



Operator Interface (OI) User Guide



Contents

I. DISCLAIMER.....	3
1. INTRODUCTION.....	3
2. ACCESSING THE SYSTEM.....	5
2.1 HOW TO OBTAIN ACCESS.....	5
2.2 ENVIRONMENTS.....	5
2.3 MARKET PORTAL CARD.....	6
3. NAVIGATING THE SYSTEM.....	6
3.1 OI HOME PAGE.....	6
4. WORKING WITH OPERATOR INTERFACE.....	7
4.1 ALERTING IN OPERATOR INTERFACE.....	7
4.2 EVENT TIMELINE.....	9
4.3 DARK MODE APPEARANCE.....	10
4.4 UPDATES WIDGET.....	11
4.5 SCHEDULED DECLARATION LEVEL CHANGES.....	13
4.6 MULTIPLE COLLAPSES ACTIVE EVENTS.....	16
4.7 SYSTEM STATUS LEVELS.....	16
4.8 MERGENCE OF DSRI & OPERATOR INTERFACE.....	20
4.9 RECENTLY ENDED EVENTS.....	21
4.10 REPORT A BUG FEATURE.....	22
5. OPERATOR INTERFACE MESSAGES & THE MPNS.....	23
5.1 ONE-WAY MESSAGING.....	23
5.2 HIGH PRIORITY MESSAGES.....	26
5.3 MESSAGE FOLLOW UP.....	27
5.4 EMAIL NOTIFICATIONS.....	28
6. UNIQUE OPERATOR EXPERIENCES.....	33
6.1 UNIQUE INSTRUCTIONS.....	33
6.2 DIFFERENCES IN EMAILS BETWEEN NON-MP & MP.....	33
7. COMING SOON – FEATURE UPDATES.....	33
8. ADDITIONAL RESOURCES & LINKS.....	38
9. GET HELP.....	38



I. DISCLAIMER

The following materials have been developed for use as training materials only. These materials do not and are not intended to support, govern, or affect markets or other activities; other than the training for which these materials were developed. Those seeking governance or business practice guidance are urged to consult relevant sections of the MISO Tariff and Business Practice Manuals available through the MISO website.

Any data used in these materials or in training scenarios is test data developed solely for use in a test environment for training purposes. None of this data should be relied upon for any purpose other than the training for which it was developed.

Any questions related to appropriate use of these materials should be directed through a ticket in the [Help Center](#).

1. INTRODUCTION

The Operator Interface allows MISO to issue and edit Declarations, System Status Levels and One-Way Messaging. The following is a list of Declarations.

Declaration	Description	Procedure
Capacity Advisory Declaration	Declaration is used to provide advanced notice of forecasted capacity shortage and will request stakeholders to update resource availability and to prepare for a MISO Market Capacity Emergency.	MISO Market Capacity Emergency (SO-P-EOP-00-002)
Cold Weather Alert Declaration	Declaration is used to prepare operating personnel and facilities for extreme cold weather conditions which may cause capacity requirements to be higher than normal and unit unavailability to be greater than forecasted and these conditions are expected to persist for an extended period.	Conservative System Operations (SO-P-NOP-00-449)
Conservative Operations Declaration	Declaration is used to maximize MISO's ability to operate the Bulk Electric System (BES) reliably during periods of extreme weather conditions and other abnormal circumstances that pose an imminent threat to the BES.	Conservative System Operations (SO-P-NOP-00-449)
Geo-Magnetic Disturbance Alert & Warning Declaration	Declaration is used when a Geomagnetic Disturbance (GMD) Alert or Warning has been issued by the Space Weather Prediction Center (SWPC) to prepare RCs, TOPs, BAs, LBAs and GOPs with advance notice of an upcoming GMD activity.	Conservative System Operations (SO-P-NOP-00-449)



Declaration	Description	Procedure
Hot Weather Alert Declaration	Declaration is used to prepare operating personnel and facilities for extreme hot or humid weather conditions which may cause capacity requirements to be higher than normal and unit unavailability to be greater than forecasted and these conditions are expected to persist for an extended period.	Conservative System Operations (SO-P-NOP-00-449)
Local Transmission Emergency Declaration	Declaration is used to mitigate a local operating emergency on the Transmission System where emergency actions are necessary, such as the commitment of Resources offered as Emergency-only (AME) or emergency ranges of resources.	MISO Internal Procedure
Maximum Generation Declaration & Level Escalation	Declaration is used to mitigate operating emergencies on the Bulk Electric System (BES) due to capacity and energy emergencies in the MISO Balancing Authority Area (MBAA), Region or Sub-region.	MISO Market Capacity Emergency (SO-P-EOP-00-002)
Minimum Generation Declaration & Level Escalation	Declaration is used to mitigate operating emergencies on the Bulk Electric System (BES) due to supply surplus conditions in the MISO Balancing Authority Area (MBAA), Region or Sub-region.	MISO Supply Surplus Emergency (SO-P-EOP-00-003)
Restoration Event Declaration	Declaration is used when a condition exists, or are presumed to exist, in the MISO footprint where restoration procedures will be required.	MISO Power System Restoration Plan (SO-P-PSR-01)
Safe Operating Mode Declaration	Declaration used with SPP, PJM, or IESO when more efficient coordination to address a real time issue is needed while an abnormal condition has occurred on the Transmission System without a defined Joint Operating Agreement (JOA), Reciprocal Coordinated Flowgate (RCF), or the use of Market to Market (M2M) on the RCF is insufficient.	MISO Internal Procedure
Severe Weather Alert Declaration	Declaration is used to prepare operating personnel and facilities for extreme weather conditions that may impact the integrity of the Bulk Electric System (BES).	Conservative System Operations (SO-P-NOP-00-449)



Declaration	Description	Procedure
System Status Level	Declaration is used when MISO, or Member(s) has encountered an unexpected infrastructure failure where backup means operations may be necessary to manage the reliability and integrity of the Bulk Electric System (BES).	System Status Levels (SO-P-AOP-00-203)
Time Error Correction Declaration	Declaration is used to issue slow or fast Time Error Corrections requested by the Time Error Monitor (TEM) of the Eastern Interconnection.	MISO Internal Procedure
Transmission Advisory Declaration	Declaration is used to provide advanced notice of forecasted Transmission System issues and will request stakeholders to review planned generation and transmission outages and to prepare for a Conservative System Operations Declaration or a system emergency as conditions arise.	Conservative System Operations (SO-P-NOP-00-449)
Transmission System Emergency Declaration	Declaration is used to mitigate a system operating emergency on the Transmission System that have the potential to exceed or have exceeded an Interconnection Reliability Operating Limit (IROL).	Transmission System Emergency (SO-P-EOP-00-004)

2. ACCESSING THE SYSTEM

2.1 HOW TO OBTAIN ACCESS

Operator Interface users have access provided by their Local Security Administrator (LSA) within SSLSA. Instructions on how to provision access are in the [SSLSA User Guide](#).

2.2 ENVIRONMENTS

Operator Interface CCE Environment URL: <https://cce.midwestiso.org/marketportal/>

Operator Interface PROD Environment URL: <https://markets.midwestiso.org/marketportal/>

Select the appropriate certificate.



2.3 MARKET PORTAL CARD

Operator Interface

A next-gen communications system that relays Declarations, System Status Levels, and One-Way Messages to MISO Market Participants and Members. The Operator Interface is the eventual replacement for the MISO Communication System.

[Launch Operator Inte...](#)

3. NAVIGATING THE SYSTEM

3.1 OI HOME PAGE

The screenshot shows the MISO Operator Interface home page. At the top left is the MISO logo and the text 'STG Operator Interface'. On the right, there is a user account section showing 'NIP CR-Testing' and the date '06/29/2024 06:25 EST'. Below this is a dark blue navigation bar with the following items: 'Declarations', 'Messages' (callout 1), 'System Status' (callout 2), 'DSRI' (callout 4), and 'Settings' (callout 5). The main content area is titled 'ACTIVE' and contains a message box stating 'There are currently 0 active declarations.' (callout 6). Below this is a 'RECENTLY ENDED' section (callout 7) with a table of declarations and an 'Export History to XLSX' link (callout 8). The table has four rows of data. On the right side of the page, there is a vertical sidebar with a 'Recent Log' button (callout 9).

Initiate	Status	Time	Affected Region(s)
06/29/2024 Capacity Advisory - Initiate	Cancelled	06/29/2024 06:18 EST CANCELLED	North, Central Region(s) AFFECTED REGIONS
TESTING IN STAGING Max Gen - Alert	Completed	06/25/2024 00:00 EST COMPLETED	North, Central Region(s) AFFECTED REGIONS
TESTING IN STAGING DISREGARD Max Gen - Alert	Completed	06/24/2024 00:10 EST COMPLETED	North Region(s) AFFECTED REGIONS
Warning 06/23/2024 Geomagnetic Disturbance - Warning	Terminated	06/23/2024 23:24 EST TERMINATED	MISO Footprint AFFECTED REGIONS

- 1) Messages – This allows you to see informational messages that have been sent.
- 2) Menu Bar – Access to the Declarations, Messages and System Status
- 3) User Account – Lists the current user, date and time.
- 4) Demand Side Resource Interface (DSRI) – Link to DSRI application for Market Participants who also have Load Modifying Resource (LMR) Submit access granted by LSA.
- 5) Settings – Access to setting email notification and appearance settings.
- 6) Active Declarations – This area will show any active Declarations.
- 7) Recently Ended Declarations – These are declarations that are now over. This section will show the



past 30 days of declarations that are now over.

8) Export History to XLSX – Click the link to download all historical information on declarations issued within the Operator Interface application.

9) Report a Bug – Click her to report bugs or issues to MISO Developers of the Operator Interface application.

