

# **Ongoing Obligations and Onboarding Participant Documentation Submission Instructions**

Revision: 2

Publish Date: 7/1/2021



Contents

<b>Overview</b> .....	3
<b>Purpose</b> .....	3
<b>CIDI User Guide</b> .....	3
<b>CIDI Training on Document Submission</b> .....	3
<b>Logging into CIDI for Existing Clients</b> .....	3
<b>How to submit a document for ongoing obligations (existing clients)</b> .....	4
<b>How to log onto CIDI (new clients)</b> .....	8
<b>How to submit documentation for Onboarding Request (new clients)</b> .....	9
<b>Appendix A: Document Types</b> .....	13
<b>Appendix B: Document Naming Convention</b> .....	15

## Overview

Current and onboarding clients for the CAISO have many reasons to submit documentation for ongoing obligations as well as certification requirements. In an effort to streamline this process, the CAISO has implemented an enhanced submission process via Customer Inquiry, Dispute and Information (CIDI) tool that existing clients already have access to and onboarding clients will get access to after their application is submitted. CIDI is a more secure way to ensure document confidentiality and requires log in credentials that are specific to each entity.

The CIDI tool provides a way for our clients to see what documentation has been submitted and the status of their document submissions. It creates a single point of communication in reference to all documents submitted and keeps a record of previous documentation submitted under the organization.

## Purpose

The purpose of this document is to provide instructions for current and onboarding clients with on how to submit their ongoing obligations (existing clients) and document submissions (upcoming clients).

## CIDI User Guide

You can find the CIDI user guide here:

[http://www.caiso.com/Documents/NewCustomerInquiry\\_DisputeandInformation\\_CIDI\\_UserGuide.pdf](http://www.caiso.com/Documents/NewCustomerInquiry_DisputeandInformation_CIDI_UserGuide.pdf).

This guide will have the most up to date information on how to use CIDI and log in assistance. The below information is a high level overview for purposes of submitting documentation for ongoing obligations and new client as part of their onboarding process.

## CIDI Training on Document Submission

You can find a video recorded training of how to create a CIDI ticket step-by-step by clicking [HERE](#).

A copy of the presentation used in the recorded training can be found [HERE](#).

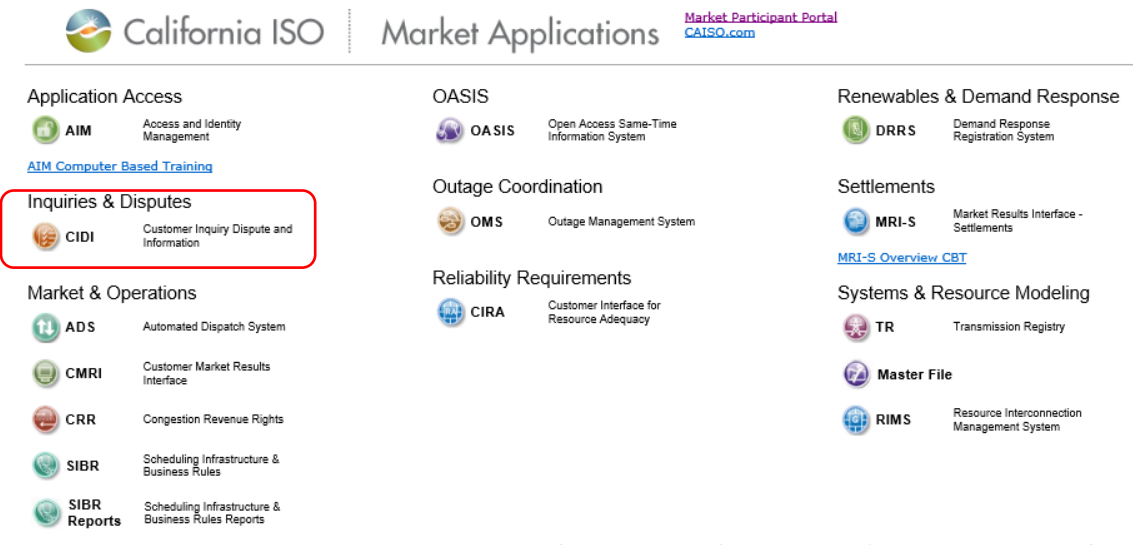
## Logging into CIDI for Existing Clients

The following information is for existing clients. If you are a new onboarding client, please click [HERE](#) which will take you to the onboarding instructions.

