
© ISO New England Inc.
Asset Registration and Auditing Dept.

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About this user guide

The Demand Resource Audit and Testing Tool (A&TT) User Guide is grouped into two main resource sections. Demand Response Resource Audits (Active) and Seasonal Peak and On Peak Demand Capacity Resource Audits (Passive). This guide details the system supporting the auditing process. This guide is not intended to be read from beginning to end, but rather to be used as a tool and a reference when the user needs a refresher or tries to do something new.

You may:

- Select a topic from the How to: list on page 8.
Company names and any numerical values are fictitious and not to be associated with any actual market customer.

Though we strive to maintain this guide current, the screen shots in this guide may not fully reflect the current production environment.

Do not rely only on this user guide for information or requirements regarding demand resources and assets registration or market participation as the Market Rule and Manuals serve that function.

Please consult:

  - Section I – General Terms and Conditions
  - Section I.2.2 – Definitions
  - Section III – Market Rule 1
  - Section III.13 – Forward Capacity Market
- the relevant ISO New England Manuals at: http://www.iso-ne.com/rules_proceds/isone_mnls/index.html:
  - M-RPA Registration and Performance Auditing
  - M-MVDR Measurement and Verification of Demand Reduction Value from Demand Resources
  - M-20 Forward Capacity Market (FCM)
  - M-28 Market Rule 1 Accounting
## Change Summary

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<td>Version 1.0</td>
<td>March 15, 2013</td>
<td>Initial release</td>
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<td>Version 1.1</td>
<td>June 24, 2013</td>
<td>New demand response asset audit information added. Section 6 - Reference Tables, removed as the information contained therein is available in the Customer &amp; Asset Management System (CAMS) user guides.</td>
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<td>Version 2.0</td>
<td>April 23, 2018</td>
<td>Updated for Price Response Demand effective June 1, 2018.</td>
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<td>June 29, 2018</td>
<td>Correction made to Claim 10/Claim 30 audit request instructions.</td>
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1 Overview of DR Audit and Testing Tool

The Demand Resource Audit and Testing Tool (A&TT) is ISO New England’s auditing and tracking tool for demand resources. It facilitates the process of auditing demand resources. A&TT is used for the submittal, scheduling (by ISO New England), and management of audits including the approval of audit results and the dissemination of results information at the demand asset level.

Auditing of demand resources by ISO New England verifies or establishes the actual or expected performance values of demand resources that are used in different processes within ISO New England.

The Asset Registration and Auditing (ARA) group in ISO New England is responsible for monitoring and tracking the performance of resources and assets. Demand resources have different auditing needs depending on where they are in the process or “lifecycle” of a resource. A lead market participant must utilize A&TT to request the audit of a demand resource; ARA in turn utilizes A&TT to manage the auditing process, from approval of a request through publishing of the audit results.

Customers are encouraged to review the relevant governing language prior to utilizing A&TT to request audits. These provisions are primarily found in the Tariff.

A&TT is available to customers as an internet-based tool for:

- Managing audit requests
- Viewing the corresponding audit results
- Supporting business processes and workflows associated with demand resources
How to:

### 2.1 Get Started

1. Get a role and digital certificate from your CAMS Security Administrator

2. Go to ISO’s SMD Applications Home Page at https://smd.iso-ne.com/

3. Click on DR Audit and Testing Tool

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#### 2.1.1 CAMS Security Administrators (SAs)

- Access to A&TT is managed through the Customer and Asset Management System (CAMS).
- Your company’s SA is responsible for assigning roles per your company’s internal procedures and controls.
- The SA is also responsible for issuing digital certificates to users, as required (e.g., a customer may already have a digital certificate if they already have access to another ISO SMD application).
- For details on managing access, SAs can refer to the “CAMS User Guide for Digital Certificates” which is available by contacting ISO-NE Customer Support.

#### 2.1.2 Accessing A&TT

- **I do not have an A&TT role or have not installed a digital certificate. How do I access A&TT?**

  Contact your company’s CAMS Security Administrator (SA) to request access to A&TT or to install a digital certificate.

