



# DE/DDE Dispatch Location Registration User Guide

ISO New England Inc.  
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## New Dispatch Location Registration & Modification Requests

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This section explains the requirements for specific request types:

- Populated fields on the DE/DDE Dispatch Location Registration Form
- Submission timelines
- Authorized roles for request submittal
- Submittal options

### Who can Request the Initial Registration of a Designated Entity/Demand Designated Entity (DDE) Dispatch Location?

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**The request to register a new Dispatch Location should be received from one of the following:**

- An authorized contact in the Customer Asset Management System (CAMS) that is the **Lead Participant** representing the new Asset and/or Demand Response (DR) Resource that is to be registered with ISO-NE, should initiate the registration of the DE/DDE Dispatch Location. The requestor representing the Lead Participant may indicate authorized person(s) that will act as contacts to get the DE/DDE Dispatch Location registered.
- The **Lead Participant** representing the existing Asset/DR Resource that is to be controlled by a new DE/DDE Dispatch Location, should initiate the registration of the new DE/DDE Dispatch Location.
- A **prospective company** wishing to establish a new DE/DDE Dispatch Location that has confirmation of a new or existing Asset and/or DR Resource for dispatch responsibilities, should initiate the registration of the DE/DDE Dispatch Location. The **Lead Participant** of the Asset and/or DR Resource should communicate to ISO-NE that they approve of the **prospective company** registering a DE/DDE Dispatch Location to control their Asset and/or DR Resource.

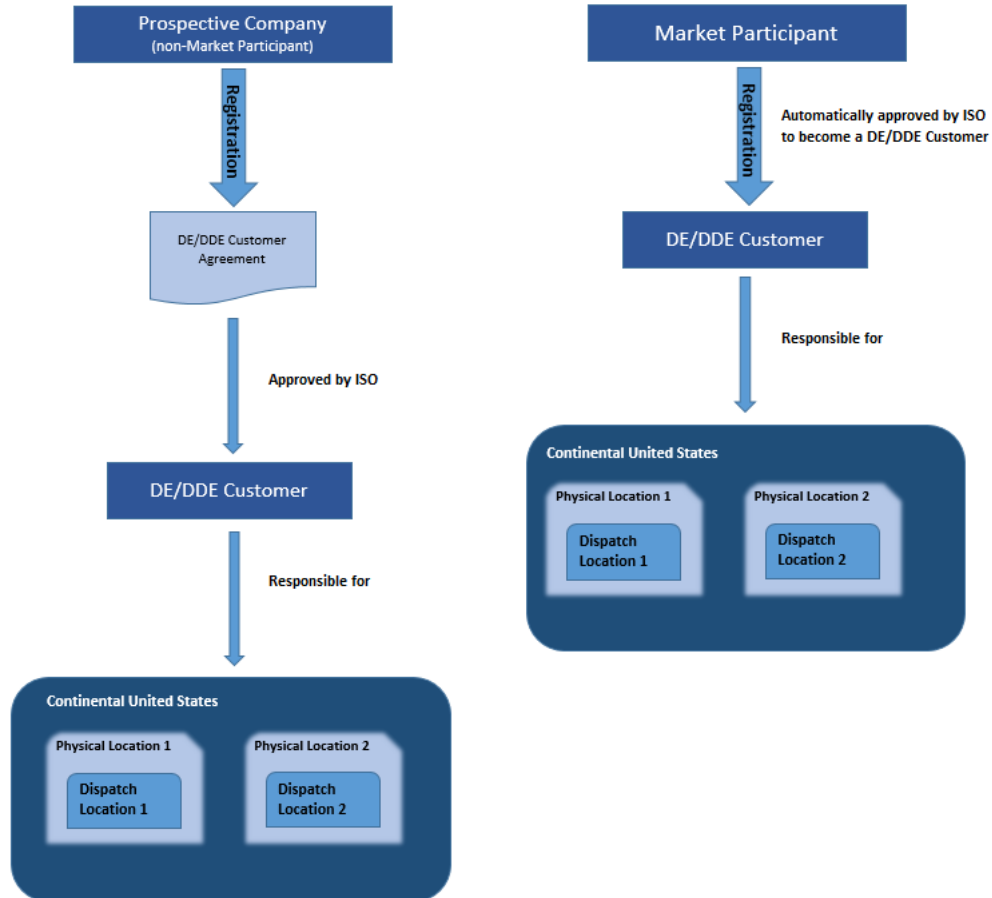
### DE/DDE Customer Structure

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The company who owns the DE/DDE Dispatch Location must: (1) execute a Market Participant Services Agreement or a [DE/DDE Customer Agreement](#); and (2) set up at least one security administrator in the ISO's Customer Asset Management System.