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. If you do not have a certificate and/or do not have access to the portal, then request access through your User Access Administrator (UAA).
2. If you do not know who your UAA is for the company, please reach out to your client representative.

- Once you have access provisioned, you can launch CIDI from the Market Participant Portal (MPP) home page at <https://portal.caiso.com>.



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

**Application Access**

- AIM: Access and Identity Management
- Inquiries & Disputes**
  - CIDI**: Customer Inquiry Dispute and Information

[AIM Computer Based Training](#)

**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**

- 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**

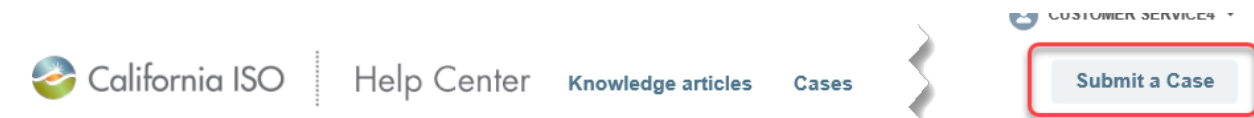
- MRI-S: Market Results Interface - Settlements
- [MRI-S Overview CBT](#)

**Systems & Resource Modeling**

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

## How to submit a document for ongoing obligations (existing clients)

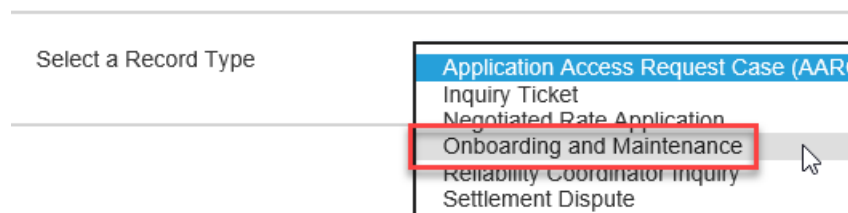
- Log Into CIDI
- Click 'Submit a Case'



California ISO | Help Center | Knowledge articles | Cases | **Submit a Case**

- Select Record Type as 'Onboarding and Maintenance'

### New Case



Select a Record Type

- Application Access Request Case (AAR)
- Inquiry Ticket
- Negotiated Rate Application
- Onboarding and Maintenance**
- Reliability Coordinator Inquiry
- Settlement Dispute

- Click Next
- There are several fields that will need to be populated. Enter the following details:
  - SCID:** Select the impacted associated SCID.

SCID



- **Request Type:** Please enter 'Ongoing Obligations / Maintenance'

\* Request Type - Please select one

Ongoing Obligations / Maintenance

- **Inquiry Type** Please see [Appendix A](#) for list of documents and links.

\* Inquiry Type - Please select one

Banking Change

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

\* Description

- **Subject:** Short description of the submission.
- **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 (optional):** If applicable, enter this information if ticket is associated to a given unit.
- **Email Recipients:** Use this field to enter other users email addresses that you wish to receive ticket status updates.

6. Click **Next** to submit the case. Here is a sample of the completed form.

**New Case: Onboarding and Maintenance**

---

OINT ▼

\* Request Type - Please select one

Applications ▼

\* Inquiry Type - Please select one

Banking Change ▼

\* Subject

Banking change for CAISO SCID OINT

\* Description

The CAISO would like to change the banking information for SCID OINT and all child SCID associated: 1INT, 2INT, 3INT.