  - 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.
2.1.3 A&TT Access Roles

- **Lead Participant Maintainer**
  - Allows the lead participant to assign users who can view, submit, and edit audit request and review audit results information
- **Lead Participant Read Only**
  - Allows the lead participant to assign users who can view the relevant audit request and audit results data
- **Demand Designated Entity (DDE) Read only**
  - Allows the DDE of a demand resource to view pertinent audit request and results information in support of their role as the DDE for the resource

<table>
<thead>
<tr>
<th>A&amp;TT Access Roles</th>
<th>LP Maintainer</th>
<th>LP Read Only</th>
<th>DDE Read Only</th>
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<tr>
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<tr>
<td>Audit Requests View</td>
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- **I have an A&TT role and have installed my digital certificate. How do I access A&TT?**

  1. Navigate to the ISO SMD Applications Home Page at: [www.iso-ne.com](http://www.iso-ne.com)
2. Click on “DR Audit and Testing Tool”: 
The “DR Audit and Testing Tool” homepage displays:

Display may vary depending on your role.

3. See the “How to:” list on page 8 for details on the task you want to perform.

**To get an A&TT role and digital certificate:**

1. Contact your company’s CAMS Security Administrator (SA) to request access to A&TT.
   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 A&TT. See the “A&TT Roles” section 6 for details of each A&TT 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 your 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 A&TT” section on page 8.

**IMPORTANT**

❖ It may take up to two hours for the system to implement a new A&TT role.
2.1.4 A&TT user interface

The A&TT user interface is divided by tabs. The access role the individual user has will determine the default view and available tabs. The display may be different depending on the user’s role.

Dashboard:
   View Demand Response Resource (DRR), On-Peak, and Seasonal Peak Demand Resource audit requests that are not in an end state

Capacity Resources:
   Search Seasonal Peak and On-Peak Demand Resources
     o Request Seasonal Peak and On-Peak Demand Resource audits
     o Cancel audit requests
     o View capability history
     o View mapped assets

   Search Active Demand Capacity Resources (ADCR)
     o View capability history
     o View mapped DRRs

Demand Response Resources:
   Search DRRs
     o Request DRR audits (Seasonal and/or Claim 10/30)
     o View capability history
     o View mapped Demand Response Assets (DRAs)

Assets:
   Search assets and view audit history of assets

Audit Requests:
   Search audit requests
   View audit status and results
   Cancel audit requests
2.1.5 General features of A&TT

1. All menu selections are based on your individual A&TT access role or roles in CAMS.
2. Menus and functionality that do not pertain to your role(s) will not be displayed.
3. Many of the data grids are downloadable. When they are, users will see a “CSV Export” button below the data grid.
4. Columns are sortable.
5. Results are paginated when they exceed a certain number of rows. Users may note the number of items that are displaying and how many pages are available in the bottom portion of the grid.
6. A&TT keeps a history of each change to the following:
   - audit requests
   - demand asset audit results
7. Lead Market Participants (LP) can only view historical audit information for assets and resources for which they were the effective LP at the time of record.
3 Demand Response Resources (DRR):

3.1 DRR audit request overview

Audit requests can only be made by a Lead Market Participant, or in certain cases noted in the Tariff, by ISO New England, to demonstrate the demand reduction value of a DRR.

- Seasonal: audit to fulfill winter or summer Seasonal DR Audit requirements.
- Claim 10/30: for real-time reserve and performance factor calculations.
- Seasonal and Claim 10/30: Dispatch meeting requirements of both previously mentioned audits.

Request audit(s) from the “Demand Response Resouces” tab.

- The submitter of the audit request must be the Lead Market Participant of that resource as of the “Request Date” and “Audit Window Start Time” of the request.
- Lead Market Participants can submit an audit request of a single DRR or multiple DRRs. If multiple DRRs are selected, then each will have its own unique audit request.
- If an audit request is Pending or Scheduled, you cannot request another audit for the DRR.
- A comment may optionally be added. If multiple DRRs were selected this comment will be visible on all audit requests.

3.1.1 States of DRR audit requests

A request progresses through several states as it goes through the auditing process. The Dashboard in A&TT allows a Lead Market Participant to see audit request status:

- Cancelled: the customer or the ISO cancels the audit request, the audit window has passed and the audit has not been scheduled, or a past dispatch period was chosen that did not contain 12 valid intervals.
- Pending: a request has been received by the ISO and it has not been rejected.
- Scheduled: an audit is scheduled for an undisclosed time.
- Dispatch Received: ISO initiated the dispatch of a DRR.
- Dispatch Ended: post-audit status for the remainder of a dispatch day.
- Waiting for Dispatch Data: the 1 ½-day period following the dispatch day in which data corrections can be submitted.
- Initial Review in Progress: begins after data correction deadline.
- Initial Review Complete: reflects when all assets are placed in either an Approved or a Deferred state by ISO.
- Final Review In-Progress: begins after data re-submittal deadline.
- Complete: all data reconciliation data has been received, the baselines and corresponding interruption MWs have been recalculated as appropriate, and the ISO has finalized its determination of the contribution each DRA made during an audit to its associated DRR. The asset result states at this stage are either Failed or Approved.
3.2 Manage DRRs

