

CALIFORNIA ISO

Customer Inquiry, Dispute & Information (CIDI)

User Guide

Version 2.9

January 2025

Revision History

Version	Date	Description	By
1.0	04/26/10	CIDI initial user guide	Latisha C.
1.1	04/27/10	Final Edits	Nathan H.
1.2	6/12/2017	Update to Settlement dispute section	Meghna K.
1.3	8/28/2017	Updated with current screenshots and relevant information	Lindsey L.
1.4	11/08/2017	Updated with current screenshots and relevant information	Mark R.
1.5	11/28/2018	Updated for Communities	Mark R.
1.6	10/19/2020	Updated document to include the new Case Record Type info for 'Negotiated Rate Application'	Monica M.
1.7	12/04/2020	Added clarification under the Negotiated Rate Application submission section. 'Hydro DEB' inquiries are different from the 'NDEB Application' requests and must be submitted under the 'Inquiry Ticket' Record Type.	Monica M.
1.8	01/06/21	Updated the section for 'Inquiry Ticket' to introduce the new Manual Reference Request radio button in the submission window.	Monica M.
1.9	04/20/21	Updated a new Case Record Type, titled 'Onboarding and Maintenance'. Current and onboarding clients can use this new record type to submit their ongoing obligations (existing clients) and document submissions (upcoming clients).	Monica M.
2.0	07/30/21	Updated contents for the following: <ol style="list-style-type: none"> 1. CIDI Survey 2. Provide Client Response button modifications 3. Disabling comments function when the status is in 'Resolved-Pending Validation' or 'Closed'. 	Monica M.

2.1	December 2021	Updated the contents for the following CIDI enhancements: <ol style="list-style-type: none"> 1. Changes to the Community Main Page 2. Predictive Search 3. Dispute Comments 4. Generating a dispute ticket from an existing inquiry ticket 	Monica M.
2.2	08/08/22	New 'Export' CSV enhancement function for the following 3 reports. <ol style="list-style-type: none"> 1. Open Inquiry Cases 2. Cases Requiring Action 3. Open Disputes 	Monica M.
2.3	09/12/22	Updates: <ul style="list-style-type: none"> • Added help text language clarification when hovering over the following radio button icons in the Inquiry ticket record type community page: <ul style="list-style-type: none"> - Review for Price Correction - Metering Inquiry - Manual Reference Level Change Request • Added new section on how add additional email recipients and include info on the format controls. 	Monica M.
2.4	10/20/22	Update: <ul style="list-style-type: none"> • Added the new Public Knowledge Article enhancement for non-CIDI users to see and search for knowledge articles marked as public through the Help Center link. 	Monica M.
2.5	04/04/23	Update: <ul style="list-style-type: none"> • Added the "Assistance Energy Designation Request" radio button information under Inquiry Ticket type. 	Kyle C.
2.6	12/21/23	Update: <ul style="list-style-type: none"> • Added clarifying information regarding the Functional Environment selections upon ticket submission. • Added clarifying information regarding the 'Provide Client Response' and 'Accept/Dedine Resolution' buttons. • Updated 'How to add Attachments' section with the enhanced files upload. 	Kyle C.

2.7	11/4/24	Update: <ul style="list-style-type: none"> • Updated 'Accept / Decline Resolution and Post-Case Survey functionality • Minor edits throughout 	Kyle C.
2.8	12/30/24	Update: <ul style="list-style-type: none"> • Added CAISO Notification case type. 	Kyle C.
2.9	1/21/25	Update: <ul style="list-style-type: none"> • Clarified Email Alerts 	Kyle C.

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Introduction

The Customer Inquiry, Dispute & Information (CIDI) system is used to log and track market inquiries and settlement disputes.

Inquiry and Dispute Process

Resolution Time

The ISO is committed to meeting clients' expectations regarding the fast resolution of cases. To the extent practical, the ISO endeavors to resolve or update all inquiry cases by the Follow-Up date established in the case. Note, Onboarding and Maintenance and Negotiated Rate Application record types do not have follow-up dates as their processes allow cases to be open for longer periods. Settlement Disputes are processed according to the process and timeline outlined in the Settlements and Billing BPM.

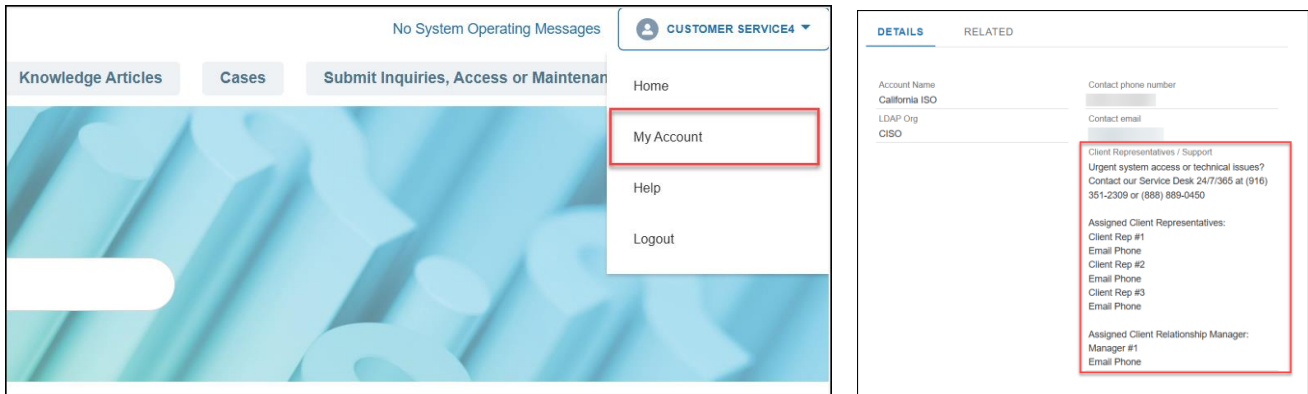
If the SC seeks faster attention to their case, they can enter the case directly into CIDI, and follow up with a phone call, thereby ensuring that the ISO team has all the pertinent information and is aware of the case.

Time Sensitive Cases

If a case requires resolution within a Real Time Market time horizon, the ISO strongly recommends that the Scheduling Coordinator contact their assigned Client Representative(s) by telephone or contact the Customer Service line at 916-608-7320 (during business hours). For any urgent system access or technical issues, the ISO IT Service Desk is available 24/7/365 at (916) 351-2309 or (888) 889-0450.

Client Representative Contact Information

CIDI users can find their assigned Client Representatives contact information within CIDI by clicking on their name (in the top right corner), then select "My Account":



Getting Started

You must have a Scheduling Coordinator ID (SCID) and have a CAISO Multi-Application (CMA) digital certificate installed along with access to the Portal before you can use CIDI.

1. Be sure to install the certificate per the instructions provided to you.
2. If you do not have a certificate and/or do not have access to the portal, then request access through you User Access Administrator (UAA). Once you have access

provisioned, you can launch CIDI from the Market Participant Portal home page at <https://portal.caiso.com>.

- The Market Participant Portal (MPP) Home page will be displayed with a list of all the applications.

Market Applications splash page

The Market Applications splash page adds value to Market Participant businesses by streamlining access to secure ISO applications and business-critical information, enabling more efficient participation with the ISO by having:

- Centralized access to ISO applications
- Single log-on to applications using digital certificates
- Centralized access to public information sources of frequent use

California ISO Market Applications [Market Participant Portal CAISO.com](https://portal.caiso.com)

Application Access

- AIM** Access and Identity Management
[AIM Computer Based Training](#)
- Inquiries & Disputes** Customer Inquiry Dispute and Information

Market & Operations

- ADS** Automated Dispatch System
- CMRI** Customer Market Results Interface
- CRR** Congestion Revenue Rights
- SIBR** Scheduling Infrastructure & Business Rules
- SIBR Reports** Scheduling Infrastructure & Business Rules Reports

OASIS Open Access Same-Time Information System

Outage Coordination

- OMS** Outage Management System

Reliability Requirements

- CIRA** Customer Interface for Resource Adequacy

Renewables & Demand Response

- DRRS** Demand Response Registration System

Settlements

- MRI-S** Market Results Interface - Settlements
[MRI-S Overview CBT](#)

Systems & Resource Modeling

- TR** Transmission Registry
- Master File**
- RIMS** Resource Interconnection Management System

Information available Limited availability Scheduled maintenance or outage Unscheduled Outage

Scheduled System Maintenance and Information

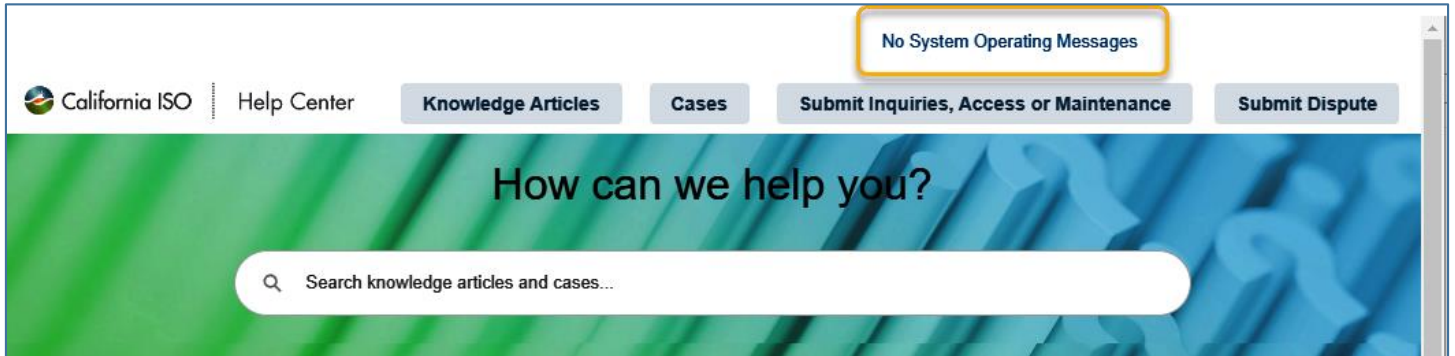
Event	Description	Related Notices	Timestamp
⚠	Please see ISO Maintenance and Outage Schedule	Maintenance & Outage Schedule	06/10/2021 10:57:38

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Communities Home Page

From the Home page, participants can submit/view cases/disputes and search/view knowledge articles.

Participants can also view any upcoming scheduled maintenance for CAISO applications by clicking on the **System Operating Messages** link for *Production* maintenances. If there are no maintenance, it will state that there are 'No System Operating Messages'.



Note: If you would like to see a list of the System Operating Messages, you can go **OASIS** at <http://oasis.caiso.com/mrioasis/logon.do> > ATLAS REFERENCE > Messages > System Operating Messages.

Menu Tabs

There are four (4) menu tabs on the CIDI main landing page.

1. Knowledge Articles
2. Cases
3. Submit Inquiries, Access or Maintenance
4. Submit Dispute



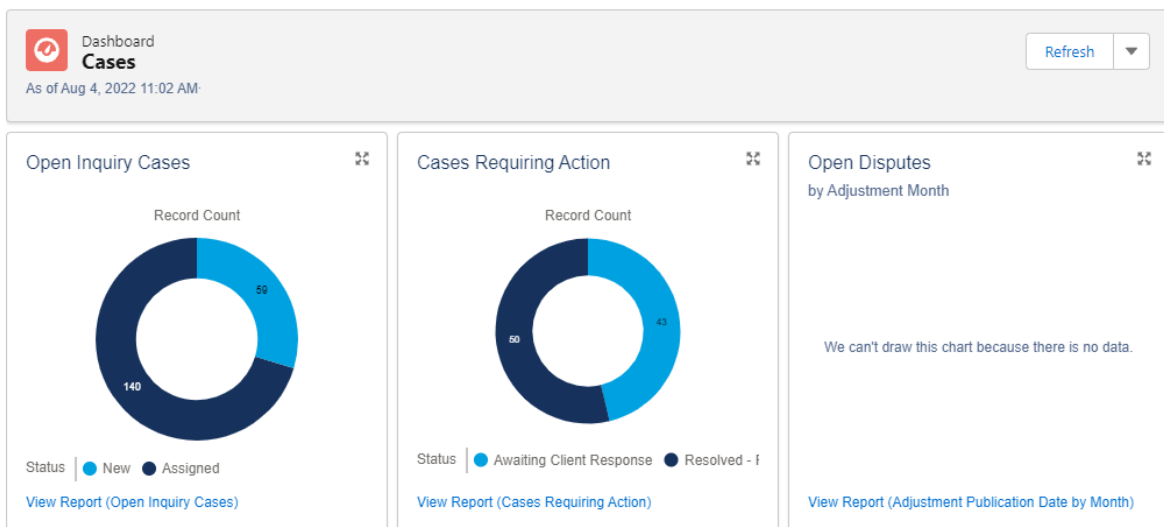
Knowledge Articles tab

The knowledge articles are documents of information to quickly help the market participants obtain an answer prior to submitting a CIDI ticket. The articles can include information on process, frequent asked questions, etc.

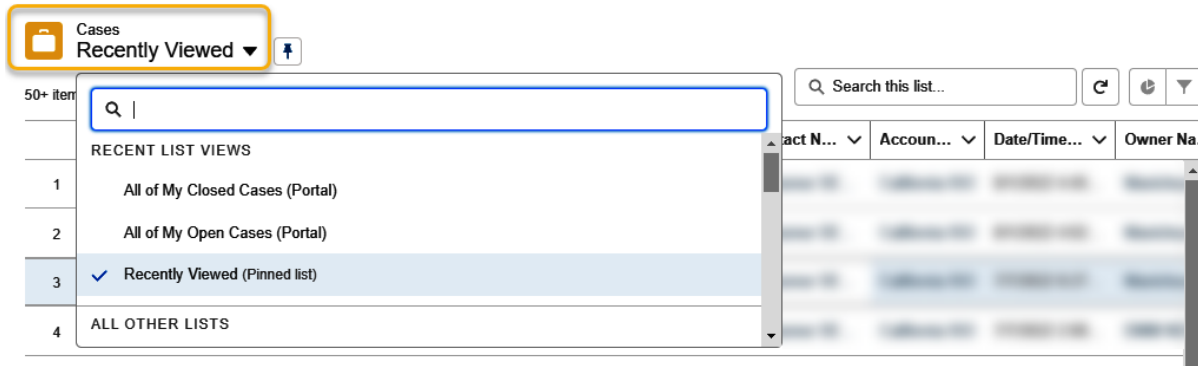
Cases tab

The Cases tab has a dashboard which contains three (3) different reports.

1. Open Inquiry Cases
2. Cases Requiring Action
3. Open Disputes



In addition, there are **Case Views**, which are located below the dashboard. The Case views enable users to view pre-defined views such as ‘All of My Closed Cases’, ‘All of My Open Cases’, etc. The views are different from the reports on the dashboard. Participants cannot export the case views but they can export the report lists from the dashboard.