If the [DE/DDE Customer Agreement](#) is completed, once reviewed and approved by ISO, the DE/DDE Customer will be registered as a non-Market Participant within CAMS and assigned a CAMS Customer ID#.

## The Registration Path to Becoming a DE/DDE Customer



### Request and Preliminary Submittal of the DE/DDE Dispatch Location Registration Form

The authorized new DE/DDE Dispatch Location requester must request a blank DE/DDE Dispatch Location Registration form by sending an email to [askiso@iso-ne.com](mailto:askiso@iso-ne.com). The Asset Registration Analyst will send the authorized new DE/DDE Dispatch Location requester a DE/DDE Dispatch Location Registration Form.

A preliminary DE/DDE Dispatch Location Registration Form will be used in cases where:

- A new Generator Asset, Alternative Technology Regulation Resource, Dispatchable Asset Related Demand, CSF, or Demand Response Resource is to be registered with ISO-NE through the New Registration process, therefore requiring that a new DE/DDE Dispatch Location must be registered

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- An existing registered and modeled Generator Asset, Alternative Technology Regulation Resource, Dispatchable Asset Related Demand, CSF, or Demand Response Resource is to be dispatched by a new DE/DDE Dispatch Location that must be registered

The preliminary DE/DDE Dispatch Location Registration Form must contain at least the following information:

- Header
  - DE/DDE Dispatch Location name (can be a working name that can change later)
  - CAMS Customer Name (ID)
  - Location Type
- Section 1
  - The DE/DDE Dispatch Location Physical Address

A preliminary DE/DDE Dispatch Location Registration Form must be submitted through Ask ISO ([askiso@iso-ne.com](mailto:askiso@iso-ne.com)):

- Ninety (90) days prior to the effective date, if the DE/DDE Dispatch Location does not meet the technical requirements in OP-14 and OP-18, such as phone lines and RTU configuration.
- Thirty (30) days prior to the effective date, if the DE/DDE Dispatch Location meets the technical requirements in OP-14 and OP-18

## **DE/DDE Dispatch Location Registration Form Submittal**

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The final DE/DDE Dispatch Location Registration Form should have all fields accurately populated and include a finalized DE/DDE Dispatch Location name, all required contact information and asset designations (if applicable).

The final DE/DDE Dispatch Location Registration Form must be submitted:

- At least seven (7) calendar days prior to the effective date for EMS Modelled Generator Asset(s), Alternative Technology Regulation Resource(s), CSF(s), and/or Demand Asset-Related Demand(s) the DE/DDE Dispatch Location will be responsible for.
- At least seven (7) calendar days prior the “T-7” model cut date for DR Resources the DE/DDE Dispatch Location will be responsible for.

An authorized DE/DDE Dispatch Location Customer contact person in CAMS should submit the final DE/DDE Dispatch Location Registration Form to [askiso@iso-ne.com](mailto:askiso@iso-ne.com).

## **Modification Requests to the DE/DDE Dispatch Location Registration Form**

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For your reference, [ISO New England Operating Procedure No.14](#) provides most of the governing

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language advance notice requirements for the modification of a DE/DDE Dispatch Location. Modifications to a DE/DDE Dispatch Location's information can occur at any time of the year or during the annual validation process.

Requests to modify the following information should be made via Ask ISO ([askiso@iso-ne.com](mailto:askiso@iso-ne.com)) by an authorized DE/DDE Dispatch Location Customer contact person in CAMS.

The following requests should include a requested effective date with at least seven (7) business days' advance notice:

- DE/DDE Dispatch Location Name
- Alternative Phone 1/2/3
- Satellite Phone
- Operations Management Contact
- Operations Technical Contact
- Operations Training Contact
- Short Term Outages Contact
- Distribution Email

The following requests should include a requested effective date with at least thirty (30) calendar days' advance notice:

- Dedicated Bell Line
- DE/DDE Dispatch Location Physical Address where there will only be a change to the Dedicated Bell Line

The following requests should include a requested effective date with at least ninety (90) calendar days' advance notice:

- DE/DDE Dispatch Location Physical Address where there will be changes to the dedicated communication circuits, such as the Automatic Ring Down and/or RTU

If the modification request is in response to an annual validation, please refer to the section *Annual Validation of a DE/DDE Dispatch Location*. Email requests should be sent to [askiso@iso-ne.com](mailto:askiso@iso-ne.com).

