Customer and Asset Management System (CAMS) User Guide for Company and Affiliate Maintenance
Version 1.10
2021

ISO New England Inc.
About this user guide

The Customer and Asset Management System (CAMS) User Guide is grouped into independent sections arranged by topic and user role. It is not necessary to read the guide from beginning to end.

You may:

• Select a topic from the How to: list on page 9
• Start with an Overview on page 9
• Select a CAMS Roles from the table of contents or from the list.
CAUTION

- Company names and any numerical values are fictitious and not to be associated with any actual market participant.
- Though we strive to maintain this guide current, the screen views in this guide may not fully reflect the current production environment.

Change Summary

<table>
<thead>
<tr>
<th>Revision</th>
<th>Date</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version 1.0</td>
<td>August 3, 2012</td>
<td>Initial release</td>
</tr>
<tr>
<td>Version 1.1</td>
<td>October 23, 2013</td>
<td>Updated screen shots for CAMS 2013 upgrade; removed the Index section; added application and role descriptions for NX Application in the Reference Tables.</td>
</tr>
<tr>
<td>Version 1.2</td>
<td>March 7, 2014</td>
<td>Added Subaccount section. Made other revisions to describe new functionality in CAMS, particularly the Export Person Detail Report function.</td>
</tr>
<tr>
<td>Version 1.3</td>
<td>August 28, 2015</td>
<td>Additional updates made to the Subaccount information section.</td>
</tr>
<tr>
<td>Version 1.5</td>
<td>August 22, 2018</td>
<td>Updated information related to Ask ISO Manager.</td>
</tr>
</tbody>
</table>
Table of contents

1  What is CAMS?  7

2  How to:  9

2.1  Get started  9
  2.1.1  Overview  9
  2.1.2  Accessing CAMS  11

2.2  Manage your company's persons  14
  2.2.1  Overview  14
  2.2.2  Adding persons to CAMS  17
  2.2.3  Granting a person access to CAMS or another ISO application  20
  2.2.4  Removing or modifying a person’s access to an application  23
  2.2.5  Granting a person access to File Shares  30
  2.2.6  Managing MIS Accounts  34
  2.2.7  Viewing persons  35
  2.2.8  Deleting persons  36
  2.2.9  Update person’s information  38
  2.2.10  Retrieving your company’s person detail report  40

2.3  Manage your Company’s Information  40
  2.3.1  Overview  40
  2.3.2  Customer  42
  2.3.3  Addresses  43
  2.3.4  History  57
  2.3.5  Applications  59
  2.3.6  File Share  62
  2.3.7  Corporate Family  63
  2.3.8  Contacts  65
  2.3.9  Committees  71
  2.3.10  Governance  77
  2.3.11  Change Log  80
  2.3.12  Data Universal Numbering System (DUNS)  84
  2.3.13  Trading information  99
  2.3.14  Subaccount information  125
  2.3.15  Asset Ownership Share Transfers  110

2.4  Manage your company’s Affiliates Information  117
  2.4.1  Overview of affiliates  117
  2.4.2  Summary of the affiliate process  118
  2.4.3  Search for and view a company relationship revision  120
  2.4.4  View company relationship revision information  122
  2.4.5  View a pending company relationship  122
  2.4.6  View a corporate family  122

2.5  Manage your company’s minimum eligibility criteria information  125
  2.5.1  Overview of minimum eligibility criteria  125
  2.5.2  Add minimum eligibility criteria information  129
  2.5.3  View minimum eligibility criteria information  131

3  CAMS Roles  131
6.1 Table 1: CAMS Roles and Permissions 141
6.2 Table 2: ISO Applications and Groups 144
6.3 Table 3: Control Room Operations Window Outage Scheduler Roles 147
6.4 Table 4: Demand Resource Market User Interface Roles 149
6.5 Table 5: Enhanced Energy Scheduling Roles 150
6.6 Table 6: Financial Transmission Rights Application Roles 151
6.7 Table 7: Bids and Offers (eMarket) Roles 152
6.8 Table 8: Settlement Market System (SMS) Applications and Roles 154
6.9 Table 9: Demand Response Audit and Testing Tool Roles 155
6.10 Table 10: NX Application (NX-9 & NX-12D) Typical User Types and Role Descriptions 156
6.11 Table 11: Other Application Roles 160
6.12 Table 12: Contact Types 163

1 What is CAMS? 8 5 169
1 What is CAMS?

The Customer and Asset Management System (CAMS) is ISO New England’s administrative database of record. It stores, maintains and manages all customer data and facilitates, as well as the registration of Demand Assets and Resources.

CAMS is available to customers as an internet-based tool for:

- Managing your company contacts (see “Contacts”)
- Managing your committee representation (see “Committees”)
- Granting users access to other ISO internet-based applications (see “Granting a person access to CAMS or another ISO application”)
- Updating your company information (see “Manage your Company’s Information”)
- Managing your company’s subaccounts (see “Subaccount information”)

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What is CAMS? 8 169
How to: 9 169
CAMS Roles 125 170
Customer Support 130 171
Links 134 171
Reference Tables 135 171
Customer and Asset Management System (CAMS)

ISO Public Website

- Your company’s Demand Asset Registration
- Your company’s information
- Your company’s persons
- Your company’s subaccount information
- Your company’s committee representation
- Your company’s contacts

File Sharing Sites

- Critical Energy Infrastructure Information File Group / Transmission System Information
- Ask ISO
- Bids & Offers (eMarket)
- Claimed Capability Auditing Tool
- CROW Outage Scheduler
- Demand Resource Market User Interface
- DR Audit and Testing Tool (ATT)
- Enhanced Energy Scheduling
- FCM CSO Bilateral Contracts
- Financial Assurance Management
- Financial Transmission Rights
- Forward Capacity Auction
- Forward Capacity Market Reconfiguration Auction
- Forward Capacity Tracking System
- Local Control Center Content Management System
- NX Application (NX-9 and NX-12D)
- Satellite Information
- Settlement Market System
- Supplemental Availability Designation

Other ISO Applications

MIS Accounts
2 How to:

2.1 Get started

This section applies to the following CAMS roles:

✓ All roles

This section covers the following topics:

- **Overview** (page 9)
- **Accessing CAMS** (page 11)
- **CAMS User Interface** (page 13)
2.1.1 Overview

2.1.1.1 CAMS Security Administrators

- To use CAMS, a company must first designate at least one individual to be a CAMS Security Administrator (SA).
- Designating an SA is normally completed during the membership application process to ISO New England.
  - If your company does not have an SA, or would like to designate another SA, complete, notarize and return the ISO New England Security Administrator Signatory Page located on ISO New England’s website at: http://www.iso-ne.com/static/assets/documents/support/custsvc/forms/iso_ne_security_admin_sig_page.pdf.
    - The form must be signed by a company officer and notarized. Incomplete forms will not be processed. The original form, including notary stamp or seal, must be mailed to the following address:
      Customer Support
      ISO New England One
      Sullivan Rd.
      Holyoke, MA 01040

☐ An SA is responsible for assigning roles in CAMS and issuing digital certificates to users. For details see the “Manage your company’s persons” section on page 14. ☐ For details on the SA role see “Security Administrator” on page 131. ☐ For details on all roles in CAMS see “Table 1: CAMS Roles and Permissions” on page 141.

2.1.1.2 CAMS Persons and Roles

- Users are known in CAMS as “Persons”.
- To access CAMS, a person must first be entered into the CAMS database by an SA. See “Adding persons to CAMS” on page 15.
- The person must then be assigned at least one role and issued a digital certificate by the company’s SA.
  - A role is a defined set of allowable activities in CAMS or another ISO New England application.
  - A digital certificate is an electronic key to the ISO New England websites that host CAMS and other applications. A person cannot access any ISO application without a digital certificate.
    - Digital certificates are automatically issued the first time a person is assigned a role in CAMS.
      - For details on assigning roles and issuing digital certificates by Security Administrators, see “Manage your company’s persons” on page 14.
      - Digital certificates must be renewed annually.
      - For further details including issuing, renewing, and installing digital certificates, see the CAMS User Guide for Digital Certificates which is available by contacting Customer Support.
    - For details on all roles in CAMS see “Table 1: CAMS Roles and Permissions”
    - For details on roles in other ISO applications see “Table 2: ISO Applications and Groups”
2.1.1.3 **Online CAMS Frequently Asked Questions**


2.1.1.4 **ISO New England Glossary and Acronyms**


2.1.2 **Accessing CAMS**

**I have a CAMS role and have installed my digital certificate. How do I access CAMS?**


2. Click on “Customer and Asset Management System”:

![SMD Applications Home Page](image)

3. The CAMS homepage displays:

![Customer Asset Management System](image)
4. See the “How to” list for details on the task you want to perform.

I do not have a CAMS role or have not installed a digital certificate. How do I access CAMS?

To be assigned a CAMS role and digital certificate:
1. Contact your company’s CAMS Security Administrator (SA) to request access to CAMS.
   a. To learn who at your company is an SA, contact ISO New England Customer Support at (413) 540-4220 or via email at custserv@iso-ne.com.
2. Your SA will assign you at least one specific role in CAMS. See the “CAMS Roles” section for details of each CAMS role.
3. Your SA will issue you a digital certificate if you do not already have one.
4. ISO New England will email you instructions for installing the certificate on your computer.
   a. See “Install a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.
   b. You will need the “PIN #” or “Pickup Password” from your SA to complete the installation process.
5. After you have installed your digital certificate, go to the “Accessing CAMS” section.

IMPORTANT

- It may take up to two hours for the system to implement a new CAMS role.
2.1.3 **CAMS User Interface**

- The CAMS interface uses a hierarchical menu structure.
  - Click on a *top-level menu* to reveal second-level menu options.
  - Click on a *second-level menu* option to reveal additional *tab groups*, depending on the task you are intending to perform.
    - *Action buttons* appear based on the application group roles that have been assigned.
- All menu selections are based on your individual user role or roles in CAMS.
- Menus and functionality that do not pertain to your role(s) will not be displayed.
- For details on the different CAMS roles, see the “**CAMS Roles**” section on page 131.
2.2 Manage your company’s persons

This section applies to the following CAMS roles:

✓ Security Administrator
✓ External Person Maintainer
✓ External Person Viewer

This section covers the following topics:

❖ Overview (page 14)
❖ Adding persons to CAMS (page 15)
❖ Granting a person access to CAMS or another ISO application (page 17)
❖ Removing or modifying a person’s access to an application (page 20)
❖ Granting a person access to File Shares (page 23)
❖ Managing MIS Accounts (page 30)
❖ Viewing persons (page 34)
❖ Deleting persons (page 35)
❖ Update person’s information (page 36)
❖ Retrieving your company’s person detail report (page 38)

2.2.1 Overview

• A “person” in CAMS is defined as:
  o an individual who is associated with a company
  o an individual who has been granted access to CAMS, another ISO application, or a file sharing group

• To perform any task related to a person, whether making the person a contact for your company or granting access to an ISO application, the person must be entered into the CAMS database (see “Adding persons to CAMS” on page 15).

• Only a Security Administrator (SA) can add a person to CAMS.
• Only an SA can grant a person access to CAMS, file shares, or another ISO application.
• Only an SA can create MIS accounts.

What if a person who is listed in CAMS leaves my company or is terminated?
The SA must take the following steps in the following order:

1. If applicable, remove the person’s access to any ISO New England application.
See “Removing or modifying a person’s access to an application” on page 20. You do not need to take any action regarding the person’s digital certificate.

2. If applicable, remove the person’s contact listing. See “Delete contact information”

3. If the person is a primary committee member, remove the committee and then add it again with the replacement primary committee member. See “

4. 5.

6.

7. Delete a committee”

8. If the person is an alternate committee member, remove the person’s name from the committee. See “Update a committee”

9. Delete the person from CAMS. See “Deleting persons”

2.2.2 Adding persons to CAMS

- Role that can perform this task:
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS” section.

2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.

3. The “Person Listing” screen displays:

![Customer Asset Management System](image)

4. Click the “Add Person” button.

5. The “Add Person – Identity Information” screen displays:
6. Enter the person’s information. First name, last name and an email address are required.

7. Click “Next”.

8. The “Add Person - Address” screen displays:

9. Choose an existing company address for the person from the drop-down box, or enter a new address by selecting the “Enter a new address” radio button.

10. If you want to grant the person access to CAMS or another ISO application, click “Next” and continue with the “Granting a person access to CAMS or another ISO application”

11. If you want to add the person without assigning an application role, click “Finish”.

12. Review the information summary and click “Submit”.

2.2.3 **Granting a person access to CAMS or another ISO application**
IMPORTANT

To grant a person access to an ISO application the person must first be entered into the CAMS database. See “Adding persons to CAMS” on page 15.

- Only a Security Administrator (SA) can grant a person access to ISO applications.
- An SA must assign the person at least one role in the application.
  - To view the available roles for CAMS see “Table 1: CAMS Roles and Permissions”
  - To view other available ISO applications see “Table 2: ISO Applications and Groups”
  - A person may have more than one role in an application, though there are some mutually exclusive roles.
- The person must have a digital certificate installed on his or her computer to access the site that hosts the particular ISO application.
- Digital certificates are automatically issued the first time a person is granted access to an ISO application or file share group.
  - See “Issue a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.
  - See “Install a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.

To grant a user access to CAMS or another ISO application

- Role that can perform this task:
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS” section on page 11.
2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.
3. The “Person Listing” page displays:
4. Click on the name of the person to whom you are granting access.
   a. If the person has not yet been entered into CAMS, and therefore does not appear in the list, you must first add the person by clicking “Add Person”. See “Adding persons to CAMS” 5.  The “Profile” tab displays:

6. Click on the “Application Groups” tab.
7. The “Person Application Group Listing” screen displays.
8. Click “Update” in the right corner of the screen.
9. The “Application Roles Assignment” screen displays:

10. From the “Unassigned Application Groups” list boxes on the left, select the application group or groups you want to assign to the person. You may multi-select by holding down the shift key or the ctrl key while you click.

11. The CAMS roles are listed as “Customer Asset Management System / [role]”.
   a. For details on roles for other ISO New England applications, see “Table 2: ISO Applications and Groups”
   b. For details on CAMS roles, see “Table 1: CAMS Roles and Permissions”

12. Click the Grant Access button between the two boxes to move your selections to the “Granted Access” box.

13. Click “Next”.

14. Enter the date you want the assignment(s) to take effect. The default is for the assignment(s) to be effective on the current day.

15. Click “Next”.

16. The “Application Groups” tab displays showing the new assignments.

17. If the person has not already been issued a digital certificate, the new assignment(s) will initiate the process on the effective date entered. On that date, the person will receive an email from ISO New England with instructions for installing a digital certificate on his or her computer.
   a. As the Security Administrator, you will receive an email from ISO New England with a
“PIN #” or “Pickup Password” for that person’s digital certificate.

b. The user or person will need the “PIN #” or “Pickup Password” to complete the certificate installation.

c. For details on installing a digital certificate see “Install a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.

18. If the person has a valid certificate installed, instruct the person to navigate to the ISO New England site that hosts the application.

   a. For CAMS, go to https://smd.iso-ne.com/.

   b. For other applications, check “Table 2: ISO Applications and Groups” for the URL.

   ![Important]

   **IMPORTANT**
   - It may take up to two hours for the system to implement a new access and/or role(s).
   - A person may have more than one role in a given application.
   - Some roles are mutually exclusive, therefore granting greater access (i.e., to read/write or maintainer) or reducing access (i.e., to read-only or viewer) may require two steps: a removal of the current role and a subsequent addition of the new one.

2.2.4 **Removing or modifying a person’s access to an application**

To remove or modify a person’s role and access to an application

- Role that can perform this task: ○ Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS” section.

2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.

3. The “Person Listing” page displays:
4. Click on the name of the person whose role you want to modify.

5. The “Person View” screen displays:

6. Click on the “Application Groups” tab.

7. The “Person Application Group Listing” screen displays.

8. Click “Update” in the right corner of the screen.

9. The “Person Application Group Update” screen displays:
10. From the “Assigned Application Groups” list boxes on the right, select the application group or groups that you want to remove. You may multi-select by holding down the shift key or the ctrl key while you click.