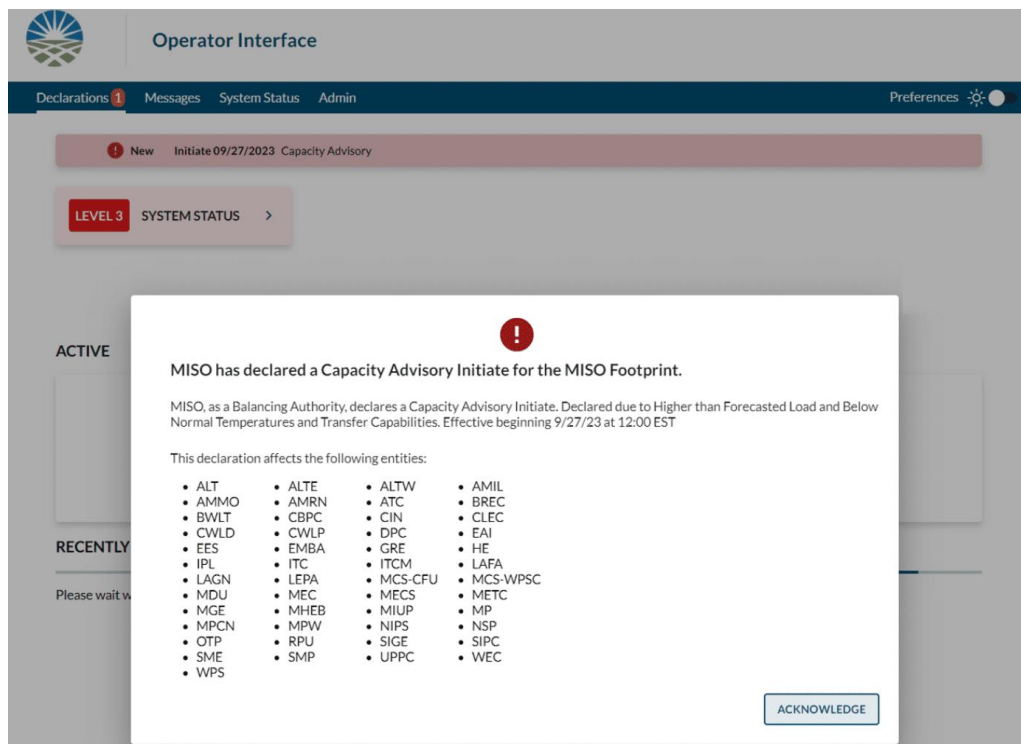
4. WORKING WITH OPERATOR INTERFACE

4.1 ALERTING IN OPERATOR INTERFACE

New Declarations in the Operator Interface alerts a user in multiple ways:

- Pop-Up Modal
- Declaration Banner
- Audible sound every 30 seconds until acknowledged

Note: Due to browser mute and anti-spamming settings: audible and visual alerts will occur when the browser that houses Operator Interface is in an active window.

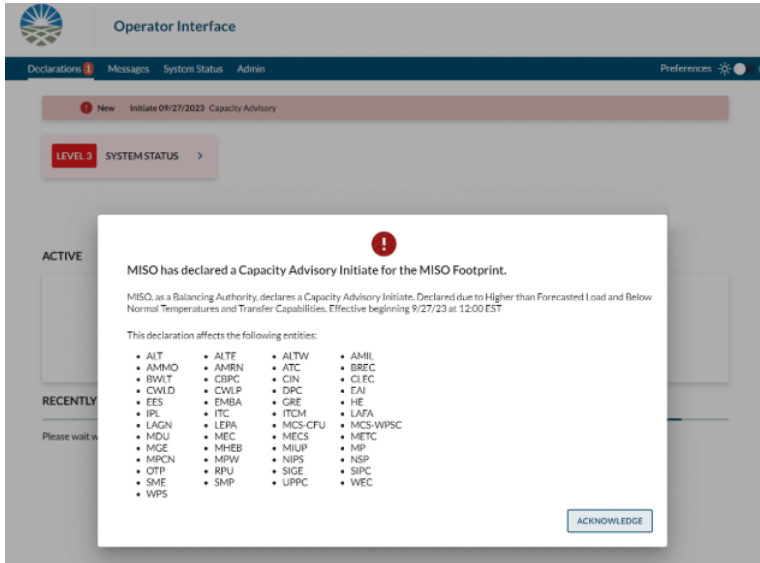


If you are having issues hearing audible sounds in Operator Interface. Please refer to the following Knowledge Article to fix: [How to Enable Sound in Operator Interface.](#)

Pop-Up Modal



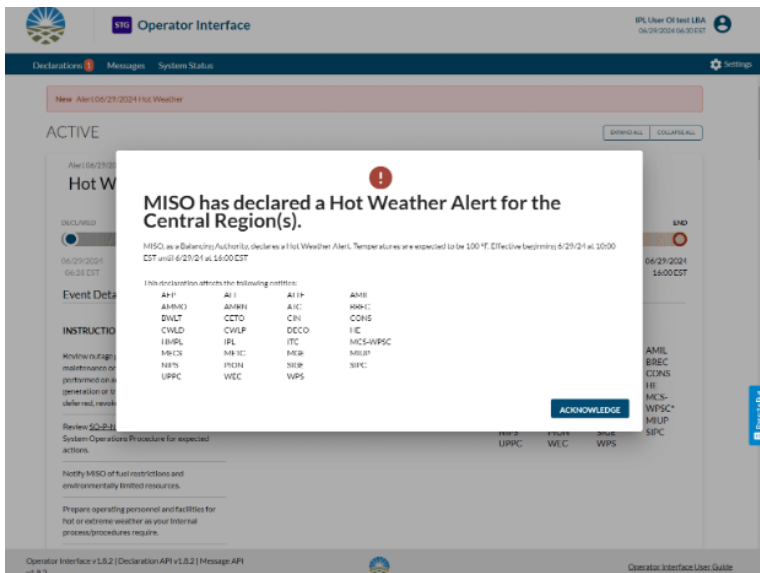
Operator Interface Users are unable to navigate anywhere else in the tool, until they acknowledge the pop-up modal stemming from a “New” declaration. When one user at a specific company (NERC ID) acknowledges the modal, the banner disappears.



Event Banner

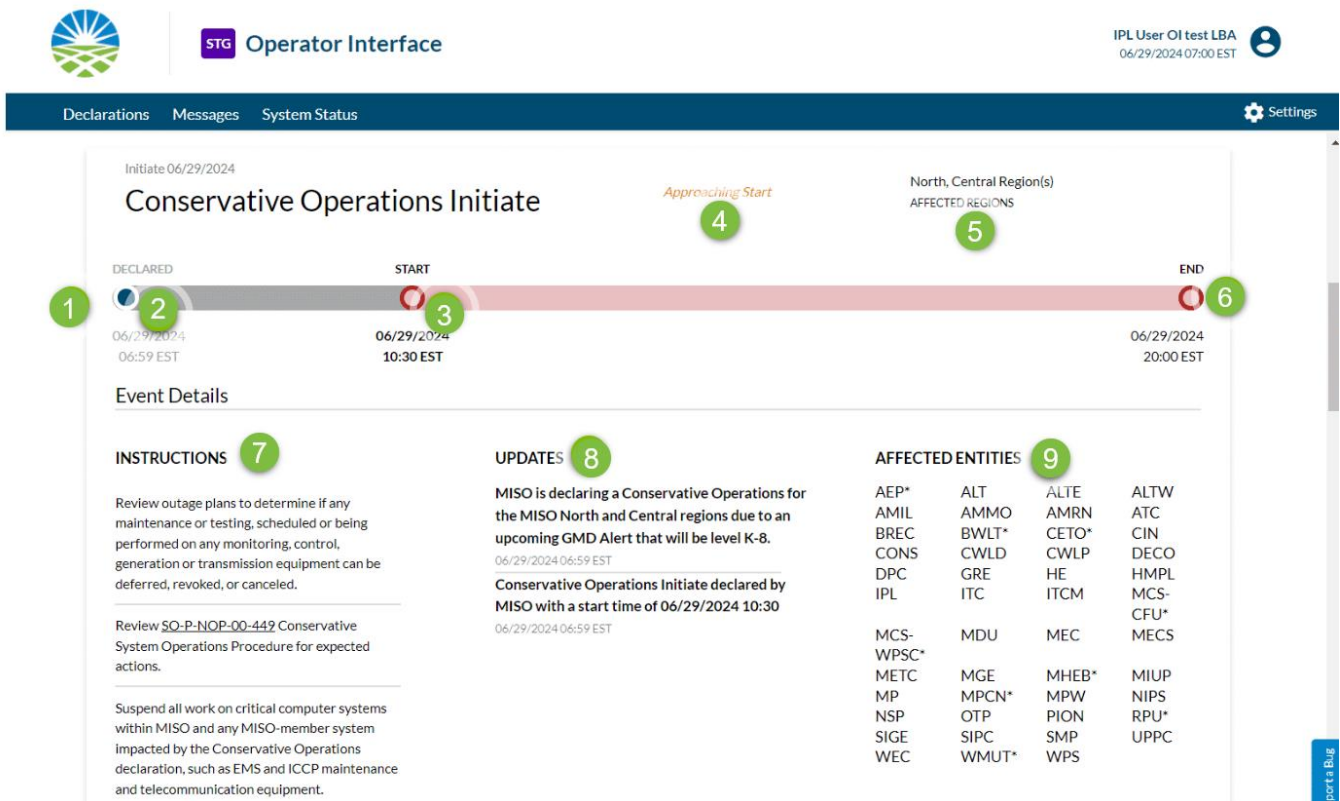
Event Banners are populated when Declarations are:

- New (LBAs & TOs that are part of declaration and MPs)
- Updated
- Cancelled
- Terminated



4.2 EVENT TIMELINE

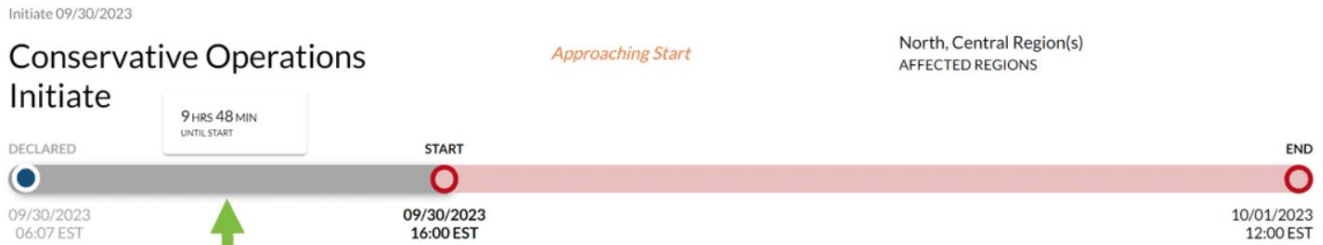
The Event Timeline provides information needed about the timing of the Declaration and the affected regions.