Note: Changes to contact persons require the person to be in CAMS under the CAMS customer account for that person to be mapped as a DE/DDE contact. Please contact your company's CAMS Security Administrator to add persons under your company account.

## **DE/DDE Dispatch Location Mapping Modification**

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The Lead Participant for an EMS Modeled Generator Asset, Alternative Technology Regulation Resource, Dispatchable Asset Related Demand, CSF, or Demand Response Resource must submit each of the following requests via AskISO ([askiso@iso-ne.com](mailto:askiso@iso-ne.com)).

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- Transfer dispatch communications from one DE/DDE to another existing or new DE/DDE for an existing EMS Modeled Generator Asset, Alternative Technology Regulation Resource, Dispatchable Asset Related Demand, CSF, or Demand Response Resource
- Use an existing DE/DDE for dispatch communications for a new EMS Modeled Generator Asset, Alternative Technology Regulation Resource, Dispatchable Asset Related Demand, CSF, or Demand Response Resource
- Use a new DE/DDE for dispatch communications for a new EMS Modeled Generator Asset, Alternative Technology Regulation Resource, Dispatchable Asset Related Demand, CSF, or Demand Response Resource

## Annual Validation of a DE/DDE Dispatch Location

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On an annual basis, the ISO will initiate the validation of an existing DE/DDE Dispatch Location. The authorized DE/DDE Dispatch Location contacts will receive a “validation package” by email ISO-NE. The “validation package” will contain a populated DE/DDE Dispatch Location Registration Form, and if applicable, any exemptions or unresolved DE/DDE Dispatch Location Compliance Issues.

## FAQs

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### **What asset types can a Dispatch Location provide dispatch services to?**

A Dispatch Location can provide dispatch services to Demand Response Resources, EMS Modeled Generator Assets, Alternative Technology Regulation Resources, CSFs, and Dispatchable Asset Related Demand.

### **Can a DE/DDE Customer register more than one Dispatch Location?**

Yes. If a DE/DDE Customer is the owner of more than one Dispatch Location located in different Physical Locations within the continental United States, they are allowed to register multiple Dispatch Locations.

### **Can different Dispatch Locations under one DE/DDE Customer share contact roles?**

Yes. Dispatch Locations can share Operations Management contacts, Operations Technical contacts, Operations Training contacts, and Short Term Outages contacts.

### **Can different Dispatch Locations under one DE/DDE Customer share 24/7 phone numbers?**

No. Each Dispatch Location must have its own Dedicated Bell Line and, if applicable, Alternative Phone numbers, Satellite Phone, and Auto Ring Down.

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**Can different Dispatch Locations under one DE/DDE Customer share circuits and routers (Sprint, Windstream, etc.)?**

Yes.

**Can different Dispatch Locations under one DE/DDE Customer share a Remote Terminal Unit (RTU)?**

Yes, dependent on asset type. Demand Response Resources must be on a separate RTU from EMS Modeled Generator Assets, Alternative Technology Regulation Resources, and Dispatchable Asset Related Demand.

## DE/DDE Dispatch Location Registration Form Descriptions

Please note the DE/DDE Dispatch Location Registration Form serves as an Initial Registration of a DE/DDE Dispatch Location. For your reference, [ISO New England Operating Procedure No.14](#) and [ISO New England Operating Procedure No. 18](#) provides most of the governing language for the requirements of a DE/DDE Dispatch Location.

This section of the user guide provides detailed descriptions of each field on the DE/DDE Dispatch Location Registration Form to help a user populate the form. Dependent on your request type, please refer to the section *Request Type Requirements and Submittal* to determine the correct process and required advanced days notice.

### Form Header

The screenshot shows the header of a registration form. It features the ISO New England logo in the top left corner. The main title is "DE/DDE Dispatch Location Registration and Validation Form". Below the title, there are four input fields arranged in two rows. The first row contains "DE/DDE Dispatch Location ID" and "DE/DDE Dispatch Location Name". The second row contains "CAMS Customer Name (ID)" and "Location Type".

