



Generator Survey System in Ask ISO User Guide

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Introduction

ISO New England (ISO-NE) uses the Ask ISO survey platform to collect survey data from generating resources, as governed by [ISO-NE Operating Procedure No. 21](#) (OP-21): Operational Surveys, Energy Forecasting & Reporting and Actions During an Energy Emergency. OP-21 describes two surveys required for generating resources: the weekly/bi-weekly Fuel and Emissions Survey and the annual Winter Readiness Survey. Both surveys are administered via the Ask ISO survey platform.

In 2021, ISO-NE began using the Ask ISO survey platform to collect survey responses, replacing the previous system of emailed spreadsheets. In 2023, ISO-NE updated the appearance of both survey forms, but both continue to use the Ask ISO survey platform.

Who to Contact for Help

For all questions, please contact [ISO-NE Participant Support](#) using one of the following options:

- Submit an inquiry/request on [Ask ISO](#).
- Email AskISO@iso-ne.com with a short description of the issue.
- Call (413) 540-4220 or (833) 248-4220, Monday – Friday 8:00am – 5:00pm ET (non-holidays).

They will direct your question to the correct member of our generator surveys team, as needed.

Frequently Asked Questions

1. The “Submit” button at the bottom of the survey form is greyed out. How do I submit?

There are several possible reasons for this:

- There is an error in your responses. Please check the error messages on the form and correct any issues. Make sure you answer all required questions.
- You are not authorized to edit/submit surveys, because your company’s Security Administrator assigned you the “Survey Viewer” CAMS app group instead of the “Survey Submitter” app group. Please see [Gaining Access to the Survey Platform](#).
- This survey is no longer accepting responses. You can add a note on the next survey if need be.

2. When I click the “Submit” button, I get a pop-up message saying the form is not complete. What’s wrong?

You did not provide an answer to a required question (marked with a red asterisk). When you close the pop-up, the missing questions will be highlighted in red.

3. I’m receiving email reminders for a survey I already submitted. Why?

There was an issue and ISO-NE has not received your submission for that survey. Please check:

- Did you receive an email confirmation of your submission? Be sure to click the “Submit” button at the bottom of the survey.

- Are you a survey submitter for multiple companies? Each company must submit a separate survey (with unique survey link).
- Do you have multiple surveys due? Please review your list of open surveys on the Ask ISO Survey page – your company may have both a Winter Readiness Survey as well as a Fuel Inventory and Emissions Survey due soon.

4. When I click on the survey link in my email, it takes me to the Ask ISO homepage instead of the survey. How do I access my survey?

If you are not already logged into <https://askiso.iso-ne.com/> and you click on a survey link, it will take you to the Ask ISO homepage. Click the “Login” link in the top right corner and enter your credentials.

If you are not immediately redirected to your survey upon successful login, you can either click on the survey link again, or access your survey via the “My Surveys” tab that appears upon login.

5. When I log into Ask ISO, I don’t see a My Surveys tab. Why?

You do not have the proper permissions to submit or view surveys. Please see the Gaining Access to the Survey Platform section. If you have multiple accounts in Ask ISO (perhaps for different companies or different emails), please try logging in with your other account.

6. I’m in the “My Surveys” tab in Ask ISO, but I don’t see any surveys listed. Why?

Please select a different list view such as “Surveys Open” or “Surveys Closed”, using the triangle to the right of the list name. The list view “Recently Viewed” may not show any surveys.

7. I clicked the “Resume a previously saved form” link and received the error “Unable to authenticate your account.” How do I resume a previously saved (but unsubmitted) form?

This error typically occurs when the form had not been saved previously, so there are no previously saved responses to retrieve. Please return to the Ask ISO homepage and re-open the survey from the “My Surveys” tab. If any previously saved responses exist, these will automatically load when you re-open the survey. Otherwise, it will be pre-filled using last survey’s submitted responses.