- 1) Current Time – What time it is currently. It is represented by the blue marker on the timeline.
- 2) Declared Time – The Declared Time is the time the Declaration was announced.
- 3) Start Time – This is the time for Declaration will take effect.
- 4) Status – Status shows where the Declaration is at in time.
- 5) Affected Regions – These are the regions that are affected by the Declaration.
- 6) End Time – The time the Declaration will end if applicable.
- 7) Instructions – Advises what you need to do for the Declaration.
- 8) Updates – Show any changes that have been made to the Declaration.
- 9) Affected Entities – Listing of Entities that are affected by the Declaration.



Event Timeline Hover Over Feature



Event Details

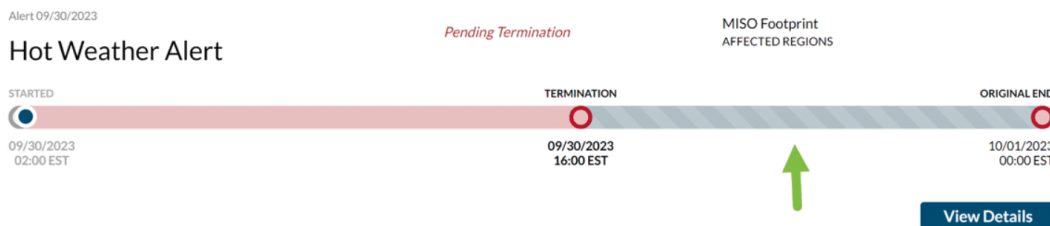
If you hover over the space between the Declared Time and Start Time, the system will tell the amount of time till Start Time.



Event Details

Duration Time

If you hover between the Start Time and End Time, the Duration will appear.



Termination of Declaration on Timeline

If a Declaration is terminated, it will reflect on the timeline.

4.3 DARK MODE APPEARANCE

The default appearance for Operator Interface is Light Mode. The Dark Mode can be enabled by navigating to Settings, Appearance, then select Dark Mode from the drop-down menu.



Operator Interface



Declarations Messages System Status Admin

Settings

Settings

Email Notifications

Appearance

Appearance

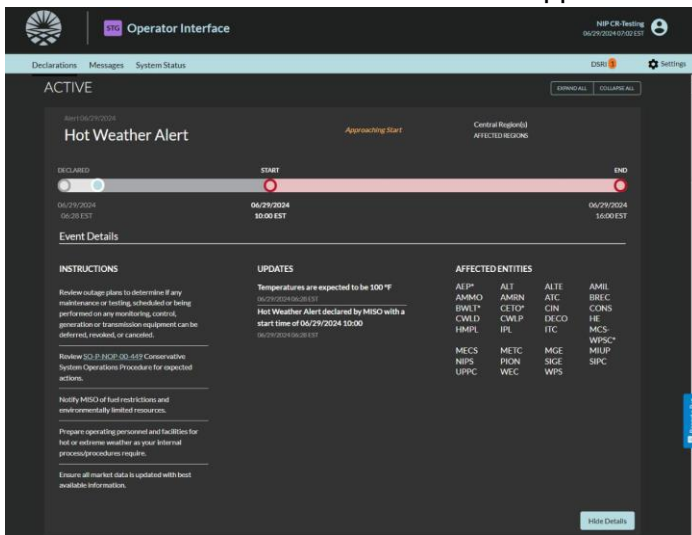
Control the look and feel of the Operator Interface

Theme

Light Mode
- Select an option... -
Light Mode
Dark Mode

Dark Mode

Below is an example of what the Dark Mode looks like. The Operator Interface does have browser cookies, so if you exit the application in dark mode, when you return you will see it in dark mode. It has the similar look and feel as the MISO Mobile App.



4.4 UPDATES WIDGET

Updates can now be made to already active Operator Interface Declarations and will be provided in the Updates Widget of a declaration. This will minimize confusion as declarations will no longer have to re-issued if updated.

In the example below, a Cold Weather Alert was declared by MISO on 2/18/2024 at 1839 EST to begin at 1900 EST because temperatures are expected to be -35F. Nearly four hours later, at 2222 EST, expected temperatures are now expected to be as low as -18F and MISO deemed it necessary to provide that update to our MISO members. The Shift Manager provided an update that the Cold Weather Alert is not as bad as originally forecasted.



ACTIVE

Alert 02/18/2024

Cold Weather Alert

In Progress

North, Central Region(s)
AFFECTED REGIONS

STARTED

END

02/18/2024 19:00 EST 02/19/2024 12:00 EST

Event Details

INSTRUCTIONS

- Prepare operating personnel and facilities for cold or extreme weather as your internal process/procedures require.
- Review outage plans to determine if any maintenance or testing, scheduled or being performed on any monitoring, control, generation or transmission equipment can be deferred, revised, or cancelled.
- Review [SO_P_NDP-00-449](#) Conservative System Operations Procedure for expected actions.
- Notify MISO of fuel restrictions and environmentally limited resources.
- Review fuel supply/delivery schedules.
- Implement plans to winterize units and plants to ensure availability during emergency conditions.
- Coordinate personnel staffing to ensure all scheduled combustion turbines and diesel generators are available for loading during load pick up period.
- Ensure all market data is updated with best available information.

UPDATES

Temperatures are expected to be -18 °F
02/18/2024 22:22 EST

Temperature forecasts have improved significantly the past couple of hours, and now the coldest the MISO footprint will reach is -18F in some portions of Minnesota.
02/18/2024 22:22 EST

Temperatures are expected to be -35 °F
02/18/2024 20:27 EST

Cold Weather Alert declared by MISO with a start time of 02/18/2024 19:00

AFFECTED ENTITIES

ALTE	ALTW	AM-IL	AM-MO
CIN	CWLD	CVLP	DPC
GRE	HE	IPL	MDJ
MEC	MECS	NGE	NIHEB*
MP	MPW	NISS	NSP
OTP	SIGE	SIIC	SMP
UPPC	WEC	WPS	ALT
ATC	METC	ITC	ITCM
RPU*	AMRN	CBPC*	BREC
MCS-CFU*	MCS-WPSC*	MPCN*	BWLT*
MIUP			

[Hide Details](#)

Max Gen Parameters for Balancing Authority and Transmission Owners

Information previously shared in the Details section of an MCS Declaration (Max Gen Parameters) will be provided in the Updates widget of the Operator Interface for MISO, BA and TO users. MISO will continue to provide Transmission sensitive information that was used by MISO as we progress through different Max Gen Levels.

UPDATES

Forecasted projections for declaration area:

Forecasted Peak Hour Ending	22:00
Forecasted Load (+Reserve Requirement)	30000MW
Eco Max Gen Offers	28000MW
NSI	0MW
Projection	-2000MW

Max Gen Warning declared by MISO with a start time of 02/17/2024 20:00

02/17/2024 20:14 EST



4.5 SCHEDULED DECLARATION LEVEL CHANGES

Multiple Declaration Levels

There are three declaration types that can be escalated or de-escalated to different declaration levels. The declarations are System Status Levels (SSL), MISO Supply Surplus Emergency (Min Gen) and MISO Market Capacity Emergency (Max Gen). When level changes occur for SSLs, they will be sent out immediately, as such, this section of this user guide does not affect SSLs.

MISO Supply Surplus Emergency (Min Gen) and MISO Market Capacity Emergency each have multiple declaration levels related to their declaration. Each of these levels have a different set of tasks that MISO and its Members will need to perform.

The following is a list of the different Declaration Levels for the Min Gen and the Max Gen Declaration type.

MISO Supply Surplus Emergency Declaration Levels (Min Gen)	MISO Market Capacity Emergency Declaration Levels (Max Gen)
Min Gen Alert	Max Gen Alert
Min Gen Warning	Max Gen Warning
Min Gen Event	Max Gen Event Step 1a
Min Gen Event - IR Curtailment	Max Gen Event Step 1b
Min Gen Event - Steam Curtailment	Max Gen Event Step 2a
	Max Gen Event Step 2b
	Max Gen Event Step 2c
	Max Gen Event Step 3a
	Max Gen Event Step 3b
	Max Gen Event Step 4a
	Max Gen Event Step 4b
	Max Gen Event Step 5

Scheduled Declaration Level Changes

When a declaration is issued, the Instructions, Updates and Affected Entities widget that is displayed in the Operator Interface is related to that specific declaration is related to that specific declaration level. In real-time, MISO System Operations monitors load forecast, resource availability, renewable forecast, generator and transmission outages and interstate gas pipeline notices. All of this information is used by the MISO Shift Manager to navigate through potential challenges in maintaining the reliability of the Bulk Electric System (BES).