3.2.1 Display DRR audit requests

- Roles this applies to:
  - Lead Participant Maintainer
  - Lead Participant Read Only
  - Demand Designated Entity Read Only

1. Launch the A&TT interface. See the “Accessing A&TT” section.
2. The “Dashboard” screen displays:

   ![Audit and Testing Tool interface](image)

By default, the “Dashboard” is displayed when accessing A&TT.

3.2.2 Search DRRs

1. Select “Demand Response Resources” tab, search screen displays.
2. Select search criteria or use defaults.
3. Click DDR ID hyperlink for details.

4. “Demand Response Resource Details” screen displays:
3.2.3 Submit an Audit Request – Seasonal to be dispatched

“Demand Response Resources” tab

- Role this applies to:
  - Lead Participant Maintainer

1. Launch the A&TT interface. See the “Accessing A&TT” section.
2. The “Dashboard” screen displays.
3. Click on the “Demand Response Resources” tab.
4. The “Demand Response Resource Search” screen displays:

5. Either enter specific resource information as your search criteria or use the default criteria, and then click the “Search” button.
6. The list of DRRs displays:

7. Select check box(s) of DRR(s) to audit, click “Request Audit(s)” button.
8. The “Create Demand Response Resource (DRR) Audit Request” screen displays:

9. Select “Audit Type”: Seasonal.
10. Select “Post-Dispatch Audit”: No.
11. A Comment may optionally be added.
12. Click “Create Audit Request” button.

13. The “Demand Response Resource Search” screen displays with message “Successfully added (1 or more) Demand Response Resource Audit Requests”

14. Select “Dashboard” tab to display pending audit requests.
15. Click “Request ID” link to display “Audit Request Details” screen.

3.2.4 Submit an Audit Request – Past Dispatch

- Role this applies to:
  - Lead Participant Maintainer

1. Launch the A&TT interface. See the “Accessing A&TT” section.
2. The “Dashboard” screen displays.
3. Click on the “Demand Response Resources” tab.
4. Either enter specific resource information as your search criteria or use the default criteria, and then click the “Search” button.
5. Check DRR(s) to audit.
6. Click “Request Audit(s)” button.
7. The “Create Demand Response Resource (DRR) Audit Request” screen displays.
8. Select “Post-Dispatch Audit”: Yes.
9. Enter “Audit Window Start” date (date of a previous dispatch).
10. Enter “Dispatch Event Start” hour of the previous dispatch being selected as an audit.
11. Enter Minute. The 1st five-minute interval to be used for the audit calculation. Audit will be for the 12 intervals following this time. The first interval may be from any point during the dispatch, as long as 12 continuous dispatched intervals follow.
12. A Comment may optionally be added. If multiple DRRs are selected this comment will appear on all audit requests.
13. Click “Create Audit Request” button.
15. Select “Dashboard” tab to display pending audit request.
3.2.5 Submit an Audit Request – Claim 10/30

- **Role this applies to:**
  - Lead Participant Maintainer

1. Launch the A&T&T interface. See the “Accessing A&T&T” section.
2. The “Dashboard” screen displays.
3. Click on the “Demand Response Resources” tab.
4. Either enter specific resource information as your search criteria or use the default criteria, and then click the “Search” button.
5. Check DRR(s) to audit.
6. Click “Request Audit(s)” button.
7. The “Create Demand Response Resource (DRR) Audit Request” screen displays:
   - Select “Audit Type”: Claim 10/Claim 30.
   - Select “Post Dispatch Audit”: No.
   - Select “Audit Window Start” date.
   - A Comment may optionally be added. If multiple DRRs are selected this comment will appear on all audit requests.
12. Click “Create Audit Request” button.