Gaining Access to the Survey Platform

Access to the Ask ISO survey platform is controlled by CAMS app groups, which are managed by your company's Security Administrator(s). There are two CAMS app groups relevant to survey access:

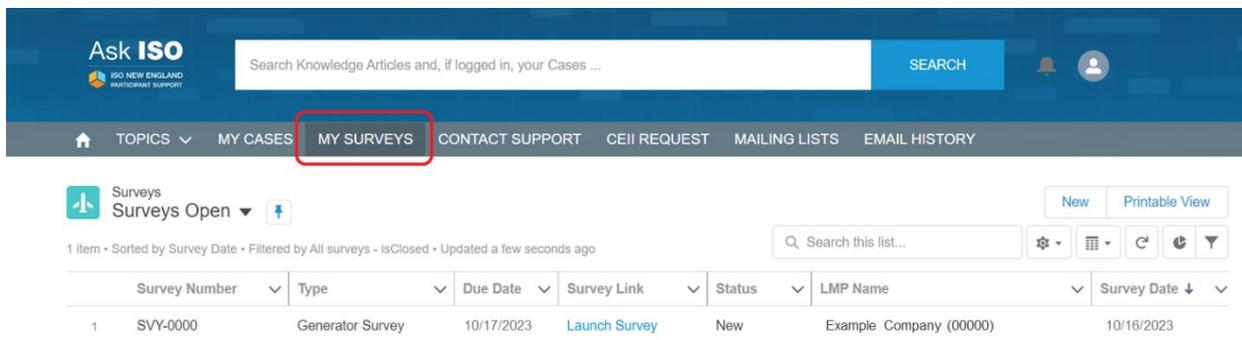
- Survey Submitter: allows the individual to view, edit, and submit surveys for your company.
- Survey Viewer: allows the individual to view previously submitted surveys for your company.

Contact your company's Security Administrator(s) to have one of these app groups added to your account in CAMS. If you do not know who your company's Security Administrator(s) are, please contact [ISO-NE Participant Support](#).

You must be able log into your Ask ISO account in order to access the survey platform. For more details about accessing the Ask ISO website in general, please review the [Ask ISO User Guide](#).

Accessing Your Surveys

To access your company's surveys (both unsubmitted and previous submissions), log onto the Ask ISO website at <https://askiso.iso-ne.com> using the Login link in the top right corner. After your company's Security Administrator has given you Survey Submitter or Survey Viewer access, a new tab called "My Surveys" will be available in the top menu bar. Click this "My Surveys" tab to enter the survey platform.



The screenshot shows the Ask ISO website interface. At the top, there is a search bar and a navigation menu. The 'MY SURVEYS' tab is highlighted with a red box. Below the navigation bar, there is a 'Surveys' section with a 'Surveys Open' list. The list contains one item: 'SVY-0000' of type 'Generator Survey' with a due date of '10/17/2023' and a status of 'New'. The 'Launch Survey' link is highlighted in blue.

Survey Number	Type	Due Date	Survey Link	Status	LMP Name	Survey Date
1 SVY-0000	Generator Survey	10/17/2023	Launch Survey	New	Example Company (00000)	10/16/2023

The survey platform displays different lists of your surveys. You can switch between the following list views by clicking the triangle to the right of the list name:

- Surveys Open: lists surveys that are currently accepting submissions
- Surveys Closed: lists surveys that are no longer accepting submissions
- Recently Viewed: lists surveys you've recently viewed

The default (pinned) list is "Recently Viewed" surveys. You may wish to change the pinned list to "Surveys Open" by selecting "Surveys Open" and clicking the pin icon next to the list name, so you can quickly see which surveys are available for submission or resubmission.

Ask ISO
ISO NEW ENGLAND
PARTICIPANT SUPPORT

Search Knowledge Articles and, if logged in, your Cases ... SEARCH

TOPICS MY CASES MY SURVEYS CONTACT SUPPORT CEII REQUEST MAILING LISTS EMAIL HISTORY

Surveys
Surveys Open

1 item • Sorted by Survey Date • Filtered by All surveys - isClosed • Updated a few seconds ago

Search this list...

Survey Number	Type	Due Date	Survey Link	Status	LMP Name	Survey Date
1 SVY-0000	Generator Survey	10/17/2023	Launch Survey	New	Example Company (00000)	10/16/2023

Click on the “Launch Survey” hyperlink to open the survey form for a specific survey.

Ask ISO
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Search Knowledge Articles and, if logged in, your Cases ... SEARCH

TOPICS MY CASES MY SURVEYS CONTACT SUPPORT CEII REQUEST MAILING LISTS EMAIL HISTORY

Surveys
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Search this list...

Survey Number	Type	Due Date	Survey Link	Status	LMP Name	Survey Date
1 SVY-0000	Generator Survey	10/17/2023	Launch Survey	New	Example Company (00000)	10/16/2023

Within the survey list, a status of “New” indicates that no submissions have been received for this survey, for that company. Even if the status is “Submitted”, you can edit your responses by re-submitting, as long as the survey remains open.

