Welcome
Heidi Carder, Lead Customer Education Trainer
Why are we here?

It requires a partnership to ensure the safety and reliability of the grid!
Coordination and preparedness efforts throughout the Western Interconnection support grid reliability during stressed conditions
Collaborative planning between the ISO, regulatory agencies, adjacent balancing authorities and stakeholders is critical to preparing for potential summer challenges.
Annual Summer Loads and Resources Assessment helps prepare for summer system operations to maintain grid reliability

- evaluates expected 2024 summer supply and demand conditions for the California Independent System Operator (ISO) balancing authority area (BAA)

- indicates continued improvement in resource availability for the upcoming summer driven by accelerated resource development

Available on the Reports and Bulletins webpage on www.caiso.com
Notifications sent as appropriate based on system conditions

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<th>Emergency Alert Levels</th>
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<td>EEA 3 – Firm Load Interruption*</td>
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Being short on energy (Flex Alerts, EEAs) affects the whole system.

A Transmission Emergency affects only a particular location based on transmission lines, flows, and equipment.

It’s possible to have one or both alerts at the same time.
Operational considerations during emergency conditions

- Available Generating Capacity
- Reserves for ups, downs and forecast changes
- Reserves for the loss of biggest unit
- Customer Load
Stakeholder Engagement & Customer Experience

Joanne Serina
Vice President

Stakeholder Affairs
Onboarding
Provide guidance to becoming a CAISO customer

Customer Readiness
Education
Share new information and continuing education

Stakeholder Experience
Customer Support
Respond to market participant needs

Outreach
Inform customers of emerging issues

Account Management
Proactively work with stakeholders on strategic and policy matters

Stakeholder meetings
Inform customers on stakeholder initiative activities
Resource Operations Readiness Training

Training Goal: to prepare customers in advance of summer to meet ISO expectations for successful resource management, especially during tight conditions.

These courses build on concepts shared during the May 1st Resource Interconnection Fair.

- **Resource Performance Expectations**
  - May 7th
  - Dispatch/Operating instruction response
  - Hybrid resource management
  - Outage cards completion
  - Flex Alerts/EEA response

- **Battery Performance Expectations**
  - May 15th
  - Resource capabilities
  - Correct Nature of Work
  - Off-Grid Charging Indicator
  - Physical management requirements

- **Managing Intertie Transactions**
  - May 16th
  - Wheel-through concepts
  - Export priority
  - Tagging expectations
  - Flex Alert/EEA

- **WEIM Resource Performance Expectations**
  - May 22nd
  - Assistance Energy Transfer
  - Demand Response process for WEIM


Contact CustomerReadiness@caiso.com with questions.

Share this information with your staff!
New reference guide to help Resource Owner/Operators find important information

Includes helpful links such as:
- Training Resources
- Knowledge Articles
- Policies & Procedures
- New Resource Implementation Documents

Available on the ISO Learning Center under the Market and Operations Learning Track

California ISO - Learning center (caiso.com)
ISO rolled out a new Resource Performance Issue outreach effort for resources within the ISO BAA

- New process to increase the awareness of resource performance issues by notifying SCs via email when resources fail to perform as expected and in accordance with the ISO Tariff

- SCs are responsible for coordinating with resource owners and scheduling desks to ensure understanding and corrective actions are being taken

- Categories to be monitored:

  - Failed to follow Dispatch Operating Targets
  - Failed to provide energy following a linear ramp
  - Failed to transition correctly between Automated Generation Control and Manual Control
  - Failed to be on and/or follow Automated Generation Control
Advanced collaboration and coordination ensures preparedness for summer conditions
Thank you for your participation!

For more detailed information on anything presented, please visit our website at: www.caiso.com or send an email to: CustomerReadiness@caiso.com.

For resource specific questions or concerns, please submit a CIDI ticket.