocuSign and is available to the public on DocuSign’s homepage. For more information, please go to: <https://www.docusign.com/how-it-works/electronic-signature> or contact a DocuSign Certified Administrator at the CAISO.

What is an electronic signature?

An electronic signature, or eSignature, as defined by the [Federal ESIGN Act](#) , is an "electronic sound, symbol or process, attached to or logically associated with a contract or other record and executed or adopted by a person with the intent to sign the record" (ESIGN). All 50 states have laws that define electronic signatures in substantially the same way.

How are electronic signatures better than handwritten “wet” signatures?

	WET	ELECTRONIC
COST	Paper processing, printing, filing, mailing and fax. Overnight shipping costs extravagant.	Paper free processing Delivery over Internet eliminates shipping cost.
TIME	Delivery of mail may take up to several weeks. Missed form or lost paperwork creates further delays. Often requires the presence of a notary.	Mobile, anywhere, anytime access All fields must be filled before document can be signed, leading to less “no-good” documents.
SECURITY	Tampering – Backdating, alterations, or forgery High possibility for human error in data entry or copying	Encryption and audit trail ensures documents are tamper-evident. Unalterable capture of signing data; electronic storage

Are digital signatures the same as electronic signatures?

An electronic signature, or eSignature, is an electronic indication of intent to agree to or approve the contents of a document. On the other hand, a digital signature is one form of electronic signature, and it refers to a specific technology that enable users to ensure the authenticity of the signer and to trust that a signature is valid through the use of a public and private key pair.

Are DocuSign's electronic signatures legally binding?

DocuSign eSignatures are valid and legally binding across the globe and in use in 188 countries around the world. In fact, DocuSign offers industry-leading levels of eSignature enforceability and help you comply with the U.S. federal E-SIGN Act and UETA Act, as well as many other international laws and statutes including components of the European Directive 1999/93 EC on a Community Framework for Electronic Signatures, including the UK Electronic Communication Act.

Are DocuSign's electronic signatures secure?

DocuSign eSignatures offer bank-grade security and operations. Each electronic signature is unique, documentable, encrypted, and tamper-evident. DocuSign guarantees the confidentiality of all transactions and provides multi-faceted verification of signing events.

For additional information about the legality and/or security of electronic signatures, please visit the DocuSign website at: <https://www.docusign.com/how-it-works/legality>.

Are DocuSign's electronic signatures available outside of the U.S.?

DocuSign is the global standard for Digital Transaction Management with more than 50 million users in 188 countries around the world. Send a document from Paris, sign it in Tokyo or San Francisco and close business in minutes. With DocuSign, you can sign in any time zone, anywhere business takes you.

What languages does DocuSign support?

DocuSign offers 12 sending languages (including U.S. English) and the ability to sign documents in 43 localized languages. [Information on specific languages](#).

Can I use DocuSign eSignatures on my smartphone or tablet?

With DocuSign you can review and sign documents, complete in-person signing, and get instant visibility into your document status directly from your smartphone or tablet.

How will I be notified of a new DocuSign transaction requiring signature?

An email notification is sent from DocuSign on behalf of the sender (the CAISO Grid Assets Administrator). The email contains a message from the sender and a link to open the document on DocuSign. The signor clicks **Review Documents** to begin the signing process.

How do I sign a document via DocuSign?

For step-by-step instructions for signing a document via DocuSign, the following resources are available:

- Visit the Signor support page of the DocuSign website located at:
<https://www.docusign.com/support/signer/question/how-do-i-sign-a-docusign-document-basic-signing>;
- Refer to the DocuSign User Guide under the >Signing Documents with DocuSign>Basic Signing Section (available on the CAISO website at:
<http://www.caiso.com/planning/Pages/GeneratorInterconnection/GeneratorInterconnectionApplicationProcess/Default.aspx>),
- or contact a certified DocuSign administrator at the CAISO.

I am not the signatory for my company, but I am the designated representative. Can I have the document sent to me to send to the correct signatory once identified?

Yes. You may be designated as the representative and receive the document directly from DocuSign. You may choose to change signatories once you are in receipt of the document by Selecting the **Change Signor** option on the **More Options** menu in DocuSign.

I prefer to sign on paper; should I decline the DocuSign transaction?

No. Although DocuSign does provide a **Decline** option on the **More Options** menu in the DocuSign transaction, the CAISO asks that you select the **Sign on Paper** option and then follow the prompts to upload the executed signature page.

What date should I enter in the data field tag prompt on the first page of my Study Agreement for the “entered into” date?

The “entered into” date is the date of the last signature. Since the CAISO executes the Study Agreement first and releases the partially executed contract, please enter the date you signed.

Where do I designate the deliverability status I am requesting in the Study Agreement and how do I make my selection?

The deliverability status is marked with a designated signature tag prompt in the form of checkboxes. Please select the appropriate box by clicking on it and a check mark will appear.

How can I track the progress of my DocuSign transaction?

At any time during the course of an electronic signature transaction via DocuSign, any party included in the execution process (designated signatories and carbon copy recipients) have access to a Certificate of Authentication (also referred to as a “Summary”). The link provided via email by DocuSign to access the document will also allow access to the Summary, which is a detailed history of the transaction.

For more information regarding the Summary and step-by-step directions for accessing it via the DocuSign link, refer to the DocuSign User Guide under the >Signing Documents with DocuSign>Basic Signing>More Options Section (available on the CASIO website at:

<http://www.caiso.com/planning/Pages/GeneratorInterconnection/GeneratorInterconnectionApplicationProcess/Default.aspx>).

When will I receive a fully executed agreement for my records?

DocuSign will automatically send an email notification upon completion of the transaction with a link to the fully executed document and Summary. For customer convenience, the DocuSign notification will also include pdfs of the documents attached.

Who should I contact for questions or assistance with my DocuSign transaction?

CAISO has certified DocuSign administrators on hand to assist you with technical questions. For questions related specifically to your transaction, please contact the Grid Assets administrator.

CAISO Certified DocuSign Administrators:	
Melissa Starks, Contracts Analyst Regulatory Contracts, ICM	Ph. No. (916) 608-5726 Cell No. (916) 671-0864
Cheryl Adler, Sr. Contracts Analyst Regulatory Contracts, ICM	Ph. No. (916) 608-7080 Cell No. (916) 812-3062
CAISO DocuSign Envelope Manager (Transaction Manager):	
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