Viewing Previous Surveys

To view previously submitted survey responses, navigate to the “My Surveys” tab on the Ask ISO website and select the “Surveys Closed” list view. Click the “Launch Survey” link for the desired survey, which will open the form with the submitted responses filled in. You will not be able to edit responses after the survey closes. This option will remain for at least seven years, in accordance with ISO-NE document retention policy.

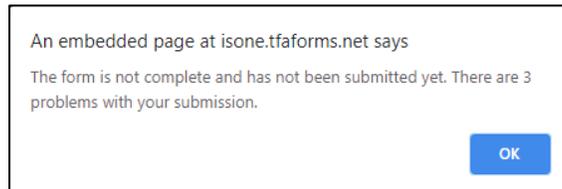
Submitting a Survey

Open the survey form and fill it out with accurate and up-to-date information. As a courtesy, ISO-NE prefills most questions with your responses from the previous survey. It is your responsibility to update all questions with the most recently available information.

Once the form is filled out, click the “Submit” button at the bottom of the page, which will immediately submit your responses. If the “Submit” button is greyed out, there is an issue with your responses (e.g. fuel inventory exceeds maximum fuel inventory) or you are not permitted to submit a response, either

because you do not have submitter permissions or because the survey is no longer accepting submissions.

When clicking the “Submit” button, you may receive an error pop-up saying “The form is not complete and has not been submitted yet. There are ___ problems with your submission.” This indicates you did not provide an answer to all required questions (marked by a red asterisk), or you entered non-numeric characters in a numeric field. Finish filling out all required questions and try the “Submit” button again.



Once the survey is successfully submitted, you will receive an email confirmation with a PDF attachment of the submitted responses. The survey status will also change to “Submitted” on the “My Surveys” tab on the Ask ISO website.

Revising a Survey

After submitting a survey, you can still revise your responses. All surveys are due at the date and time specified in the survey notification email (typically 10:00AM ET on the due date), but the survey platform will allow you to re-submit until the survey stops accepting responses, typically a day after the survey due date.

To revise your survey, access the survey using the same “Launch Survey” link. Your previous submission responses will be pre-filled, so you only need to edit the values you wish to change. Click the “Submit” button as usual. You will receive a new confirmation email with the revised responses in an attached PDF.

Saving and Resuming a Survey

Fuel and Emissions Surveys can also be saved without submitting and resumed later. This allows submitters to partially complete a survey (e.g. fill in responses for one of several stations), then return later to finish and submit.

To use this feature, check the “Save my progress and resume later” checkbox at the top of the form, then click the “Save” button that appears. Your progress is not saved unless you click the Save button, which will bring you to a save success page.

Save my progress and resume later | [Resume a previously saved form](#)

Resume Later

Click the Save button to save a draft of your form and resume it later.

Save

You can re-open your saved progress by clicking the “Resume this form now” link on the save success page, or by re-opening the survey under the My Surveys tab on Ask ISO.

Generator Fuel and Emissions Survey
ISO New England: Operating Procedure 21

Thank you. Your response has been saved.

Do not use your browser's back button. If you need to return to the form, please use one of the links provided below.

- [Resume this form now](#)
- [Start a new form](#)

You can resume this form at any time.

Please note: your survey will **NOT** be submitted to ISO-NE until you click the Submit button at the bottom of the form.

Notification Emails

When ISO-NE requests a new survey from a company, all individuals associated with that company who are also assigned the Survey Submitter/Viewer app groups in CAMS will receive an email notification. This email notification will include the survey due date and a direct link to the survey.

New: ISO-NE Generator Survey due 2024-12-10

To: John Doe <john.doe@participant-a.com>
From: ISO-NE Generator Surveys <fuelsurveys@iso-ne.com>

Dear John Doe,

Generator Survey SVY-0000 for Participant A (00000) is due on 2024-12-10.
Survey link: <https://askiso.iso-ne.com/s/unique-survey-url>

Leading up to the survey due date, reminder emails will also be sent to any company that has not yet submitted their survey. If you receive a reminder email for a survey that you already submitted, there was an issue and ISO-NE has not received your submission yet. Please see the Frequently Asked Questions Section for help troubleshooting.

Each company (Lead Market Participant) will receive a single survey for all generating resources assigned to that Lead Market Participant. If you are a submitter for multiple Lead Market Participants, you will receive survey notifications and reminders for each Lead Market Participant.