14. Select “Dashboard” tab to display pending audit request.
3.2.6 Submit an Audit Request – Both, Seasonal and Claim 10/30

- Role this applies to:
  - Lead Participant Maintainer

1. Launch the A&TT interface. See the “Accessing A&TT” section.
2. The “Dashboard” screen displays.
3. Click on the “Demand Response Resources” tab.
4. Either enter specific resource information as your search criteria or use the default criteria, and then click the “Search” button.
5. Check DRR(s) to audit.
6. Click “Request Audit(s)” button. “Create Demand Response Resource (DRR) Audit Request” screen displays:
7. Select “Audit Type”: Both Seasonal + Claim 10/30.
8. “Post Dispatch Audit” is No.
9. Enter “Audit Window Start” date.
10. Enter “Dispatch Event Start” hour and minute.
11. A Comment may optionally be added. If multiple DRRs are selected this comment will appear on all audit requests.
12. Click “Create Audit Request” button.

14. Select “Dashboard” tab to display pending audit request.

IMPORTANT
- The “Audit Results” tab displays results, resource mapping, and audit request information.
- The “Status History” tab displays the current and prior statuses.
- The “Dispatch Info” tab displays the dispatch information for DRRs once an audit is initiated.
3.2.7 Cancel DRR audit request

The cancel audit request process allows the Lead Market Participant to cancel an audit request previously submitted through A&TT. Prior to initiation of a customer-requested audit, the Lead Market Participant may request cancellation in A&TT as shown in the following steps. If the audit has already been dispatched it may not be cancelled.

Steps to cancel an audit:

A. DDE calls ISO dispatch to cancel audit.
B. Lead Participant cancels audit in A&TT.

**IMPORTANT**

- The audit request can be cancelled in A&TT only if:
  - A dispatch instruction has not been issued and
  - The audit request’s status is “Pending” or “Scheduled.”

- Role this applies to:
  - Lead Participant Maintainer

1. Launch the A&TT interface. See the “Accessing A&TT” section on page 8.
2. The “Dashboard” screen displays:

   ![Audit and Testing Tool](image)

   - Select “Audit Requests” tab.
   - Enter specific resource information as your search criteria and then click the “Search” button.
   - Click the Request ID hyperlink for the audit request that needs to be cancelled.
   - The “Audit Request Details” screen displays.
   - Click the “Cancel this Audit” button.
8. A popup message displays:

9. The DDE should contact the control room, if this has not already been done.
10. Select “OK” to continue cancellation of the audit request.
11. After selecting “OK” the “Audit Request Details” screen displays with a message indicating the request is cancelled and the audit status displays as “Cancelled.”
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**CAUTION**

- Once a resource is dispatched for an audit, the audit request cannot be cancelled.
3.2.8 Display and Search DRR audit requests

The Audit Requests screen allows the Lead Market Participant to view all pending, scheduled, or dispatched audits.

Users may view all information related to a single audit request in A&TT. Once an audit is initiated, they can view information regarding the resource’s dispatch in A&TT.

- Roles this applies to:
  - Lead Participant Maintainer
  - Lead Participant Read Only
  - Demand Designated Entity Read Only

1. Launch the A&TT interface. See the “Accessing A&TT” section on page 8.
2. The “Dashboard” displays.
3. Click on the “Audit Requests” tab.
4. The “Audit Request Search” screen displays:

   ![Audit Request Search Screen]

   **IMPORTANT**

   - The Lead Participant Name (ID) search field is only available to DDE users.
5. Based on the Request ID selected on the “Audit Request Search” screen, the “Audit Request Details” screen displays:

![Audit Request Details Screen](image)

**IMPORTANT**

- The “Audit Results” tab displays results, resource mappings, and audit request information.
- The “Status History” tab displays the current and prior statuses.
- The “Dispatch Info” tab displays the dispatch information for DRRs once an audit is initiated.
4 Capacity Resources:

4.1 On-Peak and Seasonal Peak Demand Resource audit request overview

Audit requests can only be made by a Lead Market Participant, or in certain cases noted in the Tariff, by ISO New England, to fulfill seasonal Passive DR auditing requirements.

- Lead Market Participants may request an audit to establish or restore the audited demand reduction value of an existing On-Peak or Seasonal Peak Demand Resource at any time.
- Only audits conducted during the seasonal demonstration period will satisfy the seasonal auditing requirement.
- If the Lead Market Participant requests an audit for a future month, the 20 business day clock starts on the effective date of the audit request.
- The audit season will be determined by the actual audit date.
- The audit request submitter must be the Lead Market Participant of that resource as of the audit “Submit Date” and “Audit Window Start Time” of the request.
- Lead Market Participants can submit an audit request of a single demand resource or multiple demand resources. If multiple demand resources are selected, then each will have its own audit request.
- Audit requests that are pending cannot overlap with a new request (though a new request can be placed once a resource has audited).
- Depending on the requested effective date, audits requested for the current month may be postponed to the subsequent month if less than 20 business days remain in the month. To guarantee that an audit is conducted in a particular month, the Lead Market Participant should plan to make the request accordingly so that the 20 business days fall within that month.