Warning 02/18/2024 In Progress South Region(s) AFFECTED REGIONS Notifications

Max Gen Warning

STARTED: 02/18/2024 20:30 EST

END: 02/19/2024 05:00 EST

Event Details

INSTRUCTIONS

- Notify MISO of fuel restrictions and environmentally limited resources.
- MISO to implement Emergency Pricing - Tier 1.
- Follow instructions per Conservative System Operations procedure and declaration.
- Based on Load Shed methodology, make preparations for potential Load Shed during an Event stage.
- Notify Interruptible Loads of potential interruption.
- MISO will be curtailing export schedules as outlined in SO-P-EQP-00-002.

UPDATES

Declared due to Forced Gen outages and Below Normal Temperatures and a Reduction in RDT Limit and Loss of Import Interchange Schedules and Transfer Capabilities
02/18/2024 20:37 EST

Significant ice accumulation and cold temperatures in the South Region has resulted in the loss of a large number of south region generation plants.
02/18/2024 20:37 EST

Forecasted projections for declaration area:
Forecasted Peak Hour Ending 22:00

AFFECTED ENTITIES

CLEC	EAI	EES	EMBA
LAFI	LAGN	LEPA	SME

A Max Gen Warning was issued for the MISO South region to begin at 2030. There must have been some sudden changes to the reserve margin (sufficiency) at that time because the declaration was issued at 2037 to begin immediately at 2030.

Operator Interface MISO Communication System (MCS) 02/19/2024 02:49 EST

Declarations Messages System Status DSRM Preferences

Scheduled Update Warning 02/19/2024 Max Gen

LEVEL 2 SYSTEM STATUS

ACTIVE DISMISS ALL COLLAPSE ALL

Alert 02/18/2024

Cold Weather Alert

STARTED: 02/18/2024 19:00 EST

END: 02/19/2024 12:00 EST

Acknowledge Warning 02/19/2024

By clicking the Acknowledge button, an electronic message will be sent to MISO confirming that you have received and reviewed the Scheduled Update Max Gen Declaration notice.

Event Details

INSTRUCTIONS

- Prepare operating personnel and facilities for cold or extreme weather as appropriate.

UPDATES

Temperatures are expected to be -18°F

AFFECTED ENTITIES

ALTE	ALTW	AMIL	AMMO
CIN	CWLD	CWLP	DPC

When MISO updates a declaration, all OI Users will receive a notification banner that will alert audibly in the tool continuously until it is acknowledged.



Warning 02/18/2024

In Progress

South Region(s)
AFFECTED REGIONS

Max Gen Warning

This declaration will update at 02/19/2024 01:00 EST to a Max Gen - Event - Step 1b. [View Details](#)

STARTED

02/18/2024
20:30 EST

END

02/19/2024
05:00 EST

Event Details

INSTRUCTIONS

- Notify MISO of fuel restrictions and environmentally limited resources.
- MISO to implement Emergency Pricing - Tier 1.
- Affected GOPs communicate capacity limited facilities to MISO and update limits and offers.
- Follow instructions per Conservative System Operations procedure and declaration.
- MPs to schedule remaining available External and Internal Resources (Module E Registered Capacity Resources) that would be

UPDATES

- Declared due to Forced Gen outages and Below Normal Temperatures and Transfer Capabilities
02/18/2024 23:54 EST
- Level updated to Max Gen Event - Step 1b
Start Time updated to 02/19/2024 01:00 EST
02/18/2024 23:54 EST
- Declared due to Forced Gen outages and Below Normal Temperatures and a Reduction in RDT Limit and Loss of Import Interchange Schedules and Transfer Capabilities

AFFECTED ENTITIES

EES	CLEC	LAF	LGN
LEPA	SME	EAI	EMBA

Upon acknowledgement, the Operator Interface will continue to show the current level instructions and Affected Entities, however the Updates widget will indicate what has changed. Now, the tool will display a link for the users to be able to view the future declaration level instructions.

The screenshot shows the Operator Interface with the following details:

- Warning:** 02/18/2024
- Event Title:** Max Gen Event - Step 1b
- Start/End:** 02/19/2024 01:00 EST (LEVEL START) to 02/19/2024 05:00 EST (END)
- AFFECTED REGIONS:** South Region(s)
- AFFECTED ENTITIES:**

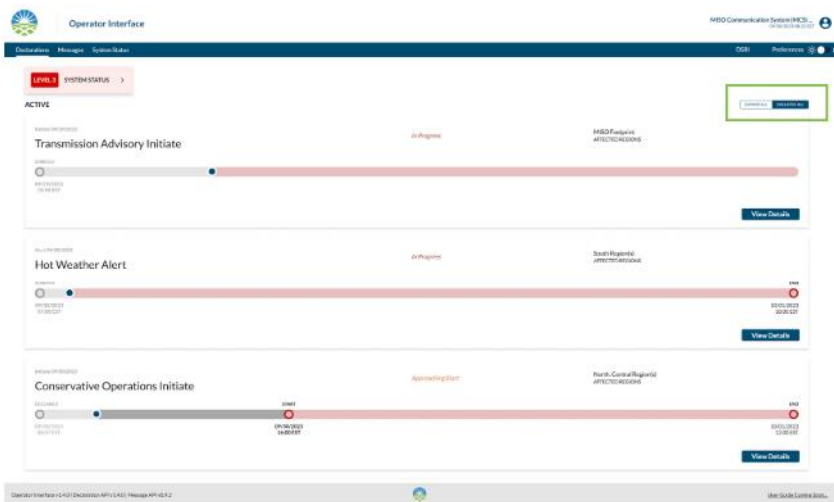
CLEC	EAI	EES	EMBA
LAF	LGN	LEPA	SME
- INSTRUCTIONS:**
 - Notify MISO of fuel restrictions and environmentally limited resources.
 - MISO to implement Emergency Pricing - Tier 1.
 - Affected GOPs communicate capacity limited facilities to MISO and update limits and offers.
 - Follow instructions per Conservative System Operations procedure and declaration.
 - MPs to schedule remaining available External and Internal Resources (Module E Registered Capacity Resources) that would be deliverable to Warning areas, given transmission constraints.
 - MISO will be pushing Emergency Ranges, and activating Emergency Max Limits for resources in the MISO Market.
 - MISO will be curtailing import schedules as outlined in SO. P. FOP. 00.000.
 - MISO will be suspending Coordinated Transaction Scheduling (CTS). Alternative scheduling methods will be needed.
 - Additional reliable capacity is available (such as adding additional milk, dirt burners, etc.), then coordinate adjustments with MISO/G6 Operators.
 - Ensure all market data is updated with best available information.
 - If notified by MISO, implement LMRs.
 - Current NERC EEA Level = 1
 - MPs with external Module E Resources that have capacity requirements in the declaration area must update and adjust their interchange schedules to match their capacity obligations.
 - MPs review offers and ensure all available Emergency ranges and Resources are offered.
 - As directed by MISO, start Emergency Resources.
 - Ensure Emergency Demand Response (EDR) availability is updated.
 - Ensure accuracy of LMR availability and Self Scheduled values in DSRI.



When clicked, the user is now able to view the Affected Entities and Instructions that the upcoming level will require recipients to perform. In this example, the Max Gen Warning was escalated to a Max Gen Event Step 1b that will begin at 0100. By scheduling this level change, the MISO Shift Manager has provided situational awareness to the MISO Control Room Operators and its members so they can be prepared for the new level.

4.6 MULTIPLE COLLAPSES ACTIVE EVENTS

Similar feature that is in the Demand Side Resource Interface, Operator Interface Users can collapse and expand individual or all active events.



At 0100, at the scheduled level change, the Instructions and Affected Entities widget in the Operator Interface will update automatically with the new level.

4.7 SYSTEM STATUS LEVELS

The System Status Level (SSL) is the severity lever System Operations is operating at due to **infrastructure failures**.

SSLs are unexpected failures that have defined starts, but no defined ends because MISO and our Members are working with support personnel to resolve the issues that is causing and infrastructure failure.



Types of System Status Levels

- LEVEL 1** SYSTEM STATUS >
- LEVEL 2** SYSTEM STATUS >
- LEVEL 3** SYSTEM STATUS >

There are three levels of SSLs, depending upon the severity and each are color coded as visual cue.

Display of System Status Levels

The screenshot displays the Operator Interface with a top navigation bar containing 'Declarations', 'Messages', and 'System Status'. A 'LEVEL 2 SYSTEM STATUS' indicator is shown in the top left corner. The main content area is titled 'ACTIVE' and lists two alerts:

- Alert: 06/29/2024**
Hot Weather Alert
Approaching Start
Central Region(s)
AFFECTED REGIONS
Timeline: DECLARED (06/29/2024 06:28 EST) - START (06/29/2024 10:00 EST) - END (06/29/2024 16:00 EST)
View Details
- Alert: 06/29/2024**
Conservative Operations Initiate
Approaching Start
North Central Region(s)
AFFECTED REGIONS
Timeline: DECLARED (06/29/2024 06:59 EST) - START (06/29/2024 10:30 EST) - END (06/29/2024 20:00 EST)
View Details

Footer text includes: Operator Interface v1.8.2 | Declaration API v1.8.2 | Message API v1.8.2 and Operator Interface User Guide.

SSLs will be displayed in the top left corner of the Operator Interface screen.



Information about SSL

The screenshot displays the MISO Operator Interface. At the top, there is a navigation bar with 'Declarations', 'Messages', and 'System Status' tabs. The 'System Status' tab is active, showing a 'System Status Level' section. The current level is 'LEVEL 2 SO-I-EVAC-01-007: MISO Control Centers Evacuation', which started on 06/29/2024 at 09:15 EST. The text explains that MISO, as a Balancing Authority, has declared a System Status Level 2 due to a reduced state of reliability. Below this, there is an 'Operational Information' section detailing the evacuation of the Little Rock control center and the transfer of services to Carmel. To the right, an 'Affected Entities' table lists the following:

Affected Entities			
ASLT	CLEC	EAI	EES
ENBA	LAFA	LAON	LEPA
SME			

Below the current level, a 'History' section lists previous levels: 'LEVEL 1 OTHER_REASON-01', 'LEVEL 2 SO-P-AOP-00-205: Computer System Failure', and 'LEVEL 3 SO-P-AOP-00-201: Telephone System Failure'. The interface also includes a footer with version information: 'Operator Interface v1.8.2 | Declaration API v1.8.2 | Message API' and a link to the 'Operator Interface User Guide'.