Submit Inquiries, Access or Maintenance tab

This tab allows market participants to submit a new ticket for the following record types:

1. Application Access Request Case (AARC) Submission [only available to the *UAAs]
2. Inquiry Ticket
3. Negotiated Rate Application
4. Onboarding and Maintenance
5. Reliability Coordinator Inquiry

* User Access Administrators (UAAs)

Submit Dispute tab

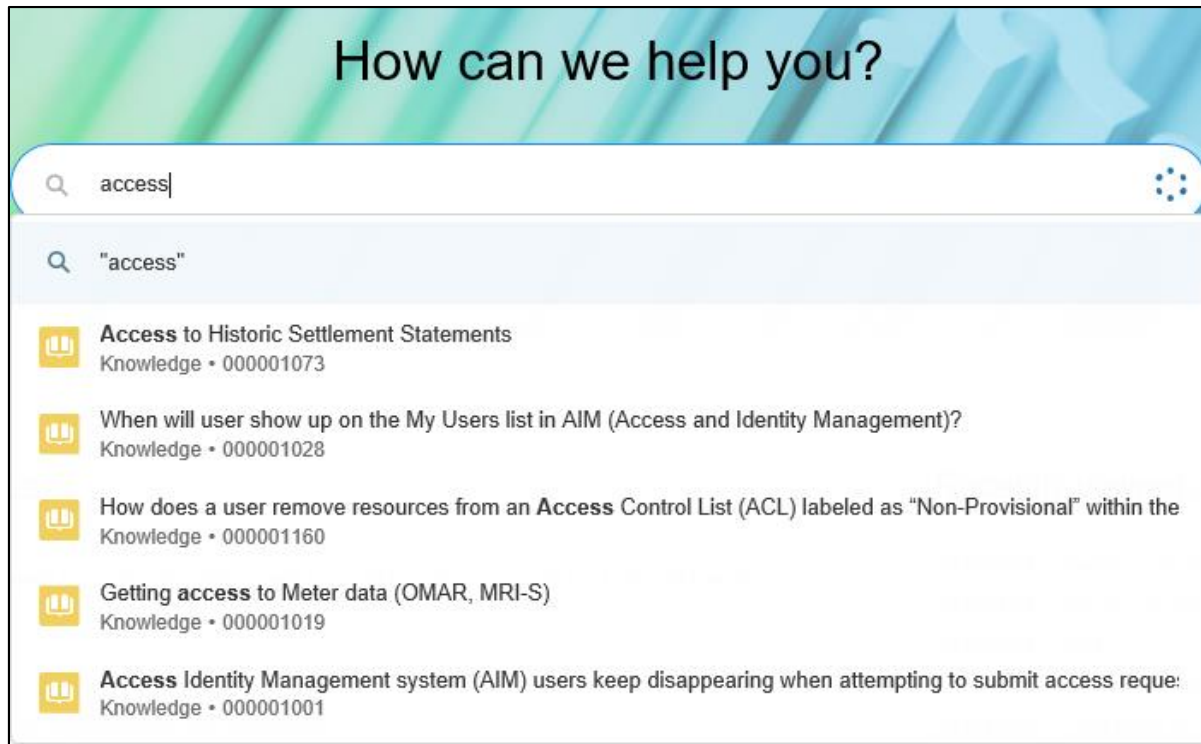
Market Participants can use this tab to submit disputes. This function used to be included in the ‘Submit Inquiry ticket’ tab, which has been re-labeled as ‘Submit Inquiries, Access or Maintenance’.

Other features on the community page

Resources links across the bottom of all pages are quick navigation options for other frequently used stakeholder pages. NOTE: If you are in need of technical assistance (e.g. xml trouble), please be sure to use the Technical Support link.

Resources			
<p>Technical support</p> <p>Developer information for APIs and application access. Login required.</p>	<p>Daily Briefing</p> <p>Notices about ISO operations, markets, and other activities.</p>	<p>Market Participant Portal</p> <p>Centralized, single sign-on access to applications and data.</p>	<p>Calendar</p> <p>Find upcoming and past meetings and events, and related documents.</p>

Predictive Search allows market participants to search knowledge articles and cases by using keywords to return relevant articles. Simply type a keyword in the search bar, review the list of relevant articles, and select an article for more details.



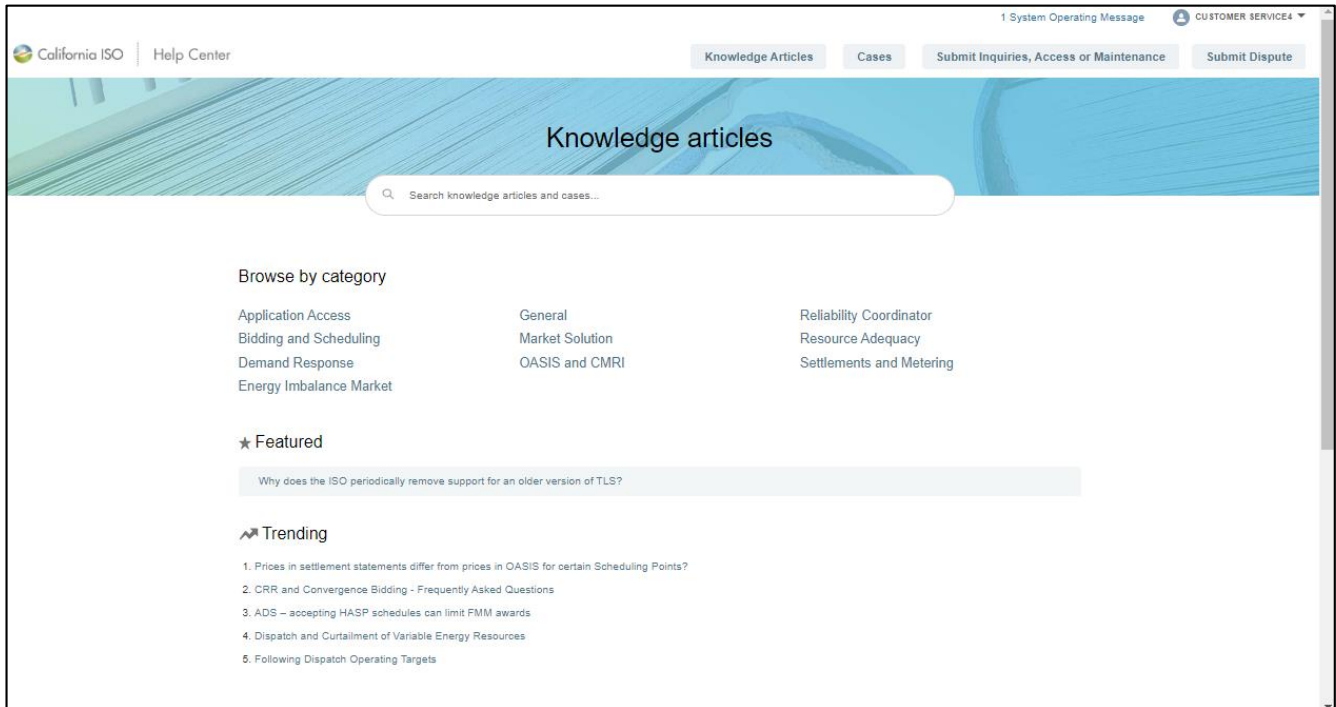
More Search Results are returned by executing a full search. If the predictive search does not provide the article you are looking for, type the keyword and hit enter to execute a full search. The Search Results page allows market participants to filter results further by Knowledge Articles, Cases, etc.

SEARCH RESULTS		Cases				
All		50+ Results • Sorted by Subject ▼				
Cases		CASE NUMBER	STATUS	SUBJECT ↓	DATE/TIME OPENED	SCID
Expand List		00181422	Closed	Workflow verification test - please disregard	5/5/2016 2:28 PM	0INT
		00175718	Closed	This is a TEST - Renewal	10/15/2015 3:18 PM	0INT
REFINE BY		00175475	Closed	Testing ULR email notifications	10/13/2015 8:06 AM	0INT
Case Number		00193074	Closed	Testing Subject	7/12/2017 1:36 PM	0INT
<input type="text"/>		00151744	Closed	Testing SMC ticket creation for EIM category - please disregard	9/2/2014 4:33 PM	CISO-INT

Knowledge Articles

On the Knowledge Articles landing page market participants can search articles by keywords, view by categories, view featured articles, or view articles that are trending.

- **Browse by category**
 - There are 10 categories. Knowledge articles are grouped under each category based on their association. Users can click on a category link to view a list of related articles.
- **Featured**
 - Displays a list of recently published article(s).
- **Trending**
 - Displays the top five list of frequently viewed article(s).



Selecting a Category will provide all articles related to that topic.

- Resource Adequacy articles
- Credit Allocation on 2018 Monthly RA Showings
- Eligible CPM capacity
- Error (time elapsed) when submitting annual RA showings or Supply Plan within CIRA
- How does a participant find units that have non-RA available to perform a substitution?
- How does a resource get listed on the 'Other' tab of the Net Qualifying Capacity (NQC) list?
- Load Serving Entities Bidding Into CSP
- Net Qualifying Capacity (NQC) Request upload and details
- Net Qualifying Capacity (NQC) Request upload and details
- NQC List – Internal and Import Resources
- Off-Peak Opportunity Resource Adequacy Maintenance Outage
- Resource Adequacy (RA) Replacement
- Resource Adequacy (RA) Replacement and Substitution
- Unable to view or submit a Planned Outage Substitution

Selecting an article allows participants to review the content as well as related articles on the topic. Be sure to use the thumbs up or thumbs down feature to let us know if the article was helpful or not.

Error (time elapsed) when submitting annual RA showings or Supply Plan within CIRA

Nov 21, 2018 · Knowledge

QUESTION

Why would a time elapsed error appear upon submitting an annual Resource Adequacy (RA) or Supply Plan within the California ISO Interface for RA (CIRA) application?

SOLUTION

If a participant receives the following message, "The plan submission time has elapsed for the selected month," when attempting to submit annual RA showings within CIRA, please check the following:

- Ensure you have selected the appropriate "Submittal Type" and "Target Period" for appropriate year
- Check the "Admin Info" tab on the associated plan attempting to be uploaded and ensure the "Report Type" field = "Annual" and the "Report Date" = "1/1/20XX" for the appropriate showings year.

References:
More information on annual RA submissions can be found within the CIRA user guide:
<http://www.caiso.com/Documents/CIRAUserGuideforMarketParticipants.pdf>

ATTACHMENTS

Was this article helpful?

1 0

RELATED ARTICLES

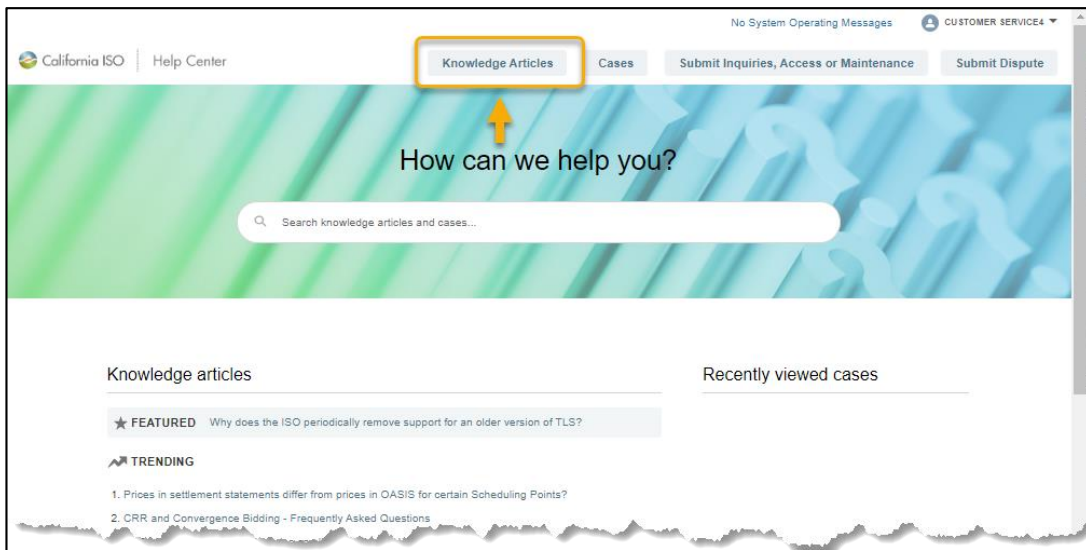
- Credit Allocation on 2018 Monthly RA Showings 5
- Load Serving Entities Bidding Into CSP 2
- Resource Adequacy (RA) Replacement and Substitution 69
- Unable to view or submit a Planned Outage Substitution 1
- How to Submit User Access Administrator (UAA) Form 15

Help Center link for Knowledge Articles

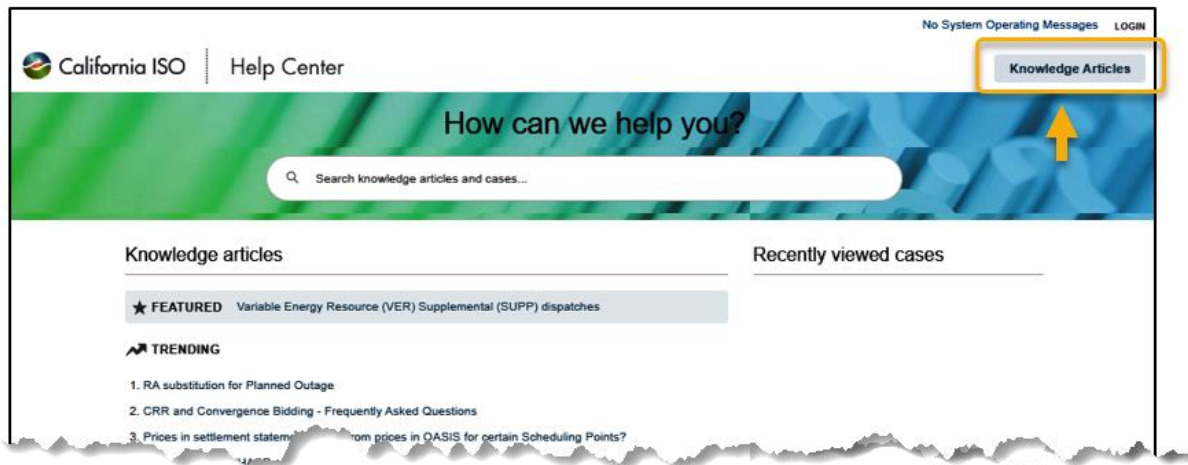
The California ISO implemented a new enhancement to allow all market participants access to knowledge articles. Participants can go to the new **Help Center** link to search articles by keywords, view by categories, view featured articles, or view articles that are trending on the Knowledge Articles landing page. This feature was previously available to participants who were provisioned for the CIDI application and is no longer application role specific.

