Credit Service Request User Guide:

Collateral Returns, FTR Auction Allocations, & Virtual MWh Limits

September 18, 2014
Market Portal Access

Each of the following items needs to occur to be able to submit a Cash Collateral Return Request, an FTR Auction Allocation, and or a Virtual MWh Limit change through the Market Portal.

1. If you do not already have a digital certificate, please contact your LSA.

2. You will not be able to access the Market Portal until your LSA grants you access.

3. You will not be able to submit Credit Service Requests without the LSA granting specific access to the appropriate user roles. Please contact your LSA to be granted the required access and see Section 6.2.1 in the [MP LSA User Guide](#).
Collateral Returns, FTR Auction Allocations, & Virtual MWh Limits

• All requests / changes must be submitted through the Market Portal.

• Follow the steps in this user guide.

• Please contact your MISO Client Relations Representative if you experience any issues.
Market Portal

Go to the Market Portal to submit Service Requests

https://markets.midwestiso.org/MISO/
Create Service Request

Click on **Customer Service** tab. Select **Service Request → Create**.
Complete Service Request Information

Select **Request Category** of “Credit.” Select **Request Type** of “Change FTR Credit Allocation,” “Change Virtual MWH Limit,” or “Credit Misc.” to request a cash collateral return. See slide #2 if you do not see these drop down box options.
Request Cash Collateral Return

Please enter “$xxxxx cash collateral refund” in the “Subject” line. Please enter “n/a” in the “Description.” Click “Next”, review, and click “Submit.” Collateral returns will be wired to the same bank account as your Market Participant’s market credits.
Change FTR Credit Allocation

Fill out the new desired amount for the FTR auction credit allocation in the indicated box.
Change Virtual MWH Limit

Fill out the new desired amount for the Virtual MWh Limit in the indicated box.
Review Changes

Review the Credit Service Request with the changes before submitting the request.
Service Request Submitted

The confirmation page will show that the Credit Service Request has been successfully submitted.
Email Confirmation

An email will be sent confirming whether or not the change request has been approved.