Customer and Asset Management System (CAMS)
User Guide

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PREFACE

Purpose

This Customer and Asset Management System (CAMS) User Guide will serve as the reference document for the CAMS application. It will provide the details of the application's functionality, and will give you a better, understanding of the application's features. An overview of the application and its user interface are available at www.cams-training.com.

Assumptions

An assumption has been made that the reader is familiar with using Web-based applications and Web-browser navigation. The user should have a good understanding of ISO New England Transmission, Markets & Services Tariff, Market Rule, ISO New England Manuals, and other governing documents.

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Change Summary

Revision	Date	Comments
1.0	October 11, 2004	• First release
2.0	June 28, 2005	• Enrollment into the DA Load Response Program for new and existing asset.
3.0	August 29, 2005	• Secure File Share access added to CAMS
4.0	May 9, 2007	• Added the Credit Viewer Role to User Guide
5.0	September 10, 2008	• Updated for FAM Project, FCM access

INTRODUCTION

About This User's Guide

The objective of this User's Guide (UG) is threefold:

1. Introduce CAMS
2. Be a useful and quick reference to completing CAMS tasks
3. Assist in troubleshooting errors

What is CAMS?

The Customer and Asset Management System (CAMS) allows ISO New England's customers the ability to directly manage certain aspects of their data electronically, no longer requiring the submission of forms. CAMS allows authorized customers to manage, where applicable, such data as committee representation, contact information, user registration, and Load Response Asset registration. The CAMS Web based interface not only provides data management but also additional levels of control and visibility by our customers.

How Do I Get Access?

1. You must have a valid Digital Certificate issued by ISO New England.
2. Your company's Security Administrator (SA) must assign you access to CAMS.

To gain access to CAMS you must contact your company's SA. If your company does not have an SA, you will need to have one assigned. Please see the link below to the Security Administrator Form.

Where is CAMS Located?

CAMS is located on the Intranet at https://smd.iso-ne.com/. This Intranet address is ISO New England's Single Sign-On (SSO) page. Your Digital Certificate will grant you access to this page and it is the responsibility of your SA to assign CAMS access at the appropriate level to your Digital Certificate.

Helpful Links

Security Administrator Form:

Manual Web Navigation – From the ISO New England Homepage (www.iso-ne.com), click the following menu items: Support > Customer Service > Forms. The document is called "ISO New England Security Administrator Signatory Page".

Web-based Training

Manual -Navigation – From the ISO New England Homepage, click the following menu items: Support > User Guides. Then select "Customer Asset Management System (CAMS)". If this is your first time going to the CAMS training site, you will be required to register. Click the “Enter Training” button and then click the “New” button to register. If you are returning to the site and have forgotten your password, you can click the “Forgot My Password” link to have your password e-mailed to you.

Customer Service:

Manual Web Navigation – From the ISO New England Homepage, click the following menu items: Support / Customer Service. On this page you have the options to select Contact Information (for the department) or Forms.

ISO New England Manuals:

Manual Web Navigation – From the ISO New England Homepage, click the following menu items: Rules & Procedures / ISO New England Manuals.

FAQs

Manual Web Navigation – From the ISO New England Homepage, click Support > FAQs.

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USER INTERFACE OVERVIEW

The Basic Attributes and Their Purpose

a) Menu Bars – Navigation between data hierarchical structure
b) Menu Tabs – Organize data into relevant categories
c) Action Buttons – Initiate actions
d) Person Status Bar – Identify person being viewed or modified
e) Customer Status Bar – Identify company being viewed or modified