System Status Levels will be displayed if there are any active. It will include the following:
Cause of the SSL, Affected Entities, Operational Information, Indicate if members are to switch to Backup Dispatch Notifications (if ICCP is adversely affected)

Market Participants

If Market Participants have resources that are physically located in the Affected Entities widget of an SSL and MISO instructs them to switch to Backup Dispatch, then they should switch to Backup Dispatch for each resource physically located in the affected areas.

If specific companies and organizations are requested to switch to Backup Dispatch notification in addition to, or in lieu of, the Affected Entities, then they will be listed in the Operational Information section of the System Status Level declaration.



System Status Level

LEVEL 2 SO-P-AOP-00-216: ICCP Data Failure

2024/06/29 Start: 06/29/2024 10:00 EST

MISO, as a Balancing Authority, declares a System Status Level 2 beginning 06/29/2024 10:00 EST until further notice. We are in a reduced state of reliability due to SO-P-AOP-00-216: ICCP Data Failure

Operational Information

MISO is declaring a Complete ICCP Outage affecting data between MISO and the Entire Footprint. MISO Members in the affected Area shall continue to monitor their BES and inform the MISO RC of any Reliability Issues. Members are to be proactive in promptly providing updates to MISO of significant changes in system topology, flows, voltages, constraints, and generator outputs. Market Participants in the affected area are to switch to Backup Dispatch as soon as possible and until further notice. The MISO Shift Manager will send additional information if necessary.

Affected Entities

Affected entities should switch to backup dispatch

AEP	ALT	ALTE	ALTW
AMHL	AMMO	AMBN	ATC
AXLT	BREC	BWLT	CETO
CIN	CLEC	CONS	CWLD
CWLP	DECO	DPC	EAI
EES	EMBA	GRE	HE
HMPL	IPL	ITC	ITCM
Lafa	LAGN	LEPA	MCS-CFU
MCS-WPSC	MDU	MEC	MECS
METC	MGE	MHEB	MIUP
MP	MPCN	MFW	NIPS
NSP	OTP	PION	RPU
SIGE	SIPC	SME	SMP
UPPC	WEC	WMUT	WPS

History

[Export History to XLSX](#)

[EXPAND ALL](#) [COLLAPSE ALL](#)

SSL History

In the History section, you will be able to see 30 days of historical SSL information. You can collapse and expand to see more information about the historical SSLs. To download historical SSL information, click the link to “Export History XLSX”.



NSP	OTP	PION	RPU
SIGE	SIPC	SME	SMP
UPPC	WEC	WMUT	WPS

History

[Export History to XLSX](#)

[EXPAND ALL](#) [COLLAPSE ALL](#)

LEVEL 2 SO-I-EVAC-01-007: MISO Control Centers Evacuation

LEVEL 1 OTHER_REASON-01

LEVEL 2 SO-P-AOP-00-205: Computer System Failure

LEVEL 3 SO-P-AOP-00-201: Telephone System Failure

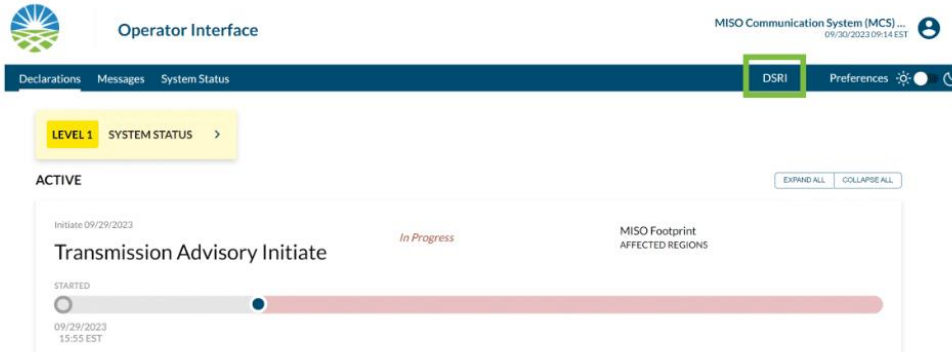
LEVEL 3 SO-P-AOP-00-201: Telephone System Failure

LEVEL 2 SO-P-AOP-00-205: Computer System Failure



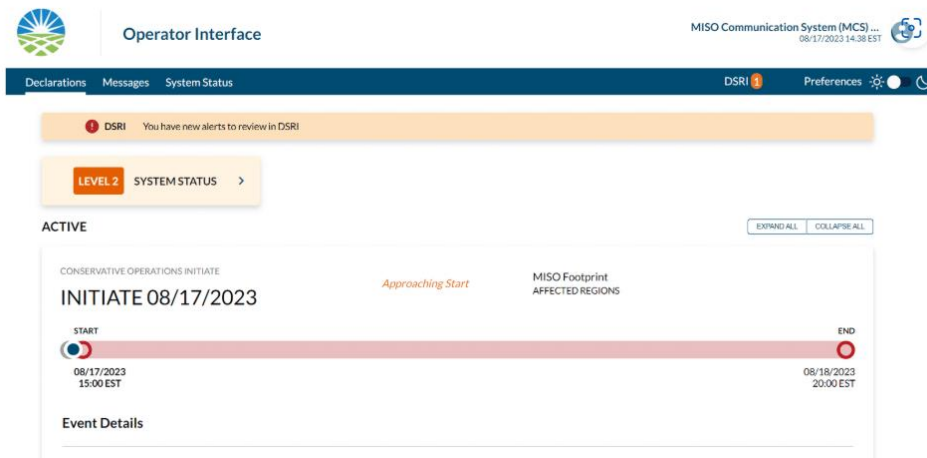


4.8 MERGENCE OF DSRI & OPERATOR INTERFACE



Market Participants with Operator Interface View access **AND** LMR Submit access for their LMRs. Both are necessary to see the DSRI link in the top right-hand corner.

DSRI Drill Alert in OI

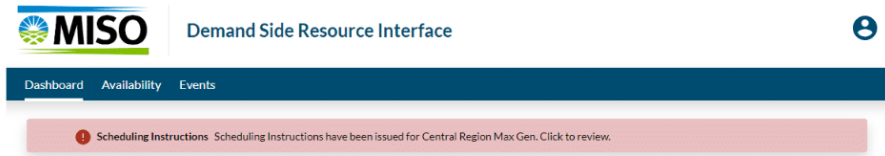


If an LMR Scheduling Instruction has been issued to your company, a banner will be shown in the Operator Interface (as well as the DSRI). An orange banner indicated that the LMR Schedule Instructions is in a Drill and a red banner indicates that it is an actual event. Additionally, you will be able to see the number of unacknowledged DSRI alerts shown next to the button in orange.

These alerts essentially push from the DSRI to the Operator Interface.



DSRI Scheduling Instruction



If you click on the banner or DSRI link at the top right-hand corner of the Operator Interface, it will take you to the DSRI. Once in the DSRI, the Market Participant LMR User will be able to review and acknowledge the LMR Scheduling Instruction by navigating to the event via the banner, Open Task, or the Event tab as outlined in the DSRI Online User Guide.

Link back to OI



Once reviewed and acknowledged, the LMR Scheduling Instruction event banner will disappear in both DSRI and Operator Interface. The Market Participant LMR User will be able to navigate back to the Operator Interface by clicking the link.

4.9 RECENTLY ENDED EVENTS

Below the active Declarations section of the Operator Interface, you will be able to see Declarations in a historical state in the Recently Ended section. Click the "Export History to XLSX" link to download all historical information on declarations issued within the Operator Interface application.

RECENTLY ENDED

[Export History to XLSX](#)