**DE/DDE Dispatch Location ID:**

The DE/DDE Dispatch Location ID numbers are assigned by the ISO during the Initial Registration Process and will be populated by ISO-NE. The DE/DDE Dispatch Location ID is a unique ISO-NE identifier that does not change.

**DE/DDE Dispatch Location Name:**

The DE/DDE Dispatch Location is the control room/operations desk that is registered by a Customer for an Asset/DR Resource to receive dispatch instructions from ISO-NE and meets the technical requirements to receive said instructions. This name should be limited to thirty (30) characters.

**CAMS Customer Name (ID):**



This is the name of the CAMS Customer that is the owner and responsible for registering the DE/DDE Dispatch Location. In the event that the company who is the owner and responsible for registering the DE/DDE Dispatch Location is not a CAMS Customer, ISO will provide a DE/DDE Customer Agreement form that will be needed in addition to the registration form.

**Location Type:**

A DE/DDE Dispatch Location has different options for registration dependent on the type of Asset(s) the DE/DDE Dispatch Location controls. To help determine the correct registration choice, refer to the table below:

DE/DDE Dispatch Location Registration Type	Type(s) of Asset(s) DE/DDE Dispatch Location Controls
Designated Entity (DE)	<ul style="list-style-type: none"> <li>• EMS Modeled Generator Asset</li> <li>• Alternative Technology Regulation Resource</li> <li>• Dispatchable Asset Related Demand</li> <li>• Continuous Storage Facility</li> </ul>
Demand Designated Entity (DDE)	<ul style="list-style-type: none"> <li>• Demand Response Resource</li> </ul>
Both Designated Entity (DE) and Demand Designated Entity (DDE)	<ul style="list-style-type: none"> <li>• A combination of Demand Response Resource(s) <i>and any of the following asset types:</i> <ul style="list-style-type: none"> <li>○ EMS Modeled Generator Asset</li> <li>○ Alternative Technology Regulation Resource</li> <li>○ Dispatchable Asset Related Demand</li> <li>○ Continuous Storage Facility</li> </ul> </li> </ul>

**Section 1: DE/DDE Technical and Communications Information**

Section 1: DE/DDE Technical and Communications Information			
Dedicated Bell Line (DBL)*	<input type="text"/>		
Alternative Phone 1*	<input type="text"/>	Phone Type	<input type="text"/>
Satellite Phone*	<input type="text"/>	Phone Type	<input type="text"/>
Alternative Phone 2*	<input type="text"/>	Phone Type	<input type="text"/>
Alternative Phone 3*	<input type="text"/>	Phone Type	<input type="text"/>
		DE/DDE Dispatch Location Physical Address (Street, City, State, Zip Code)	<input type="text"/>
			Auto Ring Down* <input type="text"/>
<small>* All voice communications lines (including Auto Ring Down circuit, Dedicated Bell Line and any Alternative Phone #'s) and response to electronic dispatch through RTU need to be continuously available and reach the same location contacts for situational awareness to be maintained and shall be manned continuously.</small>			

**Dedicated Bell Line (DBL):**

A 24x7 manned phone to respond to ISO Control Room real time dispatch and other information in relation to the Asset(s)/DR Resource(s) it manages for dispatch. The Dedicated Bell Line is dedicated to ISO-NE and should not go to a voicemail at any time. If there is an Auto Ring Down circuit to the DE/DDE Dispatch Location, the Dedicated Bell Line should have the same situational awareness as if calling on the ARD. The Dedicated Bell Line should be an assigned Public Switched Network Land Line phone number.

**Alternative Phone 1/2/3:**

Alternative phone numbers are optional. The alternative phone numbers are not expected to be dedicated to the ISO, however should be manned 24x7 and be at the same location as the primary DBL. The phone numbers should have the same situational awareness as if calling the Primary DBL.

**Phone Type:**

If applicable, classify the listed Alternative Phone type as either Land Line, Cell Phone, or Voice Over Internet Protocol (VOIP).

**Satellite Phone:**

A Satellite phone number is optional. The Satellite phone number is not expected to be dedicated to the ISO, however should be manned 24x7 and be at the same location as the primary DBL. The phone number should have the same situational awareness as if calling the Primary DBL.