To access the portals to get to the knowledge articles, participants must have an active ISO digital certificate to access the portals to get to the Help Center link.

Sample screenshot of the **Knowledge Article** page for participants with CIDI role access



Sample screenshot of the **Knowledge Article** page for participants with no CIDI role access

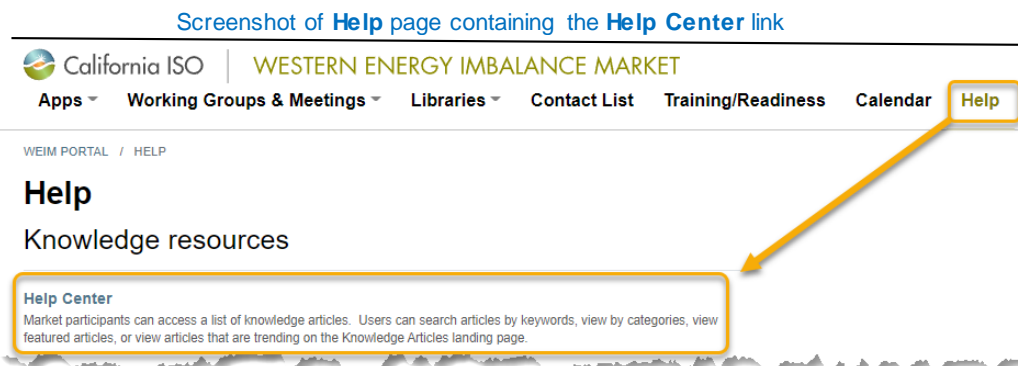
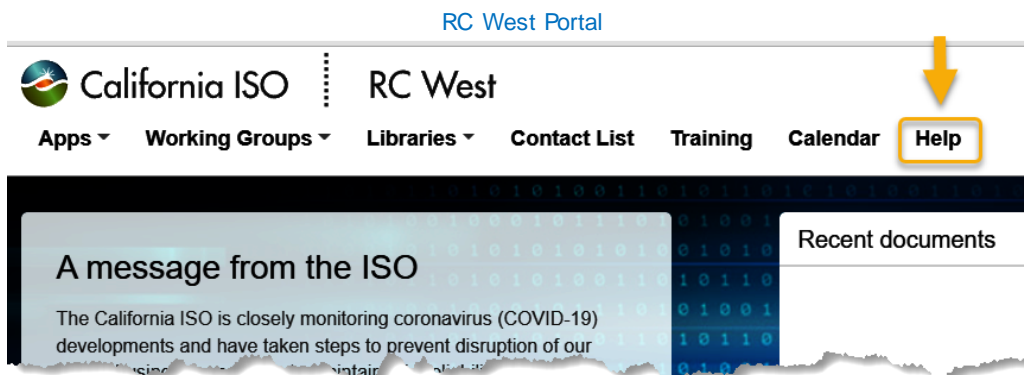
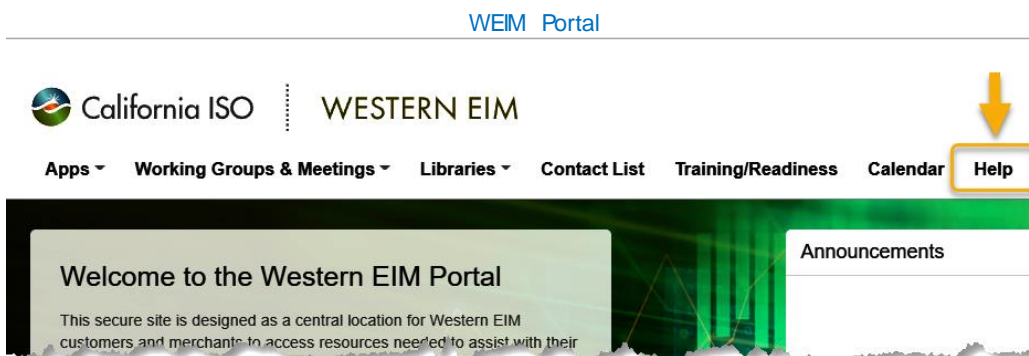


The **Help Center** link icon is available at the following locations:

- **Market Participant Portal (MPP):** <https://mpp.caiso.com>
- **Market Applications Portal:** <https://portal.caiso.com>
- **Portal EIM:** <https://portaleim.caiso.com>

It is also available on both the **WEIM Portal** (<https://weim.caiso.com/>) and **RC West Portal** (<https://rc.caiso.com/>) and is embedded in the Help page tab menu.

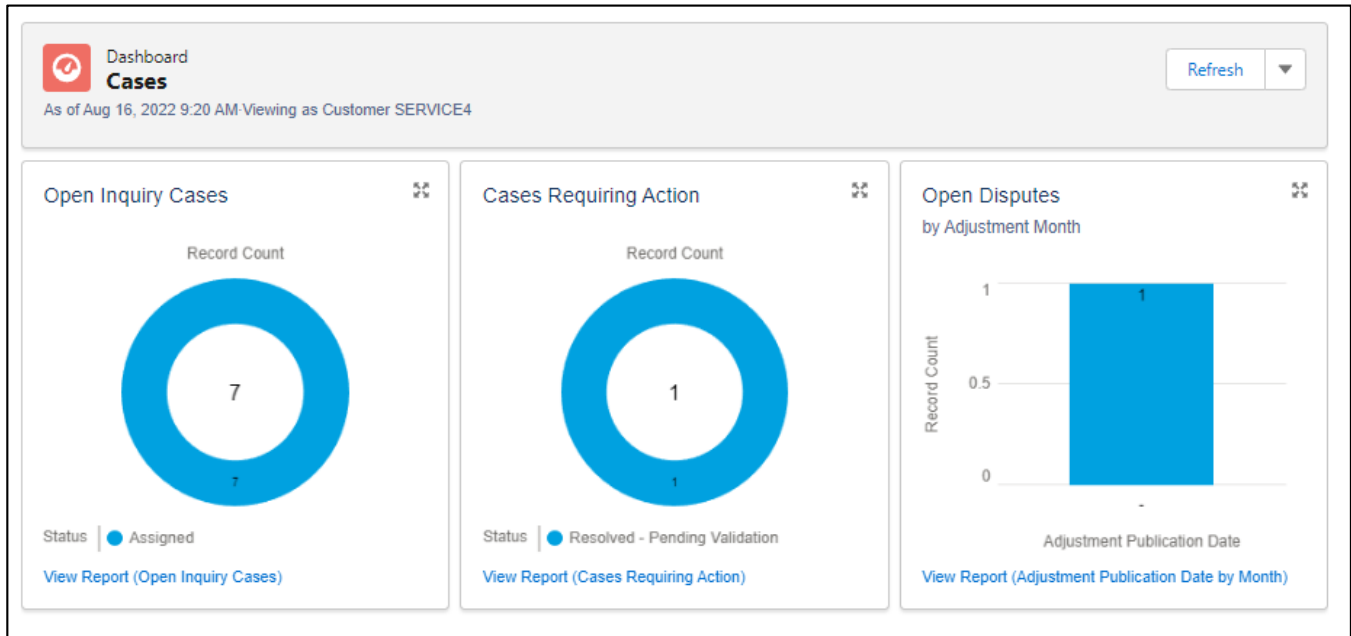
There, you would need to click on the **Help** page tab, which is located on the navigation menu (see screenshots below). Once you're on the **Help** page, scroll down to the **Knowledge resources** section and then click on the **Help Center** link.



Case Reports and Views

The Cases page is where market participants are able to view existing inquiry or a settlement disputes via dashboards and views.

Dashboard Reports are pre-defined reports grouping case records in a presentable format for quick viewing.



View Reports by selecting the View Report links at the bottom of each chart to review the report details, and edit filters as needed.

The report view for 'Open Inquiry Cases' includes the following features:

- Chart Options:** A callout box states 'Presents data in multiple different chart options' pointing to the 'Add Chart' button.
- Export:** A callout box states 'Users can export the output from the reports.' pointing to the 'Export' button.
- Filters:** A callout box states 'Allows user to remove or modify filters' pointing to the filter icon.

Status	Case Number	Category	Subject	Description
Assigned (7)	00239694	General Inquiries	Services Portal enhancement request	From: Bora Akyol <bakyol@trimarkassoc.com> Sent: Wednesday, June 23, 2021 2:11 PM To: Nambiar, Indu <inambiar@caiso.com> Subject: [EXTERNAL] RE: Services portal

Views are pre-defined lists of case records. Market participants have the ability to select from different views depending on the result set they are looking for. View results will allow market participants to sort (by selecting the column header) and refine displayed records by keyword searches (Search this list....) text box.

The screenshot displays the 'Cases' interface. At the top left, there is a 'Cases' header with a folder icon and a 'Recently Viewed' dropdown menu. Below this, a search bar is visible with a magnifying glass icon and a vertical bar. To the right of the search bar is a 'Search this list...' text box with a magnifying glass icon and a refresh icon. Below the search bar, there is a table with columns for 'Date/Tim...', 'Owner N...', and 'Case Re...'. The table contains several rows of case records. A dropdown menu is open on the left side of the table, showing a list of views. The 'Recently Viewed (Pinned list)' view is selected and highlighted. The table contains the following data:

	Date/Tim...	Owner N...	Case Re...
1	3/9/2022 2:0...		Application A...
2	7/29/2022 4:...		Closed Case...
3	5/9/2022 8:3...		Application A...
4	5/7/2022 11:...		Closed Case...
5	3/11/2022 10:...		Closed Case...
6	12/22/2021 5:...		Closed Case...

Case Record Types

There are six **Record Types** for you to select from when creating a new case.

Record Types	Description	CIDI User Role in AIM
Application Access Request Case (AARC) Submission Form	<p>Allow market participants to submit and attach the Application Access Request Form (AARF), or Secure File Transfer System (SFTP) AARF.</p> <p>This record type is only available in the picklist for the User Access Administrators (UAAs) for the entity's organization.</p>	EXTERNAL IMS READ-WRITE POC (for AIM)
Inquiry Ticket	Allow market participants to submit a request for IMS and Reliability Coordinator inquiries.	EXTERNAL IMS READ-WRITE
Negotiated Rate Application	<p>Allow market participants to submit requests for the following application types:</p> <ul style="list-style-type: none"> - Major Maintenance Adder Application - NDEB Application - O&M Adder Application - Other 	EXTERNAL IMS READ-WRITE
Reliability Coordinator Inquiry	Allow Reliability Coordinator (RC) customers to submit RC related inquiries.	EXTERNAL IMS READ-WRITE
Settlement Dispute	Allow market participants to submit dispute tickets.	EXTERNAL SDS READ-WRITE
Onboarding and Maintenance	<p>Allow market participants to submit a 'Request Type' and 'Inquiry Type' specific to the SC Onboarding process.</p> <p>Request (Picklist):</p> <ul style="list-style-type: none"> - Application - Ongoing Obligations / Maintenance <p>Inquiry Type (Picklist):</p> <ul style="list-style-type: none"> - Banking Change - Name, Address, Contact Changes - Transfers or End Dates - Information Sheets - Additional SCID Request - Termination - Other 	EXTERNAL IMS READ-WRITE

CAISO Notification	Allow market participants to review CAISO Generated Cases for certain processes such as CAISO BAA Resource Performance Issues or Rules of Conduct Tracking cases.	EXTERNAL IMS READ-WRITE (Note – each case is shared by SCID)
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Submit an Application Access Request Case (AARC) Submission Form ticket

All inquiries requiring action must be entered into the CIDI application.

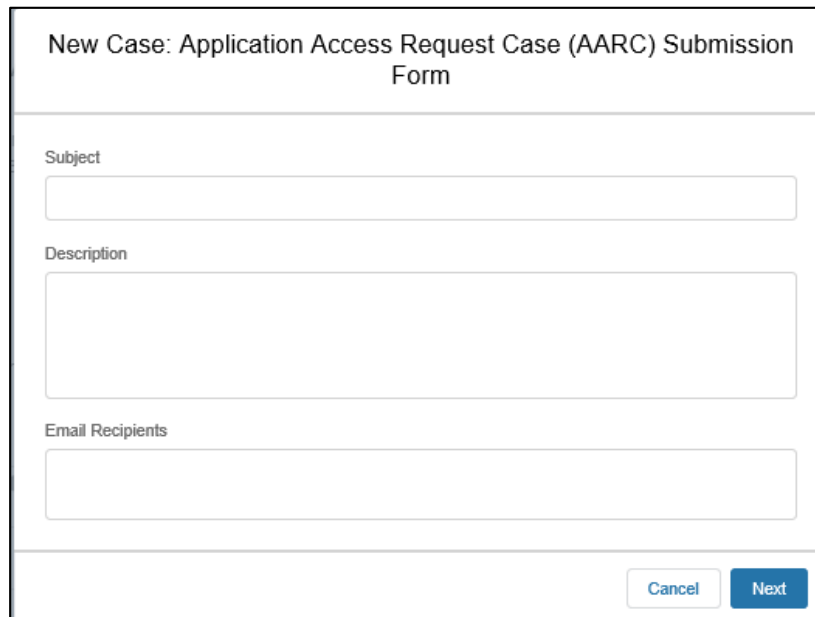
Instructions:

1. Click the **Submit Inquiries, Access or Maintenance** button on the navigation menu.
2. On the **New Case** form, select the record type **Application Access Request Case (AARC) Submission Form**. Note: This record type is only available for UAAs to select and will not be visible to non-UAAs.
3. Click the **Next** button.



The screenshot shows a form titled "New Case". Below the title is a label "Select a Record Type" followed by a dropdown menu. The dropdown menu is open, showing the selected option "Application Access Request Case (AARC) Sub". At the bottom right of the form are two buttons: "Cancel" and "Next".

4. Below is a screenshot of the **New Case: Application Access Request Case (AARC) Submission Form**.



The screenshot shows a form titled "New Case: Application Access Request Case (AARC) Submission Form". The form contains three input fields: "Subject", "Description", and "Email Recipients". At the bottom right of the form are two buttons: "Cancel" and "Next".

5. Enter the following details:
 - **Subject:** Short description of the issue.
 - **Description:** This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
 - **Email Recipients:** Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma-separated delimiter.
6. Click **Next** to submit case.
7. After the case has been submitted, you will need to upload a copy of the Application Access Request Form (AARF) or the Secure File Transfer System (SFTS AARF). The ISO will manually update the applicable fields in the case based on the information that was provided on the form.
8. You can post additional info on the Comments section and/or upload attachments.
9. For the attachments, market participants can upload file sizes up to 25 MBs. If the file size is larger than 25 MBs, please zip your file(s) in order to reduce the file size.