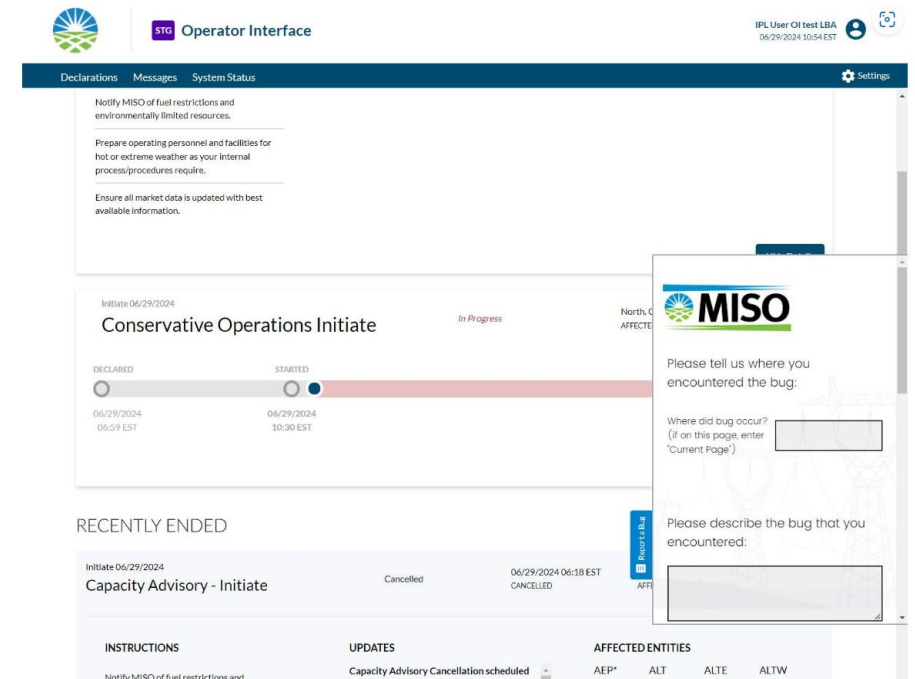
Initiate 02/17/2024 Transmission Advisory - Initiate	Terminated	02/17/2024 22:21 EST TERMINATED	North, Central Region(s) AFFECTED REGIONS	>																																																											
Initiate 02/17/2024 Capacity Advisory - Initiate	Terminated	02/17/2024 18:50 EST TERMINATED	MISO Footprint AFFECTED REGIONS	>																																																											
<table border="0"> <tr> <td style="vertical-align: top;"> <p>INSTRUCTIONS</p> <ul style="list-style-type: none"> Notify MISO of fuel restrictions and environmentally limited resources. Prepare to implement the MISO Market Capacity Emergency procedure SO-P-EOP-00-002 and follow procedures for emergency conditions. Ensure all market data is updated with best available information. If notified by MISO, Implement LMRs. </td> <td style="vertical-align: top;"> <p>UPDATES</p> <p>Capacity Advisory Termination scheduled for 02/17/2024 18:50 EST 02/17/2024 18:50 EST</p> <hr/> <p>Declared due to Forced Gen outages and Above Normal Temperatures and Higher than Forecasted Load 02/16/2024 23:39 EST</p> <hr/> <p>Capacity Advisory Initiate declared by MISO with a start time of 02/17/2024 10:00 02/16/2024 23:39 EST</p> </td> <td style="vertical-align: top;"> <p>AFFECTED ENTITIES</p> <table border="0"> <tr> <td>ALT</td> <td>ALTE</td> <td>ALTW</td> <td>AMIL</td> </tr> <tr> <td>AMMO</td> <td>AMRN</td> <td>ATC</td> <td>BREC</td> </tr> <tr> <td>BWLT*</td> <td>CBPC*</td> <td>CIN</td> <td>CLEC</td> </tr> <tr> <td>CWLD</td> <td>CVLP</td> <td>DPC</td> <td>EAI</td> </tr> <tr> <td>EES</td> <td>EMBA</td> <td>GRE</td> <td>HE</td> </tr> <tr> <td>IPL</td> <td>ITC</td> <td>ITCM</td> <td>LAF</td> </tr> <tr> <td>LAGN</td> <td>LEPA</td> <td>MCS-CFU*</td> <td>MCS-</td> </tr> <tr> <td></td> <td></td> <td></td> <td>WPSC*</td> </tr> <tr> <td>MDU</td> <td>MEC</td> <td>MECS</td> <td>METC</td> </tr> <tr> <td>MGE</td> <td>MHEB*</td> <td>MIUP</td> <td>MP</td> </tr> <tr> <td>MPCN*</td> <td>MPW</td> <td>NIPS</td> <td>NSP</td> </tr> <tr> <td>OTP</td> <td>RPU*</td> <td>SIGE</td> <td>SIPC</td> </tr> <tr> <td>SME</td> <td>SMP</td> <td>UPPC</td> <td>WEC</td> </tr> <tr> <td>WPS</td> <td></td> <td></td> <td></td> </tr> </table> </td> </tr> </table>					<p>INSTRUCTIONS</p> <ul style="list-style-type: none"> Notify MISO of fuel restrictions and environmentally limited resources. Prepare to implement the MISO Market Capacity Emergency procedure SO-P-EOP-00-002 and follow procedures for emergency conditions. Ensure all market data is updated with best available information. If notified by MISO, Implement LMRs. 	<p>UPDATES</p> <p>Capacity Advisory Termination scheduled for 02/17/2024 18:50 EST 02/17/2024 18:50 EST</p> <hr/> <p>Declared due to Forced Gen outages and Above Normal Temperatures and Higher than Forecasted Load 02/16/2024 23:39 EST</p> <hr/> <p>Capacity Advisory Initiate declared by MISO with a start time of 02/17/2024 10:00 02/16/2024 23:39 EST</p>	<p>AFFECTED ENTITIES</p> <table border="0"> <tr> <td>ALT</td> <td>ALTE</td> <td>ALTW</td> <td>AMIL</td> </tr> <tr> <td>AMMO</td> <td>AMRN</td> <td>ATC</td> <td>BREC</td> </tr> <tr> <td>BWLT*</td> <td>CBPC*</td> <td>CIN</td> <td>CLEC</td> </tr> <tr> <td>CWLD</td> <td>CVLP</td> <td>DPC</td> <td>EAI</td> </tr> <tr> <td>EES</td> <td>EMBA</td> <td>GRE</td> <td>HE</td> </tr> <tr> <td>IPL</td> <td>ITC</td> <td>ITCM</td> <td>LAF</td> </tr> <tr> <td>LAGN</td> <td>LEPA</td> <td>MCS-CFU*</td> <td>MCS-</td> </tr> <tr> <td></td> <td></td> <td></td> <td>WPSC*</td> </tr> <tr> <td>MDU</td> <td>MEC</td> <td>MECS</td> <td>METC</td> </tr> <tr> <td>MGE</td> <td>MHEB*</td> <td>MIUP</td> <td>MP</td> </tr> <tr> <td>MPCN*</td> <td>MPW</td> <td>NIPS</td> <td>NSP</td> </tr> <tr> <td>OTP</td> <td>RPU*</td> <td>SIGE</td> <td>SIPC</td> </tr> <tr> <td>SME</td> <td>SMP</td> <td>UPPC</td> <td>WEC</td> </tr> <tr> <td>WPS</td> <td></td> <td></td> <td></td> </tr> </table>	ALT	ALTE	ALTW	AMIL	AMMO	AMRN	ATC	BREC	BWLT*	CBPC*	CIN	CLEC	CWLD	CVLP	DPC	EAI	EES	EMBA	GRE	HE	IPL	ITC	ITCM	LAF	LAGN	LEPA	MCS-CFU*	MCS-				WPSC*	MDU	MEC	MECS	METC	MGE	MHEB*	MIUP	MP	MPCN*	MPW	NIPS	NSP	OTP	RPU*	SIGE	SIPC	SME	SMP	UPPC	WEC	WPS			
<p>INSTRUCTIONS</p> <ul style="list-style-type: none"> Notify MISO of fuel restrictions and environmentally limited resources. Prepare to implement the MISO Market Capacity Emergency procedure SO-P-EOP-00-002 and follow procedures for emergency conditions. Ensure all market data is updated with best available information. If notified by MISO, Implement LMRs. 	<p>UPDATES</p> <p>Capacity Advisory Termination scheduled for 02/17/2024 18:50 EST 02/17/2024 18:50 EST</p> <hr/> <p>Declared due to Forced Gen outages and Above Normal Temperatures and Higher than Forecasted Load 02/16/2024 23:39 EST</p> <hr/> <p>Capacity Advisory Initiate declared by MISO with a start time of 02/17/2024 10:00 02/16/2024 23:39 EST</p>	<p>AFFECTED ENTITIES</p> <table border="0"> <tr> <td>ALT</td> <td>ALTE</td> <td>ALTW</td> <td>AMIL</td> </tr> <tr> <td>AMMO</td> <td>AMRN</td> <td>ATC</td> <td>BREC</td> </tr> <tr> <td>BWLT*</td> <td>CBPC*</td> <td>CIN</td> <td>CLEC</td> </tr> <tr> <td>CWLD</td> <td>CVLP</td> <td>DPC</td> <td>EAI</td> </tr> <tr> <td>EES</td> <td>EMBA</td> <td>GRE</td> <td>HE</td> </tr> <tr> <td>IPL</td> <td>ITC</td> <td>ITCM</td> <td>LAF</td> </tr> <tr> <td>LAGN</td> <td>LEPA</td> <td>MCS-CFU*</td> <td>MCS-</td> </tr> <tr> <td></td> <td></td> <td></td> <td>WPSC*</td> </tr> <tr> <td>MDU</td> <td>MEC</td> <td>MECS</td> <td>METC</td> </tr> <tr> <td>MGE</td> <td>MHEB*</td> <td>MIUP</td> <td>MP</td> </tr> <tr> <td>MPCN*</td> <td>MPW</td> <td>NIPS</td> <td>NSP</td> </tr> <tr> <td>OTP</td> <td>RPU*</td> <td>SIGE</td> <td>SIPC</td> </tr> <tr> <td>SME</td> <td>SMP</td> <td>UPPC</td> <td>WEC</td> </tr> <tr> <td>WPS</td> <td></td> <td></td> <td></td> </tr> </table>	ALT	ALTE	ALTW	AMIL	AMMO	AMRN	ATC	BREC	BWLT*	CBPC*	CIN	CLEC	CWLD	CVLP	DPC	EAI	EES	EMBA	GRE	HE	IPL	ITC	ITCM	LAF	LAGN	LEPA	MCS-CFU*	MCS-				WPSC*	MDU	MEC	MECS	METC	MGE	MHEB*	MIUP	MP	MPCN*	MPW	NIPS	NSP	OTP	RPU*	SIGE	SIPC	SME	SMP	UPPC	WEC	WPS								
ALT	ALTE	ALTW	AMIL																																																												
AMMO	AMRN	ATC	BREC																																																												
BWLT*	CBPC*	CIN	CLEC																																																												
CWLD	CVLP	DPC	EAI																																																												
EES	EMBA	GRE	HE																																																												
IPL	ITC	ITCM	LAF																																																												
LAGN	LEPA	MCS-CFU*	MCS-																																																												
			WPSC*																																																												
MDU	MEC	MECS	METC																																																												
MGE	MHEB*	MIUP	MP																																																												
MPCN*	MPW	NIPS	NSP																																																												
OTP	RPU*	SIGE	SIPC																																																												
SME	SMP	UPPC	WEC																																																												
WPS																																																															
Alert 02/17/2024 Cold Weather - Alert	Terminated	02/17/2024 18:50 EST TERMINATED	MISO Footprint AFFECTED REGIONS	>																																																											
Initiate 02/17/2024 Conservative Operations - Initiate	Terminated	02/17/2024 18:50 EST TERMINATED	South Region(s) AFFECTED REGIONS	>																																																											

Report a Bug



4.10 REPORT A BUG FEATURE

If you encounter a bug within Operator Interface, you can report it immediately to MISO developers within the application. Click on the blue “Report a Bug” button on the right side of the page. Answer the questions in the pop-up box and submit.



