

Market Participant Applicant Document Submissions Instructions

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Overview

SC Requests currently processes applications for several types of market participants, including Scheduling Coordinators (SCs), Congestion Revenue Rights Holders (CRRs), Convergence Bidders (CBs), Western Energy Imbalance Market (WEIM) participants, and Extended Day-Ahead Market (EDAM) participants.

The system of record for document submissions is the Customer Inquiry and Dispute Interface (CIDI). This document outlines how to review information requests in CIDI and provides step-by-step instructions for accessing onboarding documents.

CIDI offers a secure platform that ensures document confidentiality through entity-specific login credentials. It enables clients to view submitted documentation, track the status of their submissions, and maintain a centralized record of all documents associated with their organization. By consolidating communication and documentation in one place, CIDI streamlines the onboarding process and enhances transparency.

Purpose

The purpose of this document is to provide instructions for applicants how to submit and view their document submissions.

Prerequisite for Access

Before accessing CIDI, users must have an active user certificate.

If you're unsure whether you have a certificate, please contact SCRequests@caiso.com. We will verify your status and, if necessary, provide instructions on how to obtain a certificate.

CIDI User Guide

The CIDI User Guide is available here:

http://www.caiso.com/Documents/NewCustomerInquiry_DisputeandInformation_CIDI_UserGuide.pdf

This guide contains the most up-to-date information on how to use CIDI, including login assistance and navigation tips.

The information below provides a high-level overview of the documentation submission process for both ongoing obligations and new clients as part of their onboarding.

Logging into CIDI

The following information applies to users who have already obtained their user certificate.

To access CIDI, you must have:

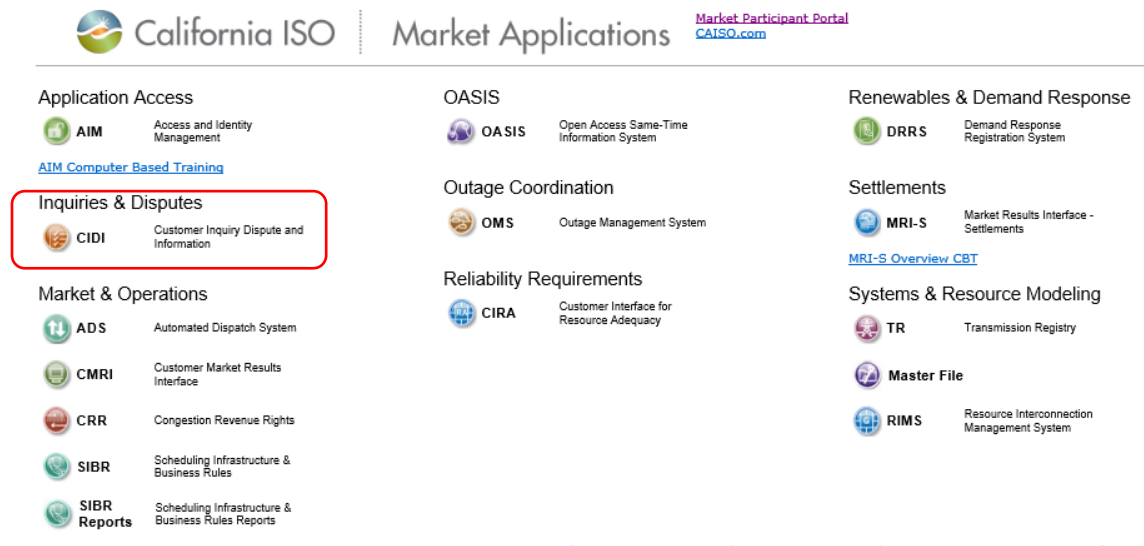
- An Organization ID (Org_ID) or Scheduling Coordinator ID (SCID),
- A CAISO Multi-Application (CMA) digital certificate installed,



- The certificate provisioned to both the Market Participant Portal and CIDI.

All of these components must be in place before you can successfully use CIDI.

1. If you are unsure if you have the correct access or if you are unsure if you have a CMA certification, please reach out to SCRequests@caiso.com for verification.
2. Once you have access provisioned, you can launch CIDI from the Market Participant Portal (MPP) home page at <https://portal.caiso.com>.