11. Click the Deny Access button between the two boxes to remove your selections from the “Granted Access” box to the “No Access” box.

12. Click “Next”.

13. Enter the date you want the removal to take effect under the “Date Expires” column. The default is for the assignment to expire on the current day.

14. Click “Next”.

15. The “Application Groups” tab displays, showing the revised assignments.
2.2.5 **Granting a person access to File Shares**

**IMPORTANT**

- It may take up to two hours for the system to implement the removal.
- The person’s digital certificate is not affected by the removal of any role/access. You may add access and roles in the future.

File shares are collections of ISO New England files or data that have been made available to customers over the internet. To access a file share, the person must be registered in CAMS and have a valid digital certificate.

Current ISO New England file share groups are:
- Critical Energy Infrastructure Information File Group/Transmission System Info

Access to file shares is restricted and controlled by a company’s Security Administrator (SA). Only an SA can grant a person access to a file share group.

The person must have a digital certificate installed on his or her computer to access the site that hosts the file share: [https://smd.iso-ne.com/](https://smd.iso-ne.com/).

Digital certificates are automatically issued the first time a person is granted access to an ISO application or file share group.
- For details on issuing a digital certificate see “Issue a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.
- For details on installing a digital certificate see “Install a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.
To grant a person access to a file share group

- Role that can perform this task:
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS” section.

2. Click on the “Company” tab and then on the second-level “Persons” menu. You may also click on the “File Share” tab for the individual person. See “Viewing persons”

3. Click on the name of the person you want to assign to the file share group.
   a. If the person has not been entered into the CAMS database, you must first add the person by clicking “Add”. See “Adding persons to CAMS”

4. The “Person View” screen displays:
5. Click on the “File Shares” tab.

6. The “Person File Sharing Listing” screen displays:

7. Click the “Update” button. The “Person File Share Update” screen displays:
8. Select the file share group from the “No Access” box on the left and click the “Grant Access” button in the center.

9. Click the “Save” button.

10. If the person has not already been issued a digital certificate, he or she will receive an email from ISO New England with instructions for installing a digital certificate on his or her computer.

   a. As the Security Administrator, you will receive an email from ISO New England with a “PIN #” or “Pickup Password” for that person’s digital certificate. See “Issue a Digital Certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.

   b. You must give the person the “PIN #” or “Pickup Password” to complete the certificate installation.

   c. For details on installing a digital certificate see “Install a digital certificate” in the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA.

11. If the person has a valid certificate installed, instruct the person to navigate to the ISO New England site that hosts the file share: https://smd.iso-ne.com/.

12. The “Transmission System Information” link is located on the left side of the screen:
IMPORTANT

- It may take up to two hours for the system to implement a new file share access.
- If you click on the File Shares tab of the main CAMS screen, you will see a list of persons currently granted access to the file share group.
  - To grant a new person access you must first select the person from the “Person Listing” tab, which displays when you click on the top “Person” tab.

Removing a person from a file share group

- Role that can perform this task:
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS” section on page 11.
2. Click on the “Company” tab and then on the second-level “Persons” menu. (You may also click on the “File Share” tab for the individual person. See “Viewing persons”)

3. Click on the name of the person you want to remove from the file share group.

4. The “Person View” screen displays.

5. Click on the “File Shares” tab:

6. The “Person File Sharing Listing” screen displays:
7. Click the “Update” button.

8. The “Person File Share Update” screen appears:

9. From the “Assigned Access” box on the right, select the file share groups you want to remove for the person.

10. Click the “Deny Access” button.

11. Click the “Save” button.

12. The “Person View” tab displays, showing revised assignments.
2.2.6 Managing MIS Accounts

- Market Information Server (MIS) accounts are secure FTP repositories for company settlement reports, financial information, forecast and operational information, tariff reports and World Wide Web reports. For details see [http://www.iso-ne.com/support/tech/rpt_descriptions/](http://www.iso-ne.com/support/tech/rpt_descriptions/).
- Companies needing MIS accounts to retrieve reports will be provided access during the membership registration process.
- The “MIS Accounts” feature in CAMS enables a company to create accounts for their FTP sites.
- New customers should see their mentoring letter from ISO New England for the FTP account location.
- Other customers should contact Customer Support at ISO New England for more information about MIS accounts.
- Customers are asked to limit the number of MIS accounts and establish a repository for reports internal to their companies.
- Prior to granting access to transmission reports, please refer to your company’s policies on access to transmission-related information.

2.2.6.1 To create a user ID and password for an MIS account

- Role that can perform this task:
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on the “Company” tab to expose the second-level menu.
3. Click on the “MIS Accounts” tab
4. The “MIS Accounts Listing” page displays:
NOTE: If your company has access to transmission reports the “MIS Accounts Listing” screen will also include a “Transmission Reports Access” column.

5. The “MIS – Account Insert” page displays:

6. Enter the date you want the MIS Account to become active and click “Save”.

NOTE: If your company has access to transmission reports, the “MIS – Account Insert” page will include a “Transmission Reports Access” check box:

a. When enabled, the following transmission reports are available:
   • Real Time Energy / Regulation (RTHS)
   • Special Real Time Metering Domain Report (RTUNMET)
   • Losses and External Tie Line Metering (OCLMETER)
   • Meter Adjustments (METERADJ)
   • Meter Domain (MTDOMAIN)

b. If you do not want this account to view transmission reports, leave the “Transmission Reports Access” check box clear.
7. The “MIS Accounts Listing” page displays with the new accounts and passwords.
8. Distribute the user ID and password to staff at your company who require access to the MIS Accounts per your company’s IT guidelines or policies.

![Warning Icon]

**CAUTION**

- Transmission reports contain sensitive data that only authorized and appropriate personnel at your company should view.
- Prior to granting access to transmission reports, please refer to your company’s policies on access to transmission-related information.
- Once reports are deleted from a MIS account, they cannot be readily retrieved without having to be restored by ISO IT staff. Customers are encouraged to store copies of the reports and develop mechanisms to distribute the reports to all staff requiring access.

2.2.6.2 Delete a MIS account

- Role that can perform this task: Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on the “Company” tab to expose the second-level menu.
3. Click on the “MIS Accounts” tab:

4. In the “MIS Accounts Listing” page, click on the ‘X’ icon in the “Action” column for the appropriate user ID and password that needs to be deleted.
5. The “MIS – Account Delete” page displays.
6. Enter an expiration date for the user ID and password.
7. Click the “Delete” button.
8. The “MIS Accounts Listing” page displays with the expiration date.

**IMPORTANT**

- You can revise the expiration date by clicking on the pencil icon in the “Action” column for the selected user ID.

2.2.6.3 **To change the password for an existing MIS account**

- Role that can perform this task: Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”.
2. Click on the “Company” tab to expose the second-level menu.
3. Click on the “MIS Accounts” tab:

4. In the “MIS Accounts Listing” page, click on the “Change Password” button in the Action column for the appropriate user ID and password that needs to be modified.
5. The “MIS – Account Change Password” page displays.
6. Click “Generate New Password”.
7. The “MIS Accounts Listing” page displays with the new system-generated password for the selected account.
8. Distribute the new password to appropriate staff at your company per your company’s IT guidelines or policies.
2.2.7 **Viewing persons**

Viewing an individual person’s record in CAMS allows you to perform a number of tasks, all from one screen:

![Image of CAMS interface]

**To view person’s information**

- Roles that can perform this task:
  - Security Administrator
  - External Person Maintainer
  - External Person Viewer

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.
3. The “Person Listing” page displays:
4. Click on the name of the individual person whose record you wish to view.

2.2.8 Deleting persons

- A person in CAMS cannot be deleted if any of the following are true:
  - The person has an Application Group role in CAMS.
    - To remove the person’s role see “Removing or modifying a person’s access to an application”.
  - The person is a member of a committee in CAMS.
    - To remove the committee assignment, see “Delete a committee”.
  - The person is listed as a contact in CAMS.
    - To remove the person’s contact listing, see “Delete contact information”.
  - Security Administrators are encouraged to review key contacts when deleting a person to ensure continuity in ISO communications.

To delete a person from CAMS

- Roles that can perform this task: Security Administrator, External Person Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.
3. The “Person Listing” page displays.
4. Click on the name of the person you want to delete.
5. The “Person View” screen displays:

![Example Customer](Image)

6. Click the “Delete” button.

7. The system confirms the deletion and displays an updated “Person Listing” screen.

### 2.2.9 Update person’s information

- Role that can perform this task:
  - Security Administrator

1. Launch the CAMS interface. See the “[Accessing CAMS](#)”

2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.

3. The “Person Listing” page displays:
4. Click on the name of the person you want to delete.

5. The “Person View” screen displays:

6. Click the “Update” button.
7. The “Person Update” screen displays:

![Person Update Screen]

8. Update the information and click on the “Save” button.

9. A confirmation message is displayed indicating the person was updated.

2.2.10 Retrieving your company's person detail report

- Role that can perform this task:
  - Security Administrator
  - External Person Maintainer
  - External Person Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”

2. Click on the top-level “Persons” tab or on the second-level “Persons” tab if it is open.

3. The “Person Listing” page displays:
4. Click on the “Export Person Detail Report” button.

5. You will be prompted to open or save the Person Detail Report. The Person Detail report is in XML format.
2.3 Manage your Company’s Information

This section applies to the following CAMS roles:

- External Customer Maintainer
- External Customer Viewer
- Security Administrator

This section covers the following topics:

- Overview (page 40)
- Customer (page 42)
- Addresses (page 43)
- History (page 57)
- Applications (page 59)
- File Share (page 62)
- Corporate Family (page 633)
- Contacts (page 65)
- Committees (page 71)
- Governance (page 777)
- Change Log (page 788)
- Data Universal Numbering System (DUNS) (page 799)
- Trading information (page 80)
- Subaccount information (page 844)
- Asset Ownership Share Transfer (page 96)
- Banking Information (page 107)

2.3.1 Overview

Company information stored and maintained in CAMS is grouped into the following categories:

- General customer information ○ Attributes about your company and its relationship to ISO New England ○ Found on the “Basic” tab
- DUNS information ○ Your company’s Data Universal Numbering System (DUNS) with Dun and Bradstreet
- Can be modified  ◦ Found on the “Basic” tab

See “Error! Reference source not found.”

- Trading  ◦ Your company’s public trading information  Can be modified  ◦ Found on the “Basic” tab  ◦ See “Trading information”

- Addresses  ◦ Your company’s main office, billing addresses
  - Can be modified  ◦ Found on the “Addresses” tab  ◦ See “Update company address”

- Contacts  ◦ See “Contacts”

- Committees  ◦ See “Committees”

- Corporate Family  ◦ See “Corporate Family”

**External Customer Maintainers and External Customer Viewers have access to the following:**

- History
  - The “History” tab displays a list of time periods in the past. Each period is a snapshot of company information as it appeared in CAMS at that time. A new snapshot increment is created each time your company information is updated or changed.
  - Click on the “History” tab, and then click on the selected time period. Your company information as of that time period is displayed.

- File Shares (see “Granting a person access to File Shares”).

- Change Log  ◦ The Customer Change Log is an audit trail showing what company information was changed, when and by whom.

- Governance  ◦ The “Governance” tab displays any governance relationships your company has with other companies in CAMS.

### 2.3.2 Customer

#### 2.3.2.1 View customer information

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”

2. Click on “Company” in the top-level menu.
3. The Customer’s Basic information screen displays:

![Customer Asset Management System](image)

### 2.3.3 Addresses

**IMPORTANT**

- Your company’s “Main Office” (headquarters) address is initially entered into CAMS during the membership application process.
- Your company must always have one accurate “Main Office” address designated in CAMS.
- Your company can only have one “Main Office” address.
2.3.3.1 Add company address

- Role that can perform this task: External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”

2. Click on “Company” in the top-level menu.

3. The Customer’s Basic screen displays:

4. Click on the “Addresses” tab in the second-level menu.

5. The Company “Address Listing” screen displays:
6. Click the “Add New Address” button.

7. The Company “Add New Address” screen displays:

8. Enter the address and related information in the fields provided. Address, city, state, country, and postal code are required. 9. Click the “Save” button.
Important

- There can be only one Billing address and one Main Office address for the company.

10. A confirmation message displays:

2.3.3.2 Update company address

- Role that can perform this task:
  - External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The Customer “Basic” screen displays:
4. Click on the “Addresses” tab in the second-level menu.

5. The “Address Listing” screen displays:

6. Locate the record you want to update and click on the Pencil icon in the “Action” column for the address for that row:
7. The “Company Address Update” screen displays:

8. Enter the address and related information in the fields provided. Address, city, state, country, and postal code are required.
9. Click “Save”

10. The confirmation message displays:

   ![Confirmation Message]

2.3.3.3 **Delete company address**

- Role that can perform this task: 
  - External Customer Maintainer

![Warning Icon]

**IMPORTANT**

- You cannot delete an address if it is associated with any person.
- Main Office address and the Billing Address can be deleted if they are not associated to any person.

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays:
4. Click on the “Addresses” tab in the second-level menu.

5. The “Company Address Listing” screen displays.

6. Locate the record you want to delete and click the “delete” icon in the “Action” column for that row:

7. A pop up message is displayed asking for user confirmation to delete or not.
8. Click “OK” to delete.
9. A confirmation message displays:

![Confirmation Message]

**IMPORTANT**

 Your company must always have one accurate “Main Office” address designated in CAMS.

### 2.3.3.4 View persons associated to a company address

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays:
4. Click on the “Addresses” tab in the second-level menu.
5. The “Company Address Listing” screen displays.
6. Locate the address for the person associations you want to view.

7. Click on the look up icon in the “Action” column for that row:
8. The “Company User Address Listing” screen displays.

![Customer Asset Management System](image)

**IMPORTANT**

- You will not be able to view the individual record of the persons listed. Only a Security Administrator, External Person Maintainer or External Person Viewer has access to Person details.

### 2.3.3.5 View company address listing

- **Roles that can perform this task:**
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays:

![Customer View Screen]

4. Click on the “Addresses” tab in the second-level menu.

5. The “Company Address Listing” screen displays:

![Company Address Listing Screen]

2.3.3.6 View company address information

- Roles that can perform this task:
○ External Customer Maintainer ○
External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays:
4. Click on the “Addresses” tab in the second-level menu.
5. The “Company Address Listing” screen is displayed:

6. Click on the hyperlink in the “Address 1” column to view the address information.

7. The “Company Address View” screen displays:

![Company Address View](image)

2.3.4 History

- The “History” tab displays a list of time periods in the past. Each period is a snapshot of company information as it appeared in CAMS at that time. A new snapshot increment is created each time your company information is updated or changed.
2.3.4.1 View history information

Roles that can perform this task:
- External Customer Maintainer
- External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays:

![Customer Asset Management System](image)

4. Click on the “History” tab in the second-level menu.
5. The “Customer History Listing” screen displays:
6. Click on a time period. Your company information as of that selected time period displays.

2.3.5 Applications

2.3.5.1 View customer application information

Roles that can perform this task:
- External Customer Maintainer
- External Customer Viewer
- Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays.
4. Click on the “Access” tab in the second-level menu.

5. “Customer Application Listing” screen displays:

6. Click on the hyperlink in the “Application” column to view which person has access to a particular application.
7. “Customer Application User Listing” screen is displayed:

![Customer Application User Listing](image)

**IMPORTANT**

- A digital certificate is an electronic key to the ISO New England websites that host CAMS and other applications. A user cannot access any ISO application without a digital certificate.

### 2.3.6 File Share

- File shares are collections of ISO New England files or data that have been made available to customers over the internet. To access a file share, the person must be registered in CAMS and have a valid digital certificate.

- Current ISO New England file share groups are: ○ Critical Energy Infrastructure Information File Group/Transmission System Info

- Access to file shares is restricted and controlled by a company’s Security Administrator (SA).