5. OPERATOR INTERFACE MESSAGES & THE MPNS

5.1 ONE-WAY MESSAGING

For the launch of Operator Interface the tool is designed for one-way messaging from MISO to its members. Operator Interface messages can be sent to Market Participants, Balancing Operators and Transmission Owners (or any combination of), Non-MISO Operator Interface users will not be able to send messages to users like MCS. As MISO continues to develop Operator Interface, eventually two-way messaging will be a feature.

Unread Messages

Below is an example of Messages in Operator Interface, below the image you will learn more about what each numbered icon indicates.

1. Orange Pill – will appear next to Messages and will give the number of unread messages.
2. Plus Sign – to read the message, you will need to expand the message and get more information about the by clicking the “+” button
3. High Alert Messages – a red exclamation mark and red letter will be the visual cues used.



Messages

Actions ▾

- 06/29/2024 11:25 **NEW**
Day Ahead Market Results Delayed +
- 06/29/2024 11:23 **NEW**
CTS Resumed **2** +
- 06/29/2024 11:17
CTS Suspended
CTS is suspended. Please use alternative scheduling methods. -
- 1** 06/29/2024 11:10 **3**
ICCP Planned Outage Effective 06/29/2024 from 1130 to 1200EST +
- 06/29/2024 11:08 +

Report a Bug

Read Messages

The image below shows what happens when a message is read within the application by any member from the organization (aka NERC ID).

The numbered icons below are associated with what changes visually when a message has been read.

1. Un-bold visually indicate as read
 2. Number of unread messages orange pill on messages tab decreases by 1
- The orange “New” pill disappears.



Messages

Actions

06/29/2024 11:25 NEW	Day Ahead Market Results Delayed	+
06/29/2024 11:23 NEW	CTS Resumed	+
06/29/2024 11:17	CTS Suspended 1 CTS is suspended. Please use alternative scheduling methods.	-
06/29/2024 11:10	ICCP Planned Outage Effective 06/29/2024 from 1130 to 1200EST	+
06/29/2024 11:08		

Historical Messages

Users will be able to download past historical messages from the Operator Interface by clicking the Action button and then selecting the option for “Export History to XLSX”. If there are any unread messages, then the user will be able to check the “Mark All as Read” option to do exactly that.



Messages

Mark All as Read
Export History to XLSX

06/29/2024 11:25 NEW	Day Ahead Market Results Delayed	+
06/29/2024 11:23 NEW	CTS Resumed	+
06/29/2024 11:17	CTS Suspended CTS is suspended. Please use alternative scheduling methods.	-
06/29/2024 11:10	ICCP Planned Outage Effective 06/29/2024 from 1130 to 1200EST	+
06/29/2024 11:08		



Sample Messages

Dart Outages are planned maintenance on the DART system and during that time MISO won't have the Unit Dispatch System (UDS) for some period of time, which may result in a need to operate on Dispatch Target Adjustment (DTA).

The screenshot shows the Operator Interface with a message titled "DART Outage Effective 02/19/2024 from 04:30 to 05:00". The message text states: "DART Outage Effective 02/19/2024 from 04:30 to 05:00. We expect 4-6 Unit Dispatch System (UDS) intervals will be missed and outbound set-points will have a short interruption. During this time the use of the Dispatch Target Adjustment Mode (DTA) may be utilized by MISO. During this window, there will be two associated outages of the Portal web pages, JavaScript Object Notation (JSON), interfaces (including outgoing JSON notifications) and Real Time Offer (RTOE) overrides submitted directly via the Market Portal or API. There will also be an associated outage to the M2M data exchange with PJM and SPP and all of the JOA-IDC data exchanges including TLR information. Manual M2M coordination process with PJM will not be available during this outage window. Market participants are NOT to switch to Backup Dispatch unless otherwise notified. MISO - MBHydro CRSG members may receive an error message when entering a request for ARS assistance, but the event will be processed normally within the ARS system. The error message indicates the event was not processed within the MISO market dispatch systems. All BAs external to MISO dispatch should adjust their NSI, as per normal operation, to receive or supply ARS assistance MW's. If anyone receives an error message when entering an ARS event, please contact the MISO Balancing Authority Operator to confirm that we have received the event. The Balancing Authority Operator will then be able to verify that all affected participants have acknowledged the event in the MISO - MBHydro CRSG ARS application. The MISO Shift Manager will send real-time updates and additional information, if necessary."

Ad-Hoc Messages

Ad-Hoc messages are for informational purposes only.

The screenshot shows the Operator Interface with a message titled "This is a Test Message for Operator Interface Users". The message text states: "This is a Test Message for Operator Interface Users. I am creating a message within the Operator Interface to show that MISO Shift Manager, or designee, is able to create ad-hoc messages to target all users. This information can be formatted to be unique and provide emphasis to some words. The MISO Shift Manager, or designee, can determine what format that they will choose to use; and for the most part it will be used to provide emphasis such that our end users can focus on that area of the context. This section of the message is for all Operator Interface Users. However, this section of the Operator Interface message is only for Non-Market Users. Please remember, that the Operator Interface (and the MCS) have 3 user types: BA Operator, Transmission Owner/Operator, and Market Participants. Lastly, the web interface for the Operator Interface does provide Spell Checks; a feature that is not available in the MCS."

5.2 HIGH PRIORITY MESSAGES

High priority messages are shown with red text, red bubble and exclamation point (!). Other indicators of a new message are bolding of color, number pill and new pill.

Once the message is read, the banner and audible alerts will disappear. However, the high priority message will persist as the indicators (red bubble and text) for a high priority message remains within the application.



Blue text subjects are only informational. Meaning it is information that the MISO Shift Manager, or designee, wanted to share with our members, but not to be associated with an audible alert.

The screenshot shows the MISO Operator Interface. At the top, there is a navigation bar with 'Declarations', 'Messages', and 'System Status'. A red alert banner at the top reads: 'ALERT You have new high priority message(s) to review. Click to review.' Below this, the 'ACTIVE' section shows a message: 'There are currently 0 active declarations.' The 'RECENTLY ENDED' section contains a table of terminated declarations:

Initiate	Status	Time	Affected Region(s)
06/29/2024 Conservative Operations - Initiate	Terminated	06/29/2024 10:13 EST TERMINATED	North, Central Region(s) AFFECTED REGION(S)
Alert 06/29/2024 Hot Weather - Alert	Terminated	06/29/2024 10:57 EST TERMINATED	Central Region(s) AFFECTED REGION(S)

5.3 MESSAGE FOLLOW UP

MISO can now follow up with messages that have already been sent to MISO Members. Follow Up to messages will be used to provide situational awareness updates, correct any errors in an original message and to post messages publicly to the MISO Public Website and Mobile App if it was forgotten originally.

Message Before Follow Up

The screenshot shows the MISO Operator Interface with the 'Messages' section. It lists three messages:

- 06/29/2024 11:58: DART Outage Effective 06/29/2024 from 1230 to 1300EST
- 06/29/2024 11:25: Day Ahead Market Results Delayed. The posting of the Day Ahead market results for Operating Day 06/30/2024 have been delayed. The results are expected to be available at 1430EST on 06/29/2024. You will receive additional information as necessary. Thank you for your patience in this matter. If you have any questions, please contact Client Relations at 1-866-296-6476, option 3. For technical support from the Network Operations Center, choose option 1.
- 06/29/2024 11:23: CTS Resumed



Follow Up Message

Messages Actions ▾

06/29/2024 12:16
Re: Day Ahead Market Results Delayed -

The Day Ahead Market Results are **Now** expected to be available at 1400EST on 06/29/2024.

06/29/2024 at 13:06:76 EST

The posting of the Day Ahead market results for Operating Day 06/30/2024 have been delayed. The results are expected to be available at 1430EST on 06/29/2024. You will receive additional information as necessary.

Thank you for your patience in this matter. If you have any questions, please contact Client Relations at 1-866-296-6476, option 3. For technical support from the Network Operations Center, choose option 1.

06/29/2024 11:58 +

DART Outage Effective 06/29/2024 from 1230 to 1300EST

06/29/2024 11:25 +

Day Ahead Market Results Delayed

06/29/2024 11:20

Operator Interface v1.8.2 | Declaration API v1.8.2 | Message API v1.8.2 Operator Interface User Guide

5.4 EMAIL NOTIFICATIONS

All Operator Interface users will be defaulted to receive automated emails, to the email address attached to your certificate. The emails will be sent from MISO and delivered to you via the MISO Push Service Notification (MPNS). Email messages will be sent for declarations and one-way messages.

Email notifications will be sent to all users for every Declaration and message only if you are a selected recipient and have the preferences to receive the email notification turned on.

To adjust the email preferences for the Operator Interface, the end user will need to navigate to Settings and then check (or uncheck) Declarations and Messages that they do (or do not) want to receive and email notification.