Important: This record type should only use for submitting access requests for:

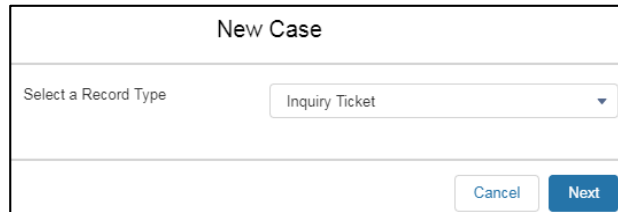
- RMR (Reliability Must-Run) Discussion Board
- SFTP (Secure File Transfer Protocol)
 - Be sure to follow the requirements detailed in the [SFTP procedure](#).

Submit an Inquiry Ticket

All inquiries requiring action must be entered into the CIDI application.

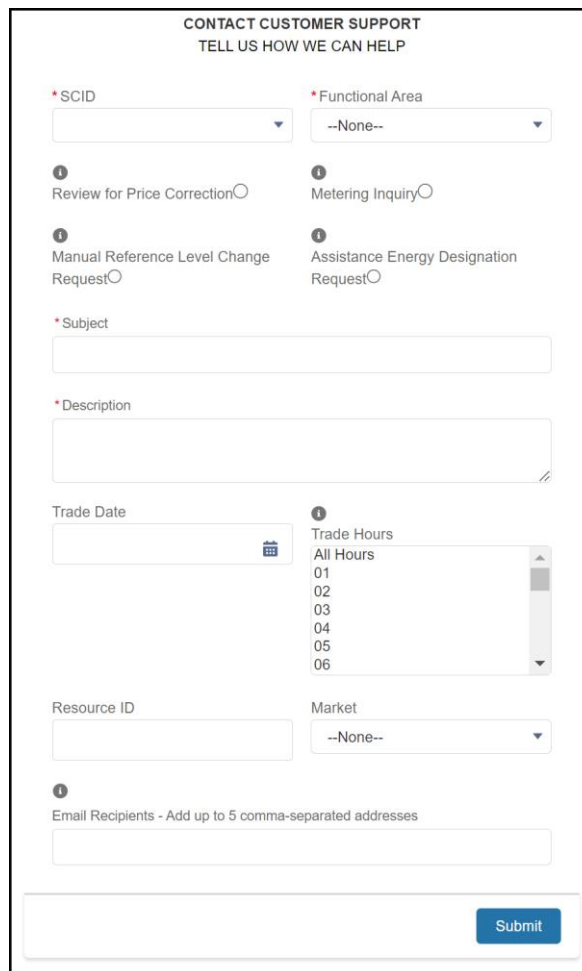
Instructions:

1. Click the **Submit Inquiries, Access or Maintenance** tab on the navigation menu.
2. On the **New Case** form, select the Record Type, **Inquiry Ticket**.
3. Select the **Next** button.



The screenshot shows a form titled "New Case". It has a dropdown menu labeled "Select a Record Type" with "Inquiry Ticket" selected. At the bottom right, there are two buttons: "Cancel" and "Next".

4. Below is a screenshot of the **New Case: Inquiry Ticket** form.



The screenshot shows a form titled "CONTACT CUSTOMER SUPPORT TELL US HOW WE CAN HELP". It contains several fields and options:

- * SCID (dropdown)
- * Functional Area (dropdown, currently "--None--")
- Review for Price Correction (radio button)
- Metering Inquiry (radio button)
- Manual Reference Level Change Request (radio button)
- Assistance Energy Designation Request (radio button)
- * Subject (text input)
- * Description (text input)
- Trade Date (calendar icon)
- Trade Hours (dropdown, currently "All Hours", with options 01, 02, 03, 04, 05, 06)
- Resource ID (text input)
- Market (dropdown, currently "--None--")
- Email Recipients - Add up to 5 comma-separated addresses (text input)
- Submit button

5. Enter the following details:
- **SCID:** Select the applicable Scheduling Coordinator ID.
 - **Functional Environment:** Select the appropriate area your issue exists.
 - **Production:**
 - Inquires that are related to the Production environment.
 - Select for general questions for Customer Service (without any radio button selection).
 - **Market Simulation:**
 - Inquires that are related to the MAP-Stage environment (non-production).
 - **Parallel Operations**
 - Inquiries that are related to the Stage environment (non-production).
 - **Release:**
 - Inquiries that are related to upcoming releases, that are not deployed in production and not directly related to Market Simulation issues; therefore, there is no functional environment.
 - **Review for Price Correction** (radio button): Check this button for cases that require a price correction review.
 - **Metering Inquiry** (radio button): Check this button if you are inquiring about missing or incorrect meter data values.
 - **Manual Reference Level Change Request** (radio button): Check this button if you would like to submit a request to update the gas or fuel-equivalent price used in the Reference Levels as explained in 'Attachment O' of the Market Instruments BPM. Requests must be submitted via CIDI by 08:00 AM Pacific Time on the business date the ISO Market is executed. Requests submitted after 08:00 AM Pacific Time will not be processed. This is related to the Commitment cost default energy enhancements (CCDEBE) initiative. For '**after-market cost recovery requests**', use this phrase in the subject line when submitting a new inquiry. More details will be available in the Market Instrument BPM at www.aiso.com.
 - **Assistance Energy Designation Request** (radio button): Check this box if you are submitting a request on behalf of your balancing authority area to 'opt-in' or 'opt-out' of WEIM assistance energy transfers. Requests must be submitted via CIDI by 11:00 AM Pacific Standard Time (PST), at least 5 business days in advance of the effective start date. More details will be available in the Energy Imbalance Market BPM at www.aiso.com.
 - **Subject:** Short description of the issue.
 - **Description:** This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
 - **Trade Date:** If applicable, enter this information if issue is associated to a given unit.
 - **Trade Hour:** Select All Hours or multiple trade hours by Ctrl + Left clicking the applicable hour(s). Your selections will be highlighted.
 - **Resource ID:** If applicable, enter this information if issue is associated to a given unit.
 - **Email Recipients:** Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma-separated delimiter.

6. Click **Next** to submit the case.
7. You can post additional info on the Comments section and/or upload attachments.
8. For the attachments, market participants can upload file sizes up to 25 MBs. If the file size is larger than 25 MBs, please zip your file(s) in order to reduce the file size.

Submit a Settlement Dispute ticket

All Settlement disputes must be entered into the CIDI application.

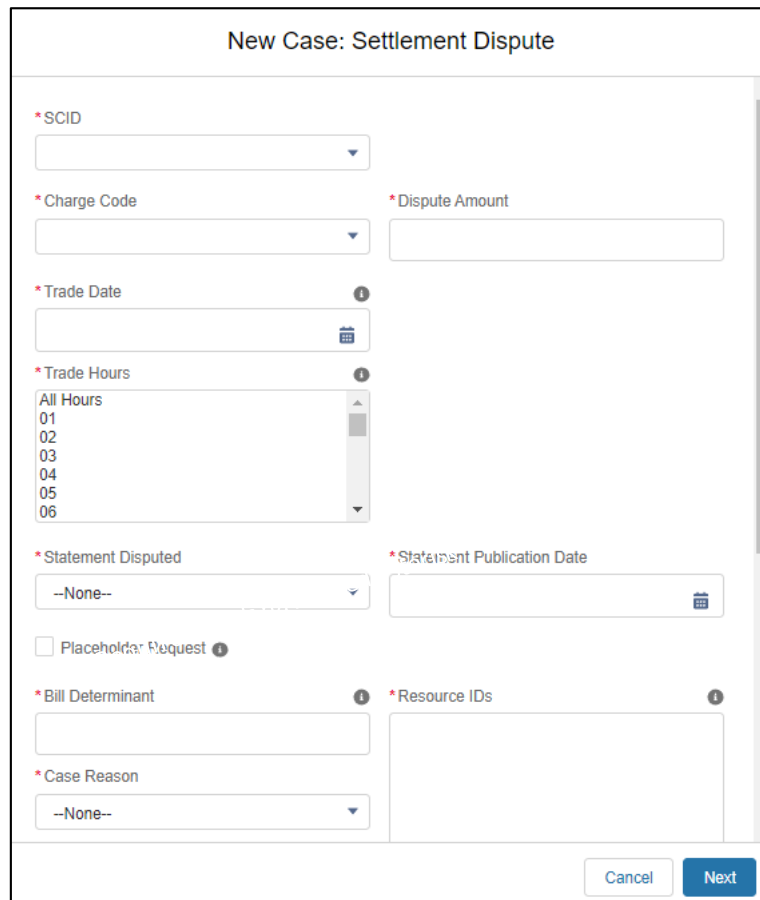
Instructions:

1. Click the **Submit Dispute** tab on the navigation menu.
2. On the **New Case** form, select the record type **Settlement Dispute**.
3. Select the **Next** button.



The screenshot shows a form titled "New Case". At the top, there is a label "Select a Record Type" followed by a dropdown menu that has "Settlement Dispute" selected. Below the dropdown, there are two buttons: "Cancel" and "Next".


4. Below is a screenshot of the **New Case: Settlement Dispute** form.



The screenshot shows a form titled "New Case: Settlement Dispute". The form contains several fields and controls:

- * SCID: A dropdown menu.
- * Charge Code: A dropdown menu.
- * Dispute Amount: A text input field.
- * Trade Date: A date picker.
- * Trade Hours: A dropdown menu with options: All Hours, 01, 02, 03, 04, 05, 06.
- * Statement Disputed: A dropdown menu with "--None--" selected.
- * Statement Publication Date: A date picker.
- Placeholder Request: A checkbox with an information icon.
- * Bill Determinant: A text input field.
- * Resource IDs: A text input field.
- * Case Reason: A dropdown menu with "--None--" selected.

At the bottom right of the form, there are two buttons: "Cancel" and "Next".

5. Enter the details for the Settlement transaction in dispute - hovering over the  icon for instructions, where provided.

- SCID
- Charge Code
- Dispute Amount
- Trade Date (pick from calendar rather than typing the date)
- Trade Hours
- Settlement Run #
- Statement Disputed
- Statement Publication Date (pick from calendar)
- Placeholder Request (if applicable)
- Bill Determinant (representing the root cause of the issue)
- Resource IDs
- Case Reason
- Description (32,000 character limit)
- Related IMS Case (if applicable)

6. Select the 'Next' button at the bottom of the form to submit the dispute.

Important:

If you submit a dispute ticket for a trade date that is not within the dispute window, you will receive the following error message. Please be sure to review the [ISO payment calendar](#) accordingly for the dispute window timelines.



Important: Settlement Dispute cases are not editable once submitted. If you wish to make a change to a submitted Settlement Dispute case, you can submit an IMS case, contact your ISO Client Representative, or send an email to ISODispute@caiso.com with your edits. Material edits, such as the Trade Date being disputed, will be evaluated by the Dispute Team to ensure compliance with the ISO Tariff.

Submit a Negotiated Rate Application ticket

All inquiries requiring action must be entered into the CIDI application.

Important: Please note that the '**Hydro DEB**' inquiries are different from the '**NDEB Application**' type requests and must be submitted under the '**Inquiry Ticket**' Record Type.

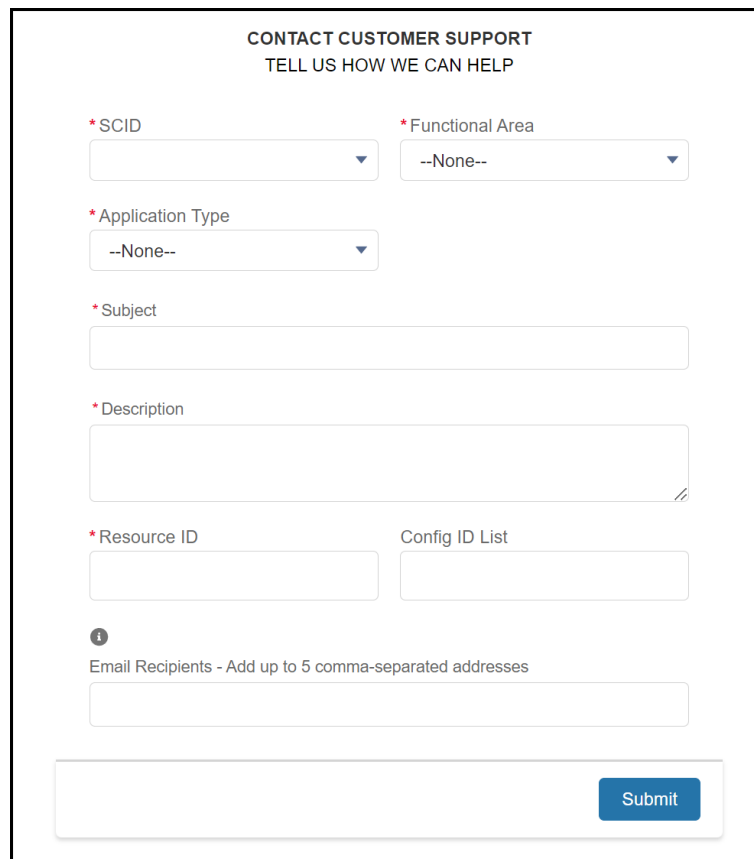
Instructions:

1. Click the **Submit Inquiries, Access or Maintenance** tab on the navigation menu.
2. On the **New Case** form, select the record type, **Negotiated Rate Application**.
3. Click the **Next** button.



The screenshot shows a form titled "New Case". It has a dropdown menu labeled "Select a Record Type" with "Negotiated Rate Application" selected. At the bottom right, there are two buttons: "Cancel" and "Next".

4. Below is a screenshot of the **New Case: Negotiated Rate Application** form.



The screenshot shows the "New Case: Negotiated Rate Application" form. The title is "CONTACT CUSTOMER SUPPORT" and "TELL US HOW WE CAN HELP". The form contains several required fields marked with an asterisk (*):

- * SCID: A dropdown menu.
- * Functional Area: A dropdown menu with "--None--" selected.
- * Application Type: A dropdown menu with "--None--" selected.
- * Subject: A text input field.
- * Description: A large text area.
- * Resource ID: A text input field.
- Config ID List: A text input field.
- Email Recipients - Add up to 5 comma-separated addresses: A text input field.

At the bottom right, there is a "Submit" button.

5. Enter the following details:
 - **SCID:** Select the applicable Scheduling Coordinator ID.
 - **Functional Area:** Appropriate environment your issue exists.
 - **Production:**
 - Inquires that are related to the Production environment.
 - **Market Simulation:**
 - Inquires that are related to the MAP-Stage environments (non-production).
 - **Application Type:** Applicable application.
 - Major Maintenance Adder Application
 - NDEB Application
 - O&M Adder Application
 - Other
 - **Subject:** Short description of the issue.
 - **Description:** This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
 - **Resource ID:** If applicable, enter this information if the issue is associated to a given unit.
 - **Config ID List:** May be left blank. This field is used for non-MSG resources
 - **Email Recipients:** Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma-separated delimiter.
6. Click **Next** to submit the case.
7. You can post additional info on the Comments section and/or upload attachments.
8. For the attachments, market participants can upload file sizes up to 25 MBs. If the file size is larger than 25 MBs, please zip your file(s) in order to reduce the file size.