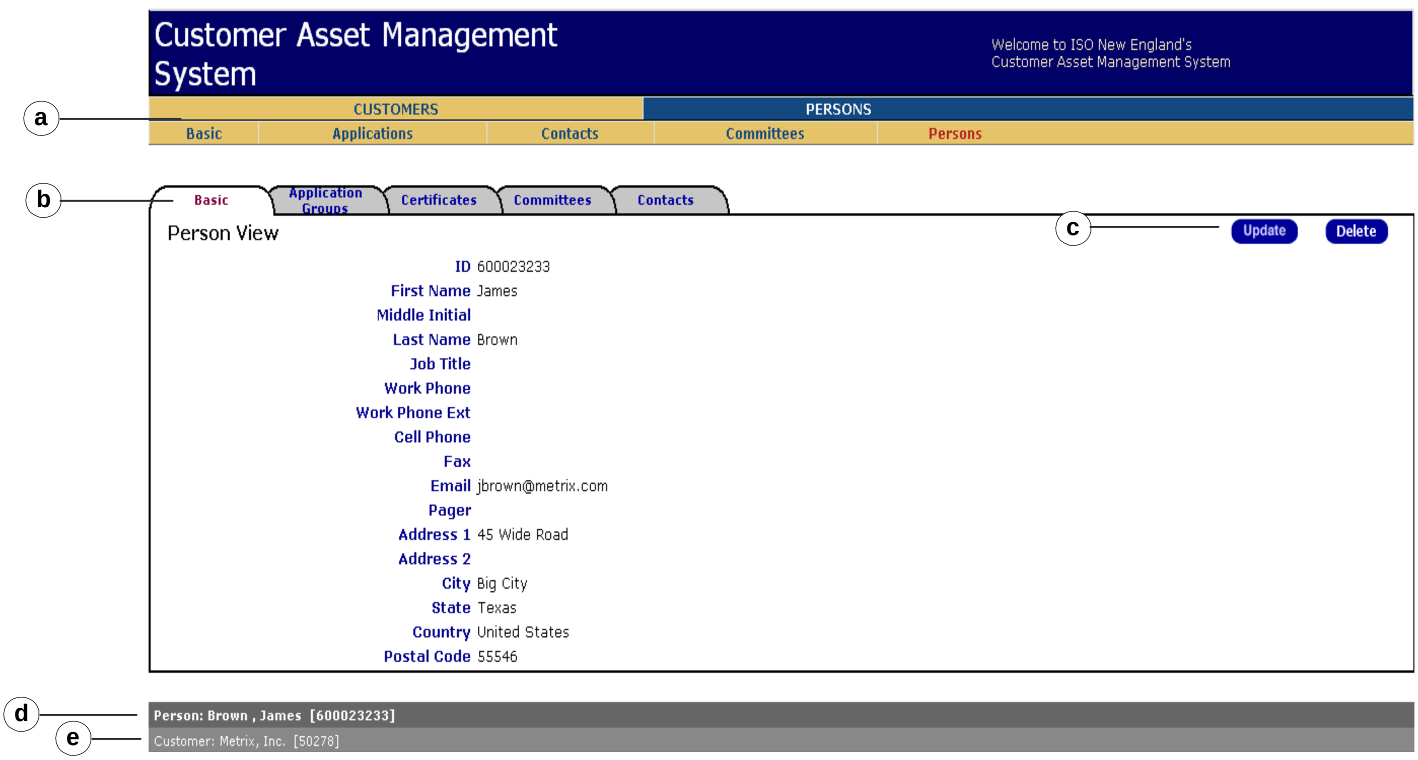

Figure 1. User Interface Overview

Menu Navigation

Understanding the menu structure and being able to navigate within it will assist you in future tasks. Taking a few minutes to review this section will increase your level of confidence in knowing exactly where you are in the menu hierarchy.

a) Clicking the Applications Menu bar button will:

   b. Bring you back up through the CAMS hierarchy to the company level and provide you with a tab menu for company information
   c. Show the applications that the company has assigned to it

View prior to clicking Applications menu bar:

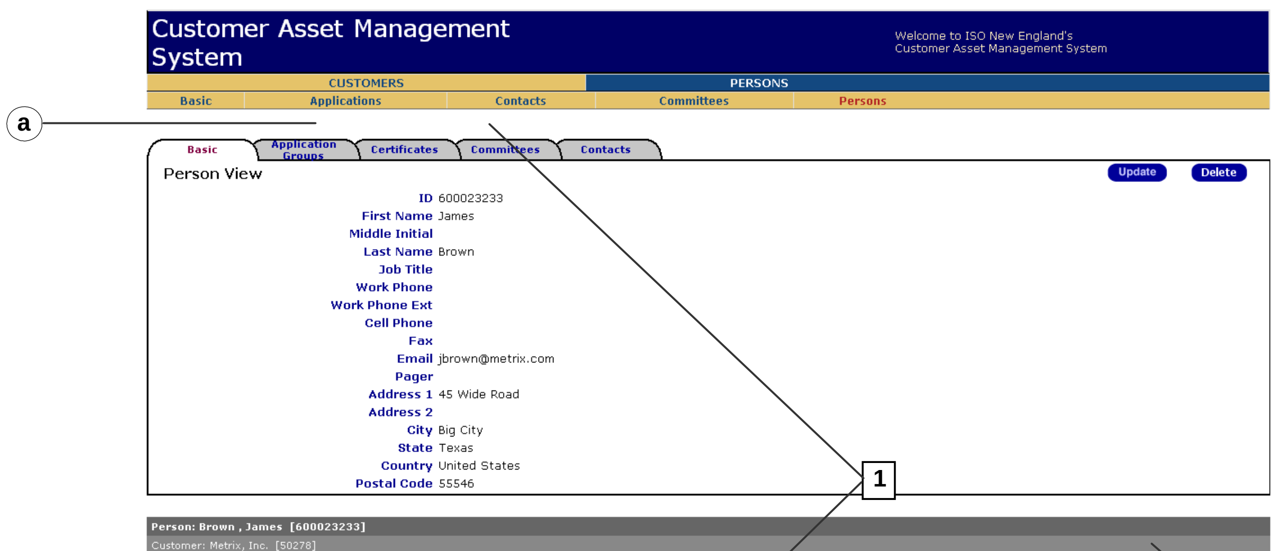

Figure 2. Menu Bar Example

View after clicking Applications menu bar

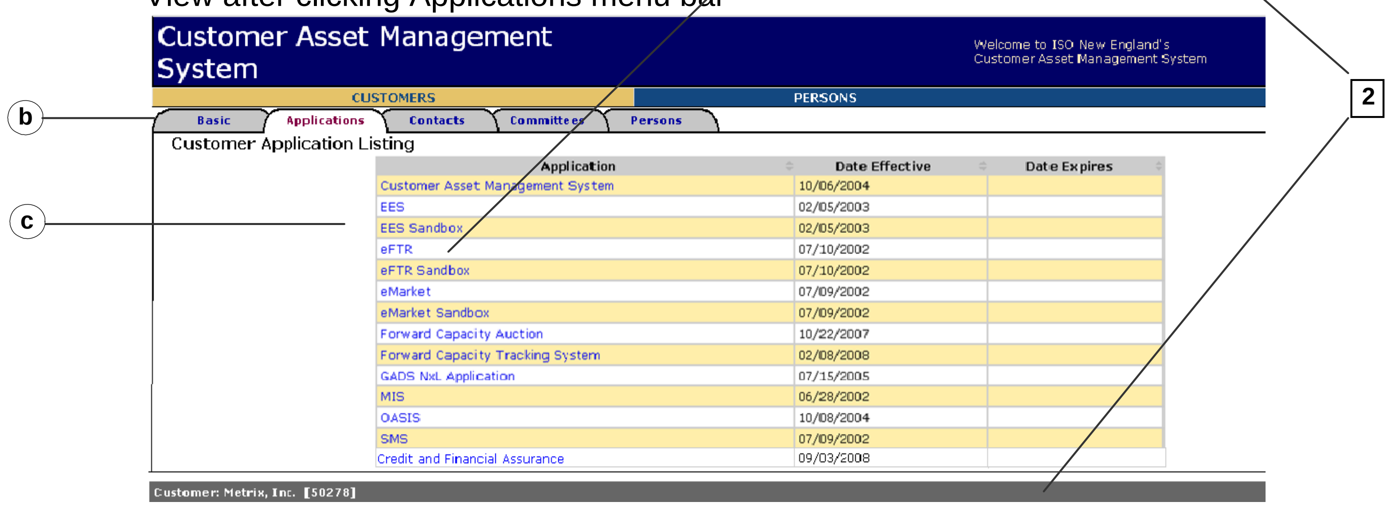

Figure 3. Menu Bar Example

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Note differences between Figure 2 and Figure 3:

1. When the 

Menu bar button was clicked, it converted the bar menu to a Tab menu and the Persons tab menu was removed. The reason for this is that the user has drilled up from the person level to the company level.
2. The Persons status bar has disappeared and the user only sees the Customers status bar. The reason is they are no longer at the Persons level. They have gone up to the Customers level.

USER ROLES OVERVIEW

R = Read
RW = Read/Write

Roles	Company Information	Digital Certificates	Applications	Committee	LRP Asset	Contact Information	Person Information
Security Admin	R	RW	RW	RW		RW	RW
Customer Maintainer	RW		R	RW		RW	
Customer Viewer	R		R	R		R	
Person Maintainer	R	R	R	RW		RW	RW
Person Viewer	R	R	R	R		R	R
LRP Asset Maintainer					RW		
LRP Asset Viewer					R		

Table 1. Overview of User Roles

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TASKS

DIGITAL CERTIFICATES

Renew, Reject, Reissue, and View History

- Role(s) required: Security Administrator
- Training Movie: Person View Certificates
- Steps:
  1. At the Persons level click the Certificates tab.
  2. Select the hyperlink name of the person you wish to view the Digital Certificate information for.
  3. Only if a person's Digital Certificate is due to expire within the next 30 days will you see both the Renew and Reject buttons.
  4. Click the Renew button to renew a Certificate due to expire within the next 30 days. This will keep the person's Digital Certificate valid.
  5. Click the Reject button to make the person's Digital Certificate invalid.
  6. If a new Digital Certificate is needed, click the Reissue button.

     NOTE: Clicking the Reissue button will make the person's currently valid Digital Certificate invalid. A person **cannot** have two separate Digital Certificates.