Resource ID

ResID\_Unit\_2

Email Recipients

nhines@caiso.com, screquests@caiso.com

7. After clicking 'Next', you will be re-directed to a page that shows you what your ticket/case number is.



Status	Case Number
Assigned	00235017

▼ Case Information

Case Number  
00235017

Follow-up Date ⓘ

Status  
Assigned

Functional Environment ⓘ

Production

Account Name

California ISO

SCID

OINT

▼ Description Information

Subject ⓘ

Test

Description

This is a test Name Change submission

8. You can post additional information on the 'Comments' section and add attachments where it says 'Upload Files'

▼ Detailed Information

Resource ID  
ABC\_Unit1

▼ Contact Information

Contact Name Customer SERVICE4	Contact Email mmouanetry@caiso.com
Contact Phone	Email Recipients SCRequests@caiso.com

▼ System Information


Date/Time Opened 3/2/2021 9:25 AM	Date/Time Closed
--------------------------------------	------------------

Case Comments
Add Comment

9. To Attach a file:

- Please use document naming convention in [Appendix B](#).
- Click on 'upload files'
- Browse to the file you want
- Click attach to Case
- You will see a green 'Success' icon at the top of your screen confirming attachment has been uploaded to your ticket.

Select the Upload Files button to select a file to attach, or drag


Or drop files

No File Selected..

Attach to Case
 ←

View File	File name
	▼

✓ **Success:** ✕  
 Your file is uploaded successfully

10. For the attachments, users can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to your Client Representatives or Service Desk ([servicedesk@caiso.com](mailto:servicedesk@caiso.com)) to attach the file(s) on your behalf. Be sure to provide us with the applicable CIDI case reference number.



## How to log onto CIDI (new clients)

The following information is for new clients. If you are an existing client, please click [HERE](#) which will take you to the existing client instructions.

Before you can access CIDI, you will need to submit an application, fee and User Access Administration (UAA) form.

1. Please email [SCRequests@caiso.com](mailto:SCRequests@caiso.com) with your application and inform us of when the fee was sent.
2. Once application and fee are received, we will send you a link to the UAA form to fill out. A delay in submitting the UAA form will delay the start of when/how you can submit documentation.
3. Once the UAA form is submitted and processed, the ISO will provide you with an Org ID. You will then use that Org ID to log into CID.
4. The ISO will have a Welcome Call to provide additional information about what documentation is needed and a brief overview of how to submit a CIDI Ticket.
5. The ISO will provide a CAISO Multi-Application (CMA) digital certificate for the UAA.
  - a The UAA will need to install the certificate.
  - b The UAA can then provision access to the CIDI application for additional users as needed during the application process before CIDI Can be used.
4. Once you have access provisioned, you can launch CIDI from the Market Participant Portal (MPP) home page at <https://portal.caiso.com>.

California ISO | Market Applications | [Market Participant Portal CAISO.com](#)

Application Access	OASIS	Renewables & Demand Response
<b>AIM</b> Access and Identity Management <a href="#">AIM Computer Based Training</a>	<b>OASIS</b> Open Access Same-Time Information System	<b>DRRS</b> Demand Response Registration System
<b>Inquiries &amp; Disputes</b> <b>CIDI</b> Customer Inquiry Dispute and Information	<b>Outage Coordination</b> <b>OMS</b> Outage Management System	<b>Settlements</b> <b>MRI-S</b> Market Results Interface - Settlements <a href="#">MRI-S Overview CBT</a>
<b>Market &amp; Operations</b> <b>ADS</b> Automated Dispatch System <b>CMRI</b> Customer Market Results Interface <b>CRR</b> Congestion Revenue Rights <b>SIBR</b> Scheduling Infrastructure & Business Rules <b>SIBR Reports</b> Scheduling Infrastructure & Business Rules Reports	<b>Reliability Requirements</b> <b>CIRA</b> Customer Interface for Resource Adequacy	<b>Systems &amp; Resource Modeling</b> <b>TR</b> Transmission Registry <b>Master File</b> <b>RIMS</b> Resource Interconnection Management System

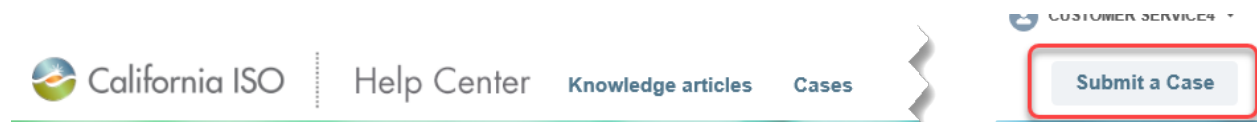


## How to submit documentation for Onboarding Request (new clients)

The following information is for new clients. If you are an existing client, please click [HERE](#) which will take you to the existing client instructions.