Survey notifications and reminders will come from ISO-NE Generator Surveys <FuelSurveys@iso-ne.com>. If you are not comfortable clicking links in external emails, you can always access your surveys from the “My Surveys” tab on your Ask ISO webpage.

Response Validation on Fuel and Emissions Surveys

The weekly/bi-weekly Fuel and Emissions Survey form now includes additional validation logic, to help catch typos and mistakes before submitting a survey. Not all generating resource types will see the questions referenced here. The following subsections show how the form will catch common mistakes.

Fuel inventory exceeds maximum fuel capacity

Survey submission is disabled when any station’s current fuel inventory exceeds that station’s maximum fuel capacity.

Fuel levels

ERROR: Current inventory cannot exceed maximum capacity.

Current usable inventory: * gallons *(do not reduce because of emissions or generator outages)*

Maximum usable storage capacity: * gallons *(do not reduce because of emissions or generator outages)*

Maximum fuel capacity changed

When the maximum fuel capacity changes from the previous survey, a short explanation is required. You cannot directly revise the previous survey’s maximum fuel capacity, but you can explain what the value should have been in this explanation question.

Fuel levels

Current usable inventory: * gallons *(do not reduce because of emissions or generator outages)*

Maximum usable storage capacity: * gallons *(do not reduce because of emissions or generator outages)*

Previous survey's maximum capacity: 43500 gallons *(not editable)*

Please explain why the maximum capacity changed from the previous survey. *

Quick check: inventory change vs. burn

This section summarizes the fuel inventory change since the previous survey, based on your responses to previous questions on the survey. When the fuel inventory drops significantly more than the station's burn, or when the fuel inventory increases by a significant amount, a short explanation is required.

Quick check: inventory change vs. burn

*The values in this section are automatically filled based on your responses in previous sections.
To edit the values here, please change your responses in previous sections.*

Inventory on last survey:	1500	gallons (not editable)
Sum of all generator burns since last survey:	- 100	gallons (edit above)
Implied replenishment:	+ .400	gallons (calculated from other values)
Inventory on current survey:	= 1000	gallons (edit above)

WARNING: The current inventory is much lower or much higher than expected -- see implied replenishment.

Please review your current inventory and generator burn responses, then explain.

Please explain the missing or extra fuel (required): *

Received a delivery of __ gallons, sold inventory, mistake in inventory or burn on last survey, etc.

You cannot directly revise the previous survey's inventory or generator burns, but you can explain what the value(s) should have been in this explanation question.

Small inventory fluctuations do not require explanation: inventory drops up to 5% and inventory increases up to 20% will not prompt additional explanation, although submitters are always encouraged to add a comment when they receive a delivery.

Guidance on Emissions Section on Fuel and Emissions Surveys

When filling out a weekly/bi-weekly Fuel and Emissions Survey, submitters should follow these guidelines for the Emission Limitations section:

- All potential environmental and emissions limitations should be reported, **even if they are not anticipated to affect generation capability in the near future.**
- “Most limiting” refers to the constraint where the accumulated amount is closest to the limit (for long-term constraints), or to the constraint that would likely be reached first (for daily constraints).
- For long-term constraints, the “current amount” refers to the amount accumulated so far in the current timeframe. This value is expected to change regularly whenever a unit operates, and should be updated accordingly.
- Stations with only one single generating asset should select “Station as a whole” for any relevant “Limit applies to:” questions.
- Stations with dual-fuel assets should select the appropriate fuel type for each daily and long-term constraint. If the permit does not specify a fuel type, “Both oil and natural gas” is likely the correct choice. Single-fuel stations do not receive this question.
- For daily and long-term constraints, please convert the constraint to MWh at Seasonal Claimed Capability (SCC), in your best estimate (e.g. conversion using average heat rates and approximate fuel heat contents is acceptable). Approximate heat contents for different fuel types can be found in [Appendix A of the EIA’s Monthly Energy Review](#). Report constraints in hours of runtime **only if** your permit language explicitly specifies hours of runtime. For example:

Permit language	Conversion to limit as reported on survey
XX MWh	XX MWh
XX hours of operation	XX hours of runtime
XX MMBtu of gas burned	$XX \text{ MMBtu} \times 1e6 \text{ Btu/MMBtu} / [\text{heat rate}] \text{ Btu/kWh} \times 1e-3 \text{ MWh/kWh}$
XX gallons of oil burned	$XX \text{ gal} \times [\text{heat content}] \text{ Btu/gal} / [\text{heat rate}] \text{ Btu/kWh} \times 1e-3 \text{ MWh/kWh}$
XX lb of CO ₂ , NO _x , SO _x , ...	$XX \text{ lb} / [\text{emission content}] \text{ lb/Btu} / [\text{heat rate}] \text{ Btu/kWh} \times 1e-3 \text{ MWh/kWh}$
XX lb/MMBtu of NO _x , SO _x , ...	<i>Report as hourly/continuous limitation – no details necessary.</i>
XX% average capacity factor	$XX\% \times [\text{Seasonal Claimed Capability}] \text{ MW} \times [\text{timeframe duration}] \text{ hours}$

The following examples illustrate how different environmental and emissions constraints should be reported in the emissions section of the survey. Most stations will match components of multiple examples.

Example 1: Station has no air permit limits or other environmental constraints on its operation. *This is uncommon. Any air permit limits should be reported in this section.*

Emission limitations

Does the station have any environmental or emission limitations that might affect its ability to operate? * Yes No

Example 2: Station has one or more restrictions expressed as an amount per hour (e.g. lb/hr), a continuously monitored level (e.g. ppm in surrounding areas), and/or an amount per energy (e.g. lb/MMBtu). *No further details are necessary for hourly, continuous, or per-energy restrictions.*

Does the station have any **hourly or continuous limitations**, including per-energy limitations? * Yes No

Example 3: Station cannot operate, or can only operate at a specified reduced capacity, during specific dates of each year (e.g. no operation during ozone season).

Seasonal limitations

Does the station have a **seasonal** limitation that restricts generation during a specific date range? * Yes No

Is the limitation automatically relaxed under specific conditions? Yes No
*(e.g. ISO-NE declares an Energy Emergency or Energy Alert) **

Please describe the seasonal limitation, and the conditions required for relaxation (if applicable): *
Cannot operate during ozone season, May 1 - Sep 30.

Example 4a: Station has several restrictions that dictate amounts per day. The most restrictive of these says that the entire facility may not emit more than 100 lb of SOx per day. On average, the generators at the station emit SOx at 0.1 lb/MMBtu and have an average heat rate of 8,600 Btu/kWh.

$$116.28 \text{ MWh/day} = 100 \text{ lb/day} / (0.1 \text{ lb/MMBtu} \times 1e-6 \text{ MMBtu/Btu} \times 8600 \text{ Btu/kWh} \times 1000 \text{ kWh/MWh})$$

Daily limitations

Does the station have any **daily** environmental or emissions limitations? * Yes No

Please answer the following questions for the single most limiting daily limitation (in your best estimation).

Limitation applies to: * Whole station ▼

What is the maximum allowed daily amount? 116.28 MWh ▼

*Please convert to MWh at SCC, unless hours of runtime are directly dictated. **

Is the limitation automatically relaxed under specific conditions? Yes No

*(e.g. ISO-NE declares an Energy Emergency or Energy Alert) **

Are there any other details you would like to provide about this daily limitation?

100 lb SOx per day at 8600 Btu/kWh and 0.1 lb/MMBtu

Example 4b: Station has several restrictions that dictate amounts per day. The most restrictive of these states explicitly that each generator at the facility may not operate more than 12 hours per day.

Daily limitations

Does the station have any **daily** environmental or emissions limitations? * Yes No

Please answer the following questions for the single most limiting daily limitation (in your best estimation).

Limitation applies to: * Individual generating units ▼

What is the maximum allowed daily amount? 12.0 hours ▼

*Please convert to MWh at SCC, unless hours of runtime are directly dictated. **

Is the limitation automatically relaxed under specific conditions? Yes No

*(e.g. ISO-NE declares an Energy Emergency or Energy Alert) **

Are there any other details you would like to provide about this daily limitation?

Air permit states that each generator must operate for less than 12 hours per day.

Example 5a: Station has several restrictions that may constrain operations over long-term timeframes. The station has two generating assets, each with a heat rate of 9,800 Btu/kWh. Both operate on fuel oil with an estimated heat content of 138,000 Btu/gal, producing approximately 0.024 lb NOx per gallon.