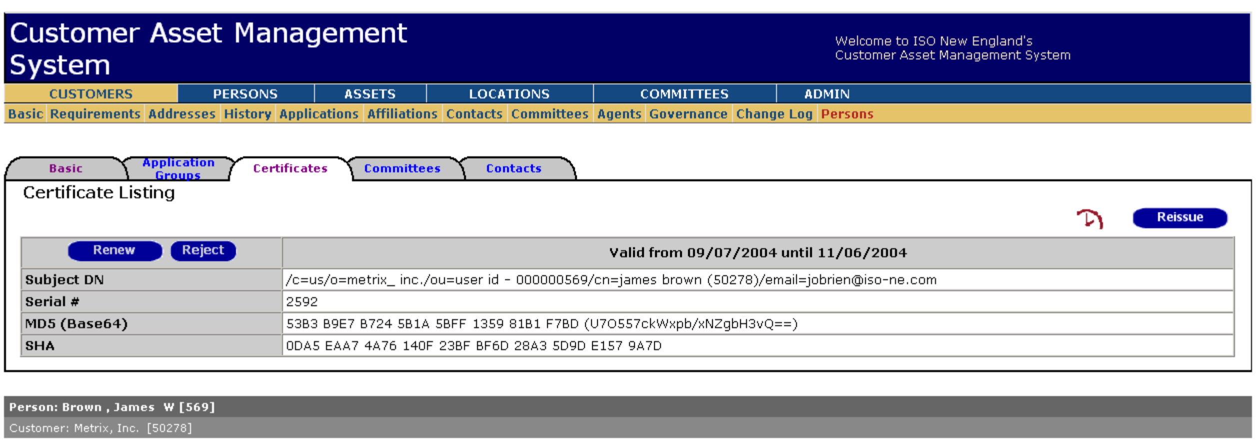


Figure 4 Digital Certificate Renew, Reject, or Reissue

  7. Click the icon to obtain that person's Digital Certificate history.
  8. The history view will show you

a. the date and time a task took place

b. the name of the task history (possible tasks and descriptions listed below)

   i. *Need for certificate identification* – This task indicates a new user has been granted application access but does not have a Digital Certificate and the automated process for procuring a Digital Certificate has begun.

   ii. *Certificate Data transferred to Certificate Authority (CA)* – The newly added user information or Digital Certificate renewals have been sent to the CA requesting the issuing of a new Digital Certificate.

   iii. *Certificate Received from CA* – The newly created Digital Certificate data has been sent to ISO New England from the CA and is now in CAMS

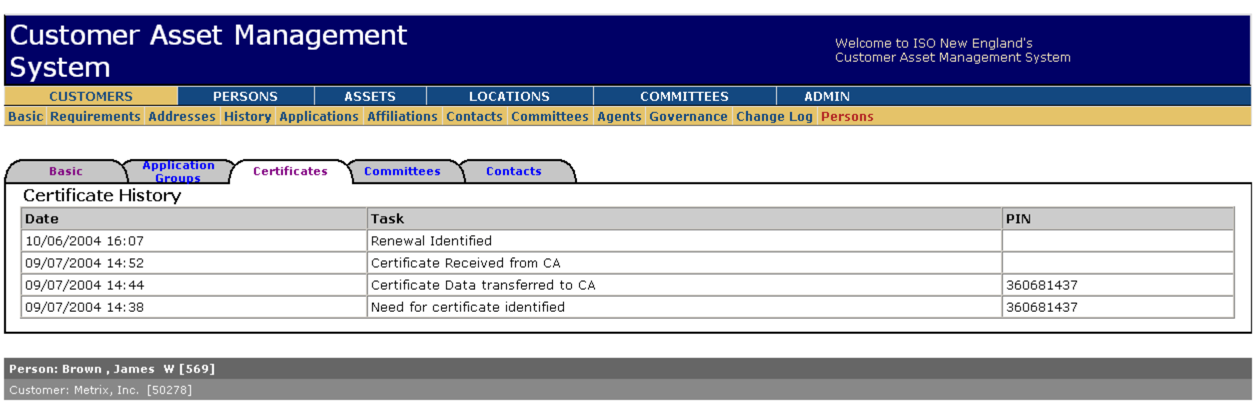
   iv. *Certificate Reissued* – Your SA has requested a new Digital Certificate be issued to you. Shortly after this process is triggered your existing Digital Certificate will no longer be valid.

   v. *Renewal Identified* – On a daily bases ISO New England identifies Digital Certificates that are due to expire in the next thirty days. If your Digital Certificate is due to expire and needs to be renewed this task will be displayed.

   vi. *Renewal Approved* – If your Digital Certificate is due to expire your SA will need to click the "renew" button after doing so this task will be displayed in the history.

   vii. *Renewal Rejected* – This task indicates your SA did not approve your Digital Certificate renewal.

c. the PIN for that Digital Certificate



Date	Task	PIN
10/06/2004 16:07	Renewal Identified	
09/07/2004 14:52	Certificate Received from CA	
09/07/2004 14:44	Certificate Data transferred to CA	360681437
09/07/2004 14:38	Need for certificate identified	360681437

Figure 5 Digital Certificate History View

- Tips / Troubleshooting

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Affiliates

An affiliate as stated in the ISO New England Code of Conduct:

> Term "Affiliate," with respect to a person or entity, means any individual, corporation, partnership, firm, joint venture, association, joint-stock company, trust or unincorporated organization, directly or indirectly controlling, controlled by, or under common control with, such person or entity. Term "control" means the possession, directly or indirectly, of the power to direct the management or policies of an entity. A voting interest of ten percent or more creates a rebuttable presumption of control.