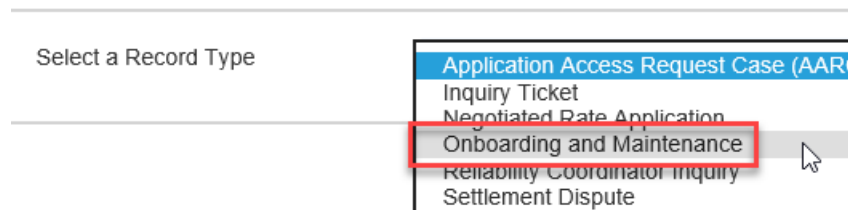
**\*Note: Anywhere it says SCID in the CIDI application, you will use your Org ID**

1. Log Into CIDI
2. Click 'Submit a Case'



3. Select Record Type as 'Onboarding and Maintenance'

### New Case



4. Click Next
5. There are several fields that will need to be populated. Enter the following details:
  - **SCID:** Select the Org ID that was provided after UAA form was processed.

SCID

- **Request Type:** Please enter 'Applications'

\* Request Type - Please select one



- **Inquiry Type:** During the application process, your inquiry type will be 'Information Sheets'. After you have completed the certification process, please use document submission for [existing clients](#) to select your inquiry type.

\* Inquiry Type - Please select one

- **Subject:** Short description of the document submission.
- **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 (optional):** leave blank
- **Email Recipients:** Use this field to enter other users email addresses that you wish to receive ticket status updates. The email addresses here could be alternate contacts, management, signatories etc.

6. Click **Next** to submit the case. Here is a sample of the completed form.

New Case: Onboarding and Maintenance

---

SCID

\* Request Type - Please select one

\* Inquiry Type - Please select one

\* Subject

\* Description

Resource ID

Email Recipients

- After clicking 'Next', you will be re-directed to a page that shows you what your ticket/case number is.



Status	Case Number
Assigned	00235017

Case Information

Case Number 00235017	Follow-up Date ⓘ
Status Assigned	Functional Environment ⓘ Production
	Account Name California ISO
	SCID OINT

Description Information

Subject ⓘ Test
Description This is a test Name Change submission

- You can post additional information on the 'Comments' section.

Detailed Information

Resource ID ABC_Unit1
--------------------------

Contact Information

Contact Name Customer SERVICE4	Contact Email mmouanetry@caiso.com
Contact Phone	Email Recipients ⓘ SCRequests@caiso.com

System Information

Date/Time Opened 3/2/2021 9:25 AM	Date/Time Closed
--------------------------------------	------------------

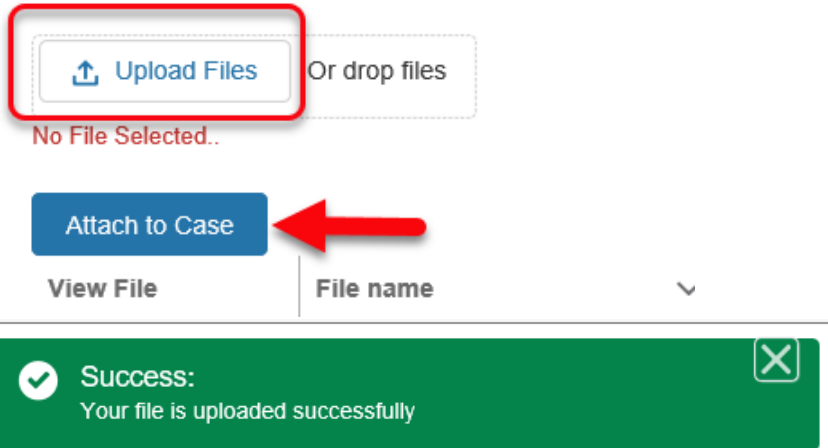
Case Comments	Add Comment
---------------	-------------



9. To Attach a your document for submission:

- Please use document naming convention in [Appendix B](#).
- Click on 'upload files
- Browse to the file you want
- Click attach to Case
- You will see a green 'Success' icon at the top of your screen confirming attachment has been uploaded to your ticket.