#### 2.3.6.1 View file share information

- Roles that can perform this task: ○
  - External Customer Maintainer ○
  - External Customer Viewer ○
  - External Person Maintainer ○
1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays.
4. Click on the “Access” tab in the second-level menu.
5. Click on the “File Shares” tab in the third-level menu.
6. “Customer File Share Listing” screen displays:

7. The list shows all file share groups your company may view.
8. Click on a file share group to display the persons assigned to that group.
9. If you want to add a person to the group, see “Granting a person access to File Shares”

2.3.7 Corporate Family

A customer’s corporate family consists of direct and indirect relationships from the ultimate parent to the ultimate child.

2.3.7.1 View corporate family information

Roles that can perform this task:
- External Customer Maintainer
- External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays:

![Customer View Screen]

4. Click on the “Corporate Family” tab in the second-level menu.

5. “Corporate Family View” screen displays:
2.3.7.2 View company path information

Roles that can perform this task:
- External Customer Maintainer
- External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on the “Corporate Family” tab in the second-level menu.
3. The “Corporate Family View” screen displays.
4. Click on “View Path” in the Actions column for the company to be viewed.
5. The “Path Details” screen displays:

![Path Details Screen](image)

NOTE: The “Path Details” pop-up is displayed on top of the Corporate Family View screen.

2.3.8 Contacts

- A “contact” is an individual or an entity (such as a “Service Desk” or distribution list) authorized to receive notifications and correspondence from ISO New England relevant to the specific “contact type”.
- “Contact types” are ISO New England-defined groupings based on the information and communication needs of the activity.
- Your company’s contact types in CAMS should be kept up-to-date at all times. ISO New England distributes important information to contacts. If a person at your company is no longer the appropriate contact, update CAMS as soon as possible with the new individual.
- “Contact types” do not give the assigned person any additional privileges or roles. To add permissions and roles for CAMS or another application, see “Granting a person access to CAMS or another ISO application”.
- See “Table 12: Contact Types” for a list of contact types and their description. A company may designate multiple contacts for each contact type.
CAUTION

❖ Keep your company’s contact types up-to-date in CAMS at all times. ISO New England distributes important and time-sensitive information to contacts.

2.3.8.1 Add contact information

Roles that can perform this task:
- External Customer Maintainer
- External Customer Viewer
- Security Administrator

IMPORTANT

❖ You may add a contact through the second-level “Contacts” menu (as described below) or by selecting an individual person from the “Persons” menu tab and then clicking the “Contacts” tab that appears.

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Contacts” tab in the second-level menu:
5. The “Customer Contact Listing” page displays:

6. Click the “Add a New Contact” button.

7. The “Customer Contact Insert” screen displays:

8. Select the “Contact Type” from the drop-down box.

9. Select the name of the person you want to designate as the contact for that type.

10. Enter an “override email” address for the contact (not required).

   • If no email is entered, CAMS will send correspondence to that person’s default email (found on the “Basic” tab for the person’s record). See “Viewing persons”

   • If an email is entered, it will be used instead of the person’s default email address. The contact type email field is used to supply CAMS with an email distribution list, allowing multiple people at your company to receive correspondence related to the specific type of contact.

11. Click the “Save” button.

2.3.8.2 Update contact information

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.

3. The “Basic” screen displays.

4. Click on the “Contacts” tab in the second-level menu:

   ![Customer Asset Management System](image)

   Customer Asset Management System

   2. Click on “Company” in the top-level menu.
   3. The “Basic” screen displays.
   4. Click on the “Contacts” tab in the second-level menu:

5. The “Customer Contact Listing” page displays.

6. Find the name of the person whose contact information you want to update.

7. Click the pencil icon in the “Action” column:

   ![Customer Asset Management System](image)

   Customer Asset Management System

   5. The “Customer Contact Listing” page displays.
   6. Find the name of the person whose contact information you want to update.
   7. Click the pencil icon in the “Action” column:

8. The “Contact Update” screen displays:

   ![Customer Asset Management System](image)

   Customer Asset Management System

   8. The “Contact Update” screen displays:

9. Modify either the effective date and the override email address.
**IMPORTANT**

- The contact’s email in the “Person” profile is the default email address when a contact type is used.
- The contact email in the screen above allows users to override the default email address with a different email address. For example, this may be used when for a given contact type the individual prefers communication to go to a different mailbox or distribution list.

10. Click “Save” button.

11. “Contact Record was updated successfully” message is displayed:

![Contact Record was updated successfully message](image)

### 2.3.8.3 Delete contact information

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Contacts” tab in the second-level menu:
5. The “Customer Contact Listing” page displays.
6. Find the name of the person you want to delete as a contact.
7. Click the red delete icon in the “Action” column.

![Customer Asset Management System](image)

8. A pop up message is displayed asking for user confirmation to delete or not.

![Delete a Record](image)

9. Click “OK” button to delete the record.
10. Message is displayed confirming the contact type was deleted:
2.3.8.4 **View contact information**

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer
  - External Person Maintainer
  - External Person Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Contacts” tab in the second-level menu:

5. The “Customer Contact Listing” page displays:
2.3.9 Committees

- ISO New England has formed specialized committees to assist in ensuring fair and efficient wholesale electricity markets and a reliable bulk power generation and transmission system for the region.
- To learn more about the different committees, see the ISO New England website at http://www.iso-ne.com/committees/index.html.
- In CAMS, a company may designate one primary and one alternate member for each committee.
- Persons must first be entered into the CAMS database before being added to a committee. See “Adding persons to CAMS”

CAUTION

- Individuals listed in CAMS as your company’s committee members will also be listed on ISO New England’s website at: http://www.iso-ne.com/participate/participant-asset-listings/directory.

2.3.9.1 Add committee membership

- Roles that can perform this task: 
  - External Customer Maintainer
  - External Customer Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Committees” tab in the second-level menu:
5. The “Customer Committee Listing” page displays.

6. Click “Add Committee Member” button.

7. The “Add Committee Member” screen displays:

8. Select the committee you want from “Committee Name” drop-down box.
10. Select the person you want to assign as the committee member from the drop-down box.
11. If the person has not yet been added to CAMS, you must first see “Adding persons to CAMS”
12. Select an alternate person for the committee (not required).
13. Click the “Add” button.

**IMPORTANT**
- To modify the primary committee member you must first remove the committee record (see “
- 
- 

### 2.3.9.2 Update a committee

- Roles that can perform this task: ○
  - External Customer Maintainer ○
  - External Customer Viewer ○
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Committees” tab in the second-level menu:
5. The “Customer Committee Listing” page displays.
6. Find the committee you wish to modify in the list.
7. Click the pencil icon in the “Action” column for that row:

![Customer Asset Management System](image)

8. The “Committee Member Update” screen displays.
9. Use the drop-down box to select a different alternate.

**IMPORTANT**

To change the primary committee member you must first remove the committee record (see ““
2.3.9.3 Delete a committee

Roles that can perform this task:
- External Customer Maintainer
- Security Administrator

NOTE: This action will delete the committee entirely. You can add it again at any time.

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Committees” tab in the second-level menu:

   ![Customer Asset Management System](image)

5. The “Customer Committee Listing” page displays.
6. Locate the committee you wish to delete.
7. Click on the “Trash Can” icon in the “Action” column for that row:
8. A pop up message is displayed asking for user confirmation to delete or not.

![Delete a Record](image)

9. Click “OK” button to delete the record.
10. Message is displayed confirming the contact type was deleted:

![Customer Asset Management System](image)

### 2.3.9.4 View committee listings

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer
  - External Person Maintainer
  - External Person Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Committees” tab in the second-level menu:
5. The “Customer Committee Listing” page displays:

6. The “Customer Committee Listing” shows any committees in which your company currently has membership.

2.3.10 Governance

☐ The “Governance” tab displays any governance relationships your company has with other companies in CAMS.

2.3.10.1 View Governance Listing

☐ Roles that can perform this task: ○
  - External Customer Maintainer
  - External Customer Viewer ○
  - External Person Maintainer ○
  - External Person Viewer ○
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “B” screen displays.
4. Click on the “Governance” tab in the second-level menu.
5. “Governance Listing” and “Governed By List” displays:

![Image of Governance Listing and Governed By List]

### 2.3.11 Change Log

The Change Log is an audit trail showing what company information was changed, when and by whom.

#### 2.3.11.1 View change log listing

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer
  - External Person Maintainer
  - External Person Viewer
  - Security Administrator

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays.
4. Click on the “Change Log” tab in the second-level menu.
5. “Customer Change Log” screen displays:
2.3.12 Data Universal Numbering System (DUNS)

- See the Dun and Bradstreet website for details on DUNS numbers at http://www.dnb.com/.

2.3.12.1 View DUNS information

- Role that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.

3. The “Basic” screen displays in the Basic tab:
4. Scroll down, the “DUNS” information is displayed in the “Tariff Billing ID” table.
2.3.13 Trading information

2.3.13.1 Add trading information

- Role that can perform this task: External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen displays in the Basic tab.
4. Click on the “Add Trading Info” button in the “Trading Info” section:

5. The “Add Trading Info” screen displays:
6. Enter the required fields.

7. Click “Add” button.

2.3.13.2 Delete trading information

☐ Role that can perform this task:
  o External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Customer View” screen displays in the Basic tab.
4. Locate the entry you want to delete in the “Trading Info” table.
5. Click the “X” icon in the “Action” column for that row:

6. The “Expire Trading Info” screen displays:
7. Enter a comment to substantiate the deletion.
8. Click on “Submit” to delete the selected trading information.

### 2.3.13.3 View trading information

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Company” in the top-level menu.
3. The “Basic” screen is displayed:
4. The “Trading Info” section displays the trading information.
2.3.14 **Subaccount information**

Divisional accounting allows customers to assign market activity to a subaccount or division for settlement reporting. Assets or “entities”, such as generators, load assets, asset-related demand (ARD), demand assets, resources, and network loads can be assigned to a subaccount and have the charges and credits of those entities separated by subaccount in the settlement reporting. Customers are not required to enable subaccount reporting (see “Enable subaccount settlement reporting”); however, every customer is automatically given a “default” subaccount with the ID and Name of “Default”. When subaccount reporting is enabled, any entity or market activity that is not assigned to a subaccount is reported in the default subaccount.

Market activities that are not associated with assets, such as demand bidding and internal bilateral transactions, can be assigned to a subaccount at the activity entry point. A subaccount created in CAMS will be available for selection in SMD applications for Operating Days where the subaccounts are effective, independent of the subaccount reporting status (see “Enable subaccount settlement reporting” for instructions for changing the subaccount reporting status).

2.3.14.1 **Create subaccount**

- Role that can perform this task:
  - External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Subaccounts” in the top-level menu.
3. The “All Subaccounts” screen displays:

![Subaccounts screen](image)

4. Click on “Create Subaccount” in the second-level menu.
5. The “Create Subaccount” screen displays:
6. Enter the required fields.
   - “Date Effective” must be the first day of a month.
     **NOTE:** A subaccount will be available for selection in the eMarket, NEXTT, and Internal Transactions applications on this effective date. If this is the initial use of the subaccount functionality, the start date should be set far enough in the future to allow for successful testing of eMarket, NEXTT, and Internal Transactions communications in the corresponding sandbox environments. Because data in the sandbox environment generally mirrors the production environment, please contact ISO New England Customer Support at (413) 540-4220 or via email at custserv@iso-ne.com to make arrangements for testing your communication processes.
   - “Subaccount ID” may have between 1 and 20 alpha-numeric characters, hyphens and underscores. Spaces are not allowed.
   - “Subaccount Name” may contain between 1 and 50 characters. Spaces are allowed.
   - Each subaccount created must have a unique ID and Name. Duplicate subaccounts are not allowed.

7. Click “Save Subaccount” button.

8. A confirmation message is displayed when the action has been confirmed and is successful:
2.3.14.2 Edit subaccount information

☐ Roles that can perform this task:
  ◦ External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Subaccounts” in the top-level menu.
3. The “All Subaccounts” screen displays:
4. Enter subaccount search criteria, click “Submit” button.
5. Select the subaccount to be edited, shown in the Search Results section at the bottom of the screen.
6. The “Update Subaccounts & Entity Relationships” screen displays:

7. Enter the required fields.
   - “Date Effective” must be the first day of a month.
   - “Subaccount Name” may contain between 1 and 50 characters. Spaces are allowed.
   - Each subaccount created must have a unique ID and Name. Duplicate subaccounts are not allowed.
8. Click “Update” button.
9. A confirmation message is displayed when the update has been confirmed and is successful:

![Confirmation message image]

### 2.3.14.3 Delete subaccount

- **Roles that can perform this task:**
  - External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Subaccounts” in the top-level menu.
3. The “All Subaccounts” screen displays:

4. Enter subaccount search criteria, click “Submit” button.
5. Select the subaccount to be deleted, shown in the Search Results section at the bottom of the screen.
6. The “Update Subaccounts & Entity Relationships” screen displays:

7. Click on the “Delete” button.
8. A pop up message is displayed asking the user to confirm the deletion or not:
9. Click the “Continue” button to delete the subaccount.

CAUTION

- The delete subaccount feature is meant to help with initial setup of subaccounts in the event an error is made during setup.
- CAMS restricts deletion of a subaccount under certain conditions, one being if the subaccount has a history of activity.

2.3.14.4 Map Entity to subaccount

- Roles that can perform this task: 
  - External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Subaccounts” in the top-level menu.
3. The “All Subaccounts” screen is displayed:
4. Enter subaccount search criteria, click “Submit” button,
5. Select the applicable subaccount, shown in the Search Results section at the bottom of the screen.
6. The “Update Subaccounts & Entity Relationships” screen displays:

7. In the “Choose Entities For Mapping” section enter the effective date in the “Map Entities to Subaccount as of” field, then click the check boxes in the “Select” column, or the “Select All or None” check box shown above, to map the selected entities to this subaccount.
8. Click the “Map” button.
9. The Confirm Mapping dialog is displayed with the entities to be mapped:
10. Click “Map Entities”

11. The “Update Subaccounts & Entity Relationships” screen displays with a success message and the “Choose Entities For Mapping” showing the as of the date selected:

12. The “View Mapped Entities” tab displays the entities mapped to the selected subaccount as of the “Map Entities to Subaccount as of” date:
2.3.14.5 Search for a subaccount

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Subaccounts” in the top-level menu.
3. The “All Subaccounts” screen displays:

4. Enter subaccount search criteria, click “Submit” button,
5. The “All Subaccounts” screen displays the search results at the bottom of the screen.
### 2.3.14.6 Search for Entity Relationship

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”
2. Click on “Subaccounts” in the top-level menu.
3. The “All Subaccounts” screen displays:

![Screen shot of the CAMS interface with a list of subaccounts]

4. Click on “Search Subaccounts with Entity Relationships” in the second-level menu.
5. The “Search Subaccounts with Entity Relationships” screen displays:
6. Refine the search by entering a Subaccount Name, Subaccount ID, Subaccount Status, Entity Name or ID, Entity Type, or Effective as of date.

7. Click the “Search” button.

8. The “Subaccounts with Entity Relationships Search” results are displayed at the bottom of the screen.

2.3.14.7 Enable subaccount settlement reporting

☐ Roles that can perform this task:
  o External Customer Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”

2. Click on “Subaccounts” in the top-level menu.

3. The “All Subaccounts” screen displays.

4. To enable settlement subaccount reporting enter an effective date in the field under the “Enable reporting as of radio button, then click the “Update” button:
5. To disable settlement subaccount reporting enter an effective date in the field under the “Disable reporting as of” radio button, then click the “Update” button:

6. A confirmation message is displayed when the selected action is confirmed and successful:
7. The “View Reporting Change Log” popup displays all actions taken pertaining to reporting:
**NOTE:** A subaccount remains active and available for selection in the eMarket, NEXTT, and Internal Transactions applications until the subaccount’s status is changed to “Inactive” in CAMS. In order to suspend all divisional accounting activity, all subaccounts should be changed to “Inactive” status in conjunction with the disabling of subaccount reporting. Individual subaccount status changes can only be done on a future monthly boundary.