Having an accurate and up-to-date list of affiliates will ensure compliance with ISO New England's Employee Code of Conduct.

- Role(s) required: Customer Maintainer
- Training Movie*: Affiliates Add Customer and Affiliates Add Non-Customer
- Steps:

Adding a Customer or NEPOOL Participant

1. At the company level, click the Affiliations tab.
2. Click Add Customers.
3. Check box next to the NEPOOL Participant you want to add as an affiliate.
4. Click the Update button.
5. You will receive a confirmation at the top of the screen.
6. The task is complete.

Adding a Non-Customer or Non-Participant

1. At the company level, click the Affiliations tab.
2. Click Add Non-Customers.
3. Enter the Name of the Affiliate. You may enter more than one at this time.
4. Click the Update button.

* Training movies are individual movie clips that are shown in the CAMS training located at www.cams-training.com .

5. You will receive a confirmation at the top of the screen.

   If your Non-Customer affiliate is a publicly-traded company, you must enter their trading symbol.

6. Click Edit .
7. Change the name if applicable.
8. Click the Update button.
9. Click the Add button.
10. Select from the drop down AER Trade Exchange.
11. Enter Trade Symbol.
12. Click the Update button.
13. You will receive a confirmation at the top of the screen.
14. The task is complete.

- Tips / Troubleshooting

1. I'm not able to find a NEPOOL Participant in the list. Verify company name with affiliate. There are several companies with similar names but not all of them are NEPOOL Participants.

Application Access

- Role(s) required: Security Administrator
- Training Movie: Person View Application Groups
- Steps:
  1. At the company level, click the Persons tab.
  2. Click the hyperlink name of the person you want to modify.
  3. Click the Application Groups tab.
  4. Click the Update button.
  5. Select an application from the "Unassigned Groups" column.
  6. Click the >> arrow button.
  7. Click the Next button.
  8. Select Date Effective 08/06/2004
  9. Click the Submit button.
  10. You will receive a confirmation at the top of the screen.
  11. The task is complete.
- Tips / Troubleshooting:

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1. The application I want to add is not an option in the "Unassigned Groups". Verify at the company level, that you have that application listed. If it is not listed at the company level then it will not be available for you to select at the Persons level. To add applications at the company level, you must contact ISO New England's Customer Service department.

Committee Members

- Role(s) required: Security Administrator and Customer Maintainer
- Training Movie: Committees Add
- Steps:
    1. At the Company level, click the Committees tab.
    2. Click the Add button.
    3. Select from the "Committee Name" drop down menu NEPOOL Markets Committee the committee you want to add a member to.
    4. Select from the "Committee Member" drop down menu a member from your company to add to the committee selected in step 3.
    5. Select an Alternate Person (Optional).
    6. Select a state (State regulatory committees only).
    7. Click the Update button.
    8. You will receive a confirmation at the top of the screen.
    9. The task is complete.
- Tips / Troubleshooting:

1. If you are unable to find the correct person in the "Committee Member" drop down menu, make sure that the person you are looking for is entered in CAMS. The only way for a person to show up on the drop down menu is if they are in CAMS.

Company Trade Information

- Role(s) required: Security Administrator and Customer Maintainer
- Training Movie: Basic Trade Information
- Steps:
    1. At the company level, click the Basic tab.
    2. Click the Add button.
    3. Select the **Trading Exchange** AER from the drop down menu.
    4. Enter the **Trading Symbol**.

5. Click the Update button.
6. You will receive a confirmation at the top of the screen.
7. The task is complete.

- Tips / Troubleshooting:

File Share Access

- Role(s) required: Security Administrator
- Training Movie: Not Available
- Steps:
  1. At the company level, click the Persons tab.
  2. Select the name of the person you are adding File Share access for
  3. Click the File Shares tab
  4. Click the Update button.
  5. Select from the “No Access” column the File Share you are adding.
  6. Click the Grant Access button.
  7. Click the Update button.
  8. You will receive a confirmation at the top of the screen.
  9. The task is complete.

- Tips / Troubleshooting:

Contact

- Role(s) required: Security Administrator, Customer Maintainer, or Person Maintainer
- Training Movie: Contacts Add
- Steps:
  1. At the company level, click the Contacts tab.
  2. Click the Add button.
  3. Select from the “Contact Type” drop down menu EXT CONTRACT the contact type you are adding.
  4. Select from the “Person” drop down menu Brown, James S the person you are adding to the contact type selected in step 3.

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5. Enter a contact e-mail address (distribution lists are a preferred e-mail address).
6. Click the Add button.
7. You will receive a confirmation at the top of the screen.
8. The task is complete.

- Tips / Troubleshooting:

1. It is best to use a distribution list rather than the person's individual e-mail address. In the event that a contact is e-mailed, it is best that only one e-mail address be associated with that contact type and that it is a distribution list that will be sent to all appropriate people in your company.
2. If you are unable to find the correct person in the "Person" drop down menu, make sure that the person you are looking for is entered in CAMS. The only way for a person to show up on the drop down menu is if they are entered in CAMS.