4.2 Manage On-Peak and Seasonal Peak Demand Resource audit requests

4.2.1 States of capacity resource audit requests

A request progresses through several states as it goes through the auditing process. The “Dashboard” in A&TT allows a Lead Market Participant to see audit request status:

- Cancelled: the audit window has passed and the audit has not been scheduled or the customer or the ISO cancelled the audit request.
- Pending: a request has been received by the ISO and it has not been rejected.
- Scheduled: an audit month has been assigned by the ISO.
- Initial Review In-Progress: begins after the initial data submittal deadline.
- Initial Review Complete: reflects when all assets are in an Approved or Deferred status following initial review.
- Final Review In-Progress: begins after the final data submittal deadline (70 calendar days following the first day of the month following the settlement month).
Complete: at this stage all data reconciliation data has been received, and the ISO has finalized its determination of the contribution of each asset made during an audit to its associated On-Peak or Seasonal Peak Demand Resource. The asset result states at this stage are Approved or Failed.

4.2.2 Display and Search On-Peak and Seasonal Peak Demand Resources

- Roles this applies to:
  - Lead Participant Maintainer
  - Lead Participant Read Only

1. Launch the A&TT interface. See the “Accessing A&TT” section on page 8.
2. The “Dashboard” displays.
3. Click on “Capacity Resources” tab.
4. The “Capacity Resources Search” screen displays:

5. Select “Capacity Resource Type” of On-Peak or Seasonal Peak.
6. Select “Search” button.
7. Results display:
8. Click “Capacity Resource ID” hyperlink.
9. The “Capacity Resource Details” screen displays:

10. “Capability History” tab displays existing historical audit data for the resource. Click on “Audit Request ID” to see audit details.
11. The “Mapped Demand Assets” tab displays the asset id, asset name, and MIC of all assets mapped to this resource based on the ‘as of’ date. Click on “ID” to see the asset details.

**IMPORTANT**

- Only the entity indicated as the Lead Market Participant of the resource as of the time of the audit can view the “Capability History” and “Mapped Demand Assets” tabs.
4.2.3 Submit On-Peak or Seasonal Peak Demand Resource audit requests

- Roles this applies to:
  - Lead Participant Maintainer

1. Launch the A&TT interface. See the “Accessing A&TT” section on page 8.
2. The “Dashboard” displays.
3. Click on “Capacity Resources” tab.
4. The “Capacity Resources Search” screen displays:

5. Select “Capacity Resource Type” of On-Peak or Seasonal Peak.
6. Select “Search” button.

7. Check “Capacity Resource ID(s)” to audit.
8. Click “Request Audit(s)” button.
9. The “Create Capacity Resource Audit Request” screen displays:
10. A Comment may optionally be added and will appear on all audit requests if multiple resources are selected.
11. Click “Create Audit Request” button.
12. Receive message “Successfully added 2 Capacity Resource Audit Requests”.
13. Select “Dashboard” to display submitted audit request(s).
14. Click “Request ID” to display “Audit Request Details” screen.
4.2.4 Display and Search On-Peak and Seasonal Peak Demand Resource audit requests

The Audit Request tab allows the Lead Market Participant to view all audit requests. Users may view all information related to a single audit request in A&TT.

- Roles this applies to:
  - Lead Participant Maintainer
  - Lead Participant Read Only
  - Demand Designated Entity Read Only

1. Launch the A&TT interface. See the “Accessing A&TT” section on page 8.
2. The “Dashboard” displays.
3. Click on “Audit Requests” tab.
4. The “Audit Request Search” screen displays:

5. Search criteria related to Seasonal Demand Resources:

- Capacity Resource Name (ID)
- Request ID/Requester Name
- Audit Type = Seasonal
- Capacity Resource Type = On Peak or Seasonal Peak
- Audit Status: all criteria except ‘Dispatch Ended’, ‘Dispatch Received’, or ‘Waiting for Dispatch Data’
- Load Zone
4.2.5 Cancel On-Peak or Seasonal Peak Demand Resource audit request

1. Search for the audit request you wish to cancel by searching on the audit request ID or On-Peak or Seasonal Peak Demand Resource ID on the Audit Request Search Screen.