<table>
<thead>
<tr>
<th>NSTAR Electric Company (3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
</tr>
<tr>
<td>---------</td>
</tr>
<tr>
<td>No</td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
</tr>
</tbody>
</table>
2.3.15 **Asset Ownership Share Transfers**

2.3.15.1 **Contact type and asset registration role assignment**

1. Assign the “Responsible for Asset Registration Form Submittal” contact type
   a. Launch the CAMS interface. See the “Accessing CAMS” section.
   b. Refer to the “Contacts” section of this guide for the detailed process steps to add contacts.
   c. Assign the “Responsible for Asset Registration Form Submittal” contact type to designate
      the persons that will receive asset registration-related email notifications.

2. Assign the asset registration application group roles
   a. Refer to the “Granting a person access to CAMS or another ISO application” section of
      this guide for the detailed process steps to add application access to a user.
   b. Assign asset registration roles as needed. Refer to the “Customer and Asset management
      System Application Group Roles” document for descriptions of the asset registration
      application group roles which include:
      i. External Asset Registration Approver
      ii. External Asset Registration Submitter
      iii. External Asset Registration Viewer

2.3.15.2 **View asset registration dashboard (Lead Participants and Owners)**

- Roles that can perform this task:
  - External Asset Registration Approver
  - External Asset Registration Submitter
  - External Asset Registration Viewer

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on “Asset Registration” in the top-level menu.
3. The display will default to the “Dashboard” screen consisting of two sections.
   a. The “My Tasks” section which displays registrations that are pending submission or
      pending approval.
   b. The “In Flight Registrations” section which displays registrations that are pending
      submission or pending approval, registration submittals pending actions to be performed
      by other participants or the ISO, or registrations that are approved by all parties but have
      not yet gone into effect.
   a. In both sections the “Asset ID” column contains an active link to asset information and
      “Registration ID” column contains an active link to registration details.
4. The “External Asset Registration Approver” role is able to view both the “My Tasks” and the “In Flight Registrations” sections.

5. The “External Asset Registration Submitter” role is able to view both the “My Tasks” for Pending Submission registrations and the “In Flight Registrations” sections.

6. The “External Asset Registration Viewer” role is able to view only the “In Flight Registrations” section.

2.3.15.3 Create and submit an asset registration (Lead Participants)

1. Roles that can perform this task:
   - External Asset Registration Approver
   - External Asset Registration Submitter

2. Launch the CAMS interface. See the “Accessing CAMS” section.

3. Click on “Asset Registration” in the top-level menu.

4. The display will default to the “Dashboard” screen.

5. Click on “Asset Search”.

6. Enter the asset ID, name, asset type, asset status, the company relationship to the asset (LP or owner), or a combination of these filters.

7. Enter an as-of date if the desired search is for a date other than the current day.

8. Click “Search”.

9. Click the active link in the “Asset ID” column that corresponds with the asset to be processed.
9. The “Asset Information” screen displays consisting of two sections, the “Entitlement” section and the “Registration History” section.
   a. The “Entitlement” section displays the current percentage of ownership share for the asset.
   b. The “Registration History” section displays the ownership history for the asset.
10. Click on “Create Registration”.

11. The “Create Registration” screen displays.
12. In the “Effective Date” field type or select the effective date of the ownership transfer. This date must be at least two business days in the future and up to thirty days into the future.
13. Click the down arrow next to the “Customer” field to display the customer dropdown menu.
14. Select the market participant who will be receiving ownership share for the asset.
15. Click on “Add Customer”.
16. In the “New %” field enter the new ownership share percentage up to four decimal places.
17. Click on “Update” or click the enter key on your keyboard.
18. Repeat the “Add Customer” steps for additional owners of the asset.
19. If an incorrect customer has been selected click on “Remove Customer” to remove the customer from the registration.
20. Adjust existing customer ownership share in the “New %” field for customer with existing ownership share.
   a. If an existing customer will no longer be an owner of the asset enter zero.

21. The registration may now be submitted or saved for later submission.
   a. To immediately submit the registration check to see that the ownership share totals 100%, and then click on “Submit Registration”. A success message will be displayed. The registration status is set to pending submission and a registration ID number is assigned.
   b. To save the registration for later submittal click on the “Save Registration” button. A success message will be displayed. The registration status is set to pending submission and a registration ID number is assigned.
      i. The registration may be submitted after saving from the Update Registration screen. Click on the “Submit for Approvals” button, or
      ii. The registration may be submitted at a later time by searching for it from the Dashboard screen. Refer to the “Search for and view an asset registration” section to locate the registration after leaving the Update Registration screen. Click on the “Submit for Approvals” button to submit the registration.

22. When the registration has been submitted it is assigned the Pending Approval status until all ownership changes are approved by the affected owners.

23. If the lead participant user submitting the registration has the approver role the lead participant approval step is simultaneous with the submittal of the registration and no further steps are required of the lead participant.

24. Persons with the Responsible for Asset Registration Form Submittal contact type will be notified via email that an ownership share transfer has been submitted for their company.
IMPORTANT

Only one registration may be “In Flight” for an asset at any given time. To make the asset available for a new ownership transfer registration:

- In Flight Registrations in “Pending approval” status - the LP processes the cancellation in CAMS.
- In Flight Registrations in “Approved” status - the LP submits a request to customer service for the Asset and Registration Department to process a “Revert” action at least two business days prior to the effective date.

2.3.15.4 Search for and view an asset registration (Lead Participants and Owners)

Roles that can perform this task:
- External Asset Registration Approver
- External Asset Registration Submitter
- External Asset Registration Viewer

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on “Asset Registration” in the top-level menu.
3. The display will default to the “Dashboard” screen.
4. To locate an asset registration:
   - Approvers and Submitters may locate the registration in the “My Tasks” section. Click on the registration ID hotlink to access the registration that is pending submission, or
   - Approvers, Submitters, and Viewers may click on the ‘Registration Search” button to access the registration search screen.
     - Refine your search by entering an asset ID, asset name, asset type, registration ID, registration status, or an effective date range
     - Click the “Search” button to view registrations meeting the search criteria
     - Click on the registration ID hotlink to access the registration or
5. The asset registration ID hotlink will bring the Registration Details screen to view which consists of two sections:
   - The registration details section displays information specific to this asset registration
   - The entitlement section displays ownership share
   - Lead participants are able to see the asset ownership share for all owners
   - Owners will see only the ownership share assigned to their company

2.3.15.5 Approve submitted registration (Lead Participants and Owners)

- Roles that can perform this task:
  - External Asset Registration Approver

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on “Asset Registration” in the top-level menu.
3. The display will default to the “Dashboard” screen.
4. The “My Tasks” section will list asset registrations requiring approval.
5. Registrations requiring multiple approvals may be reviewed and approved by owners and the lead participant in any order. Approvals are not sequential.

6. Click on the asset registration ID hotlink to view the Registration Details screen.
   a. Lead participant actions:
      i. If the registration was submitted by a lead participant user with the submitter role a lead participant user with the External Asset Registration Approver role must approve the submitted registration by clicking on the “LP Approve” button. If the registration was submitted by an LP user with the approver role this step was completed when the registration was submitted.

An “LP Approval” dialog box will display when the approval decision is saved.
ii. Lead participants may also have ownership share. If the registration required the LP approval step above the ownership transfer listed in the entitlement section must also be approved by the LP user with the approver role. Click on the “Approve” button to approve the ownership transfer. An “AO Approval” dialog box will display when the approval decision is saved. If the registration was submitted by an LP user with the approver role this step was completed when the registration was submitted.

iii. The LP user may also choose to cancel the registration by clicking the “Cancel Registration” button. The “Cancel” button located at the bottom of the screen returns to the previous screen. It does not cancel the registration.

b. Asset owner actions:
   i. Click on the “Approve” button in the entitlement section to approve the ownership transfer.
   ii. Asset owners do not have the option to cancel the registration and must contact the lead participant directly to correct the registration.
   The contact information for the LP submitter is located in the Registration Detail section of the screen in the “Submitted By” box or “LP Approval By” box.
   iii. The “Cancel” button located at the bottom of the screen returns to the previous screen. It does not cancel the registration. Only the “Cancel registration” button viewed by the lead participant cancels a registration.
7. When all owner and lead participant approvals are complete the registration moves to the “Pending ISO Approval” state.
8. Persons with the Responsible for Asset registration Form Submittal contact type will be notified via email that all external approvals for the ownership share transfer have been submitted.

![Warning Icon]

**IMPORTANT**

- If all approvals are not performed at least two full business days prior to the effective date of the ownership transfer the asset registration will be rejected.

### 2.3.15.6 ISO Review

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on “Asset Registration” in the top-level menu.
3. The display will default to the “Dashboard” screen.
4. Registrations in the “Pending ISO review” status may be viewed on the dashboard in the “In Flight Registrations” section of the screen.
5. The ISO Asset and Registration Auditing department will review the registration and may approve or reject in the pending ISO review status.

6. If the registration has been approved but has not yet reached the effective date the ISO Asset Registration and Auditing Department may revert the registration. The Lead Participant must place a call or submit an issue to customer service to make the request up to two business days prior to the effective date. This action will remove the registration from the In Flight Registration section of the dashboard and the asset is made available to process a new registration.

7. Persons with the Responsible for Asset registration Form Submittal contact type will be notified via email of the ISO action taken on the registration.

2.3.16 Banking information

2.3.16.1 Contact type and banking role assignment

1. New applicants will be assigned the “Billing – Primary Contact” contact type and both the “External Banking Admin” and “External Banking Approver” application group roles during the application process.
   a. For most market participant applications, the primary contact provided in the New
Member Credit Application is used to assign the “Billing – Primary Contact” contact type and both the “External Banking Admin” and “External Banking Approver” application group roles in CAMS.

b. The market participant’s System Administrator can grant the “External Banking Approver” role if the market participant chooses to separate the role from the “External Banking Admin” role.

c. Some application types, such as the Data-Only member, must provide the contact via email to the billing department and the membership coordinator during the application process.

2. Active market participants may update the “Billing – Primary Contact” contact type in CAMS

a. Launch the CAMS interface. See the “Accessing CAMS” section.

b. Refer to the “Contacts” section of this guide for the detailed process steps to add contacts.

c. Assign the “Billing – Primary Contact” contact type to the individual that will be notified when new banking information has been submitted.
   
i. Only one primary billing contact is allowed. ii. To change the primary contact, select the existing contact first and click on the red “X” next to the existing contact.
   iii. The Primary Billing Contact Delete screen is displayed.
   iv. Select the new “Billing – Primary Contact” from the Person drop down by clicking the down arrow.
   v. Enter an email override, if applicable. Refer to the add “Contacts” information section of this guide for details about the optional “Email (overrides default email) field. vi. Click submit to replace the existing “Billing – Primary Contact” with the new contact.

d. The person(s) assigned the “Billing – Primary Contact” contact type or the “External Banking Admin” application group role will receive automated banking-related email notifications from CAMS.

3. The Security Administrator must assign the banking application group roles

a. Refer to the Granting a person access to CAMS or another ISO application section of this guide for the steps to add application access to a user.

b. Assign banking roles as needed.
   
i. External Banking Admin (only one person may have this role assigned)
   ii. External Banking Viewer
   iii. External Banking Approver

IMPORTANT

❖ Banking information must be maintained directly in CAMS by the person assigned the External Banking Admin application group role.
- ISO personnel cannot process banking changes submitted via email, phone, or fax and do not have access to maintain banking data on behalf of customers.

2.3.16.2 View the Banking tab

Roles that can perform this task:
- External Banking Admin
- External Banking Viewer
- External Banking Approver

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on the “Banking” tab in the side menu.
3. The Customer Banking Listing screen is displayed containing two sections, the Current Details section and the History Details section.

4. The External Banking Viewer role may view the details in each section by clicking on the magnifying glass icon. The bank account number will be partially masked.

5. The External Banking Admin and the External Banking Approver roles may view the details in each section by clicking on the magnifying glass icon. The bank account number will be fully displayed.
2.3.16.3 Submit new banking information

- Roles that can perform this task:
  - External Banking Admin

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on the “Banking” tab in the side menu.
3. The Customer Banking Listing screen is displayed.
4. To add new banking information the person assigned the External Banking Admin role clicks the “Add” button.

5. The Customer Banking Insert screen is displayed.
6. The External Banking Admin must provide the data identified with a red asterisk.
   a. The effective date must be in the future. Effective dates must be a minimum of two business days in the future or a maximum of ten business days in the future.
   b. The Wire ABA Routing Number is a numeric field and must be nine digits.
   c. The Wire Account Number is an alpha numeric field with a minimum of four digits and a maximum of thirty-four digits with no special characters or spaces.
   d. The Additional Transfer Instruction field is optional with a maximum of three hundred characters.
   e. The ACH ABA Routing Number is a numeric field and must be nine digits. If unable to accept ACH due to bank account requiring additional transfer instructions, must use all nines for ABA number.
   f. The ACH Account Number is an alpha numeric field with a minimum of four digits and a maximum of thirty-four digits with no special characters or spaces. If unable to accept ACH due to bank account requiring additional transfer instructions, must use all nines for Account number.
   g. The Comments field is optional.

Please Note: ISO Billing Department requires both Wire and ACH information. However, if you do NOT have ACH, please enter 999999999 for the ACH ABA and ACH Account Numbers.

7. When the required banking information has been provided click “Save.”
8. A success message is displayed or an error message with details is provided.
9. A successful banking information submittal moves to the “Pending Customer Review” status.

2.3.16.4 Approving banking information

- Roles that can perform this task:
  - External Banking Approver

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on the “Banking” tab in the side menu.
3. The Customer Banking Listing screen is displayed.
4. The External Banking Approver will see the option to accept or reject the submitted changes.
   a. To Reject the banking information – click the ✗ button
      i. Select Ok to confirm you want to reject the banking change.
      ii. Enter a comment for the rejected banking information and click submit.
      iii. Banking information will be available for the External Banking Admin to make the required changes and resubmit.
   b. To Approve Banking information – click the ✓ button
      i. Select Ok to confirm you want to approve the banking change.
      ii. Enter a comment (optional) and click submit.
      iii. Banking Information will be sent to ISO for approval.
5. An automated email notification is sent from CAMS to the person assigned the “Billing – Primary Contact” contact type that new banking information has been submitted.