Load Response Asset

- Role(s) required: Load Response Asset Maintainer
- Training Movie: Add an Asset

- Steps:
    1. Click the Add button.
    2. Select an Enrolling Participant Contact.
    3. Click Next.
    4. Complete all of the fields on this screen. Each one is a required field.
    5. Click Next.
    6. On this screen only Load Contact Name, Phone and E-Mail are required fields.
    7. Click Next.
    8. Select a Program.
    9. Click Next.
    10. Select a Metering Point.
    11. Click Next.
    12. Enter Aggregated load information.
    13. Click Next.
    14. Complete all of the fields on this screen. Each one is a required field.
    15. Click Next.

16. On this screen only, the Environmental Permitting Requirement Met? is required.
17. Click Next.
18. All of the fields on this screen are optional fields.
19. Click Next.
20. Select a Meter Reader .
21. Click Next.
22. If you chose to participant in the Day-Ahead Market
    a. Place a check in the box next to Participate In Day Ahead Market?
    b. **Note:** Non-Participants will be prompted to enter:

    Maximum Interruptible Capacity Day-Ahead 0 MW
23. Click Next.
24. Enter the Ready To Respond Date A Ready to Respond Date can only be entered if both Meter and Permitting requirements have been met.
25. Click Next.
26. Click the Finish button to save you entry, click the Cancel button to exit without saving or click the Back button to make corrections to your data.
27. You will receive a confirmation at the top of the screen.
28. The task is complete.

- Tips / Troubleshooting:

1. If there is no person or not the person you are looking for in the "Enrolling Participant Contact" (EP) drop down menu Enrolling Participant Contact , then you will need to add them as the EP Contact type. The drop down menu is populated from your company's EP contacts.
2. If a Meter Reader is not in the drop down menu, then they have not been flagged as a Load Response Provider (LRP) meter reader. Flagging a Participant as an LRP meter reader can only be done by ISO New England's Customer Service department.

Person

- Role(s) required: Security Administrator
- Training Movie: Person / Add New Person
- Steps:
    1. At the company level, click the Persons tab.
    2. Click the Add button.
    3. Enter the required fields in red: First Name, Last Name, and Email.

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4. Click Next.
5. Either select an existing address from the drop down

   Choose Company Address

   or click the radio button next to or enter a new address: and enter a new address. There are five required fields for new address: Address 1, City, State, Postal Code and Country.
6. Click Next to proceed, Back to return to the previous screen, or Finish to save and conclude the entry of a new person.
7. Application access can be assigned either by selecting an existing person from the drop down menu Person Davis, Sammy and clicking the Copy button, which will assign the new person the same access as the person selected from the “Person” drop down menu or by selecting an application from the “Unassigned Groups” column.
8. Click the >> button moving, that application to the “Assigned Groups”.
9. Click the Next button.
10. For each application, select a Date Effective 08/06/2004 .
11. Click Next to proceed, Back to return to the previous screen, or Finish to save and conclude the entry of a new person.
12. Click the box next to the relevant contact type if applicable.

    BILLING

13. Enter a contact e-mail address (distribution lists are a preferred e-mail address).
14. Click Next to proceed, Back to return to the previous screen or, Finish to save and conclude the entry of a new person.
15. A summary page will appear displaying all the information you have entered thus far.
16. Click the Submit button to save your entry. Click the Cancel button to exit without saving or click the Back button to make corrections to your data.
17. You will receive a confirmation at the top of the screen.
18. The task is complete.

- Tips / Troubleshooting:

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Affiliates

- Role(s) required: Customer Maintainer
- Training Movie: Affiliates Edit Non-Customer
- Steps:
  1. At the company level, click the Affiliations tab
  2. Click the Edit button. Note: Only Non-Customers/Non-Participants can be modified.
  3. Enter name change if applicable in the Affiliate Name field.
  4. Click the Update button.
  5. You will receive a confirmation at the top of the screen.
  6. Click the Add button to include a Trading Symbol.
  7. Select the Trading Exchange AER from the drop down menu.
  8. Enter the Trading Symbol.
  9. Click the Update button.
  10. You will receive a confirmation at the top of the screen.
  11. The task is complete.

- Tips / Troubleshooting:

Committee Members

- Role(s) required: Customer Maintainer, Person Maintainer, or Security Administrator
- Training Movie: Committee Edit Alternate
- Steps:
  1. At the company level, click the Committees tab
  2. Click the Edit button for the committee you need to modify.
  3. Select an Alternate Person Davis, Sammy from the drop down menu.
  4. Select a State (State regulatory committees only).
  5. Click the Update button.

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6. You will receive a confirmation at the top of the screen.
7. The task is complete.

