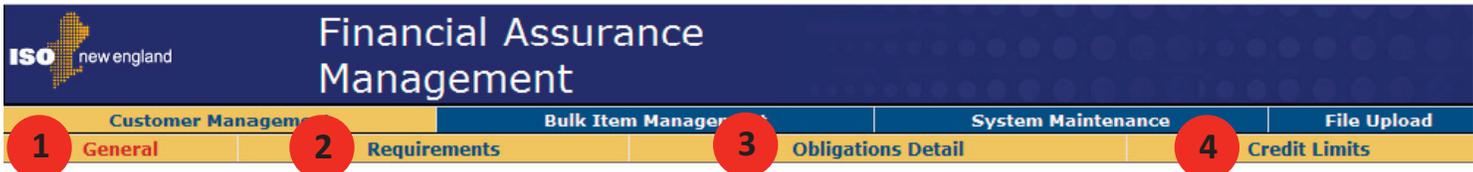# Financial Assurance Management (FAM) User Guide

FAM is an external-facing User Interface (UI) that reflects the credit standing of a company with ISO New England (ISO-NE). This guide will illustrate the FAM UI for viewing financial assurance positions. The figure below is the main toolbar across the top of the FAM UI. Each tab contains vital Financial Assurance (FA) information. Navigation of this bar will be explained in the section entitled, Understanding your FAM User Interface.



## How to Access FAM

1. You must have a valid Digital Certificate issued by ISO-NE.

2. Your company's Security Administrator (SA) must assign you the *Credit and Financial Assurance Management* role. If your company does not have an SA, you will need to have one assigned. To have a SA assigned, please apply here for an ISO Security Administrator: Home > Support > Customer Support > Forms.

## Logging into FAM UI

1. From the ISO Home page (www.iso-ne.com) go to your browser's address box and type in the SMD Applications Home page address: https://smd.iso-ne.com.

2. On the **SMD Applications Home Page**, select *Financial Assurance Management*.

> Financial Assurance
> Management

**IMPORTANT:** If you do not have a FAM account with ISO-NE, you must follow the steps above entitled How to Access FAM.

## Understanding Your FAM UI

When you log into FAM, the first page that opens will be your *General Information* tab. On this home screen, your basic credit information will be available, as well as the other three tabs in which all the credit information is accessed. The tabs are outlined below.

1. **General** – This contains the basic information of the company. Customers can locate the following information from here:
   - Customer Information (name and address)
   - Compliance Test Status: Credit Test Percentage, FA Test Deficiency, Initial FA Test Percentage, and Event History
   - Miscellaneous Information: Governance Standing, Member Effective Dates, etc.
   - Payment Defaults
   - Market Suspensions
   - Contacts
   - Comments

2. **Requirements** – This section displays a summary of Credit Requirements and the current value of their posted forms of Financial Assurance, including:
   - Market Participants Financial Assurance Results: Test Requirements including Transmission and Market Credit Limits, Capitalization and FTR Deductions; Initial FA Requirement, and Credit Tests (Market Credit Test, FTR Credit Test, Transmission Credit Test, and IFA Test)
   - Participant's Obligations: Hourly, Non-Hourly, Virtual, FCM, Transmission, and FTR Requirements
   - Participant's Collateral: Cash Investments, Letters of Credit, and Interim BlackRock Reductions

3. **Obligations Details** – Displays the Market Participant's Obligations section of the Requirements tab with details, including:
   - Hourly Requirements
   - Non-hourly Requirements
   - FCM Requirements
   - Transmission Requirements
   - Virtual Requirements
   - Unsettled Virtual Detail (Information Only)
   - FTR Requirements
   - Disputes

4. **Credit Limits** – Displays the eligible Participant's credit limit calculation. Subsections include:
   - Credit Limit
   - Credit Rating
   - Tangible Net Worth
   - Un-rated Credit Criteria: EBITDA, Debt to Capital Ratio, and Current Ratio

**Financial Assurance Management**

## FAM Functionalities

Each tab has four common functionalities. These functionalities are:

1. **Date Selector** – By selecting a date and time from this drop-down window, customers can view their Financial Assurance with the ISO from any update point. A calendar is also available to select specific dates.

2. **Print PDF** – Customers may print the information visible on any tab in FAM in PDF format. Just click, "Print PDF" Print PDF on any screen. After clicking the button, you will be prompted to either Open or Save the document. After making your selection, view or print your PDF.

3. **Print CSV** – Customers may print information in a CSV Report format. Just click, "Print CSV" Print CSV located to the right of the "Print PDF" button. CSV Report format is available for the information under each tab as well. After selecting "Print CSV," follow the same steps as the "Print PDF" Report. The CSV Report is an Excel spreadsheet.

4. **Help Buttons** – On each screen there are multiple "Help Buttons." If an explanation is necessary,simply click the Help button in the upper right corner of any subsection. This will provide moreclarification. The Help Button is a question mark inside a blue circle.

## FAM Support and Helpful Links

1. **FAQ's** – Frequently Asked Questions are available for Financial Assurance Management. Please refer to FAQs for guidance on any questions about FAM. Home > Support > FAQs > Financial Assurance

2. **BlackRock** – An investment account required to be opened by any participants choosing to use cash as collateral for their financial assurance obligations. Account holders may choose investment options from a pre-determined list, with ISO-NE as the beneficiary of the account. The link below has been provided to the BlackRock Document section of the ISO-NE website for further information and to establish an account. Home > Settlements > Financial Assurance & Credit > BlackRock Documents

3. **Financial Assurance Policies and Amendments** – This link opens ISO-NE's Financial Assurance and Billing Policies webpage. The information is for both Members and Non-Members. Home > Settlements > Financial Assurance & Credit

4. **Transmission, Markets & Services Tariff (Tariff)** – The Tariff provides the rates, terms and conditions for transmission, market and other services provided by ISO-NE. The webpage that opens includes several links to a variety of information, including Market Rule 1 and the ISO-NE Information Policy. Home > Regulatory > Transmission, Markets & Services Tariff

5. **Training** – Web-Based Training (WBT) modules are available for navigating the FAM UI. This training is accessible under Home > Support > Training > Training Materials > Financial Assurance

6. **Customer Support** – The Customer Support department is available to assist with any questions relating to FAM. Contact Customer Support by calling 413-540-4220 or e-mailing custserv@iso-ne.com.

## Change Summary

| Revision | Date | Comment |
|---|---|---|
| 0 | September 10, 2008 | Original Release |
| 1 | February 11, 2009 | General Tab revisions |
| 2 | May 29, 2009 | Log-in process updated |
| 3 | October 1, 2011 | Updated to reflect changes to the FAM User Interface |
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