6. A success message is displayed or an error message with details is provided.

7. A successful banking information submittal moves to the “Pending ISO Review” status.

2.3.16.5 ISO review

1. The ISO may approve or reject banking information submittals in the “Pending ISO review” status.
2. Changes that are approved become effective as of the submitted effective date and an automated email notification is sent to the person assigned the External Banking Admin role.
3. Changes that are rejected are moved to the ‘Pending Customer Action” status and an automated email notification is sent to the person assigned the External Banking Admin role.
   a. The person assigned the External Banking Admin must access CAMS to edit the banking information and resubmit.
   b. The effective date field is not editable.
   c. The reason for the rejection will display in the Comments field.
**IMPORTANT**

- If the banking information is not resubmitted by the two business day minimum before the effective date the banking submission moves to the “Terminated” status and a new banking information submittal must be generated.
2.4 Manage your company’s Affiliates Information

This section applies to the following CAMS roles:

✓ External Customer Maintainer
✓ External Customer Viewer

This section covers the following topics:

- Overview of affiliates (page 114)
- Summary of the affiliate process (page 115)
- Search for and view a company relationship revision (page 115)
- View company relationship revision (page 1206)
- View a pending company relationship (page 118)
- View a corporate family (page 119)
- View a company path detail (page 119)

2.4.1 Overview of affiliates

  - NEPOOL’s determination of participant voting responsibilities
  - Determination of financial assurance
  - Day-Ahead Net Commitment Period Compensation (NCPC) settlements
  - ISO New England code of conduct compliance

- Section 1.3.5 of the Transmission, Markets and Services Tariff (Tariff) requires each Market Participant to:
  - Regularly review its corporate family on an ongoing basis
  - Promptly update CAMS with any additions, expirations, and/or corrections to the corporate family

- Affiliates reporting will support the following functions:
  - The FAP:
    - Limits the amount of unsecured credit extended to participants and their affiliates
    - Places restrictions on the provision of letters of credit from a bank that is an affiliate
      - Market Rule 1 allocates NCPC using affiliate information
      - Code of conduct provisions prohibit the ISO directors, officers, employees and their spouses from having a financial interest in a Market Participant or its affiliates
• Participants Agreement governance arrangements entitle participants and their related persons to join only one sector and have only one vote on each principal committee

• Roles that can access this information:
  o External Customer Maintainer - Allows viewing capabilities
  o External Customer Viewer - Allows viewing capabilities

2.4.2 Summary of the affiliate process

• An applicant or existing participant provides affiliate information to the ISO Membership Coordinator (MC)
• MC will review a current participant’s CAMS corporate family or an applicant’s affiliate submission as well as external sources, if available (i.e. customer’s website, Hoover’s Dun and Bradstreet) for the direct affiliates in identifying the corporate family tree
• In the case of an existing participant the new affiliate information is compared to the current corporate family. MC reviews the information and requests additional information from the customer when necessary
• Once a relationship change is approved by MC, the status changes to “Customer Review” until the approval date is reached and can be viewed on the Pending Relationships tab
• Additional changes to the corporate family must be submitted as a separate request

2.4.3 Search for and view a company relationship revision

□ Roles that can perform this task:
  o External Customer Maintainer
  o External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS” section
2. Click on the “Relationships” tab in the top-level menu
3. The “Company Relationship Revision Search” screen displays:
4. Select the “Revision Status” option (Approved, Customer Review, Duplicate, ISO Review, Supereceded, or Rejected) from the drop-down menu and click “Search”:

The “Company Relationship Revision Search Results” screen displays:
2.4.4 **View company relationship revision information**

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS” section
2. Click on the “Relationships” tab in the top-level menu
3. The “Company Relationship Revision Search” screen displays:

4. Select the “Revision Status” option from the drop-down menu and click “Search”.
5. The “Company Relationship Revision Search Results” screen displays:

6. To view the details of the revision, click on the information icon in the “Actions” column.
7. The “Company Relationship Revision Detail” screen displays:

**IMPORTANT**

- The “Approval Date” is the As of Date needed to view the corporate family in its revised state.
### 2.4.5 View a pending company relationship

- **Roles that can perform this task:**
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”.
2. Click on the “Company” tab in the top-level menu.
3. Click on the “Pending Relationships” tab in the second-level menu.
4. The “Company Relationships” screen displays:

![Pending Relationships Screen](image)

### 2.4.6 View a corporate family

- **Roles that can perform this task:**
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS”.
2. Click on the “Corporate Family” tab in the second-level menu.
3. The “Corporate Family View” screen displays:
2.4.7 **View a company path detail**

- Roles that can perform this task:
  - External Customer Maintainer
  - External Customer Viewer

1. Launch the CAMS interface. See the “Accessing CAMS” section.
2. Click on the “Corporate Family” tab in the second-level menu.
3. The “Corporate Family View” screen displays.

4. Click on “View Path” in the “Actions” column to determine how a company is related to the Corporate Family.

5. The “Corporate Family View Path” screen displays:
2.5 Manage your company's minimum eligibility criteria information

This section applies to the following CAMS roles:

✓ External MEC Maintainer
✓ External MEC Viewer

This section covers the following topics:

✧ Overview of minimum eligibility criteria (page 119)
✧ Add minimum eligibility criteria information (page 119)
✧ View minimum eligibility criteria information (page 123-129)

2.5.1 Overview of minimum eligibility criteria

• CAMS provides customers with the functionality to upload Minimum Eligibility Criteria (MEC) documentation.
• Effective February 29, 2012, customers are required to submit the following documentation to ISO New England via CAMS:
  ○ Communications and Risk Management Officer’s Certificate
  ○ Information Disclosure

2.5.2 Add minimum eligibility criteria information

☐ Role that can perform this task:
  ♦ External MEC Maintainer

1. Launch the CAMS interface. See the “Accessing CAMS”

2. The Customer “Basic” information screen displays:
3. Click on the “Minimum Eligibility Criteria” tab in the second-level menu.

4. The “Current Submittal” and “Submittal History” screen displays:
5. Click on the “Add New Eligibility Document” button.

6. The “Add Minimum Eligibility Criteria” screen displays:

7. Select the “Information type”, browse through the document that needs to be submitted and click on “Submit New Eligibility Document” button to upload new MEC documentation.
IMPORTANT

- Information Type section is the type of document that is uploaded.
- Only the following file-type extensions are allowed to be attached as supporting documents: .doc .docx .xls .xlsx .zip .zipx .pdf
- To upload multiple documents of the same information type, zip the documents into a single file.
- The Year defaults to the current year.

8. A confirmation message displays when the Minimum Eligibility Criteria is created successfully:
2.5.3 **View minimum eligibility criteria information**

- Roles that can perform this task: 
  - External MEC Maintainer

1. Launch the CAMS interface. See the "Accessing CAMS"
2. Click on the “Company” tab in the top-level menu.
3. Click on the “Minimum Eligibility Criteria” tab in the second-level menu.
4. The “Minimum Eligibility Criteria Listing” screen displays:

5. Click on hyperlink under the Document column to view the documents.

### 3 CAMS Roles

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**IMPORTANT**

- The current year’s submittals are displayed under the Current Submittal section.
- All documents for each year are seen under the Submittal History section.
- The Information Type column displays the most recent document for each Information Type.
- The Submitted Date column displays the most recent document for each Submitted Date.
3.1 Security Administrator

- A Security Administrator (SA) is a person authorized by your company to manage users in CAMS. The SA is responsible for creating users in CAMS, granting users access rights to ISO New England’s Standard Market Design (SMD) Applications, and managing committee assignments, contacts, file shares and MIS accounts.
  - For additional information, see the following sections in this user guide:
    - “Get Started”
    - “Manage your company’s persons”
    - “Issue a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)
    - “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)
  - A company must have at least one SA to use CAMS.
- Designation of an SA is normally completed as part of a company’s membership application process to ISO New England.
- If your company does not have an SA—or would like to designate another SA, complete, notarize and return the ISO New England Security Administrator Signatory Page located on the ISO website at: http://www.iso-ne.com/static-assets/documents/support/custsvc/forms/iso_ne_security_admin_sig_page.pdf. The form must be signed by a company officer and notarized. Incomplete forms will not be processed. The original form, including notary stamp or seal, must be mailed to the following address:
  - Customer Support
  - ISO New England
  - One Sullivan Rd
  - Holyoke, MA 01040

3.2 External Customer Maintainer

- An External Customer Maintainer has read/write access to your company’s general information stored in CAMS.
- For companies that are a Demand Designated Entity (DDE), the External Customer Maintainer manages the RTU-to-Demand Resource mappings.
- This role does not have access to any “persons” information.
  - For additional information see the following sections in this user guide:
    - “Get Started”
    - “Manage your company’s information”
    - DDE companies only: “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
• “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) □ A company may have multiple External Customer Maintainers.
• Only a Security Administrator may assign the External Customer Maintainer role to a person.

### 3.3 External Customer Viewer

• An External Customer Viewer has read-only access to the company’s general information stored in CAMS. This role does not have access to any “persons” information.
  o For additional information see the following sections in this user guide:
    ▪ “Get Started”
    ▪ “Manage your company’s information”
    ▪ DDE Companies only: “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
    ▪ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) □ A company may have multiple External Customer Maintainers.
  • Only a Security Administrator may assign the External Customer Maintainer role to a person.

### 3.4 External Person Maintainer

• An External Person Maintainer has read and write access to the company’s Persons section in CAMS.
  • An External Person Maintainer can update existing person information, but cannot add a person to the CAMS database or grant access or roles to existing persons in the database. Only a Security Administrator can add persons and grant persons access to ISO applications.  o For additional information see the following sections in this user guide:
    ▪ “Get Started”
    ▪ “Manage your company’s persons”
    ▪ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) □ A company may have multiple External Person Maintainers.
  • Only a Security Administrator may assign the External Person Maintainer role to a person.

### 3.5 External Person Viewer

• An External Person Viewer has read-only access to the company’s Persons section in CAMS.
  o For additional information see the following sections in this user guide:
    ▪ “Get Started”
• “Manage your company’s persons”
• “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  A company may have multiple External Person Viewers.
• Only a Security Administrator may assign the External Person Viewer role to a person.

### 3.6 External Resource Maintainer

• An External Resource Maintainer is responsible for managing the company’s Demand Resource information and resource mappings.  For additional information see the following section in this user guide:
  ▪ “Get Started”
  ▪ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
  ▪ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  A company may have multiple External Resource Maintainers.
• Only a Security Administrator may assign the External Resource Maintainer role to a person.

### 3.7 External Resource Viewer

• An External Resource Viewer has read-only access to the company’s Demand Resource information in CAMS.
  For additional information see the following sections in this user guide:
  ▪ “Get Started”
  ▪ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
  ▪ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  A company may have multiple External Resource Viewers.
• Only a Security Administrator may assign the External Resource Viewer role to a person.

### 3.8 External Demand Asset Maintainer

• An External Demand Asset Maintainer is responsible for managing the company’s Demand Assets in CAMS, including:
  ◦ enrolling measures
  ◦ maintaining measure information
  ◦ creating and maintaining asset information
  ◦ mapping assets to resources
• For additional information see the following sections in this user guide:
• A company may have multiple External Demand Asset Maintainers.
• Only a Security Administrator may assign the External Demand Asset Maintainer role to a person.

### 3.9 External Demand Asset Viewer

• An External Demand Asset Viewer has read-only access to the company’s Demand Asset information.
  
  o For additional information see the following section in this user guide:
    - “Get Started”
    - “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
    - “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) □ A company may have multiple External Demand Asset Viewers.
  
  • Only a Security Administrator may assign the External Demand Asset Viewer role to a person.

### 3.10 External Host Participant Viewer

• An External Host Participant Viewer has read-only access to information and mappings for all Demand Assets that have been registered within the Host Participant’s metering domain. □ See the following section in this user guide:
  
  - “Get Started”
  - “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
  - “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) □ A company may have multiple External Host Participant Viewers.
  
  • Only a Security Administrator may assign the External Host Participant Viewer role to a person.

### 3.11 External Meter Reader Viewer

• An External Meter Reader Viewer has read-only access to information and mappings for Demand Assets assigned to the company.
  
  o The role grants the user access to CAMS metering information for Demand Assets to which the company has been assigned.
• This role should not be confused with the “LRP Meter Reader” contact type, which provides the user with email correspondence, notifications, and service notes about any Demand Assets that are assigned to the company.
  ○ For additional information see the following section in this user guide:
    ▪ “Get Started”
    ▪ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)
    ▪ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) □ A company may have multiple External Meter Reader Viewers.

• Only a Security Administrator may assign the External Meter Reader Viewer role to a person.

3.12 External MEC Maintainer

• An External Minimum Eligibility Criteria (MEC) Maintainer has read and write access to their company’s Minimum Eligibility Criteria information stored in CAMS. ○ For additional information see the following sections in this user guide:
  ▪ “Overview of Minimum Eligibility Criteria”
  ▪ “Add minimum eligibility criteria information” ▪ “View minimum eligibility criteria information” □ A company may have multiple External MEC Maintainers.

• Only a Security Administrator may assign the External Minimum Eligibility Criteria Maintainer role to a person.

3.13 External MEC Viewer

• An External Minimum Eligibility Criteria (MEC) Viewer has read-only access to the Minimum Eligibility Criteria information stored in CAMS. ○ For additional information see the following sections in this user guide:
  ▪ “Overview of Minimum Eligibility Criteria”
  ▪ “Add minimum eligibility criteria information” ▪ “View minimum eligibility criteria information” □ A company may have multiple External MEC Viewers.

• Only a Security Administrator may assign the External Minimum Eligibility Criteria Viewer role to a person.

4 Customer Support
4.1 By Internet

http://www.iso-ne.com/support/index.html

4.2 By Telephone

During Regular Business Hours, Monday through Friday:
8:00 A.M. to 5:00 P.M. Eastern Time:
(413) 540-4220

Days of Operation
The Customer Support Hotline is NOT staffed on the following days:

- New Year's Day
- Martin Luther King Day
- Presidents’ Day
- Memorial Day
- Independence Day □ Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Afternoon (12:00 P.M. to 5:00 P.M.)
- Christmas Day

For emergency inquiries by pager: (877) 226-4814
4.3 By Email

custserv@iso-ne.com

4.4 By Fax

(413) 535-4156

4.5 Ask ISO Manager

Ask ISO is available to anyone that wants to submit an inquiry or information to ISO New England. The Ask ISO Manager role is managed in CAMS and is granted access to users by their company security administrator. This role allows the user to view all cases for all users within their organization. Ask ISO can be accessed by clicking the link on the ISO New England Customer Support landing page or for those with active digital certificates via a link at the left of the SMD homepage.

See “Granting a person access to CAMS or another ISO application”
4.6 NEPOOL Membership Questions

On the web:
http://www.iso-ne.com/participate/support/faq/membership

Inquiries related to NEPOOL membership may be directed to: membershipcoordinator@iso-ne.com.

4.7 Financial Assurance Questions

Financial Assurance margin call (80%, 90%, 100% Notices) inquiries may be directed to:
(413) 540-4400
4.8 Membership Application Process

ISO New England receives membership application

Initial application review

Applicant supplies missing information

Is the application complete?

NO

Advise applicant on missing information

YES

Credit Review

Credit approved?

YES

Membership Committee NEPOOL review

NEPOOL pre-approval granted?

YES

Agreements executed?

YES

Does the applicant have credit approval, executed agreements, and NEPOOL approval?

YES

Activate customer

Agreements:
- NEPOOL Conditions and Use
- Market Participant Service Agreement
- Indemnification Agreement
5 Links

5.1 ISO New England Security Administrator Signatory Page
http://www.iso-ne.com/index.html

5.2 ISO New England Training Page
http://www.iso-ne.com/support/training/index.html

5.3 ISO New England FAQ Page
http://www.iso-ne.com/support/faq/index.html

5.4 SMD Site for ISO Applications
https://smd.iso-ne.com/

5.5 SMD Site for ISO Sandbox Applications
https://sandboxsmd.iso-ne.com/

5.6 ISO New England Glossary and Acronyms
http://www.iso-ne.com/participate/support/glossary-acronyms
6 Reference Tables

These reference tables are updated periodically as the content in the User Guide changes and a new version is published. A table of the applications and groups, along with role descriptions, is published on the ISO New England website (www.iso-ne.com) under Participate > Support > User Guides. The document is titled “Customer Asset Management System Application Group Roles.”