- Tips / Troubleshooting:

Company DUNS Number

- Role(s) required: Customer Maintainer
- Training Movie: Basic Change DUNS
- Steps:
  1. At the company level, click the Basic tab.
  2. Click the Edit button.
  3. Select a new DUNS type from the Duns Type Marketer drop down menu.
  4. Modify the Duns Name METRIX, if applicable.
  5. Click the Update button.
  8. You will receive a confirmation at the top of the screen.
  9. The task is complete.

- Tips / Troubleshooting:
  1. You can only modify DUNS Type and DUNS Name.

Company Phone Number

- Role(s) required: Customer Maintainer
- Training Movie: Basic Update Customer
- Steps:
  1. At the company level, click the Basic tab.
  2. Click the Update button.
  3. Modify the Phone Number This is the only field you can modify.
  4. You will receive a confirmation at the top of the screen.
  5. The task is complete.
- Tips / Troubleshooting:

Contact Information

- Role(s) required: Customer Maintainer, Person Maintainer or Security Administrator
- Training Movie: Contacts Edit
- Steps:
  1. At the company level, click the Contacts tab.

2. Click the **Edit** button for the contact you wish to modify .
3. Select the new contact type from the **Contact Type** APPLICATION drop down menu.
4. Select a new person associated with that contact type from the **Person** Brown, James S drop down menu.
5. Change the **Contact Email** .
6. Click the **Add**.
7. You will receive a confirmation at the top of the screen.
8. The task is complete.

- Tips / Troubleshooting:

Load Response Asset

- Role(s) required: LRP Asset Maintainer
- Training Movie: Edit, Edit Contact, Edit Generator, and Edit Aggregate Load
- Steps:
  1. After receiving search results, click the **Edit Data** button.
  2. Select the applicable tab Basic Info | Day Ahead | Contact Info | Aggregate Load Info | History | Change Log for the data you wish to edit.
  3. Click the (calendar) icon to select an **Effective Date** .
  4. Click the **Submit** button to save your changes, or click the **Cancel** button to exit without saving your changes.
  5. You will receive a confirmation at the top of the screen.
  6. The task is complete.

- Tips / Troubleshooting:

Persons Information

- Role(s) required: Person Maintainer or Security Administrator
- Training Movie: Person Modify or Person View Basic
- Steps:
  1. At the company level, click the **Persons** tab.
  2. Select the hyperlink name of the person you wish to modify.
  3. Click the **Update** button.

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4. Select the applicable tab 

for the data you wish to edit.
7. Click the 

button after making your changes.
8. You will receive a confirmation at the top of the screen.
9. The task is complete.

- Tips / Troubleshooting:

DELETE

Affiliates

- Role(s) required: Customer Maintainer
- Training Movie: Affiliations Delete
- Steps:
    1. At the company level, click the Affiliations tab.
    2. Click the Delete button for the applicable affiliate to be deleted.
    3. You will receive a confirmation at the top of the screen.
    4. The task is complete.

- Tips / Troubleshooting:

Committee Members

- Role(s) required: Customer Maintainer, Person Maintainer, or Security Administrator
- Training Movie: Committees Delete
- Steps:
    1. At the company level, click the Committees tab.
    2. Click the Delete button for the applicable Committee representation to be deleted.
    3. Click the OK button to confirm or the Cancel button to exit without deleting the Committee representation.
    5. You will receive a confirmation at the top of the screen if a change was made.
    4. The task is complete.
- Tips / Troubleshooting:

Company DUNS Number

- Role(s) required: Customer Maintainer
- Training Movie: Basic Delete DUNS
- Steps:
    1. At the company level, click the Basic tab.
    2. Click the Delete button for the applicable DUNS record you wish to delete, or click the Cancel button to exit without saving your changes.
    3. Click the (calendar) icon to select the Date Expires .

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4. You will receive a confirmation at the top of the screen if a change was made.
5. The task is complete.

- Tips / Troubleshooting:

Company Trade Information

- Role(s) required: Customer Maintainer
- Training Movie: Basic Delete Trading Information
- Steps:
    1. At the company level, click the Basic tab.
    2. Click the Delete button for the applicable record to be deleted.
    3. Click the OK button to confirm or the Cancel button to exit without deleting the record.
    4. You will receive a confirmation at the top of the screen if a change was made.
    5. The task is complete.
- Tips / Troubleshooting:

Contact

- Role(s) required: Customer Maintainer, Person Maintainer, or Security Administrator
- Training Movie: Contacts Delete
- Steps:
    1. At the company level, click the Contacts tab.
    2. Click the Delete button for the appropriate contact to be deleted
    3. Click the OK button to confirm or the Cancel button to exit without deleting the contact.
    4. You will receive a confirmation at the top of the screen if a change was made
    5. The task is complete

- Tips / Troubleshooting:

1. If deleting the LRP Meter Reader Contact type, please be sure that your organization has another person with this designation. If this does not occur Enrolling Participants cannot select your company as an LRP meter reader when filing NX-11Cs.