Select the Upload Files button to select a file to attach, or drag



10. For the attachments, users can upload file sizes up to 4.5 MBs. If the file size is larger than 4.5 MBs, please reach out to Service Desk ([servicedesk@caiso.com](mailto:servicedesk@caiso.com)) to attach the file(s) on your behalf. Be sure to provide them with the applicable CIDI case reference number.



## Appendix A: Document Types

Below is a list of documents and links for submission.

New clients can also go to our website for more information by clicking [HERE](#).

Existing clients can also go to our website for more information by clicking [HERE](#).

Convergence Bidding Registration information [HERE](#).

Congestion Revenue Rights information [HERE](#).

### List of documents for Inquiry Type

- Banking Change
  - This is used to update any banking information or type (Fed Wire, ACH, Direct Debit)
  - EFT Procedure:  
<http://www.caiso.com/Documents/ElectronicFundsTransferProcedure.pdf>
  - EFT Form: <http://www.caiso.com/Documents/ElectronicFundsTransfer-BankAccountChangeForm.pdf>
- Name, Address, Contact Changes
  - Name Change Form:  
<http://www.caiso.com/Documents/CompanyNameChangeForm.doc>
  - Address Change Form:  
<http://www.caiso.com/Documents/SchedulingCoordinatorAddressChangeForm.doc>
  - Contact List/Change Form:  
<http://www.caiso.com/Documents/SchedulingCoordinatorContactListTemplate.xls>
- Transfers or End Dates
  - There are 5 items required for Transfers
    - New SC Acceptance:  
<http://www.caiso.com/Documents/NewSchedulingCoordinatorAcceptance-Resource-LetterTemplate.doc>
    - Resource Owner:  
<http://www.caiso.com/Documents/ResourceOwnerSchedulingCoordinatorSelection-LetterTemplate.doc>
    - Relinquishing SC: <http://www.caiso.com/Documents/Transfer-ResourceRelinquishingSchedulingCoordinator-LetterTemplate.doc>
    - GRDT Non-EIM:  
<http://www.caiso.com/Documents/GeneratorResourceDataTemplate.xlsx>
    - RCA:  
<http://www.caiso.com/Documents/ISOAffiliationResourceControlAgreementDisclosureForm.xls>
  - There is only 1 letter required if you are transferring a resource between SCIDs for the same scheduling coordinator  
<http://www.caiso.com/Documents/Transfer-ResourcesBetweenSCIDs-SameSchedulingCoordinator.doc>



- There are 2 items required for End Date of SCID and resource ID association –if resource owner has a PGE
  - Resource Owner:  
<http://www.caiso.com/Documents/ResourceOwnerSchedulingCoordinatorSelection-LetterTemplate.doc>
  - Relinquishing SC: <http://www.caiso.com/Documents/Transfer-ResourceRelinquishingSchedulingCoordinator-LetterTemplate.doc>
- Information Sheets (used for new agreements only)
  - <http://www.caiso.com/Documents/SchedulingCoordinatorAgreementInformationRequestSheet.doc>
  - [http://www.caiso.com/Documents/MeterServiceAgreement\\_SchedulingCoordinatorsInformationRequestSheet.doc](http://www.caiso.com/Documents/MeterServiceAgreement_SchedulingCoordinatorsInformationRequestSheet.doc)
  - [http://www.caiso.com/Documents/RegistrationForm\\_ConvergenceBiddingEntityAgreement.doc](http://www.caiso.com/Documents/RegistrationForm_ConvergenceBiddingEntityAgreement.doc)
- Additional SCID Request used for new SCID or new EIM BSCID
  - Existing SC Request:  
<http://www.caiso.com/Documents/ExistingSchedulingCoordinatorRequestsAdditionalSCID-LetterTemplate.doc>
  - Existing EIM Request:  
<http://www.caiso.com/Documents/EnergyImbalanceMarketSchedulingCoordinatorRequest-BSCID-LetterTemplate.doc>
- Termination
  - Start a CIDI Case about your termination of your SC, CRR and CB Agreements. We will provide applicable forms once it is determined what is needed
- Other
  - ISO Affiliate/RCA Form (not associated with a transfer):  
<http://www.caiso.com/Documents/ISOAffiliationResourceControlAgreementDisclosureForm.xls>
  - Organization Type Change Form to add agreement types or to update current SCIDs with additional contract types: <http://www.caiso.com/Documents/OrgTypeChange-LetterTemplate.doc>
  - DLAP Selection/End date:  
<http://www.caiso.com/Documents/DefaultLoadAggregatedPointsSelection-LetterTemplate.doc>
  - Any documentation not currently outlined in any of the above