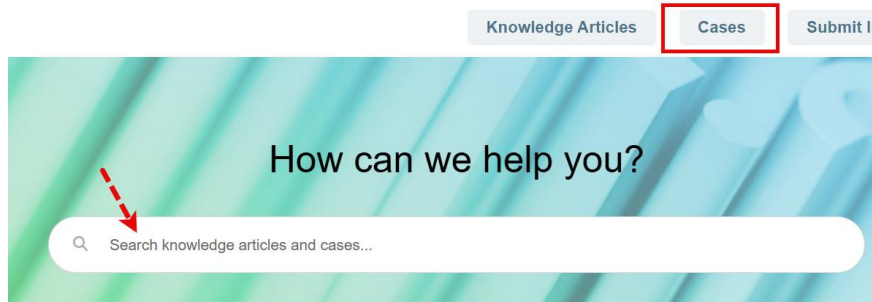
Searching for a CIDI Ticket

When an application is submitted, the onboarding specialist will provide a designated CIDI ticket number for all related document submissions.

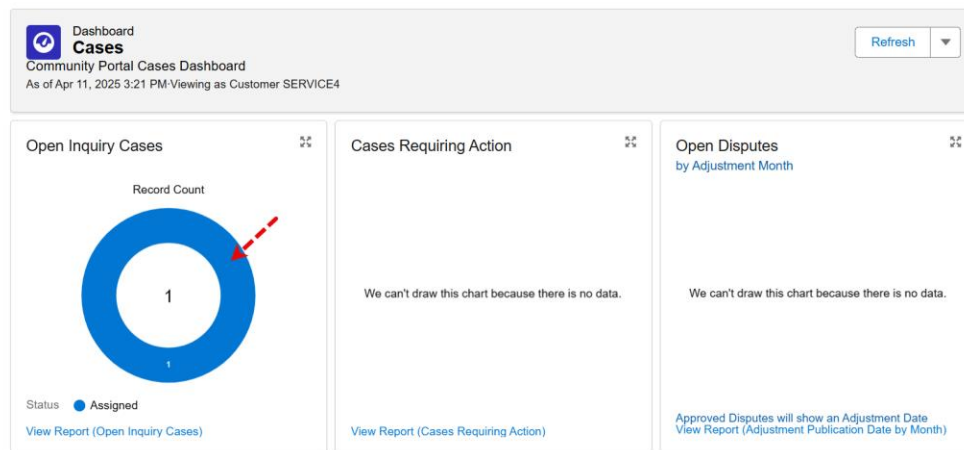
All new clients must use this specific CIDI ticket to ensure accurate tracking and processing. If a client opens a new CIDI ticket that is not associated with the onboarding process, CAISO may request that the documentation be resubmitted under the correct ticket.

1. Log into CIDI using steps listed in previous section.

- There are several ways to search for CIDI tickets. You can search by CIDI case/ticket number if known by typing it into the search bar, or by click on the cases button in the upper menu bar.

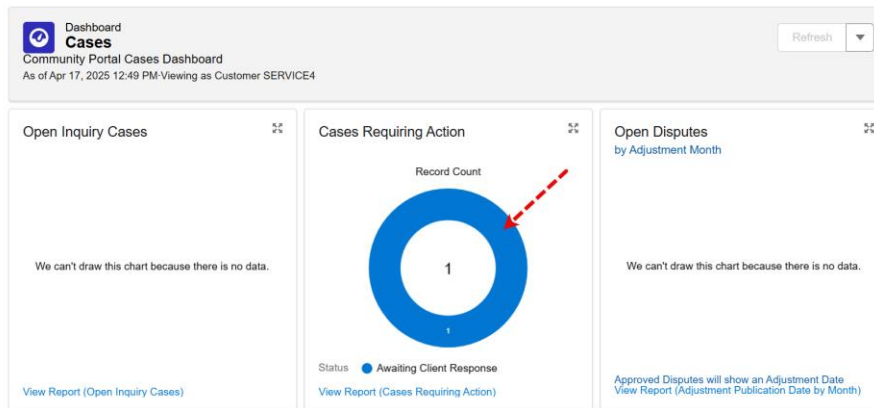


- If using the search bar, click on the case number from the search results. If clicking on the cases button, select 'Open Inquiry Cases' blue circle.