The most-limiting restriction (the restriction that is currently closest to its maximum allowed amount) states that the entire station cannot burn more than 100,000 gallons of oil in each calendar year. The station has burned 99,000 gallons of oil so far this year.

$$1,408.16 \text{ MWh} = 100,000 \text{ gal} \times 138,000 \text{ Btu/gal} / 9,800 \text{ Btu/kWh} / 1000 \text{ kWh/MWh}$$

$$1,394.08 \text{ MWh} = 99,000 \text{ gal} \times 138,000 \text{ Btu/gal} / 9,800 \text{ Btu/kWh} / 1000 \text{ kWh/MWh}$$

The second-most limiting restriction states that each generating asset at the station cannot emit more than 100 lb of NOx, evaluated on a 30-day rolling basis. In the past 30 days, generating asset #1 has emitted 5 lb of NOx and generating asset #2 has emitted 1 lb of NOx. The rolling NOx limit on asset #1 is therefore the second-most limiting restriction out of all the station's restrictions.

$$58.67 \text{ MWh} = 100 \text{ lb} / 0.024 \text{ lb/gal} \times 138,000 \text{ Btu/gal} / 9,800 \text{ Btu/kWh} / 1000 \text{ kWh/MWh}$$

$$2.93 \text{ MWh} = 5 \text{ lb} / 0.024 \text{ lb/gal} \times 138,000 \text{ Btu/gal} / 9,800 \text{ Btu/kWh} / 1000 \text{ kWh/MWh}$$

Longer-term limitations

Does the station have any **longer-term** environmental or emissions limitations? * Yes No

Please answer the following for the top two most limiting longer-term limitations, that are not addressed above.

#1 limiting emission

Limitation timeframe type: * Resets on date

Timeframe start date: * 01/01/2025

Timeframe end date: * 12/31/2025

Limitation applies to: * Whole station

Is the limit automatically relaxed under some condition?
(e.g. ISO-NE declares an Energy Emergency or Energy Alert) *

Yes No

For next 2 questions: please convert limitation to MWh at SCC, unless the limitation directly dictates hours of runtime.

Max. allowed amount: * 1408.16 MWh

Current amount: * 1394.08 MWh

Are there any additional details you would like to provide about this limitation?

Station must burn less than 100,000 gal per calendar year. So far has burned 99,000 gal.

#2 limiting emission (if any)

Limitation timeframe type: Rolling limit

Timeframe duration: * 30 days

Limitation applies to: * Individual gene

Is the limit automatically relaxed under some condition?
(e.g. ISO-NE declares an Energy Emergency or Energy Alert) *

Yes No

For next 2 questions: please convert limitation to MWh at SCC, unless the limitation directly dictates hours of runtime.

Max. allowed amount: * 58.67 MWh

Current amount: * 2.93 MWh

Are there any additional details you would like to provide about this limitation?

Rolling 30-day limit of 100 lb NOx for each asset, asset #1 generated 5 lb in last 30 days

Example 5b: Station has exactly one restriction that may constrain operations over long-term timeframes. The station contains one dual-fuel generating asset. The permit states that the asset cannot operate on oil more than 72 hours in any 90-day period, unless ISO-NE declares an Energy Emergency. The asset has not operated on oil in the last 90 days.

The permit does not specify any limits on operation on gas (if gas operations were also restricted, this should be considered a second restriction and reported as the second-most limiting long-term emission).

- Longer-term limitations

Does the station have any **longer-term** environmental or emissions limitations? * Yes No

Please answer the following for the top two most limiting longer-term limitations, that are not addressed above.

#1 limiting emission	#2 limiting emission (if any)
Limitation timeframe type: * Rolling limit	Limitation timeframe type: Please select...
Timeframe duration: * 90 days	
Limitation applies to: * Whole station	
Limitation fuel type: * Oil	
Is the limit automatically relaxed under some condition? (e.g. ISO-NE declares an Energy Emergency or Energy Alert) * <input checked="" type="radio"/> Yes <input type="radio"/> No	
Describe the the conditions required for relaxation: ISO-NE declares and Energy Emergency	
For next 2 questions: please convert limitation to MWh at SCC, unless the limitation directly dictates hours of runtime.	
Max. allowed amount: * 72 hours	
Current amount: * 0 hours	
Are there any additional details you would like to provide about this limitation? Cannot operate on oil for more than 72 hours in any 90-day period.	

Revision History

Version	Date	Change
0	06/01/2021	Initial draft
1	10/25/2023	Revised for clarity; added FAQs; added example emissions responses
1.1	11/29/2023	Updated Ask ISO URL and added additional FAQ
2.0	08/08/2024	Updated <i>Response Validation</i> section to reflect survey form changes
3.0	12/06/2024	Updated emissions guidance; added Save & Resume; updated notifications