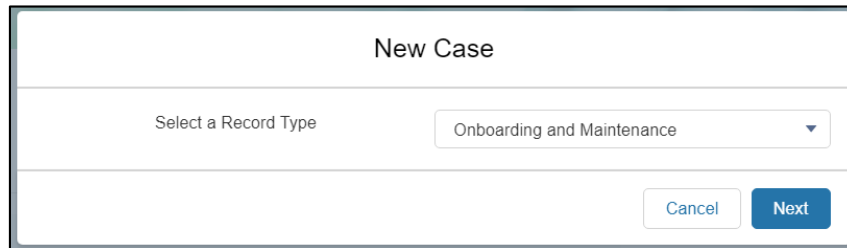
Submit an Onboarding and Maintenance ticket

The CAISO published a new document explaining how to submit Scheduling Coordinator, Congestion Revenue Rights, and Convergence Bidding Application documentation as well as Ongoing Obligations and Maintenance information found in [Tariff Section 4](#). Onboarding and Maintenance documents must be submitted via the CIDI application. For information regarding submitting obligations, refer to the document: [‘How to Submit Documentation for Applications and Ongoing Obligations’](#).

As a reminder, documentation must be submitted at least 12 business days prior to the effective date to allow for proper processing time. If submitted less than 12 business days prior to the effective date, the document will need to be resubmitted with an updated effective date. Please submit questions via an ‘Onboarding or Maintenance’ CIDI ticket or email SCRequests@caiso.com.

Instructions:

1. Click the **Submit Inquiries, Access or Maintenance** tab on the navigation menu.
2. On the **New Case** form, select the record type, **Onboarding and Maintenance**.
3. Click the **Next** button.



The screenshot shows a web form titled "New Case". It features a dropdown menu labeled "Select a Record Type" with the option "Onboarding and Maintenance" selected. Below the dropdown are two buttons: "Cancel" and "Next".

4. Below is a screenshot of the **New Case: Onboarding and Maintenance** form.

CONTACT CUSTOMER SUPPORT
TELL US HOW WE CAN HELP

SCID

* Request Type - Please select one * Inquiry Type - Please select one

* Subject

* Description

Resource ID

Email Recipients

5. Enter the following details:

- **SCID:** Select the applicable Scheduling Coordinator ID.
- **Request Type (Required):** Select 'Applications' or 'Ongoing Obligations / Maintenance'.
- **Inquiry Type (Required):** There are 5 options. Please select one from the list.

Banking Change

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

- **Subject** (Required): Short description of the issue.
- **Description** (Required): This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
- **Resource ID** (Optional): If applicable, enter this information if the issue/request is associated to a given unit.
- **Email Recipient (Optional)**: Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma-separated delimiter.

6. Click **Next** to submit the case.
7. You can post additional info on the Comments section and/or upload attachments.
8. For the attachments, market participants can upload file sizes up to 25 MBs. If the file size is larger than 25 MBs, please zip your file(s) in order to reduce the file size.

Submit a Reliability Coordinator Inquiry ticket

Note: All inquiries requiring action must be entered into the CIDI application.

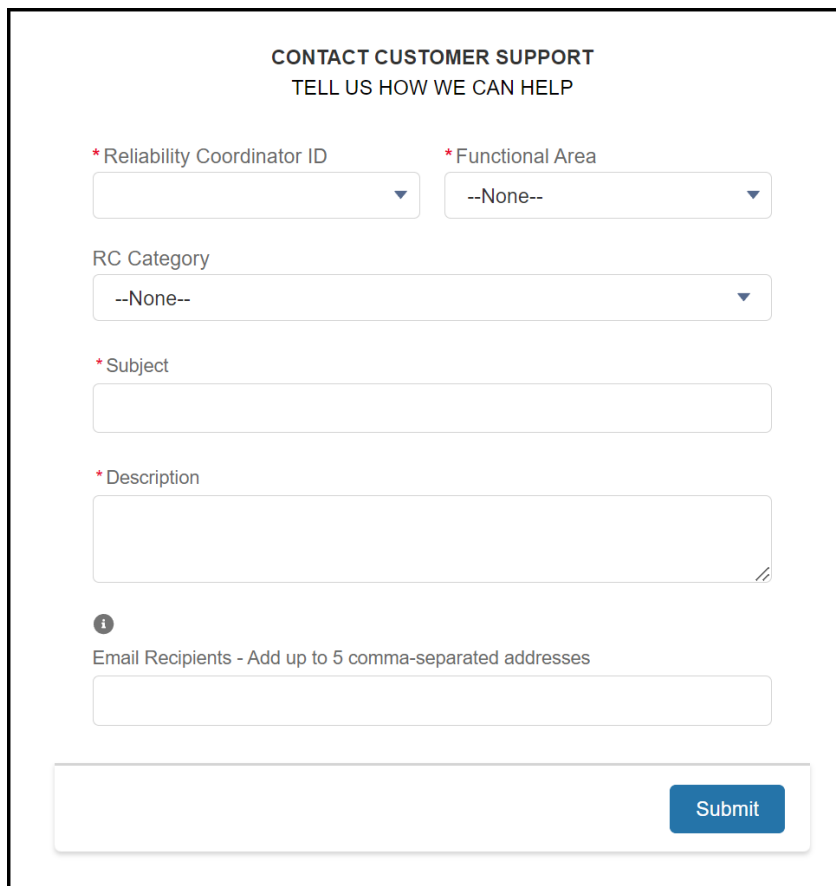
Instructions:

1. Click the **Submit Inquiries, Access or Maintenance** tab on the navigation menu.
2. On the **New Case** form, select the record type, **Reliability Coordinator Inquiry**.
3. Click the **Next** button.



The screenshot shows a form titled "New Case". Below the title is a label "Select a Record Type" followed by a dropdown menu. The dropdown menu is open, showing "Reliability Coordinator Inquiry" as the selected option. At the bottom right of the form are two buttons: "Cancel" and "Next".

4. Below is a screenshot of the **New Case: Reliability Coordinator** form.



The screenshot shows a form titled "CONTACT CUSTOMER SUPPORT" with the subtitle "TELL US HOW WE CAN HELP". The form contains several input fields:

- *Reliability Coordinator ID: A dropdown menu.
- *Functional Area: A dropdown menu with "--None--" selected.
- RC Category: A dropdown menu with "--None--" selected.
- *Subject: A text input field.
- *Description: A text area input field.
- Email Recipients - Add up to 5 comma-separated addresses: A text input field.

At the bottom right of the form is a blue "Submit" button.

5. Enter the following details:
 - **Reliability Coordinator ID:** Select the applicable Scheduling Coordinator ID.
 - **Functional Environment:** Select the appropriate area your issue exists.
 - **Production:**
 - Inquires that are related to the Production environment.
 - Select for general questions for Customer Service (without any radio button selection).
 - **Market Simulation:**
 - Inquires that are related to the MAP-Stage environment (non-production).
 - **Parallel Operations**
 - Inquiries that are related to the Stage environment (non-production).
 - **Release:**
 - Inquiries that are related to upcoming releases, that are not deployed in production and not directly related to Market Simulation issues; therefore, there is no functional environment.
 - **RC Category:** Select the applicable category.
 - **Subject:** Short description of the issue.
 - **Description:** This is a longer description of the case, up to 32,000 characters, and can be used to cut and paste text into the case. Pasting graphics is currently not supported and all graphics should be submitted as attachments.
 - **Email Recipients:** Use this field to enter other market participants email addresses that you wish to receive ticket status updates. You can enter up to 5 email addresses separated by a comma-separated delimiter.
6. Click **Next** to submit the case.
7. You can post additional info on the Comments section and/or upload attachments.
8. For the attachments, market participants can upload file sizes up to 25 MBs. If the file size is larger than 25 MBs, please zip your file(s) in order to reduce the file size.

Review CAISO Generated (CAISO Notification) Cases

The California ISO generates tracking cases for certain business processes. These cases are announced via an associated email alert to participants to review such case. These cases are shared to all users who are provisioned access to the associated SCID and can be found in the 'Cases Requiring Action' report when information is being requested. Additionally, they can be reviewed regardless of status in the below case list views:

- CAISO Balancing Authority Area Resource Performance Issues
- CAISO Rules of Conduct Tracking Cases

Learn how to view the 'Cases Requiring Action' report and list views [here](#). Participants may respond to these cases by utilizing the '[Provide Client Response](#)' button or '[Provide RoC Response](#)'.

Case Functionalities

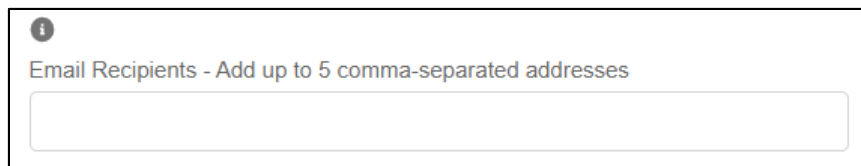
Email Alerts

Case Contact

- The case contact is the user that submits a CIDI case. In this role, the associated user certificate email address will receive automated email alerts containing case comments, important status changes, and the case resolution.

Email Recipients

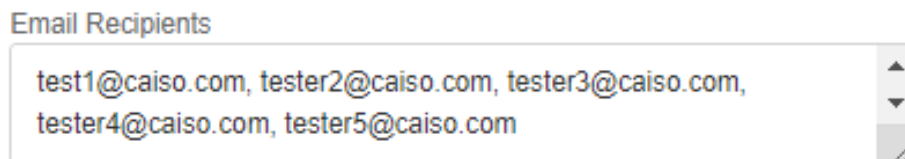
- Case contacts can include additional emails in their ticket under the 'Email Recipient' field to allow others to receive automated email alerts when a ticket is created, modified, and closed. This field is optional.



Since the ticket may contain resource specific information, the additional email recipients will not see the full content of the ticket, **only status changes**. Users with CIDI access can log-in after receiving the alert to see the latest ticket updates.

Important: The ticket submitter can provide up to **five** email address in the Email Recipient field followed by a comma-separated delimiter.

Correct sample entry:



How to add case comments

When reviewing an existing case, market participants can add comments or view any previously submitted comments.

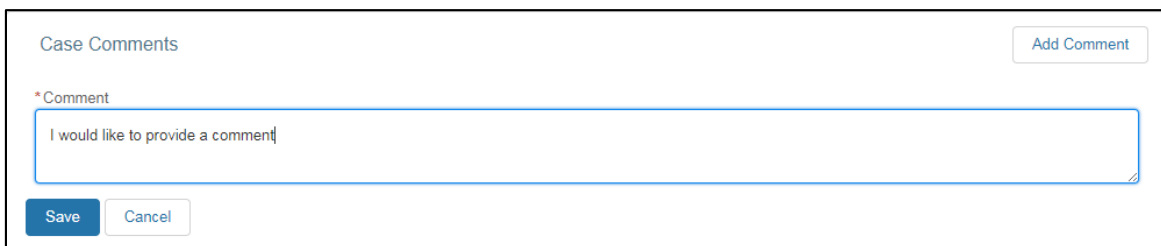
Instructions:

1. Scroll down to the **Case Comments** section near the bottom of the page.
2. To add a comment, click **Add Comment** button on the top right corner.



The screenshot shows a 'Case Comments' section. At the top left, it says 'Case Comments'. On the top right, there is a blue button labeled 'Add Comment' with a mouse cursor hovering over it. Below this, there is a horizontal line. Underneath the line, it says 'Created By: CISO_Internal Only_User (12/11/2018 3:38 PM)' and 'I would like to provide a comment'.

3. Type in your comment and click **Save**.



The screenshot shows the 'Case Comments' section with the 'Add Comment' button. Below the button, there is a text input field with a blue border. The text inside the field is 'I would like to provide a comment'. Below the input field, there are two buttons: a blue 'Save' button and a white 'Cancel' button.

How to add attachments

When reviewing an existing case, market participants can add attachments or view any previous attachments that were submitted.

Instructions:

1. Scroll down to the **File Upload / Download** section at the bottom of the page.
2. Market participants can upload files by selecting the **Upload Files** button or simply dragging and dropping up to file(s) onto the **Upload Files** box. Files up to 25 MBs are accepted. If the file size is larger than 25 MBs, please zip your file(s) in order to reduce the file size.

File Upload/Download:
 Select the Upload Files button to select the file(s) to upload or drag and drop file(s) from your computer onto the Upload Files button, to upload files. Up to 10 files can be uploaded simultaneously. Select the View button to download individual files.

Upload Files

[Upload Files](#) Or drop files

No File Selected..

View File	File name	Size	Last Modified	Created By
View	BPM_for_Market Operations_V...	16583680 bytes	3/6/2024 9:40 PM	Customer SERVICE4
View	BPM_for_Market Instruments_V...	9345024 bytes	3/10/2024 11:22 AM	Customer SERVICE4

- Once your files are uploaded to your case. The below confirmation will display upon successful upload. Click **Done**.

Upload Files

BPM_for_Market Instruments_V84_Clean (...)

8.9 MB

✓

1 of 1 file uploaded

[Done](#)

- Successfully uploaded files will display below the **Upload Files** button with the **View** button displayed next to each file.

VIEW FILE	FILE NAME	SIZE	LAST MODIFIED	CREATED BY
View	Communities_v2.png	679406 bytes	12/11/2018 9:11 AM	CISO_Internal Only_User
View	CustomerInquiry_DisputeandInf...	1125000 bytes	12/11/2018 7:55 AM	CISO_Internal Only_User

- Legacy File Attachments** will display any attachments uploaded to CIDI prior to March 13, 2024 and will be available until 2026. CIDI users are encouraged to download any needed historical case attachments before this is deactivated in early 2026.

Legacy File Attachments:

View File	File name	Size	Last Modified	Created By
View	EmailLog_2-26-2024_12-11-pm....	1064 bytes	3/1/2024 1:21 PM	Customer SERVICE4
View	Test File.txt	1885 bytes	3/1/2024 1:21 PM	Customer SERVICE4
View	Test File.docx	11513 bytes	3/1/2024 1:20 PM	Customer SERVICE4

How to use the 'Provide Client Response' button

The status of Awaiting Client Response signifies that CAISO needs more information from the case contact. In this status, the 'Add Comment' button will no longer appear and show the 'Provide Client Response' button. Following review of CAISO's comments, users should provide a response/comment after clicking on the 'Provide Client Response' button.