—Or—

If your ticket is in 'awaiting client' status, you can also click 'Case Requiring Action'





- Click on the case number to be worked on

Report: Cases
Open Inquiry Cases

[Enable Field Editing](#) [Add Chart](#) [Export](#)

Total Records
1

☐ Status ↑	☐ Case Number	☐ Category	☐ Subject	☐ Description	☐ Contact Name	☐ Functional Environment	☐ Open
☐ Assigned (1)	00282576		Test Ticket for Checklist	Test Ticket for Checklist	Customer SERVICE4	Production	1/
Subtotal							
Total (1)							

Case Comments

At any time, clients can view, respond to, and add comments or questions to their CIDI tickets. The CIDI platform serves as a central communication channel, allowing clients to interact directly with CAISO regarding their submissions.

To view current comment history, questions to/from the CAISO and general correspondence, scroll down to the 'Case Comments' section.

Case Comments [Provide Client Response](#)

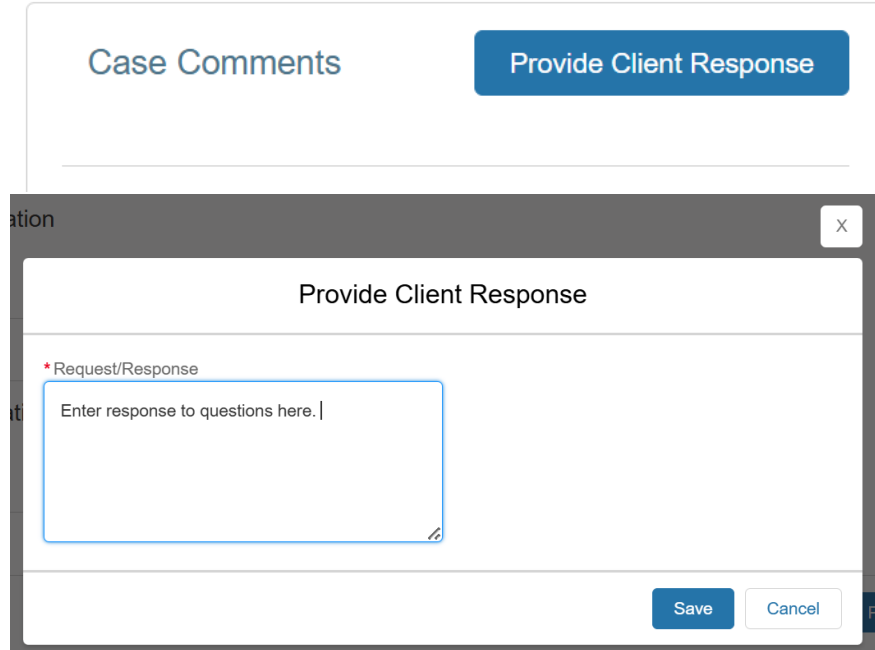
Created By: Customer SERVICE4 (3/14/2025 2:25 PM)
Test Response