6.1 Table 1: CAMS Roles and Permissions

<table>
<thead>
<tr>
<th>CAMS Role</th>
<th>Activities Allowed</th>
<th>Pertinent Sections in User Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Administrator</td>
<td>- Create users and assign roles in CAMS and in other ISO New England applications</td>
<td>□ “Manage your company’s persons” (page 14)</td>
</tr>
<tr>
<td></td>
<td>- Issue, re-issue, renew and reject digital certificates</td>
<td>□ “Retrieving your company’s person detail report” (page 38)</td>
</tr>
<tr>
<td></td>
<td>- Enter and maintain company’s person information</td>
<td>□ “Issue a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ “Get started” (page 9)</td>
</tr>
<tr>
<td>External Customer Maintainer</td>
<td>- Enter and maintain company and Affiliate information</td>
<td>□ “Manage your Company’s Information” (page 40)</td>
</tr>
<tr>
<td></td>
<td>- Map Demand Resource to RTU (DDE companies only)</td>
<td>□ “Subaccount information” (page 84)</td>
</tr>
<tr>
<td></td>
<td>- Add and manage subaccount information and entity mappings</td>
<td>□ “Manage your company’s Affiliates Information” (page 117)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>□ “Get started” (page 9)</td>
</tr>
<tr>
<td>CAMS Role</td>
<td>Activities Allowed</td>
<td>Pertinent Sections in User Guide</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>External Customer Viewer</td>
<td>☐ View only access to company and Affiliate information</td>
<td>☐ “Manage your Company’s Information” (page 40)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ “Get started” (page 9)</td>
</tr>
</tbody>
</table>
| External Person Maintainer | • Enter and maintain company’s person information  
• Can NOT add a person  
• Can NOT assign user roles or perform any digital certificate functions | ☐ “Manage your company’s persons” (page 14)                                                                                                                  |
|                         |                                                                                  | ☐ “Retrieving your company’s person detail report” (page 38)                                                                                              |
|                         |                                                                                  | ☐ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)       |
|                         |                                                                                  | ☐ “Get started” (page 9)                                                                                                                                  |
| External Person Viewer | ☐ Read-only access to person information                                           | ☐ “Manage your company’s persons” (page 14)                                                                                                                  |
|                         |                                                                                  | ☐ “Retrieving your company’s person detail report” (page 38)                                                                                              |
|                         |                                                                                  | ☐ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)       |
|                         |                                                                                  | ☐ “Get started” (page 9)                                                                                                                                  |
| External Resource Maintainer | • Map Demand Resources  
• View Demand Resource information          | ☐ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Asset and Resource Maintenance)                                              |
<p>|                         |                                                                                  | ☐ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)       |
|                         |                                                                                  | ☐ “Get started” (page 9)                                                                                                                                  |</p>
<table>
<thead>
<tr>
<th>CAMS Role</th>
<th>Activities Allowed</th>
<th>Pertinent Sections in User Guide</th>
</tr>
</thead>
</table>
| External Demand Asset Maintainer | □ Read-only access to Demand Resource mappings and information                      | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
|                           | ▪ Map Demand Resources                                                             | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
|                           | ▪ Enroll and Map Demand Assets                                                    | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
|                           | ▪ View Demand Resource information                                                | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
|                           | ▪ View Demand Asset information                                                   | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
| External Demand Asset Viewer          | □ Read-only access to Demand Asset and Demand Resource mappings and information | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
| External Host Participant Viewer                  | □ Read-only access to Demand Asset mappings and information for all assets in the Host Participant’s territory | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)  
□ “Get started” (page 9) |
| External Meter Reader Viewer             | □ Read-only access to Demand Asset mappings and information for all assets assigned to the company | □ “Manage your Demand Resources and Demand Assets” (see the CAMS User Guide for Demand Asset and Demand Resource Maintenance)  
□ “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA) |
### External MEC Maintainer
- **Activities Allowed**: Enter and maintain Minimum Eligibility Criteria
- **Pertinent Sections in User Guide**
  - “Get started” (page 9)
  - “Overview of minimum eligibility criteria” (page 125)
  - “Add minimum eligibility criteria information” (page 125)
  - “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)
  - “Get started” (page 9)

### External MEC Viewer
- **Activities Allowed**: Read-only access to Minimum Eligibility Criteria
- **Pertinent Sections in User Guide**
  - “Overview of minimum eligibility criteria” (page 125)
  - “Add minimum eligibility criteria information” (page 125)
  - “Install a digital certificate” (see the CAMS User Guide for Digital Certificates which is available by contacting ISO-NE Customer Support or your SA)
  - “Get started” (page 9)

### Table 2: ISO Applications and Groups

<table>
<thead>
<tr>
<th>Application or Group</th>
<th>Description</th>
<th>For details on available roles and URLs see:</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England Badge Access</td>
<td>Badge access to the ISO New England facility in Holyoke, MA is limited to those individuals identified in CAMS as voting members and alternates of the following NEPOOL committees: Participants Committee, Markets Committee, Reliability Committee, and Transmission Committee.</td>
<td>N/A</td>
</tr>
<tr>
<td>Customer and Asset Management System</td>
<td>The Customer and Asset Management System (CAMS) is ISO New England’s system of record for asset and customer data, the management of customer file share and application access.</td>
<td>Table 1: CAMS Roles and Permissions</td>
</tr>
</tbody>
</table>
The Control Room Operations Window (CROW) Outage Scheduler is used by Local Control Centers (LCC) to submit transmission outage requests and by Transmission Owners to view the transmission outages that impact their equipment.

The Enhanced Energy Scheduling (EES) application is used to submit External Transactions to the Day-Ahead Energy Market and Real-Time Energy Market.

Financial Transmission Rights (eFTR) application is used to participate in the Financial Transmission Rights (FTR) Market and view FTR Auction results.

<table>
<thead>
<tr>
<th>Application or Group</th>
<th>Description</th>
<th>For details on available roles and URLs see:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bids &amp; Offers</td>
<td>The Bids &amp; Offers (eMarket) application is used to submit bids and offers to the Day-Ahead Energy Market and Real-Time Energy Markets.</td>
<td>Table 7: Bids and Offers (eMarket) Roles</td>
</tr>
<tr>
<td>Financial Assurance Management</td>
<td>The Financial Assurance Management (FAM) application maintains each customer's financial position, including requirements for financial assurance and market obligations.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td>Forward Capacity Auction</td>
<td>The Forward Capacity Auction application is for Lead Participants of qualified capacity resources to participate in the Forward Capacity Auction (FCA) for specific Capacity Commitment Periods.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td>Forward Capacity Market CSO Bilateral Contracts</td>
<td>Forward Capacity Market CSO Bilateral Contracts application is for Lead Participants of qualified capacity resources to transfer or acquire Capacity Supply Obligation for specific Forward Capacity Market (FCM) Capacity Commitment Periods.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td>Forward Capacity Market Reconfiguration Auction</td>
<td>Forward Capacity Market Reconfiguration Auction application is for Lead Participants with resources having qualified MW in the Forward Capacity Auction (FCA) for specific Capacity Commitment Periods to participate in the Forward Capacity Market Reconfiguration Auctions.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td>Application or Group</td>
<td>Description</td>
<td>For details on available roles and URLs see:</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td><strong>Forward Capacity Tracking System</strong></td>
<td>The Forward Capacity Tracking System is for Participants to manage resource data related to the Forward Capacity Market (FCM).</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td><strong>Supplemental Availability Designation</strong></td>
<td>The Supplemental Availability Designation user interface is for Lead Participants to designate resources as Supplemental Capacity Resources in the Forward Capacity Market.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td><strong>PowerGADS</strong></td>
<td>The Generating Availability Data System (GADS) is used to submit Generation Resource GADS data following North American Electric Reliability Council (NERC) submission formats.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td><strong>Satellite Information</strong></td>
<td>Read-only access for Local Control Centers to view restricted Satellite Information on the ISO-NE website.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td><strong>Local Control Center Content Management System (LCC CMS)</strong></td>
<td>Local Control Center access to upload Satellite information to the ISO-NE website.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td><strong>Transmission System Information</strong></td>
<td>Read access allows individuals with a valid digital certificate to view system diagrams classified as Critical Energy Infrastructure Information.</td>
<td>Table 11: Other Application Roles</td>
</tr>
<tr>
<td><strong>Settlement Market System (SMS) applications include:</strong> — <strong>Internal Transactions</strong> — Submit Meter Reading — Submit Peak Contribution — Submit Network Load — Forward Reserve Market Auction — Forward Reserve Assignment</td>
<td>Each of these unique applications is used to submit data for the settlement of various markets.</td>
<td>Table 8: Settlement Market System (SMS) Applications and Roles</td>
</tr>
</tbody>
</table>
### Demand Resource Market User Interface
The Demand Resource Market User Interface (DR MUI) is used to submit availability and telemetry data for Demand Resources in the Forward Capacity Market.

### DR Audit and Testing Tool
The DR Audit and Testing Tool is used for the submittal, scheduling, and maintenance of Demand Resource seasonal audits.

### NX Application
The NX Application (NX9 & NX-12D) is a web-based application that supports the processes associated with the administration and maintenance of the NX-9 and NX12D forms.

### Ask ISO
Ask ISO is a user interface used to submit questions, requests and information to ISO New England, (all classified as “Cases” in Ask ISO) directly to Customer Support.

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD Applications Home Page <a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>CROW LCC Role</td>
<td>View All</td>
<td>Read access for LCC to view all the long term transmission outage request data in CROW.</td>
</tr>
<tr>
<td>CROW LCC Role</td>
<td>Access Using Web Services</td>
<td></td>
<td>Read/write access for LCC to use web services to upload transmission outage requests to CROW. User must also have been granted the role of View All or View All Sub LCC and have a valid digital certificate.</td>
</tr>
<tr>
<td>CROW LCC Role</td>
<td>View All Sub LCC</td>
<td></td>
<td>Read/write access for LCC allows user to submit and view all transmission outage requests in CROW.</td>
</tr>
<tr>
<td>CROW Participant Role</td>
<td>View Only</td>
<td></td>
<td>Read-only access for Transmission Operator to view the transmission outages in the CROW Outage Scheduler that impact their equipment.</td>
</tr>
<tr>
<td>CROW Participant Role</td>
<td>View Sub Only</td>
<td></td>
<td>Read/write access for Transmission Operator to submit and view the transmission outage data in CROW that impacts their equipment.</td>
</tr>
<tr>
<td>ISO New England SMD Applications Sandbox Home Page: <a href="https://sandboxsmd.iso-ne.com/">https://sandboxsmd.iso-ne.com/</a></td>
<td>CROW Participant Role</td>
<td>Access Using Web Services</td>
<td>Read/write access for Transmission Operator to use web services to upload transmission outage requests to CROW. User must also have the role of View All or View Sub Only and have a valid digital certificate.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>CROW Gen User Role View Only</td>
<td>CROW Gen User Role</td>
<td>View Only</td>
<td>Read-only access for Lead Market Participant to view the generation outages that impact their equipment in the CROW Outage Scheduler application.</td>
</tr>
<tr>
<td>CROW Gen User Role View Submit Only</td>
<td>CROW Gen User Role</td>
<td>View Submit Only</td>
<td>Read/write access for Lead Market Participant to submit and view the generation outages that impact their equipment in the CROW Outage Scheduler application.</td>
</tr>
<tr>
<td>CROW Gen User Role Access Using Web Services</td>
<td>CROW Gen User Role</td>
<td>Access Using Web Services</td>
<td>Read/write access for Lead Market Participant to use web services to upload generation outage requests to the CROW Outage Scheduler application. User must also have the role of View All or View Submit Only and have a valid digital certificate.</td>
</tr>
<tr>
<td>Web Location</td>
<td>Application Group</td>
<td>Role</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------</td>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CROW Gen User Role</td>
<td>View Only</td>
<td>Read-only access for Lead Market Participant to view the generation outages in the CROW Outage Scheduler Sandbox application without having any operations or settlement implications.</td>
<td></td>
</tr>
<tr>
<td>SBOX</td>
<td>View Submit Only</td>
<td>Read/write access for Lead Market Participant to submit and view the generation outages in the CROW Outage Scheduler Sandbox application without having any operations or settlement implications.</td>
<td></td>
</tr>
<tr>
<td>CROW Gen User Role</td>
<td>Access Using Web Services</td>
<td>Read/write access for Lead Market Participant to use web services to upload generation outage requests to the CROW Outage Scheduler Sandbox application. User must also have the role of View All or View Submit Only and have a valid digital certificate.</td>
<td></td>
</tr>
<tr>
<td>SBOX</td>
<td>View All Sub LCC</td>
<td>Read/write access for LCC to submit and view all transmission outages to the CROW Sandbox application without having any operations or settlement implications.</td>
<td></td>
</tr>
<tr>
<td>CROW LCC Role</td>
<td>View All</td>
<td>Read access for LCC to view all transmission outage request data in the CROW Sandbox application without having any operations or settlement implications.</td>
<td></td>
</tr>
<tr>
<td>Sbox</td>
<td>View Only</td>
<td>Read-only access for Transmission Operator to view the transmission outages in the CROW Sandbox application that impact their equipment without any operational or settlement implications.</td>
<td></td>
</tr>
<tr>
<td>CROW Participant Role</td>
<td>View Sub Only</td>
<td>Read/write access for Transmission Operator to submit or view transmission outage request data in the CROW Sandbox application without any operational or settlement implications.</td>
<td></td>
</tr>
<tr>
<td>CROW Participant Role Sbox</td>
<td>Access Using Web Services</td>
<td>Read/write access for Transmission Operator to use web services to upload transmission outage requests to the CROW Outage Scheduler Sandbox application. User must also have the role of View All or View Sub Only and have a valid digital certificate.</td>
<td></td>
</tr>
</tbody>
</table>
### 6.4 Table 4: Demand Resource Market User Interface Roles

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD Applications Home Page <a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>Demand Response MUI</td>
<td>DDE Read Write Role</td>
<td>Read/write access to the DR MUI for Demand Designated Entity (DDE) user to submit and query data for their Demand Resources.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DDE Read Only Role</td>
<td>Read-only access to the DR MUI for DDE user to query data for their Demand Resources.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Meter Reader Read Write</td>
<td>Read/write access to the DR MUI for Meter Reader to submit telemetry corrections for their Demand Resources.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Meter Reader Read Only</td>
<td>Read-only access to the DR MUI for Meter Reader to query asset telemetry for their Demand Resources.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DR Lead Participant Read Write</td>
<td>Read/write access to the DR MUI for Lead Participant user to submit and query data for their Demand Resources.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DR Lead Participant Read Only</td>
<td>Read-only access to the DR MUI for Lead Participant user to query data for their Demand Resources.</td>
</tr>
<tr>
<td>ISO New England SMD Applications Sandbox Home Page: <a href="https://sandboxsmd.iso-ne.com/">https://sandboxsmd.iso-ne.com/</a></td>
<td>SandBox Demand Response MUI</td>
<td>DDE Read Write Role</td>
<td>Read/write access to the Sandbox DR MUI for Demand Designated Entity (DDE) user to submit and query data for their Demand Resources without any settlement implications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DDE Read Only Role</td>
<td>Read-only access to the Sandbox DR MUI for Demand Designated Entity (DDE) user to query data for their Demand Resources without any settlement implications.</td>
</tr>
<tr>
<td>Web Location</td>
<td>Application Group</td>
<td>Role</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------------------------</td>
<td>--------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Meter Reader Read Write</td>
<td></td>
<td></td>
<td>Read/write access to the Sandbox DR MUI for Meter Reader to submit telemetry corrections for their Demand Resources without any settlement implications.</td>
</tr>
<tr>
<td>Meter Reader Read Only</td>
<td></td>
<td></td>
<td>Read-only access to the Sandbox DR MUI for Meter Reader to query asset telemetry for their Demand Resources without any settlement implications.</td>
</tr>
<tr>
<td>DR Lead Participant Read Write</td>
<td></td>
<td></td>
<td>Read/write access to the Sandbox DR MUI for Lead Participant user to submit and query data for their Demand Resources without any settlement implications.</td>
</tr>
<tr>
<td>DR Lead Participant Read Only</td>
<td></td>
<td></td>
<td>Read-only access to the Sandbox DR MUI for Lead Participant user to query data for their Demand Resources without any settlement implications.</td>
</tr>
</tbody>
</table>

### 6.5 Table 5: Enhanced Energy Scheduling Roles

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD Applications Home Page</td>
<td>EES</td>
<td>Read/Write</td>
<td>Read/write access to the EES application allows user to submit and modify their company’s External Transactions.</td>
</tr>
<tr>
<td><a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td></td>
<td>Read Only</td>
<td>Read-only access to the EES application for user to view their company’s External Transactions.</td>
</tr>
<tr>
<td>ISO New England SMD Applications Sandbox Home Page:</td>
<td>EES Sandbox</td>
<td>Read/Write</td>
<td>Read/write access to the EES Sandbox application allows user to submit and modify their company’s External Transactions without any operational or settlement implications.</td>
</tr>
<tr>
<td><a href="https://sandboxsmd.iso-ne.com/">https://sandboxsmd.iso-ne.com/</a></td>
<td></td>
<td>Read Only</td>
<td>Read-only access to the EES Sandbox application allows user to view their company’s External Transactions without any operational or settlement implications.</td>
</tr>
</tbody>
</table>
## 6.6 Table 6: Financial Transmission Rights Application Roles

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
</table>
| ISO New England SMD Applications Home Page  
https://smd.iso-ne.com/ | eFTR | Read/Write | Read/write access to the Public and Private Web Pages in the eFTR application for user to actively participate in the FTR Market and view FTR Auction results. |
|              |                   | Read Only | Read-only access to the Public and Private Web Pages in the eFTR application. |
| ISO New England SMD Applications Sandbox Home Page:  
https://sandboxsmd.iso-ne.com/ | eFTR Sandbox | Read/Write | Read/write access to the Public and Private Web Pages in the eFTR Sandbox application allows user to submit data to the eFTR Sandbox application without having any FTR Market or settlement implications. |
|              |                   | Read Only | Read-only access to the Public and Private Web Pages in the eFTR Sandbox application. |
### 6.7 Table 7: Bids and Offers (eMarket) Roles

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD Applications Home Page <a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>eMarket</td>
<td>LRP Read/Write</td>
<td>Read/write access to the eMarket application allows user to submit or modify their company’s bid in the Day-Ahead Load Response Program.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LRP Read Only</td>
<td>Read-only access to the eMarket application for user to view their company’s bid data in the Day-Ahead Load Response Program.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ARD Read/Write</td>
<td>Read/write access to the eMarket application allows user to submit or modify their company’s Asset Related Demand bid data.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ARD Read Only</td>
<td>Read-only access to the eMarket application for user to view their company’s Asset Related Demand bid data.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Generation Read/Write</td>
<td>Read/write access to the eMarket application allows Lead Participant user to submit or modify their company’s Generation Resource’s bid data for the DayAhead Energy Market.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Generation Read Only</td>
<td>Read-only access to the eMarket application allows Lead Participant user to view their Generation Resource’s bid data for the DayAhead Energy Market.</td>
</tr>
<tr>
<td></td>
<td>eMarket Sandbox</td>
<td>Demand Read/Write</td>
<td>Read/write access to the eMarket application allows user to submit or modify Demand offers and Inc/Dec offers into the Day-Ahead Energy Market.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Demand Read Only</td>
<td>Read-only access to the eMarket application allows user to view their company’s Demand offers and Increment/Decrement offer data in the DayAhead Energy Market.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>LRP Read/Write</td>
<td>Read/write access to the eMarket Sandbox application allows user submit offers in the Day-Ahead Load Response Program without any settlement implications.</td>
</tr>
</tbody>
</table>
### Web Location | Application Group | Role | Description
--- | --- | --- | ---
ISO New England SMD Applications Sandbox Home Page: [https://sandboxsmd.iso-ne.com/](https://sandboxsmd.iso-ne.com/) |  | LRP Read Only | Read-only access to the eMarket Sandbox application allows user to view their company's offers in the Day-Ahead Load Response Program without any settlement implications.