Persons

- Role(s) required: Person Maintainer or Security Administrator
- Training Movie: Person Delete
- Steps:
  1. At the company level, click the Persons tab.
  2. Click the Delete button for the appropriate Person to be deleted.
  3. Click the OK button to confirm or the Cancel button to exit without deleting the Person.
  4. You will receive a confirmation at the top of the screen if a change was made.
  5. The task is complete.

- Tips / Troubleshooting:

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MIS Accounts

- Role(s) required: Security Administrator
- Training Movie: MIS Accounts
- Steps:
  1. At the company level, click the  tab.
  2. Listed will be your MIS Accounts User Name(s) and Password(s).

- Tips / Troubleshooting:

Persons

- Role(s) required: Person Maintainer, Person Viewer, and Security Administrator
- Training Movie: Persons
- Steps:
  1. At the company level, click the  tab.

- Tips / Troubleshooting:

Committee Information

- Role(s) required: Customer Maintainer, Customer Viewer, Person Maintainer, Person Viewer, or Security Administrator
- Training Movie: Committees
- Steps:
  1. At the company level, click the  tab.

- Tips / Troubleshooting:

Affiliates

- Role(s) required: Customer Maintainer, Customer Viewer, Person Maintainer, or Person Viewer
- Training Movie: Affiliates
- Steps:
  1. At the company level, click the  tab.

- Tips / Troubleshooting:

Company Information

- Role(s) required: Customer Maintainer, Customer Viewer, Person Maintainer, Person Viewer, or Security Administrator
- Training Movie: Basic

- Steps:
  1. At the company level, click the tab for the information you want to view Basic | Addresses | History | Applications | Affiliations | Contacts | Committees | Governance | Change Log | Persons.
- Tips / Troubleshooting:

Applications By Company

- Role(s) required: Customer Maintainer, Customer Viewer, Person Maintainer, Person Viewer, or Security Administrator
- Training Movie: Applications
- Steps:
  1. At the company level, click the Applications tab.
  2. Click the hyperlink eMarket application name for a view of the people that have access to that application.

Applications By Person

- Role(s) required: Person Maintainer, Person Viewer, or Security Administrator
- Training Movie: Applications
- Steps:
  1. At the company level, click the Applications tab.
  2. Select the hyperlink name of the person you wish to view.
  3. At the person level click the Application Groups tab.
  4. You will see the all of the applications that person has access to.

- Tips / Troubleshooting:

LRP Assets

- Role(s) required: LRP Asset Maintainer and LRP Asset Viewer
- Training Movie: Searching
- Steps:
  1. When you enter CAMS, the default page will be the “Interruptible Load Search” page.
  2. Select your search criteria.
     a. Choosing no search criteria will produce all of your LRP assets in the search results.
     b. The more search criteria you select, the more definitive your search results will be.
  3. Click the Search button.

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4. Click one of the file format types Export to: Excel| XML| CSV to create a report and export your search results.

- Tips / Troubleshooting:

CONTACT TYPE DEFINITIONS

Contact types are used by ISO New England to identify the person(s) within your company who need to be contacted with respect to a specific area of business.

Alternate NEPOOL Application Contact – The alternate contact person for your NEPOOL Application

Application – (Discontinued use Primary Application Contact) Primary contact person for your NEPOOL Application

Application ALT – (Discontinued use Alternate Contact) The alternate contact person for your NEPOOL Application

Billing – Contact for all billing and invoice questions

Committee Update Contact – If there is a change made by ISO New England to your representation on the Participants, Markets, Reliability or Tariff committee the Committee Update Contact would be notified.

Customer Mentor – This contact type is only used by ISO New England to identify people at ISO New England as a mentor.

Day-Ahead Market Demand Bids – If there were any issues regarding DA market demand bidding ISO New England would contact any person in your company with this contact type.

Day-Ahead Market Generation Offers – If there were any issues regarding DA market generation offers ISO New England would contact any person in your company with this contact type.

Day-Ahead Market Increments and Decrements – Contacts with this type would be notified of issues concerning DA Market Increments and Decrements

EXT Contract – External contract contact persons should ISO New England need to contact your company regarding external contracts

Load Response Enrolling Participant – People listed, as this contact type will be available on the NX11-C form in the drop down menu for Enrolling Participant contact.

LRP – IBCS Provider Contact – Any company who is an IBCS provider should identify a contact for ISO New England to notify in the event we need to contact you.

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LRP – Load Response Program – Identify the people in your company responsible for the Load Response Program.

Market Monitoring and Mitigation Contact – Should ISO New England's Market Monitoring and Mitigation department need to contact your company this contact type would be utilized.

Primary NEPOOL Application Contact – Primary contact person for your NEPOOL Application

SA – Identifies the Security Administrator in your company

SA OASIS – Identifies the Security Administrator in your company responsible for OASIS access only

Suspend – Unsuspend Notification Contact – Point of contact if your company should be suspended or unsuspended from market activity

Training – Any person who would like training information

Transmission Provider Security Officer – The Security Officer at your company with respect to Transmission.