## Appendix B: Document Naming Convention

- In the naming convention, the 'DATE' is the date of submission.
- Date should be formatted in MM-DD-YYYY format.  
**Example:** 01-01-2021
- If additional clarifying information is needed for your records (example, resource ID) in the document name, please add it after the date separated with an underscore.  
**Example:** SCID\_OTHER\_DATE\_Resource ID

Document	NAMING CONVENTION
Additional BSCID Request Letter	BSCID_BSCID REQUEST_DATE
Additional SCID Request Letter	SCID_SCID REQUEST_DATE
Address Change Form	SCID_ADDRESS_DATE
Affiliate Form	SCID_AFFILIATE_DATE
Any document not listed	SCID_OTHER_DATE
Applicant company Secretary of State document or Certificate of Incorporation	SCID_SECRETARY OF STATE_DATE
Company W9 Form	SCID_W9_DATE
Congestion Revenue Rights Agent letter submitted	SCID_CRR AGENT_DATE
Congestion Revenue Rights Termination Letter	SCID_CRR TERMINATION_DATE
Convergence Bidding Registration Form Received	SCID_CB REGISTRATION_DATE
Convergence Bidding Termination Letter	SCID_CB TERMINATION_DATE
CRR Holder Application	SCID_CRR APP_DATE
CRR Holder Information Sheet	SCID_CRR INFO_DATE
DLAP Selection/DLAP End date Letter	SCID_DLAP_DATE
Electronic Funds Transfer (EFT) Form	SCID_EFT_DATE
Emergency Plan for 24/7 Real Time Test	SCID_ER PLAN_DATE
Energy Communications Network (ECN)	SCID_ECN_DATE



Document	NAMING CONVENTION
GRDT	SCID_GRDT_DATE
Meter Service Agreement for SCs Information Request Sheet	SCID_MSA INFO SHEET_DATE
Name Change Form	SCID_NAME_DATE
Officer Certification Form accepted and approved	SCID_OFFICER CERT_DATE
Org Type Change Form	SCID_ORG TYP_DATE
Provide company IP Address	SCID_IP_DATE
Resource Control Agreement	SCID_RESOURCE CONTROL_DATE
Resource Owner Letter	SCID_RESOURCE OWNER_DATE
Resource Transfer Between Same Company	SCID_COMPANY TRANSFER_DATE  *SCID Should be the new SCID resource is transferred to for naming convention
SC Acceptance Letter	SCID_SC ACCEPT_DATE
SC Contact List	SCID_CONTACT LIST_DATE
SC Relinquish Letter	SCID_SC RELINQ_DATE
SC Termination Letter	SCID_SC TERMINATION_DATE
SC Training Registration	SCID_TRAINING_DATE
Scheduling Coordinator Acknowledgement Letter (if representing a convergence bidding entity other than SC applicant)	SCID_SC ACKNOWLEDGMENT_DATE
Scheduling Coordinator Agent letter submitted	SCID_SC_AGENT_DATE
Scheduling Coordinator Agreement Info Request Sheet Received	SCID_SC INFO SHEET_DATE
Scheduling Coordinator Application	SCID_APP_DATE