Provide Client Response

*Request/Response

After providing a response, the following actions will occur:

1. Case status will be updated to 'Assigned' and alert the case owner.
2. The 'Add Comment' button will re-appear. Users will then be able to insert additional comments thereafter.

NOTE: For Inquiry Ticket and Reliability Coordinator record types in the production environment, cases will auto-close after 14 if no response is received to CAISO's request/question. Case comments will note this for these record types.

How to use the 'Accept/ Decline Resolution' button

The status of Resolved-Pending Validation signifies that the CIDI case has been resolved and is awaiting validation. Following review of CAISO's resolution, users may select the following options:

- Accept Resolution (Close Case)
- Decline Resolution (Follow-up question)
- Decline Resolution (You Disagree)

Accept/Decline Resolution

Accept/Decline Resolution

--None--

--None--

Accept Resolution (Close Case)

Decline Resolution (Follow-up question)

Decline Resolution (Not Resolved)

Accepting the resolution will allow users to complete a post-case CIDI survey (see next section). Declining the resolution requires a response/comment.

NOTE: All cases will auto-close after 14 if no response is received to CAISO's resolution. Additionally, the 'Response' section under the Decline Resolution options is a freeform text field with a 255-character limitation. The comments section is a freeform text field with a 4000-character limitation.

How to complete a CIDI survey

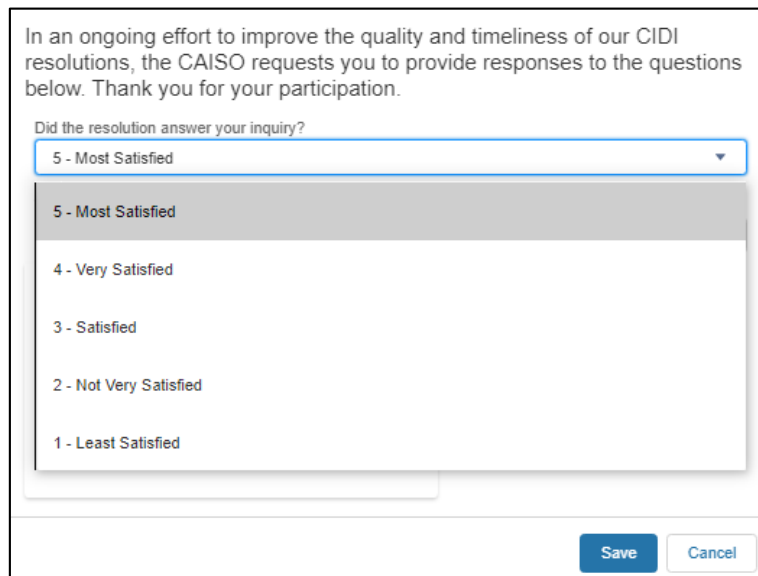
CIDI users can complete a survey in the CIDI application when the ticket status has been set to 'Resolved - Pending Validation'.

To complete the survey, CIDI users will need to select the 'Accept Resolution' option once they click on the 'Accept/Decline Resolution' button. Note: If you select 'Decline Resolution', the survey window will not be available.

After the CIDI user accepts the resolution, the user will be prompted with two (2) questionnaires.

Question 1: Did the resolution answer your inquiry?

Note: You can rate the resolution on a scale of 1-5. '5' being the Most Satisfied.



In an ongoing effort to improve the quality and timeliness of our CIDI resolutions, the CAISO requests you to provide responses to the questions below. Thank you for your participation.

Did the resolution answer your inquiry?

5 - Most Satisfied

5 - Most Satisfied

4 - Very Satisfied

3 - Satisfied

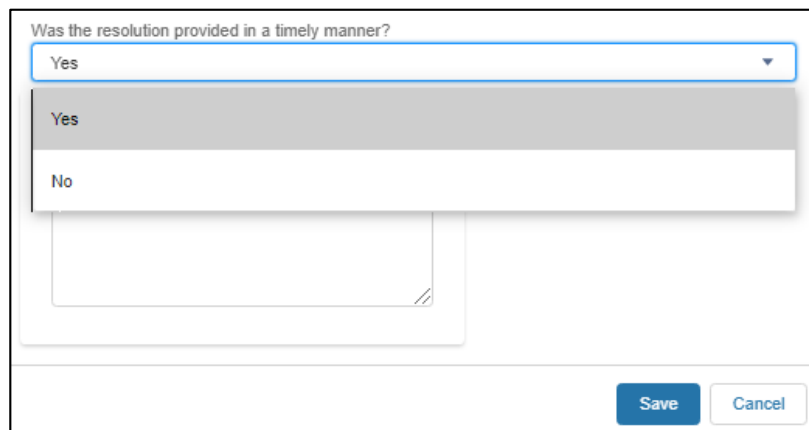
2 - Not Very Satisfied

1 - Least Satisfied

Save Cancel

Question 2: Was the resolution provided in a timely manner?

Note: You can select 'Yes' or 'No' to indicate if the resolution was provided in a timely manner.



Was the resolution provided in a timely manner?

Yes

Yes

No

Save Cancel

Question 3: What could we do to improve your experience?

Note: This question is only shown and required if you indicated a satisfaction score of 1 -3 or if the response was not provided in a timely manner.

Reminders:

- The survey questionnaire option is available for the following case record types:
 - Inquiry Tickets
 - Reliability Coordinator Inquiry
 - Onboarding and Maintenance
 - Negotiated Rate Application
- The CIDI status must be in a 'Resolved-Pending Validation' state and you have to accept the resolution in order to be given the option to complete a survey.
- The survey option is not available if the ticket status is in a 'Closed' state.
- The survey responses are **only** visible for internal tracking. The responses are used to help us improve our process.
- The CIDI survey is optional.

How to use the 'Provide RoC Response' button

For Rules of Conduct (RoC) tracking cases, users have a special button to summarize their RoC response.

Provide RoC Response

RoC Event

Instructions: Select the applicable Summary RoC Response, then provide supporting evidence in comments and attachments as needed.

Summary RoC Response

Violation - MP actions have been/will be taken to mitigate recurrence

--None--

Violation - MP actions have been/will be taken to mitigate recurrence

Not a violation - Meter Data was required to cure LMD (late meter data)

Not a violation - No change in Meter Data after T+52B

Not a violation - Resource is ISO Polled

Not a violation - Resource not COD

Not a violation - Other (provide supporting evidence in comments/attachments)

Save Cancel

Participants should select the summary pick list option that most closely correlates with their written response. To note, the first choice in the list should be used when the Scheduling Coordinator / Market Participant wishes to concede that the Rule of Conduct in question was violated, and when selected, will expedite the investigation and sanction process.

How to use predictive search

The predictive search enhancement allows CIDI users to view a list of related knowledge articles based on the information entered into the 'Subject' or 'Description' field for new tickets. The system will enable the results of the knowledge articles to be displayed in real-time on the same screen. The feature is only available for the following record types under the 'Submit Inquiries, Access or Maintenance' tab.

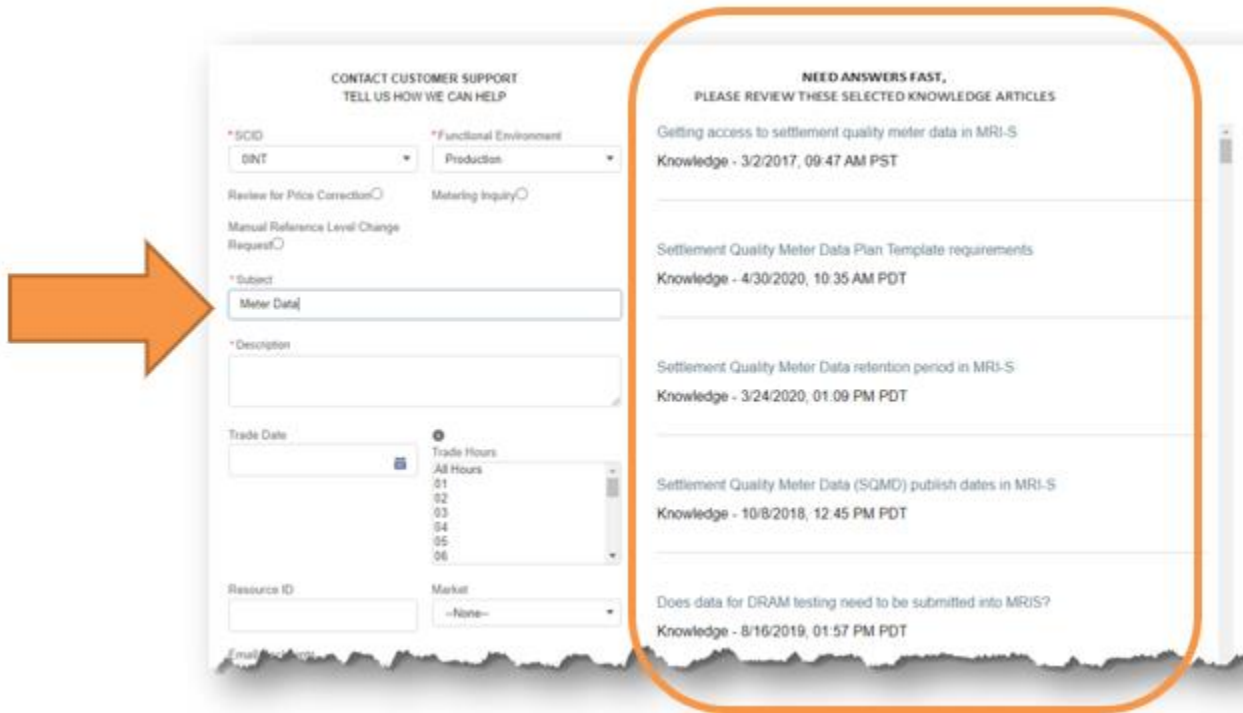
1. Inquiry Ticket
2. Negotiated Rate Application
3. Onboarding and Maintenance
4. Reliability Coordinator Inquiry

Important: The 'Application Access Request Case (AARC) Submission' record type should not be used for submitting inquiry tickets.

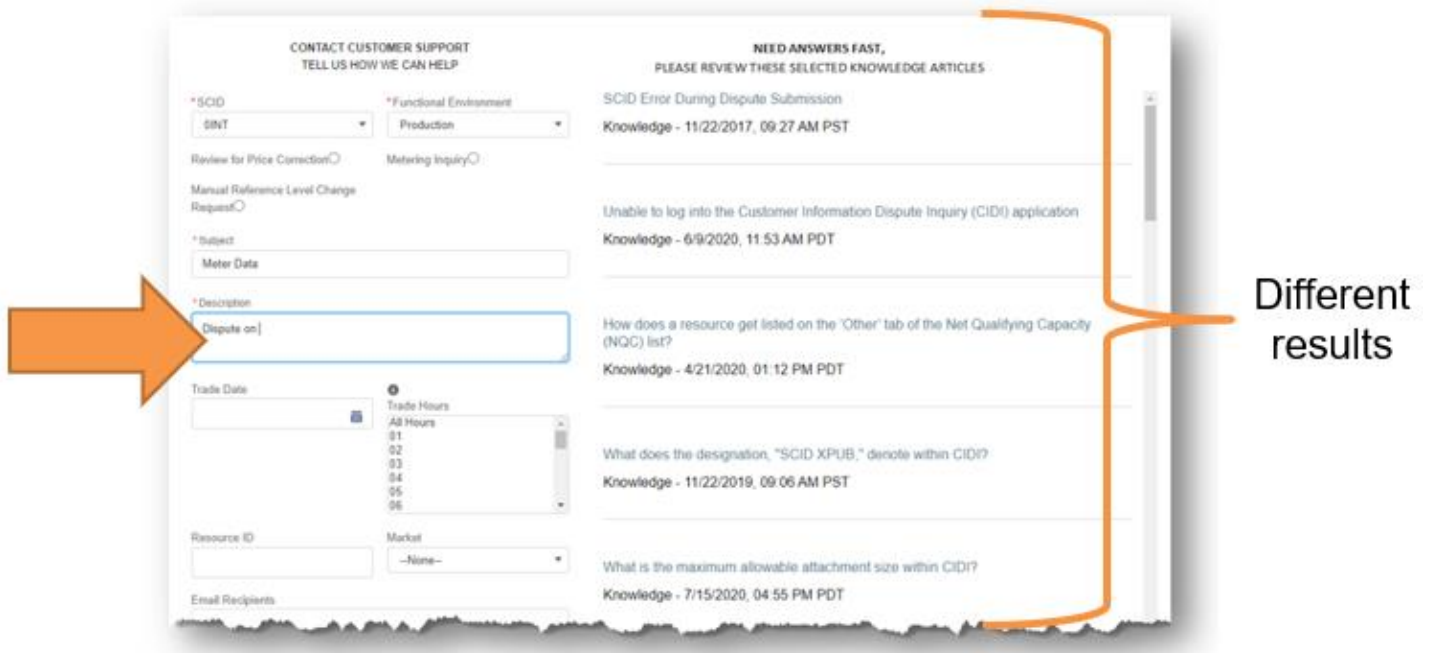
The 'New Case Inquiry Ticket' window has been expanded to include the related knowledge articles on the same interface.

The screenshot displays the 'New Case Inquiry Ticket' interface. On the left, there is a form titled 'CONTACT CUSTOMER SUPPORT TELL US HOW WE CAN HELP'. The form includes fields for '* SCID' (a dropdown menu), '* Functional Environment' (a dropdown menu with '--None--' selected), 'Review for Price Correction' (radio button), 'Metering Inquiry' (radio button), 'Manual Reference Level Change Request' (radio button), '* Subject' (text input), '* Description' (text input), and 'Trade Date' (text input). At the bottom of the form, there is a 'Trade Hours' section with a calendar icon and the text 'All Hours'. On the right side of the interface, there is a rounded rectangular box with an orange border containing the text 'NEED ANSWERS FAST, PLEASE REVIEW THESE SELECTED KNOWLEDGE ARTICLES'. The background of the interface features a silhouette of a city skyline.