Created By: Customer SERVICE4 (2/21/2025 7:25 AM)
Testing out info provided

Created By: Customer SERVICE4 (2/13/2025 12:45 PM)
Test comment

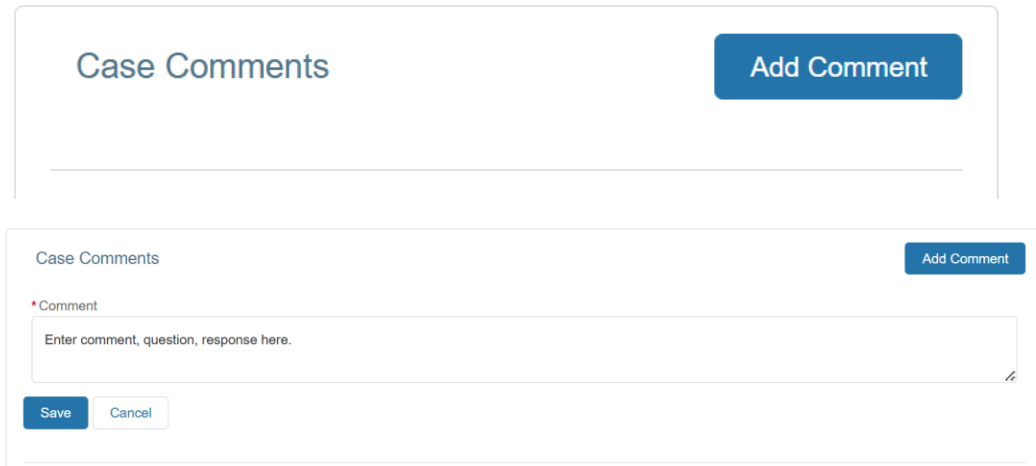
- To enter a comment, additional information and/or approval language for a task, navigate to the CIDI ticket [see steps above for instructions on finding assigned tickets or searching for tickets].

2. Scroll down to the Case Comments section:
 - a. If ticket is pending client response, click on the blue 'Provide Client Response' box. A pop up will open for responses.



The screenshot shows a 'Case Comments' section with a blue button labeled 'Provide Client Response'. Below it, a modal window titled 'Provide Client Response' is open. The modal has a close button (X) in the top right corner. Inside the modal, there is a text area labeled '* Request/Response' with the placeholder text 'Enter response to questions here.' and a small edit icon at the bottom right. At the bottom of the modal, there are 'Save' and 'Cancel' buttons.

- b. To add a general comment if the ticket is in the CAISO queue to review, click on 'Add Comment'. This will open the comment box free form field to fill in.



The screenshot shows a 'Case Comments' section with a blue button labeled 'Add Comment'. Below it, a form titled 'Case Comments' is open. The form has a close button (X) in the top right corner. Inside the form, there is a text area labeled '* Comment' with the placeholder text 'Enter comment, question, response here.' and a small edit icon at the bottom right. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

How to Read the Onboarding Line Items

Depending on the type of application submitted, your CIDI ticket will be prepopulated with onboarding requirements specific to your application.



As part of the onboarding process, you will have a call with your onboarding specialist to review these requirements and address any questions you may have.

1. The onboarding checklist components consist of the following:

- Checklist number (clickable to open line)

Checklist Number

[SCC-000002](#)

- Date Completed

✓	Date Compl...	▼
3/14/2025		

- Certificate Requirements

Certificate Requirements

Electronic Funds Transfer (EFT) Form

- Links (clickable)

✓	Links ↑	▼
http://www.caiso.com/Documents/ElectronicFund...		

- Notes (additional information)

Notes

Procedure: <http://www.caiso.com/Doc>

ISO Task

- Attachment indicator

✓	Attachment Indicator ↓
☒	

- You can scroll down through the line items to view what is needed, or click on the 'View All' link in the bottom right of this section. Both options will display the checklist items required.

View All

Cases > 00282576
Onboarding Checklist

58 items • Sorted by Attachment Indicator • Updated a minute ago

Checklist Nu...	Date Compl...	Certificate Requirements	Links	Notes	Attachment Indicator
43 SCC-000044		SC Training Registration	http://www.caiso.co...	Additional training out...	☐
44 SCC-000045		Financial Security/Collateral ...	http://www.caiso.co...	Contact: Christine Billi...	☐
45 SCC-000046		Emergency Plan for 24/7 Re...	http://www.caiso.co...	Only required for phys...	☐
46 SCC-000047		Real Time and contact Drill ...		ISO Task	☐
47 SCC-000048		Energy Communications Ne...	http://www.caiso.co...	Optional, not required...	☐
48 SCC-000049		Meter Service Agreement fo...	http://www.caiso.co...		☐
49 SCC-000050		Scheduling Coordinator Agr...	http://www.caiso.co...	Please make certain i...	☐
50 SCC-000051		Settlement Quality Meter Da...	https://www.caiso.co...	Please review require...	☐
51 SCC-000052		Test Requirement	https://www.caiso.co...	Test Note	☐

Attaching Onboarding Line Item Documents

The below section outlines the steps required to attach documents to specific line item requirements.