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD Applications Sandbox Home Page: <a href="https://sandboxsmd.iso-ne.com/">https://sandboxsmd.iso-ne.com/</a></td>
<td></td>
<td>ARD Read/Write</td>
<td>Read/write access to the eMarket Sandbox application allows user to submit or modify their company’s Asset Related Demand bid data without any settlement implications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ARD Read Only</td>
<td>Read-only access to the eMarket Sandbox application for user to view their company’s Asset Related Demand bid data without any settlement implications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Generation Read/Write</td>
<td>Read/write access to the eMarket Sandbox application allows Lead Participant to submit or modify their company’s Generation Resource bid data without any settlement implications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Generation Read Only</td>
<td>Read-only access to the eMarket Sandbox application allows Lead Participant to view their Generation Resource bid data without any settlement implications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Demand Read/Write</td>
<td>Read/write access to the eMarket Sandbox application allows user to submit Demand Bids, Inc/Dec Bids, and Load Response Offer data without any settlement implications.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Demand Read Only</td>
<td>Read-only access to the eMarket Sandbox application for user to view their Demand offers and Inc/Dec offer data without any settlement implications.</td>
</tr>
</tbody>
</table>
### 6.8 Table 8: Settlement Market System (SMS) Applications and Roles

<table>
<thead>
<tr>
<th>Name</th>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit Meter Reading</td>
<td>ISO New England SMD Applications Home Page [<a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a>]</td>
<td>SMS</td>
<td>Metering and Daily Tag</td>
<td>Two roles are combined for read/write access to the Submit Meter Reading SMS application for submittal of daily meter readings, and the Submit Peak Contribution SMS application for submittal of monthly peak load contribution data.</td>
</tr>
<tr>
<td>Submit Peak Contributions</td>
<td>ISO New England SMD Applications Home Page [<a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a>]</td>
<td>SMS</td>
<td>Network Load Submitters</td>
<td>Read/write access to the Submit Network Load SMS application for Network Customers to submit monthly Network Load values.</td>
</tr>
<tr>
<td>Submit Network Load</td>
<td>ISO New England SMD Applications Home Page [<a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a>]</td>
<td>SMS</td>
<td>Network Load Viewers</td>
<td>Read-only access to the Submit Network Load SMS application for Network Customers to view their monthly Network Load values.</td>
</tr>
</tbody>
</table>
### Forward Reserve Market Auction

<table>
<thead>
<tr>
<th>Name</th>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD</td>
<td><a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>SMS</td>
<td>FR Bid Submitter</td>
<td>Read/write access to the Forward Reserve Market Auction SMS application</td>
</tr>
<tr>
<td>Applications Home Page</td>
<td></td>
<td></td>
<td>Personnel</td>
<td>allows user to submit bids in the Forward Reserve Market Auction.</td>
</tr>
</tbody>
</table>

### Forward Reserve Market Auction

<table>
<thead>
<tr>
<th>Name</th>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD</td>
<td><a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>SMS</td>
<td>FR Bid Viewer</td>
<td>Read-only access to the Forward Reserve Market Auction SMS application</td>
</tr>
<tr>
<td>Applications Home Page</td>
<td></td>
<td></td>
<td>Personnel</td>
<td>to review a company’s Forward Reserve Market Auction data.</td>
</tr>
</tbody>
</table>

### Forward Reserve Assignment

<table>
<thead>
<tr>
<th>Name</th>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD</td>
<td><a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>SMS</td>
<td>FR Asset Assign</td>
<td>Read/write access to the Forward Reserve Assignment SMS application</td>
</tr>
<tr>
<td>Applications Home Page</td>
<td></td>
<td></td>
<td>Submitter Personnel</td>
<td>allows user to submit Resource specific assignment of Forward Reserve</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>obligations.</td>
</tr>
</tbody>
</table>

### 6.9 Table 9: Demand Response Audit and Testing Tool Roles

<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISO New England SMD Applications Home Page</td>
<td>DR Audit and Testing Tool</td>
<td>LP Maintainer</td>
<td>Read/write access allows Lead Participant to assign users who can view, submit and edit audit requests and review asset results information.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>LP Read Only</td>
<td>Read-only access allows users to view the relevant audit requests and asset results data.</td>
</tr>
</tbody>
</table>

ISO-NE Public
6.10 Table 10: NX Application (NX-9 & NX-12D) Typical User Types and Role Descriptions

The NX Application (NX-9 & NX-12D) is a web-based application that supports the processes associated with the administration and maintenance of the NX-9 and NX12D forms. This table has two major sections: the first section lists various typical user types and the application roles that are needed for access. The second section lists the individual roles and a detailed description of the functions of that role. Security Administrators can decide which roles to assign users based on their company’s controls and policies and the functions supported by the users.

**Role selection for typical user types:**
The actual roles required are assigned by your company’s Security Administrator (SA). The SA is able to assign multiple roles for a user with multiple responsibilities, allowing them access to all of the appropriate data and the ability to receive any desired notifications.

<table>
<thead>
<tr>
<th>User Type</th>
<th>Application Roles</th>
<th>Functions Available</th>
</tr>
</thead>
</table>
| Participant NX-9 Administrator | ▪NX ExtNX9Admin  
▪NX ExtNotifyNXAppv | ▪Edit and submit NX-9 data forms for their company’s equipment View  
▪their company’s NX-9 data in any state of completion  
▪View their company’s approved NX-12D data  
▪Receive email notification when their company’s NX-9 and NX-12D forms are approved  
▪Monitor and submit Annual NX-9 Certification  
▪Receive email notifications associated with Annual NX-9 Certification |
| Participant NX-12D Administrator | ▪NX Ext12DAdmin  
▪NX ExtNotifyNXAppv | ▪Edit and submit NX-12D data forms for their company’s equipment View  
▪their company’s NX-12D data in any state of completion  
▪View their company’s approved NX-9 data |
<table>
<thead>
<tr>
<th>Participant NX-9 Administrator who is also a Planning Department employee or Base Case Working Group member of a major transmission owner</th>
<th>NX ExtNX9Admin</th>
<th>NX AppvReadOnly</th>
<th>NX NotifyNXApproved</th>
<th>Receive email notification when their company’s NX-9 and NX-12D forms are approved</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Edit and submit NX-9 data forms for their company’s equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>View their company’s NX-9 data any state of completion</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>View approved NX-9 and NX-12D data for all New England equipment Receive email notification when NX-9 and NX-12D forms for all New England equipment are approved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Monitor and submit Annual NX-9 Certification</td>
</tr>
<tr>
<td>User Type</td>
<td>Application Roles</td>
<td>Functions Available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participant NX-9 or NX-12D support staff (ex: engineering department employees who assist in the determination of data supplied on the NX forms)</td>
<td>NX ExtReadOnly</td>
<td></td>
<td>Receive email notifications associated with Annual NX-9 Certification</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>View their company’s NX-9 data in any state of completion</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>View their company’s NX-12D data in any state of completion</td>
<td></td>
</tr>
<tr>
<td>Local Control Center Users</td>
<td>NX AppvReadOnly</td>
<td>NX NotifyNXApproved</td>
<td>NotifyInEMS</td>
<td>View approved NX-9 and NX-12D data for all New England equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Receive email notification when NX-9 and NX-12D forms for all New England equipment are approved</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Receive email notification when NX-9 and NX-12D forms for all New England equipment are implemented in the ISO EMS</td>
</tr>
<tr>
<td>Planning Department employee or Base Case Working Group member of a major transmission owner</td>
<td>NX AppvReadOnly</td>
<td>NX NotifyNXApproved</td>
<td></td>
<td>View approved NX-9 and NX-12D data for all New England equipment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Receive email notification when NX-9 and NX-12D forms for all New England equipment are approved</td>
</tr>
<tr>
<td>Participant Compliance Officer</td>
<td>NX ExtNX9Compliance</td>
<td></td>
<td></td>
<td>Monitor and submit Annual NX-9 Certification</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Receive email notifications associated with Annual NX-9 Certification</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>View their company’s approved NX-9 and NX-12D data</td>
</tr>
<tr>
<td>Web Location</td>
<td>Application Group</td>
<td>Role</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>ISO New England SMD Applications Home Page</td>
<td>NX Application*</td>
<td>NX ExtReadOnly</td>
<td>Provides read only access to NX-9 and NX-12D forms that are in any stage of creation, review or approval. Users can only see data for their company’s equipment.</td>
<td></td>
</tr>
</tbody>
</table>
Role Descriptions:
Below is a list of the roles available for the NX Application.

<table>
<thead>
<tr>
<th>Role Description</th>
<th>NX ExtAppvReadOnly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides read only access to approved NX-9 and NX-12D forms. Users can only see data for their company’s equipment.</td>
<td></td>
</tr>
<tr>
<td>Web Location</td>
<td>Application Group</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>ISO New England SMD Applications Sandbox</td>
<td>NX Application Sandbox*</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|              |                   | NX AppvReadOnly       | Provides read only access to approved NX-9 and NX-12D forms. Users can see data for all New England equipment.  
*This role available only to employees of ISO, LCCs, or Major Transmission Owners.* |
|              |                   | NX ExtNotifyNXAppv    | User receives email notification when their company’s NX-9 and NX-12D forms are approved by ISO.                                             |
|              |                   | NX NotifyNXApproved   | Provides email notification when NX-9 and NX-12D forms are approved by ISO. Notifications are sent for all New England equipment.  
*This role available only to employees of ISO, LCCs, or Major Transmission Owners.* |
|              |                   | NX ExtNotifyInEMS     | User receives email notification when data associated with their company’s NX-9 forms are implemented in the ISO EMS.                          |
|              |                   | NX NotifyInEMS        | Provides email notification when data associated with NX-9 forms are implemented in the ISO EMS. Notifications are sent for all New England equipment.  
*This role available only to employees of ISO, LCCs, or Major Transmission Owners.* |
<p>|              |                   | NX ExtNX12DAdmin      | User responsible for the entry and submission of NX-12D data.                                                                              |
|              |                   | NX ExtReadOnly        | Provides read only access to NX-9 and NX-12D forms that are in any stage of creation, review or approval. Users can only see data for their company’s equipment. |
|              |                   | NX ExtAppvReadOnly    | Provides read only access to approved NX-9 and NX-12D forms. Users can only see data for their company’s equipment.                         |</p>
<table>
<thead>
<tr>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>*</td>
<td></td>
<td><strong>NX ExtNX9Admin</strong></td>
<td>User responsible for the entry and submission of NX-9 data and annual certification of NX-9 data.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NX ExtNX9Compliance</strong></td>
<td>User who monitors the status of, or submits, the annual certification of NX-9 data.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NX AppvReadOnly</strong></td>
<td>Provides read only access to approved NX-9 and NX-12D forms. Users can see data for all New England equipment. This role available only to employees of ISO, LCCs, or Major Transmission Owners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NX NotifyNXApproved</strong></td>
<td>Provides email notification when NX-9 and NX-12D forms are approved by ISO. Notifications are sent for all New England equipment. This role available only to employees of ISO, LCCs, or Major Transmission Owners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NX NotifyInEMS</strong></td>
<td>User receives email notification when data associated with their company’s NX-9 forms are implemented in the ISO EMS. This role available only to employees of ISO, LCCs, or Major Transmission Owners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NX NotifyInEMS</strong></td>
<td>Provides email notification when data associated with NX-9 forms are implemented in the ISO EMS. Notifications are sent for all New England equipment. This role available only to employees of ISO, LCCs, or Major Transmission Owners.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NX ExtNX12DAdmin</strong></td>
<td>User responsible for the entry and submission of NX-12D data.</td>
</tr>
</tbody>
</table>
## 6.11 Table 11: Other Application Roles