**DE/DDE Dispatch Location Physical Address (Street, City, State, Zip Code):**

The complete physical address of the DE/DDE Dispatch Location, including street number, street name, city, state, and zip code. The DE/DDE Dispatch Location must be located in the continental United States.

**Auto Ring Down:**

This communication need will be determined by ISO-NE after the form has been submitted for initial registration. This field will indicate “Yes” if:

1. The aggregate value of dispatchable generation (EDC or DNE) is equal to or greater than 50 MW, or
2. The DE/DDE Dispatch Location’s portfolio includes Generator(s) providing Regulation service (AGC), or
3. The MIC of the Active Demand Response Resources in the DE/DDE Dispatch Location’s portfolio is greater than five hundred (500) MW, or
4. The DE/DDE Dispatch Location has ATRRs with an aggregate value equal to or greater than 50 MW

**Section 2: Additional Contacts Information**

Section 2: Additional Contacts Information				
	Name	Work Phone #	Cell Phone # (optional)	Email
Operations Management/ RTU Control Room	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Operations Technical (Comm. System Technical)/ RTU IT	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Operations Training	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Short Term Outages	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Short Term Outages	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
DE/DDE Dispatch Location Distribution	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**All contacts must be added to the DE/DDE Customer account in CAMS by the Security Administrator. The contact information entered on the form should be the same as seen in CAMS.**

### **Operations Management/RTU Control Room:**

The Operations Management Contact (or their designee at the Dispatch Location Company) is the individual that:

- Has situational awareness over Dispatch Location operations
- Must respond to ISO-NE Control Room communications
- Must ensure that Dispatch Location staff are aware of the Dispatch Location ID
- Is responsible for notifying ISO-NE of changes to Dispatch Location information (designated contacts, phone numbers, physical address, etc.) as soon as possible
- ISO-NE may contact if there is an issue with a respective asset's operation
- Will be contacted regarding ISO-NE Resource Operator OP-14 Training (ROOT), which can be found on ISO-NE's training website (ISO-TEN). Share training accordingly with respective Dispatch Location staff. Training requirements are provided in OP-14
- Acknowledges, in tandem with the asset(s)' Lead Participant company, that the DE/DDE Dispatch Location must meet the requirements provided in [ISO-NE Manuals and Operating Procedures](#), including (but not limited to):
  - [M-RPA](#)
  - [OP-14](#)
  - [OP-18](#)
  - [OP-12](#)
  - [M/LCC 8](#)
- Must contact ISO-NE **immediately** if Exemptions are desired from any provisions provided in [ISO-NE Manuals or Operating Procedures](#).

### **Operations Technical (Comm System Technical)/RTU IT:**

The individual responsible for working with ISO-NE regarding data and/or voice communications infrastructure at the Dispatch Location such as the Dedicated Bell Line (DBL), Remote Terminal Unit (RTU), etc.

### **Operations Training:**

The individual that oversees Operations training for DE/DDE Dispatch Location staff in relation to the dispatch of an asset/DRR and the related requirements listed in the ISO Operating Procedures and Manuals.

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This individual is also responsible for having Operators and other applicable Dispatch Location staff trained to answer and respond to ISO Control Room communications via completion of the ISO's ROOT Training found on the ISO-NE website (ISO-TEN). Training requirements are provided in OP-14.

**Short Term Outages:**

The individual with real-time operational knowledge of asset(s) and/or demand response resource(s) at the Dispatch Location and is responsible for submitting unplanned outage requests.

**Name:**

The first and last name of the authorized person filling the specified role. Person must be in CAMS under the DE/DDE Customer account

**Work Phone #:**

The main contact number for the person filling the specified role. This number does not need to be 24x7. This number should match the work number listed for the person under the DE/DDE Dispatch Location Customer CAMS account.

**Cell Phone # (Optional):**

A secondary phone number is not required, but is encouraged. This number does not need to be 24x7. This number should match the cell phone number listed for the person under the DE/DDE Dispatch Location Customer CAMS account.

**Email:**

The email address for the person filling the specified role. Persons email address as seen in CAM under the DE/DDE Customer account

**DE/DDE Dispatch Location Distribution Email:**

This field should contain an email that provides ISO New England the option to reach multiple contacts with regard to important notifications and/or conference calls to ensure the reliability of the system.