Help Center Guide to Submit Credit Cases

Overview
The Help Center is MISO’s new, state-of-the-art customer engagement platform aimed at providing improved self-service capabilities for our customers.

Purpose
This document describes the process for submitting Credit requests (Cases) to MISO. There are six Types of cases which can be submitted for Credit requests. Two of the Types provide Sub-Types for selection to further define the request.

- Access Cash Collateral Bank Statement
  - Remove Access of a Current User
  - Reset Password (Current User Only)
  - Reset Password/Security Question (Current User Only)
  - Set Up Access for New User
- Change FTR Auction Allocation
- Change Virtual MWh Limits
- Collateral Refund
- Credit Misc.
- Send Additional Cash Collateral
  - ACH Transfer
  - Wire Transfer

Submitting a Credit Case

1) Sign In
2) Click “My Support”
3) Click “OPEN A NEW CASE”

4) Confirm your Contact Details
5) Select an Account
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6) Select “Credit” as the Category
7) Select the desired Type and, if applicable, Sub-Type. Based on your selection, you will be presented with additional fields to complete.

<table>
<thead>
<tr>
<th>Type</th>
<th>Sub-Type</th>
<th>Additional Fields</th>
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</thead>
</table>
| Access Cash Collateral Bank Statements                | Remove Access of a Current User                        | • Current User Email  
• Current User First Name  
• Current User Last Name  
• Title |
|                                                      | Reset Password (Current User Only)                      | • Current User Email  
• Current User First Name  
• Current User Last Name  
• Title |
|                                                      | Reset Password/Security Questions (Current User Only)   | • Current User Email  
• Current User First Name  
• Current User Last Name  
• Title |
|                                                      | Set Up Access for New User                              | • Current User Email  
• Current User First Name  
• Current User Last Name  
• Title |
| Change FTR Auction Allocation                        | N/A                                                    | • New FTR Auction Credit Allocation ($)                                           |
| Change Virtual MWh Limit                             | N/A                                                    | • New Virtual MWh Limit (MWh per day)                                             |
| Collateral Refund                                    | N/A                                                    | • Collateral Refund ($)                                                            |
| Credit Misc.                                         | N/A                                                    | • Title                                                                          |
| Send Additional Cash Collateral                      | ACH Transfer                                           | • Amount ($)  
• Expected Date of Arrival  
• Title |
|                                                      | Wire Transfer                                          | • Amount ($)  
• Expected Date of Arrival  
• Title |

8) Complete all required fields, as denoted by a red asterisk
9) Click the Submit button, at the bottom of the page
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Open a New Case

Contact Details
- Contact: Ted Terry
- Account: 0551 - 4ENERGY LTD

Case Details
- Category: Credit
- New FTR Auction Credit Allocation ($): 8,000,000.00

MP is requesting a change to their FTR Auction Allocation that, if approved, won't be effective until tomorrow.

Submit Cancel