<table>
<thead>
<tr>
<th>Name</th>
<th>Web Location</th>
<th>Application Group</th>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Control Center Content Management System (LCC CMS)</td>
<td>ISO New England SMD Applications Home Page</td>
<td>LCC CMS – External</td>
<td>LCC Content Management System</td>
<td>Local Control Center access to upload Satellite information to the ISO-NE Web site.</td>
</tr>
<tr>
<td>Transmission System Information</td>
<td>ISO New England SMD Applications Home Page</td>
<td>Critical Energy Infrastructure Information File Group</td>
<td>Transmission System Info</td>
<td>Read access allows individuals with a valid digital certificate to view system diagrams classified as Critical Energy Infrastructure Information.</td>
</tr>
<tr>
<td>Service</td>
<td>Application Home Page</td>
<td>Access Level</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------------------------------------------------</td>
<td>-----------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Forward Capacity Auction</td>
<td>PowerAuctions website</td>
<td>Authorized Individual</td>
<td>Read/write access to the Forward Capacity Auction application allows Lead Participants of qualified capacity resources to participate in the FCA.</td>
<td></td>
</tr>
<tr>
<td>Forward Capacity Market CSO Bilateral Contracts</td>
<td>ISO New England SMD Applications Home Page <a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>External Maintainer</td>
<td>Read/write access to the Forward Capacity Market CSO Bilateral Contracts application allows user to submit or view bilateral contracts transferring Capacity Supply Obligations (CSO) for specific FCM Capacity Commitment Periods.</td>
<td></td>
</tr>
<tr>
<td>Forward Capacity Market CSO Bilateral Contracts</td>
<td>ISO New England SMD Applications Home Page <a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>External Viewer</td>
<td>Read-only access to the Forward Capacity Market CSO Bilateral Contracts application for users to</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Web Location</td>
<td>Application Group</td>
<td>Role</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>--------------------------------------------------</td>
<td>------------------------------------</td>
<td>-----------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Forward Capacity Reconfiguration Auction</td>
<td><a href="https://smd.iso-ne.com/">https://smd.iso-ne.com/</a></td>
<td>FCM Reconfiguration Auction Bidding</td>
<td>External Maintainer</td>
<td>Read/write access to the Forward Capacity Reconfiguration Auction application allows user to submit bids and offers in the Forward Capacity Reconfiguration Auction process.</td>
</tr>
<tr>
<td>Forward Capacity Reconfiguration Auction</td>
<td>ISO New England SMD Applications Home Page</td>
<td>FCM Reconfiguration Auction Bidding</td>
<td>External Viewer</td>
<td>Read-only access to the Forward Capacity Reconfiguration Auction application allows user to review their company’s Forward Capacity Reconfiguration Auction data.</td>
</tr>
<tr>
<td>Forward Capacity Tracking System</td>
<td>ISO New England SMD Applications Home Page</td>
<td>Forward Capacity Tracking System</td>
<td>External Forward Capacity Maintainer</td>
<td>Read/write access to the Forward Capacity Tracking System application allows user to enter and modify their company’s resource data related to the FCM.</td>
</tr>
<tr>
<td>Forward Capacity Tracking System</td>
<td>ISO New England SMD Applications Home Page</td>
<td>Forward Capacity Tracking System</td>
<td>External Forward Capacity Viewer</td>
<td>Read-only access to the Forward Capacity Tracking System application allows user to review their company’s resource data related to the FCM.</td>
</tr>
<tr>
<td>Supplemental Availability Designation</td>
<td>ISO New England SMD Applications Home Page</td>
<td>FCM Supplemental Availability Designation UI</td>
<td>External Maintainer</td>
<td>Read/write access to the Supplemental Availability Designation user interface for the Lead Participant user to submit, update or deleted their resource’s designation as a Supplemental Capacity Resource.</td>
</tr>
<tr>
<td>Supplemental Availability Designation</td>
<td>ISO New England SMD Applications Home Page</td>
<td>FCM Supplemental Availability Designation UI</td>
<td>External Viewer</td>
<td>Read-only access to the Supplemental Availability Designation user interface for the Lead Participant user to view the Supplemental Capacity Resource designations for their resources.</td>
</tr>
<tr>
<td>Name</td>
<td>Web Location</td>
<td>Application Group</td>
<td>Role</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-------------------</td>
<td>--------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Ask ISO</td>
<td>ISO New England <a href="#">Customer Support landing page</a> or with a digital certificate on the <a href="#">SMD Applications Home Page</a></td>
<td>Ask ISO</td>
<td>Manager</td>
<td>“Manager” access to Ask ISO allows the user to view the issues submitted by all users assigned to the same company.</td>
</tr>
</tbody>
</table>
## 6.12 Table 12: Contact Types

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Description</th>
</tr>
</thead>
</table>
| Alternate NEPOOL Application Contact      | Alternate person(s) at your company ISO New England will contact regarding the application process to NEPOOL.  
  - Note: This contact type applies only during the NEPOOL application process.                                                                                     |
| Billing – Alternate Contact(s)            | Alternate person(s) at your company ISO New England will contact regarding billing issues, including settlement and bill payment.  
  - Note: ISO New England will only discuss billing issues with individuals at your company who are listed in CAMS as either a "Billing – Primary Contact" or "Billing – Alternate Contact.”  
  - Note: this contact is created during the application process. It must be kept current to ensure timely resolution of any billing issues. |
| Billing – Primary Contact                 | Primary person(s) at your company ISO New England will contact regarding billing issues, including settlement and bill payment.  
  - Note: ISO New England will only discuss billing issues with individuals at your company who are listed in CAMS as either a "Billing – Primary Contact" or "Billing – Alternate Contact.”  
  - Note: this contact is created during the application process. It must be kept current to ensure timely resolution of any billing issues. |
| Committee Update Contact                  | ISO New England internal use only.                                                                                                                                                                           |
| Customer mentor                           | ISO New England internal use only.                                                                                                                                                                           |
| Day-Ahead Market Demand Bid               | Person(s) at your company ISO New England will contact regarding your demand bids.  
  - Note: This contact person(s) should be available 365-days a year during normal business hours.                                                                                                                                 |

ISO-NE Public
<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day-Ahead Market Generation Offer</td>
<td>Person(s) at your company ISO New England will contact regarding your generation offers.</td>
</tr>
<tr>
<td></td>
<td>- <em>Note: This contact person(s) should be available 365-days a year during normal business hours.</em></td>
</tr>
<tr>
<td>Day-Ahead Market Incs and Decs</td>
<td>Person(s) at your company ISO New England will contact regarding your Increments and Decrements.</td>
</tr>
<tr>
<td></td>
<td>- <em>Note: This contact person(s) should be available 365-days a year during normal business hours.</em></td>
</tr>
<tr>
<td>DR Audit and Testing General Contacts</td>
<td>Representatives of the Lead Participant at your company authorized to receive correspondence and information related to seasonal Demand Response audits and/or events.</td>
</tr>
<tr>
<td></td>
<td>- <em>Note: This contact will receive automated emails from the Audit and Testing Tool regarding audits of your company's resources.</em></td>
</tr>
<tr>
<td>DR Data Quality Contacts</td>
<td>Representatives of the Lead Participant at your company authorized to receive correspondence and information relating to data quality issues, information or notices.</td>
</tr>
<tr>
<td>DR under FCM – Asset Cutover Readiness Contact</td>
<td><em>ISO New England internal use only.</em></td>
</tr>
<tr>
<td>DR under FCM – DDE/Communications Readiness Contact</td>
<td><em>ISO New England internal use only.</em></td>
</tr>
<tr>
<td>Emergency IT Contact</td>
<td><em>ISO New England internal use only.</em></td>
</tr>
<tr>
<td>EXT Contract</td>
<td>Person(s) at your company responsible for entering External Transaction data in the Enhanced Energy Scheduling application.</td>
</tr>
</tbody>
</table>
### External Transaction MW Change Notification

Any user with the External Transaction MW Change Notification contact that also has NEXTT access will receive a notification if an external transaction is changed by ISO New England after the real-time hour in which it flowed. The change can also be viewed in NEXTT, even for CTS transactions submitted to the NYISO JESS.

### Financial Assurance

Person(s) at your company responsible for all Financial Assurance matters.

- **Note:** this contact is established at the start of the application process, but must be kept current.

---

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FTR Bidder or FTR Holder Primary Contact</strong></td>
<td>Primary person(s) at your company responsible for submitting bids for the FTR auction.</td>
</tr>
<tr>
<td><strong>FTR Bidder or FTR Holder Secondary Contact</strong></td>
<td>Secondary person(s) at your company responsible for submitting bids for the FTR auction.</td>
</tr>
<tr>
<td><strong>Generation Compliance Contact Primary</strong></td>
<td>Primary person(s) at your company responsible for communicating all generation compliance information to ISO New England.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> ISO New England directs all compliance inquiries to Market Participants exclusively through their self-identified Compliance Contacts. This contact should be kept current.</td>
</tr>
<tr>
<td><strong>Generation Compliance Contact Secondary</strong></td>
<td>Secondary person(s) at your company responsible for communicating all generation compliance information to ISO New England.</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> ISO New England directs all compliance inquiries to Market Participants exclusively through their self-identified Compliance Contacts. This contact should be kept current.</td>
</tr>
<tr>
<td><strong>Host Participant</strong></td>
<td>ISO New England internal use only.</td>
</tr>
<tr>
<td>Contact Type</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Legal Representation</td>
<td>Legal counsel representative(s) at your company.</td>
</tr>
<tr>
<td>Load Response Enrolling Participant</td>
<td>Representatives of the Lead Participant who register and maintain the portfolio of demand response assets, measures, and resources.</td>
</tr>
<tr>
<td>LRP – IBCS Provider Contact</td>
<td><em>For ISO New England internal use only.</em></td>
</tr>
<tr>
<td>LRP – Meter Reader</td>
<td>Person(s) at your company authorized to receive correspondence and notifications regarding meter reading activities for any Demand Assets to which the company has been assigned.</td>
</tr>
<tr>
<td></td>
<td>• <em>Note: This contact must be kept current to ensure your company will receive correspondence and notifications regarding any Demand Assets to which your company has been assigned.</em></td>
</tr>
<tr>
<td></td>
<td>• <em>Note: this contact type should not be confused with the “External Meter Reader Viewer” user role. The role grants the user access to CAMS metering data for Demand Assets to which the company has been assigned. The “LRP Meter Reader” contact type provides the user with email correspondence, notifications and service notes about any Demand Assets that are assigned to the company.</em></td>
</tr>
<tr>
<td>Market Monitoring and Mitigation Contact</td>
<td>Person(s) at your company authorized to address any market monitoring mitigation issues.</td>
</tr>
<tr>
<td>NX - 12 Prepared by</td>
<td>Person(s) at your company authorized to prepare and submit the NX - 12 to ISO New England.</td>
</tr>
<tr>
<td>NX - 9 Primary Contact for all NX - 9 Data</td>
<td>Primary technical or engineering person(s) at your company responsible for NX - 9 Data as defined by <em>ISO New England Operating Procedure No. 16, Transmission System Data (OP 16)</em> (see <a href="http://www.isone.com/rules_proceds/operating/isone/index.html">http://www.isone.com/rules_proceds/operating/isone/index.html</a>).</td>
</tr>
<tr>
<td>Contact Type</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>NX - 9 Secondary Contact for all NX - 9 Data</td>
<td>Secondary technical or engineering person(s) at your company responsible for NX - 9 Data as defined by ISO New England Operating Procedure No. 16, Transmission System Data (OP 16) (see <a href="http://www.isone.com/rules_proceeds/operating/isone/index.html">http://www.isone.com/rules_proceeds/operating/isone/index.html</a>).</td>
</tr>
</tbody>
</table>
| Primary NEPOOL Application Contact               | Primary contact person(s) at your company for issues regarding the application process to NEPOOL.  
   - Note: This contact type applies only during the NEPOOL application process. |
<p>| <strong>Contact Type</strong>                                 | <strong>Description</strong>                                                             |
| Projects – Field Engineering Contact Primary     | ISO New England internal use only.                                         |
| Projects – Field Engineering Contact Secondary   | ISO New England internal use only.                                         |
| Projects – Planning Engineering Contact Primary  | ISO New England internal use only.                                         |
| Projects – Planning Engineering Contact Secondary| ISO New England internal use only.                                         |
| Projects – Project Management Contact Primary    | ISO New England internal use only.                                         |
| Projects – Project Management Contact Secondary  | ISO New England internal use only.                                         |
| Responsible for Asset Registration Form Submittal| Person(s) at your company authorized to submit Asset Registration Forms to ISO New England for generator, load, and/or tie line assets. |
| RTU Control Room Contact                         | Control room phone number ISO New England can contact during non-business hours. |</p>
<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTU IT Contact</td>
<td>Main point of contact at your company for RTU configuration and performance issues.</td>
</tr>
<tr>
<td></td>
<td>- Note: this contact should be able to engage required integrators and vendors to resolve identified issues.</td>
</tr>
<tr>
<td>Security Administrator (SA)</td>
<td>Person(s) at your company who will receive all Security Administrator emails from ISO New England related to setting up digital certificates.</td>
</tr>
<tr>
<td></td>
<td>- Note: this contact is set up at the start of the membership application process. It must be kept current.</td>
</tr>
<tr>
<td></td>
<td>- Note: adding this contact type to a person in CAMS does not make that person a Security Administrator. This contact type only receives emails regarding digital certificate matters at your company. To assign the SA role to a person see the “Getting Started” overview on page 9.</td>
</tr>
<tr>
<td>Suspend – Unsuspend Notification Contact</td>
<td>ISO New England internal use only.</td>
</tr>
<tr>
<td>Training</td>
<td>ISO New England internal use only.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transmission Compliance Contact Primary</td>
<td>Primary person(s) at your company responsible for communicating all transmission compliance information to ISO New England.</td>
</tr>
<tr>
<td></td>
<td>- Note: ISO New England directs all compliance inquiries to Market Participants exclusively through their self-identified Compliance Contacts.</td>
</tr>
<tr>
<td>Transmission Compliance Contact Secondary</td>
<td>Secondary person(s) at your company responsible for communicating all transmission compliance information to ISO New England.</td>
</tr>
<tr>
<td></td>
<td>- Note: ISO New England directs all compliance inquiries to Market Participants exclusively through their self-identified Compliance Contacts.</td>
</tr>
</tbody>
</table>
After registering for ISO Express, the Web Services Contact type must be assigned to an individual for access to web services, or data feeds, of public data through ISO Express.

Contents

1 What is CAMS? 8
2 How to: 9
3 CAMS Roles 132
4 Customer Support 137
5 Links 141
6 Reference Tables 142

1 What is CAMS? 7
2 How to: 9

2.1 Get started
  2.1.1 Overview
  2.1.2 Accessing CAMS
  2.1.3 CAMS User Interface

2.2 Manage your company’s persons
  2.2.1 Overview
  2.2.2 Adding persons to CAMS
  2.2.3 Granting a person access to CAMS or another ISO application
  2.2.4 Removing or modifying a person’s access to an application
  2.2.5 Granting a person access to File Shares
  2.2.6 Managing MIS Accounts
  2.2.7 Viewing persons
  2.2.8 Deleting persons
  2.2.9 Update person’s information
  2.2.10 Retrieving your company’s person detail report

2.4 Manage your Company’s Information
  2.4.1 Overview
  2.4.2 Customer
  2.4.3 Address
  2.4.4 History
  2.4.5 Applications
  2.4.6 File
  2.4.7 Corporate Family
  2.4.8 Contacts

2.3 Manage your Company’s Information
  2.3.1 Overview
  2.3.2 Customer
  2.3.3 Address
  2.3.4 History
  2.3.5 Applications
  2.3.6 File
  2.3.7 Corporate Family
  2.3.8 Contacts
  2.3.9
2.5 Manage your company’s Affiliates Information 117
  2.4.1 Overview of affiliates 117  2.4.2 Summary of the affiliate process 118  2.4.3
  Search for and view a company relationship revision 118  2.4.4 View company
  relationship revision information 120  2.4.5 View a pending company relationship 122 
  2.4.6 View a corporate family 122  2.4.7 View a company path detail 123
  2.5 Manage your company’s minimum eligibility criteria information 125
  2.5.1 Overview of minimum eligibility criteria 125
  2.5.2 Add minimum eligibility criteria information 125  2.5.3 View minimum eligibility
  criteria information 129

3  CAMS Roles  131

3.1 Security Administrator  131  3.2 External Customer Maintainer  131  3.3
  External Customer Viewer  132

3.4 External Person Maintainer  132
3.5 External Person Viewer  132
3.6 External Resource Maintainer  133
3.7 External Resource Viewer  133
3.8 External Demand Asset Maintainer  133
3.9 External Demand Asset Viewer  134
3.10 External Host Participant Viewer  134
3.11 External Meter Reader Viewer  134
3.12 External MEC Maintainer  135
3.13 External MEC Viewer  135

4  Customer Support  136

4.1 By Internet  136
4.2 By Telephone  136
4.3 By Email  137
4.4 By Fax  137
4.5 Ask ISO Manager  137
4.6 NEPOOL Membership Questions 138
4.7 Financial Assurance Questions 138
4.8 Membership Application Process 139

5 Links 140
5.1 ISO New England Security Administrator Signatory Page 140
5.2 ISO New England Training Page 140
5.3 ISO New England FAQ Page 140
5.4 SMD Site for ISO Applications 140
5.5 SMD Site for ISO Sandbox Applications 140
5.6 ISO New England Glossary and Acronyms 140

6 Reference Tables 141
6.1 Table 1: CAMS Roles and Permissions 141
6.2 Table 2: ISO Applications and Groups 144
6.3 Table 3: Control Room Operations Window Outage Scheduler Roles 147
6.4 Table 4: Demand Resource Market User Interface Roles 149
6.5 Table 5: Enhanced Energy Scheduling Roles 150
6.6 Table 6: Financial Transmission Rights Application Roles 151
6.7 Table 7: Bids and Offers (eMarket) Roles 152
6.8 Table 8: Settlement Market System (SMS) Applications and Roles 154
6.9 Table 9: Demand Response Audit and Testing Tool Roles 155
6.10 Table 10: NX Application (NX-9 & NX-12D) Typical User Types and Role Descriptions 156
6.11 Table 11: Other Application Roles 160
6.12 Table 12: Contact Types 163