2. Click on the audit request ID to open. From the “Audit Request Details” screen, click “Cancel this Audit” button.

3. Receive message “The Audit Request has been cancelled.”

**IMPORTANT**
- The audit request can be cancelled in A&TT only if:
  - The audit request’s status is “Pending” or “Scheduled”, and
  - The seasonal audit requirement has been satisfied if attempting to cancel an audit request in August or January.
4.3 Active Demand Capacity Resources (ADCR)

4.3.1 Display and Search Active Demand Capacity Resources

- Roles this applies to:
  o Lead Participant Maintainer
  o Lead Participant Read Only

1. Launch the A&TT interface. See the “Accessing A&TT” section on page 8.
2. The “Dashboard” displays.
3. Click on “Capacity Resources” tab.
4. The “Capacity Resources Search” screen displays.
5. Select “Capacity Resource Type” of Active.
6. Click “Search” button.
7. Search results display:

8. Click “Capacity Resource ID” hyperlink.
9. The “Capacity Resource Details” screen displays:
10. "Capability History" tab displays existing historical audit data for the resource. Click on “Audit Request ID” to see audit details.

11. The “Mapped Demand Response Resources” tab displays the resource name. Click on “ID” to see the DRR details.

**IMPORTANT**

- Only the entity indicated as the Lead Market Participant as of the time of the audit can view the “Capability History” and “Mapped Demand Assets” tabs.
5 Assets:

5.1 Asset Overview

Each asset is associated with either a DRR or an On-Peak or Seasonal Peak Demand Resource. The Asset tab allows the ability to search assets by different Capacity Resource types and displays each asset’s audit history.

5.1.1 Display assets

- Roles this applies to:
  - Lead Participant Maintainer
  - Lead Participant Read Only
  - Demand Designated Entity Read Only

**IMPORTANT**

- The “As of Date” field defaults to the current date

5.1.2 Search assets

1. Enter search criteria.
2. Capacity Resource Types to search: On-Peak, Seasonal Peak, or Active.
3. Click “Search” button.
4. The “Asset Search” screen displays with results:
5. Click on the hyperlink in the “Asset ID” column to view asset details.
6. Asset Results History displays:
5.1.3 **Search asset audit status history**

1. Click on Audit Request ID hyperlink.
2. “Asset Request Details” screen displays.
3. Click “Status History” tab.

**IMPORTANT**

- Only the entity indicated as the Lead Market Participant of the resource as of the time of the audit can view the “Capability History” and “Mapped Demand Assets” tabs.
6 A&TT Roles

6.1 Lead Participant Maintainer

- Read/write access allows the Lead Market Participant to assign users who can view, submit and edit audit requests and review asset results information.
  - For additional information see the following sections in this user guide:
    - “Get Started” (page 8)
- A company may have multiple users with the Lead Participant Maintainer role.
- Only a Security Administrator may assign the Lead Participant Maintainer role to a person.

6.2 Lead Participant Read Only

- Read-only access allows users to view the relevant audit requests and asset results data.
  - For additional information see the following sections in this user guide:
    - “Get Started” (page 8)
- A company may have multiple users with the Lead Participant Read Only role.
- Only a Security Administrator may assign the Lead Participant Read Only role to a person.

6.3 Demand Designated Entity Read Only

- Read-only access allows the DDE of a Demand Resource to view pertinent audit requests and results information in support of their role as the DDE for a resource.
  - For additional information see the following sections in this user guide:
    - “Get Started” (page 8)
- A company may have multiple users with the Demand Designated Entity Read Only role.
- Only a Security Administrator may assign the Demand Designated Entity Read Only role to a person.
7 Customer Support

7.1 By Internet

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

7.2 By Telephone

During Regular Business Hours, Monday through Friday:
8:00 A.M. to 5:00 P.M. Eastern Time:
(413) 540-4220
(833) 248-4220 (toll-free)

For a current list of holidays observed, please visit:
https://www.iso-ne.com/about/contact/business-hours.

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

7.3 By Email

custserv@iso-ne.com
7.4 Ask ISO

Ask ISO is available to market participants who have a valid digital certificate and who have been assigned the role of “Ask ISO / External User” by their Security Administrator. Ask ISO is located at https://smd.iso-ne.com/.