- Scroll down to the line item requirement and click on the checklist number.

 **Onboarding Checklis**

10+ items • Sorted by Attachment

Checklist N...
1 SCC-000002

- After clicking, the display will show the specific line requirement. Below defines what each section stands for.

✓ Onboard Checklist Detail

OM Case
00282576 CIDI ticket Number

Checklist Number
SCC-000002 Checklist Number

Links [Link to document, procedure, BPM etc. that is necessary for completion of requirement.](http://www.caiso.com/Documents/ElectronicFundsTransfer-BankAccountChangeForm.pdf)

Notes
Procedure: Additional notes to assist with completion of requirement
<http://www.caiso.com/Documents/ElectronicFundsTransferProcedure.pdf>

Certificate Requirements
Electronic Funds Transfer (EFT) Form Name of requirement

Date Completed
When filled in, this line item is completed. When blank, it is not completed. Only CAISO staff can update this field.

Attachment Indicator
☒ Shows when there is an attachment to this specific requirement

- Below this section will be the area to upload the documents that relate to the specific line requirement. The files uploaded will be displayed.

Drag files onto the "Upload Files" icon, or click the "Upload" button below, to upload files, then click the "Next" button to continue.

Files List Ext (3)
3 items

Upload Files Or drop files

Search this list...

Title	Description	Last Modified Date
File1 - Internal	Test file from rep	03/06/2025, 04:40 PM
File1 - External	test file from participant	03/06/2025, 04:39 PM

All records are loaded

Next

- There are two methods to attach documents: Upload Files or Drag and Drop File

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

- To drop files: locate your attachment on your computer and click and drag the file into the "or drop files" field. Once the file is dropped it will automatically be attached to the ticket.
- Or click "Upload Files", select the file to upload and click open, then done.

Attach File

1. Select the File

Type the path of the file or click the Browse button to find the file.

No file chosen

2. Click the "Attach File" button.

Repeat steps 1 and 2 to attach multiple files.

(When the upload is complete the file information will appear below.)

3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.)

5. After file upload, continue to click 'Next' and 'Finish' until completion.
6. To return to the CIDI ticket, please click on the 'OM Case' link in the upper left corner of the ticket.

Adding Attachments Non-Onboarding Line Items

Sometimes documents need to be uploaded along with the information posted in the comment on the CIDI ticket for audit validation that is not part of the onboarding checklist items. The following section outlines how to add attachments that are not linked to a specific task within CIDI.

1. Navigate to the CIDI ticket using the instructions above.
2. Scroll down to the File Upload/Download section
3. There are two methods to attach documents to a CIDI ticket: Upload Files or Drag and Drop File

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

4.
 - c. To drop files: locate your attachment on your computer and click and drag the file into the "or drop files" field. Once the file is dropped it will automatically be attached to the ticket.
 - d. Or click "Upload Files", select the file to upload and click open, then done.

Attach File

1. Select the File

Type the path of the file or click the Browse button to find the file.

No file chosen

2. Click the "Attach File" button.

Repeat steps 1 and 2 to attach multiple files.

(When the upload is complete the file information will appear below.)

3. Click the Done button to return to the previous page.

(This will cancel an in-progress upload.)

Validating Item Completion

When documents are submitted, CAISO will review the documents.

- After review, if correction is needed it will be added as a comment to the CIDI ticket and the ticket will be marked 'Awaiting Client Response'. Click on 'Provide Client Response' to leave a comment/answer question/ask for clarification to the CAISO. After providing a comment, click 'Save'

 Case
Test Ticket for Checklist

Status	Case Number
Awaiting Client Response	00282576

Provide Client Response

* Request/Response

- After review if no changes are needed, the checklist will be updated with a date completion.



California ISO

Checklist Nu... ▾		Date Compl... ▾	Certificate Requirements ▾
3	SCC-000011	3/14/2025	Applicant company Secretar...