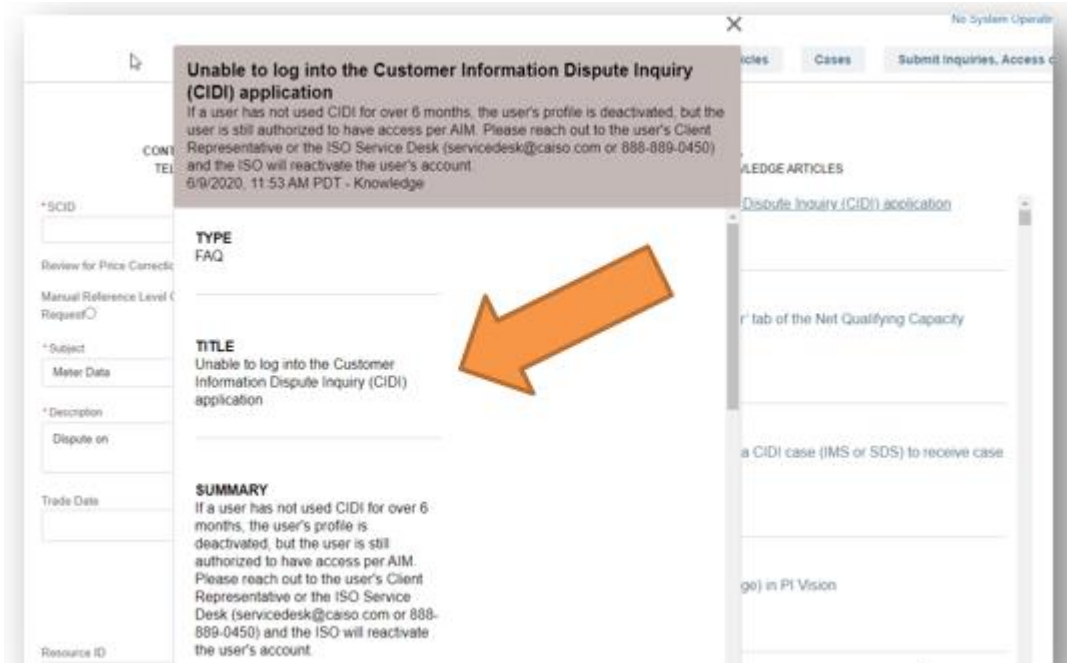
To use this feature, you will need to type in a keyword or phrase into the **Subject** field. This will populate list of related knowledge articles.



As you continue to input information in the **Description** field, additional related knowledge articles will continue to populate.



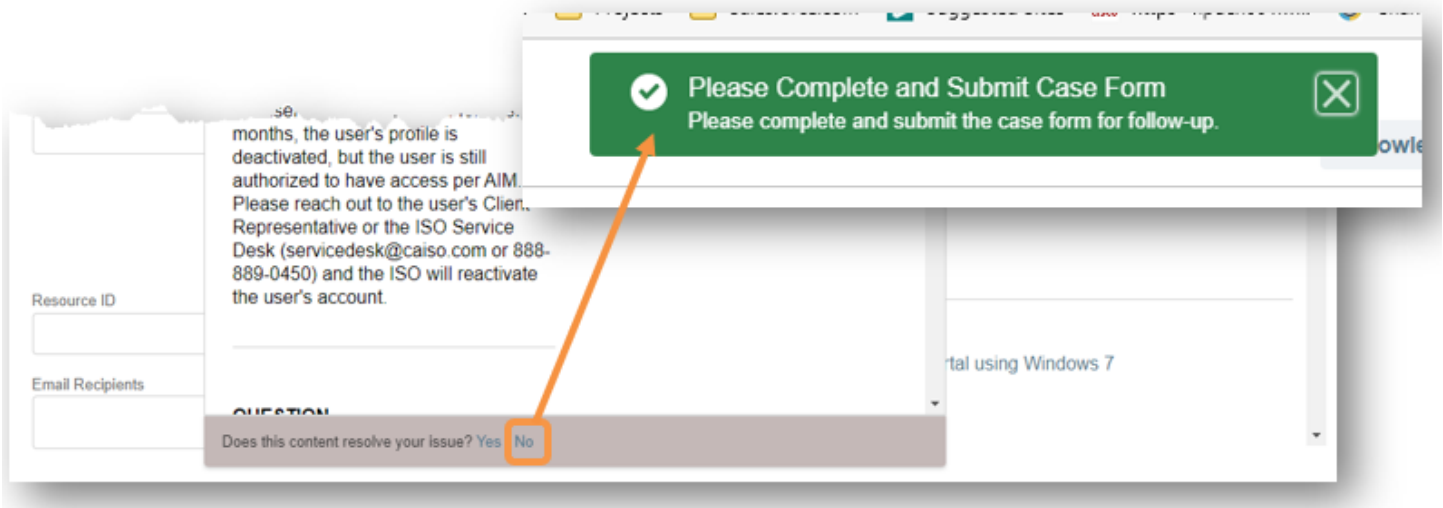
To view a knowledge article result, you can click on the name of the article. This will open a new window will populate with the article information.



If you find the answer to your inquiry from the list of knowledge articles, select 'Yes' option located at the bottom of the knowledge article. This action will cancel your search and redirect you to the CIDI community home page.



If you did not find an answer to your inquiry from the list of knowledge articles, select 'No' at the bottom of the knowledge article. You will receive a pop-up asking you to complete and submit the ticket.



Things to note:

- There are 400+ knowledge articles in CIDI.
- The knowledge articles will populate based on keywords or phrases entered from the active subject or description field.
- All other fields will not populate different responses.
- The knowledge article list on the right panel will populate up to a maximum of 20 knowledge articles.
- There is no scrollbar option for scrolling additional articles.

How to submit dispute comments after the ticket is closed

Previously, market participants were unable to submit additional dispute comments in CIDI after the dispute submission window deadline had closed. Participant had to communicate with the Dispute team and or ISO Customer Experience team via email or submit an inquiry ticket referencing the closed dispute ticket.

Today, a new functionality was implemented to give market participants the opportunity reach out to the Dispute Analyst with their follow-up question after the dispute ticket is closed.

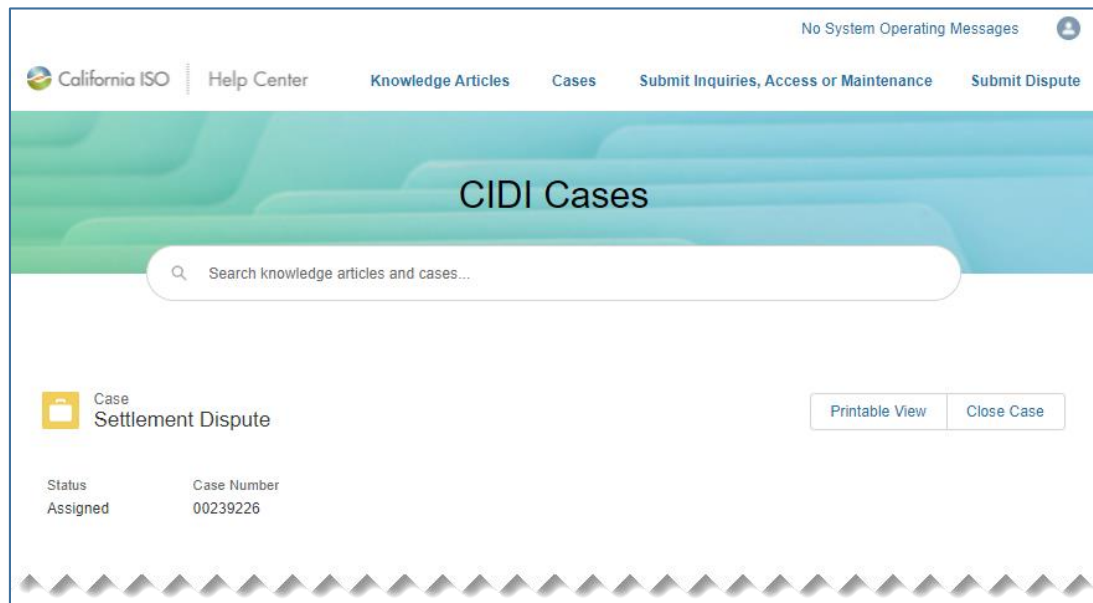
Once the Dispute ticket is closed, a new button will appear on the dispute ticket screen labeled, '**Additional Questions for Call from the Dispute Analyst**'. Participants can click on this button to complete a list question along with their contact info and proposed available dates and times. This request will be submitted to the respective ISO Dispute Analyst for that processed that specific ticket. In response, the ISO Dispute Analyst will notify the participant via the case comments in the respective dispute ticket with the agreed upon call date and time.

Requirements:

- Market participant be provisioned for CIDI 'EXTERNAL SDS READ-WRITE' role.
- If you do have the appropriate role, please coordinate with your colleagues who do have access or work your User Access Administrator (UAA) to provision you access.

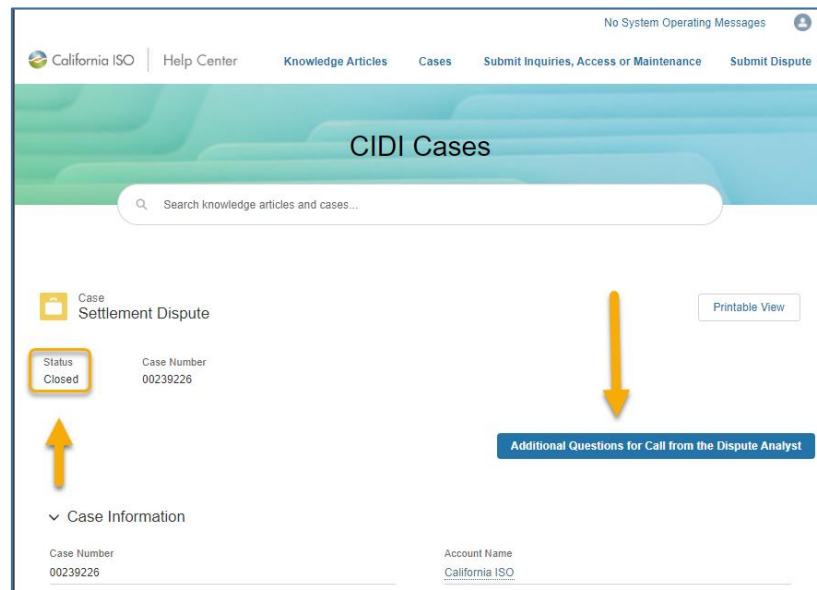
Process:

1. The **market participant** submits a dispute ticket.

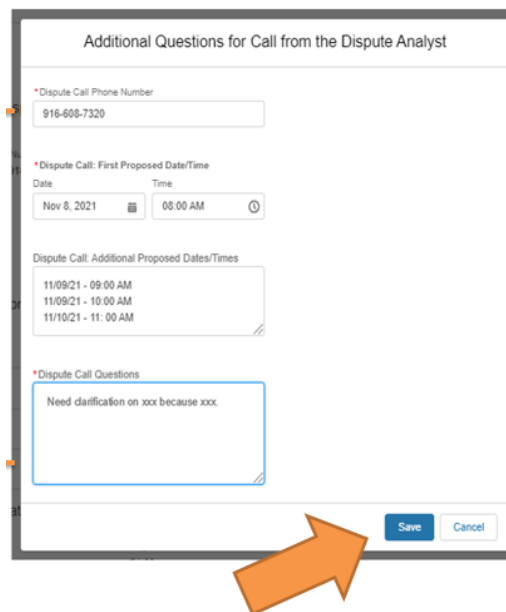


2. The **ISO Dispute Analyst** processes the dispute ticket and sets the status to "Closed".

- The **Additional Questions for Call from the Dispute Analyst** button will appear on the dispute screen after the case is closed. The **market participant** opens the dispute ticket, sees the button, and clicks on it.



- The **Additional Questions for Call from the Dispute Analyst** window will appear and all four fields in the will need to be completed before clicking the **Save** button.



- An email notification will be sent to both the Case Owner and the Responsible Owner of the dispute.
- The **ISO Dispute Analyst** will notify the **market participant** via case comment of the agreed upon call time.

Note: The **market participant** will receive an email that a new comment was added to the dispute ticket.



7. Once the **Additional Questions for Call from the Dispute Analyst** button is clicked, it will remain active for 10 business days after the dispute case is closed. After 10 business days, this button will be grayed out to indicate the expired status.
8. Any further clicking of the button will display the following message:



9. If a **market participant** provides incorrect contact info/dates or is not available at the agreed call time, the **ISO Dispute Analyst** will update an internal checkbox that states that the request had 'Invalid/Incorrect Information provided for call request'. In addition, the **ISO Dispute Analyst** will update the case comments in the dispute ticket with the details stating that the call was not successfully made due to 'such and such' reason. The **market participant** will have to find an alternate arrangement to get in contact with the **ISO Dispute Analyst** (i.e. inquiry ticket or Client Representative).

How to turn existing inquiry tickets into dispute tickets

In the past, external CIDI participants had to submit a dispute ticket once their original inquiry ticket was reviewed and later determined that a dispute ticket was recommended. As a result, it created redundant entries for the participants. Furthermore, the historical case comments and/or attachments would not be transferred over to the new dispute ticket. The ISO Dispute Analyst would not have known about all the historical information that was exchanged with in the inquiry ticket.

Presently, the CIDI application now offers external CIDI users the ability to turn an existing inquiry ticket into a dispute ticket. Coordination would take place between the Client Reps and the external participants.

Important:

- ISO Client reps are responsible for enabling the dispute creation button for the market participant based on the need as this functionality is not available on a global scale.
- It is recommended for the market participants to have the following roles:
 - EXTERNAL IMS READ-WRITE
 - EXTERNAL SDS READ-WRITE
- If the market participant does not have the required 'EXTERNAL SDS READ-WRITE' role to initiate on the 'Create a Dispute Case from this Inquiry Case' button, they can do the following.
 - Coordinate with their User Access Administrator (UAA) to provision access for the 'EXTERNAL SDS READ-WRITE' role, or
 - Coordinate with one of their colleagues who has the appropriate SDS role to generate the dispute ticket on their behalf through the Inquiry ticket.
- If the participant does not have the appropriate roles and clicks on the button, the system will display the following error message, 'Dispute Case Creation Not Allowed'.

Process:

1. The **market participant** submits an inquiry ticket.
2. The **ISO Client Rep** reviews the ticket and determines that it should be re-submitted as a dispute ticket.
3. The **ISO Client Rep** will (1) update the ticket resolution with the instructions to create a dispute ticket, (2) change the status to 'Resolved-Pending Resolution' and (3) select the 'Enable dispute creation' button (*this is a required action*).

Note: This check box is only visible in the internal CIDI screen. Participants who are provisioned with the appropriate roles will be able to perform this function.

4. The **market participant** will receive a resolution comment via email containing the instructions to submit a dispute ticket after the status has been set to 'Resolved-Pending Resolution'.

Note: Please be sure to follow the dispute submission window timeline for the impacted trade date(s). Information can be found on the California ISO Payment calendar document at www.caiso.com > Market Operations > Settlements

5. The **market participant** will go into CIDI and open the inquiry ticket. The 'Create a dispute Case from this Inquiry Case' blue button will be displayed. The **market participant** can click on the button as long as they have the appropriate dispute role (EXTERNAL SDS READ-WRITE).

Note: If the market participant is not provisioned for the dispute role, the participant will need to either (1) coordinate with their UAA to gain access or (2) have one of their colleagues that does have the appropriate role to provision on their behalf.



6. All the comments and attachments prior to trigger the button will be copied over to the new dispute ticket. Anything after the button is triggered will not be include and will need to be manually add through the dispute ticket.

7. Once the **market participant** triggers the button, a pop-up window to enter additional information about your dispute ticket will appear.
8. The **market participant** must enter all required information and then click **Save**.

The screenshot shows a web form titled "Additional Input for the Dispute Case". At the top, it displays "Description: 10/05/21 Testing Please ignore (Turn IMS to Dispute)" and "Related IMS Case: 00239151". The form contains several required fields, each marked with an asterisk (*):

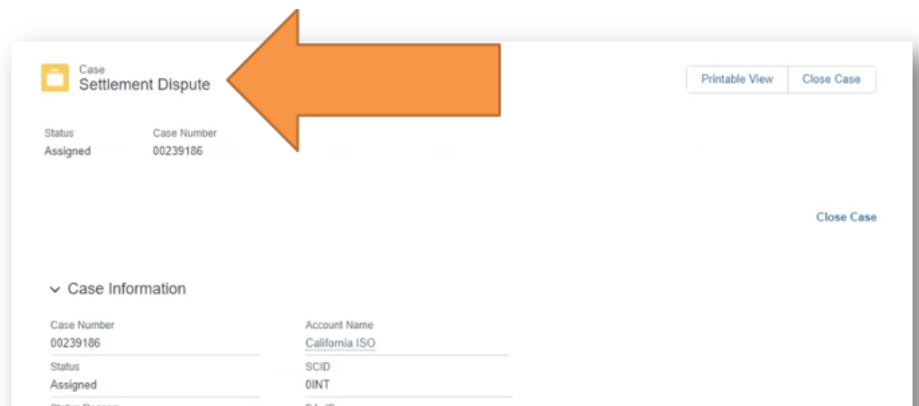
- * SCID: A dropdown menu.
- * Charge Code: A dropdown menu.
- * Dispute Amount: A text input field.
- * Trade Date: A date picker.
- * Trade Hours: A dropdown menu with options: All Hours, 01, 02, 03, 04, 05, 06.
- * Statement Disputed: A dropdown menu with "--None--" selected.
- * Statement Publication Date: A date picker.
- * Case Reason: A dropdown menu with "--None--" selected.
- Placeholder Request: A checkbox.
- * Bill Determinant: A text input field.
- * Resource ID: A text input field.
- Email Recipients: A text input field.

At the bottom right of the form, there are "Save" and "Cancel" buttons.

9. If you skip any required fields when submitting the dispute ticket, you will receive an error.

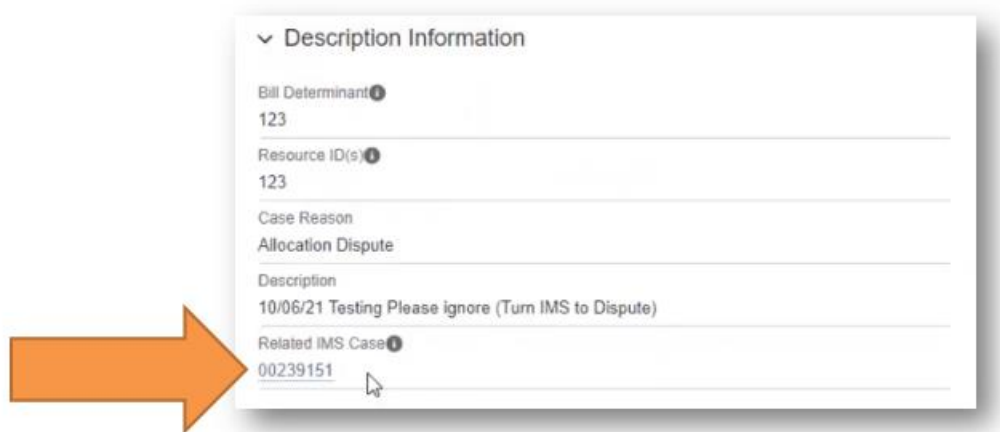
This screenshot shows the same "Additional Input for the Dispute Case" form, but with an error message displayed at the top. The error message is in a red box and reads: "Error: Trade Hours: Please contact your client rep to set a trade hour". The form fields are partially filled: SCID is "0INT", Charge Code is "1302", and Dispute Amount is "1.00". The "Trade Hours" dropdown menu is not visible, indicating it was not selected or is the cause of the error.

10. The dispute case has now been created and all information from the original inquiry ticket has been copied over.



The screenshot shows a web interface for a 'Case Settlement Dispute'. At the top left, there is a header 'Case Settlement Dispute' with a yellow square icon to its left. An orange arrow points to this header. To the right of the header are two buttons: 'Printable View' and 'Close Case'. Below the header, the status is 'Assigned' and the case number is '00239186'. There is another 'Close Case' button on the right side. A section titled 'Case Information' is expanded, showing fields for Case Number (00239186), Account Name (California ISO), Status (Assigned), SCID (0INT), and Status Reason (BA ID).

11. The associated inquiry ticket (IMS case) number will be listed in the “Description Information” section of the dispute ticket in the new **Related IMS Case** field.



The screenshot shows the 'Description Information' section of a dispute ticket. It includes fields for Bill Determinant (123), Resource ID(s) (123), Case Reason (Allocation Dispute), and Description (10/06/21 Testing Please ignore (Turn IMS to Dispute)). The 'Related IMS Case' field contains the number 00239151, which is highlighted by an orange arrow.

Important:

- The “Create a Dispute Case from this Inquiry Case” button will **NOT** show unless a Customer Representative initiates the process.
 - Customers will not be able to see the button until then.
- Anything that is included in the original inquiry ticket is transferred over to the new dispute ticket. This includes:
 - Comments
 - Attachments
 - Other data on the ticket
- Anything added after the inquiry ticket is closed is **NOT** transferred over to the dispute ticket.
- Customers have **10 business days** to create the dispute ticket.
- After 10 days, the “Create a Dispute Case from this Inquiry Case” button will no longer be able to be selected.
- Please follow the dispute submission window deadline located on the California ISO Payments Calendar.
- Customers will still need to complete the current process of closing out the inquiry ticket. (i.e. accepting the resolution of the case)

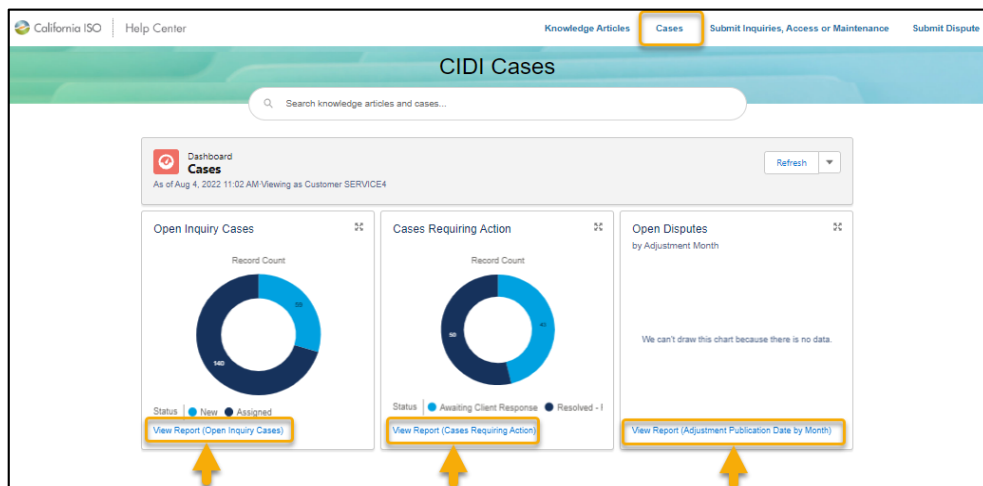
How to export reports

Previously, market participants had to manually copy and paste the report list output onto a spreadsheet.

Today's enhancement introduces a new 'Export' button to download the displayed list views in a CSV format.

Instructions:

1. In CIDI, go to the **Cases** tab to view the reports on the Cases dashboard.
2. Click on one of the report links (see screenshot below) to view the tickets. There are a total of three reports on the dashboard.
 - Open Inquiry Cases
 - Cases Requiring Action
 - Open Disputes

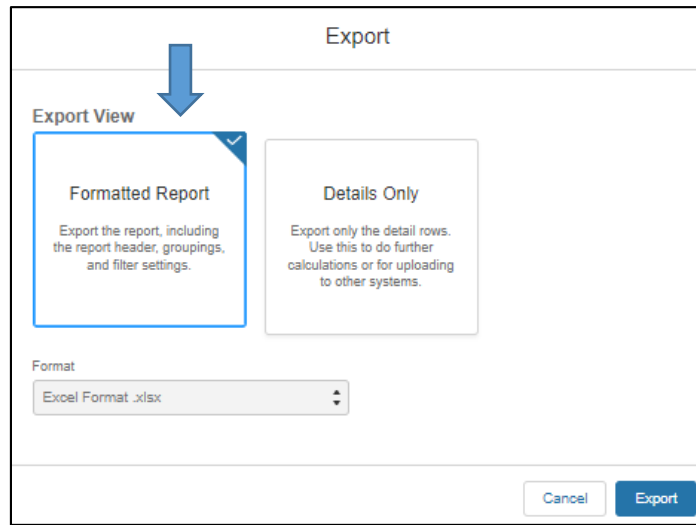


3. Once the report is opened, click on the **Export** button. Note: Participants can update the filter before exporting the report.

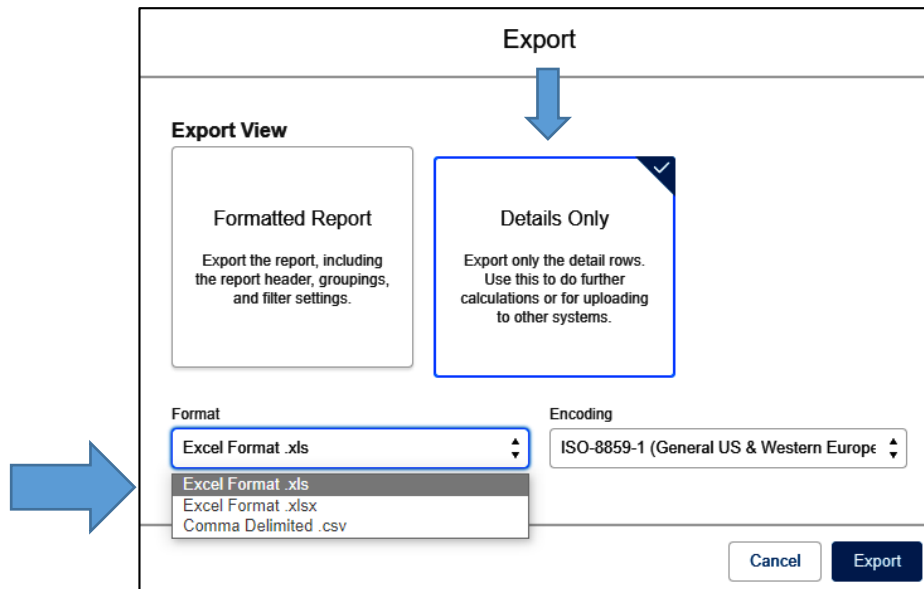


- Next, choose an **Export View** (Formatted Report or Details Only).

Formatted Report - Exports the report as it appears in CIDI, with the report header, groupings, and filter details. Since the formatting is retained, you cannot choose an encoding and the only supported formatted export file type is .xlsx.



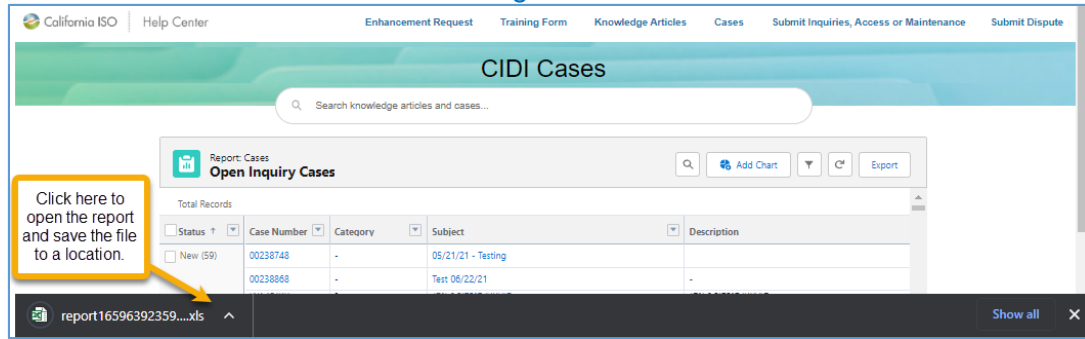
Details Only - Exports each detail row without formatting and is useful for doing further calculations in a spreadsheet.



- If exporting as **Details Only**, select **Excel Format .xlsx**, **Excel Format .xls**, or **Comma Delimited .csv** as the format.
- Click **Export**.

- Participants will be prompted by a browser dialog to open the file and select a location to save the file.

Screenshot using the Chrome Browser



Note: Depending on the internet browser you are using, below is a sample screenshot of the download prompts.



- Below are some sample screenshots of the export formats.

Details Only format:

Case Number	Category	Subject	Description	Contact Name	Functional Environment	Opened Date	Follow-up Date
00238748	Metering	Test Case No.1	Test Case No.1	Training Cert1	MAP STAGE	5/21/2022	6/15/2022
00238868	Metering	Test Case No.2	Test Case No.2	Training Cert1	MAP STAGE	5/22/2022	6/16/2022
00238911	Metering	Test Case No.3	Test Case No.3	Training Cert1	MAP STAGE	5/23/2022	6/17/2022
00239015	Metering	Test Case No.4	Test Case No.4	Training Cert1	MAP STAGE	5/24/2022	6/18/2022
00239102	CIDI	Test Case No.5	Test Case No.5	Training Cert1	MAP STAGE	5/25/2022	6/19/2022
00239139	ADS	Test Case No.6	Test Case No.6	Training Cert1	MAP STAGE	5/26/2022	6/20/2022
00239233	General Inquiries	Test Case No.7	Test Case No.7	Training Cert1	MAP STAGE	5/27/2022	6/21/2022

Formatted Report format:

Status	Case Number	Category	Subject	Description	Contact Name	Functional Environment
New	00238748	Metering	Test Case 1	Test Case 1	Training Cert 1	MAP STAGE
	00238868	Metering	Test Case 2	Test Case 2	Training Cert 1	MAP STAGE
	00238911	Metering	Test Case 3	Test Case 3	Training Cert 1	MAP STAGE
	00239015	Metering	Test Case 4	Test Case 4	Training Cert 1	MAP STAGE
	00239102	CIDI	Test Case 5	Test Case 5	Training Cert 1	MAP STAGE
Subtotal Count		5				
Total Count		5				