The screenshot shows the 'Settings' page in the Operator Interface. The 'Email Notifications' section is active, displaying a list of notification categories and their corresponding email preferences. A note states: 'Disabling will exclude you from automated emails but you will still receive notifications in the Operator Interface.' The preferences are as follows:

Declarations	Email Preferences
Conservative Operations	<input checked="" type="checkbox"/>
Min Gen	<input checked="" type="checkbox"/>
Max Gen	<input checked="" type="checkbox"/>
Transmission System Emergency	<input checked="" type="checkbox"/>
System Status Level	<input checked="" type="checkbox"/>
Cold Weather	<input type="checkbox"/>
Hot Weather	<input type="checkbox"/>
Severe Weather	<input type="checkbox"/>
Time Error Correction	<input type="checkbox"/>
Local Transmission Emergency	<input checked="" type="checkbox"/>
Safe Operating Mode	<input type="checkbox"/>
ICCP Outage - Switch to XML	<input checked="" type="checkbox"/>
Market Close	<input checked="" type="checkbox"/>
DA Market Results	<input checked="" type="checkbox"/>

Operator Interface v1.8.2 | Declaration API v1.8.2 | Message API v1.8.2 Operator Interface User Guide



Email administrators are strongly encouraged to whitelist the following email addresses to ensure delivery of notifications in a timely manner (if not, then delivery may be delayed up to 2 day(s):

MISO@notifications.misoenergy.org and
noreply@notifications.misoenergy.org.

Sample Declaration Email Notifications

Example of New Cold Weather Alert Email Notification

[EXT][DEV] [MISO] New Declaration: Cold Weather Alert



MISO@notifications.misoenergy.org

Retention Policy MISO Exchange Online Retention Policy (1 year)

If there are problems with how this message is displayed, click here to view it in a web browser.

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide

MISO has declared a Cold Weather Alert.

Start: 09/06/2023 10:54 EST

End: 09/07/2023 00:00 EST

Affected Region(s): North Region

Please review in the Operator Interface for more details, accessible via the [Market Portal](#).

Example of New Max Gen Event

[EXT] [MISO] New Declaration: Max Gen Event – Step 1a

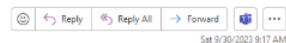


MISO@notifications.misoenergy.org

Retention Policy MISO Exchange Online Retention Policy (1 year)

If there are problems with how this message is displayed, click here to view it in a web browser.

Expires: 9/29/2024



Sat 9/30/2023 9:17 AM

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

MISO has declared a Max Gen Event - Step 1a.

Start: 09/30/2023 12:00 EST

End: 09/30/2023 20:00 EST

Affected Region(s): Central Region, North Region, South Region

Please review in the Operator Interface for more details, accessible via the [Market Portal](#).



Example of New Capacity Advisory Declaration

[EXT] [MISO] Updated: Capacity Advisory Initiate



MISO@notifications.misoenergy.org

Retention Policy MISO Exchange Online Retention Policy (1 year)

Expires 10/4/2024

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

☺ Reply Reply All Forward 📧 ⋮

Thu 10/5/2023 1:30 PM

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

MISO has updated a Capacity Advisory Initiate.

Please review in the Operator Interface for more details, accessible via the [Market Portal](#).

Example of New Transmission Advisory Declaration

[EXT] [MISO] Terminated: Transmission Advisory Initiate



MISO@notifications.misoenergy.org

Retention Policy MISO Exchange Online Retention Policy (1 year)

Expires 10/3/2024

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

☺ Reply Reply All Forward 📧 ⋮

Wed 10/4/2023 1:26 PM

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

MISO is terminating the Transmission Advisory Initiate as of now.

Please review in the Operator Interface for more details, accessible via the [Market Portal](#).



Sample Email Notifications

Example of a DART Outage Email Notification

[EXT]DART OUTAGE effective 08/02/2023 from 1530 to 1600



miso@notifications.misoenergy.org

Retention Policy MISO Exchange Online Retention Policy (1 year)

Expires 7/31/2024

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)



Tue 8/1/2023 1:09 PM

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

MISO will perform system maintenance on the ASM Production Day-Ahead and Real-Time (DART) system on **08/02/2023** from **1530 to 1600**. We expect **4 to 6** Unit Dispatch System (UDS) intervals will be missed and outbound set-points will have a short interruption. During this time the use of the Dispatch Target Adjustment Mode (DTA) may be utilized by MISO. During this window, there will be two associated outages of the Portal web pages, JavaScript Object Notation (JSON), interfaces (including outgoing JSON notifications) and Real Time Offer (RTOE) overrides submitted directly via the Market Portal or API.

Market participants are NOT to switch to Backup Dispatch unless otherwise notified.

The MISO Shift Manager will send Real-Time updates and additional information, if necessary.

Example of a CPNode Pricing Issue Email Notification

[EXT] [MISO] CPNode Pricing Issue for 10/01/2023



MISO@notifications.misoenergy.org

Retention Policy MISO Exchange Online Retention Policy (1 year)

Expires 10/4/2024

[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

Start your reply all with: [Confirmed, thank you.](#) [Thank you!](#) [You are welcome.](#) [Feedback](#)



Thu 10/5/2023 3:27 PM

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

MISO is aware of an issue affecting the calculation of CPNode pricing at **MISO.MICHAEL** for **12:00 - 14:00** for the **10/01/2023**, day-ahead operating day.

These values will be recalculated according to MISO processes and procedure. A subsequent notification will be sent and posted when the values have been recalculated.

Thank you for your patience.

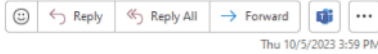


Example of a ICCP Planned Outage Email Notification

[EXT] [MISO] ICCP Planned Outage Effective 10/5/2023 from 18:00 to 18:30



MISO@notifications.misoenergy.org



Thu 10/5/2023 3:59 PM

Retention Policy MISO Exchange Online Retention Policy (1 year)

Expires 10/4/2024

If there are problems with how this message is displayed, click here to view it in a web browser.

Start your reply all with: Thank you for the reminder. Confirmed, thank you. Thank you! Feedback

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

MISO will perform system maintenance on the ICCP database system on **10/05/2023 from 18:00 to 18:30**.

During this rolling update, participants will experience a short interruption to their ICCP interface. During the interruption, outbound set-points will not be available, and the last good signal should be followed until the update is complete.

Market participants are NOT to switch to Backup Dispatch during this update.

The MISO Shift Manager will send real-time updates and additional information, if necessary.

Example of an Ad Hoc Informational Email Notification

[EXT] [MISO] Sample Message for the Operator Interface User Guide



MISO@notifications.misoenergy.org



Sat 9/30/2023 2:09 PM

Retention Policy MISO Exchange Online Retention Policy (1 year)

Expires 9/29/2024

If there are problems with how this message is displayed, click here to view it in a web browser.

External E-mail: Please be cautious and evaluate before you click on links, open attachments, or provide credentials or data.

I am creating a message within the Operator Interface to show that MISO Shift Manager, or designee, is able to send a message to different Operator Interface User types.

This **information** can be formatted to be *unique* and provide ^{emphasis} to some **words**. The **MISO Shift Manager**, or designee, can **determine** what format that they will choose to use; and for the **most part** it will be used to provide emphasis such that our *end users* can focus on that area of the context.

This section of the message is for all Operator Interface Users. However the information below is only going to be shown to Operator Interface Users that are LBA and TO/TOP user types (that is, Non-MP)

Non-Market information is available in the Operator Interface



6. UNIQUE OPERATOR EXPERIENCES

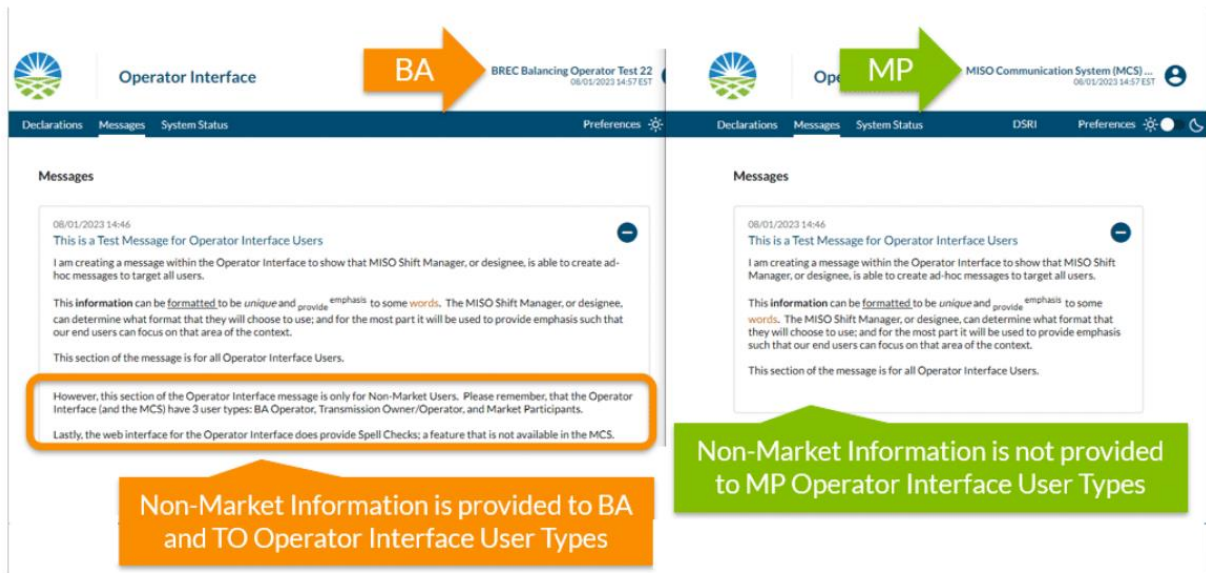
6.1 UNIQUE INSTRUCTIONS

Declarations will include a list of tasks indicated in the instructions widget. The instructions that are received will be unique to their Operator Interface User type: such as review procedures, update resource offers and notify MISO if you have any environmental or fuel related issues with your resources.

6.2 DIFFERENCES IN EMAILS BETWEEN NON-MP & MP

There are three user types: MP, BA and TO. MISO will be able to provide transmission sensitive information (if they want) that can be sent to Non-MP Users in the tool, that is, to the BA and TO users. In the sample message below, you will see the BREC BA Operator can see the Non-MP information MISO shared that the Market Participant cannot.

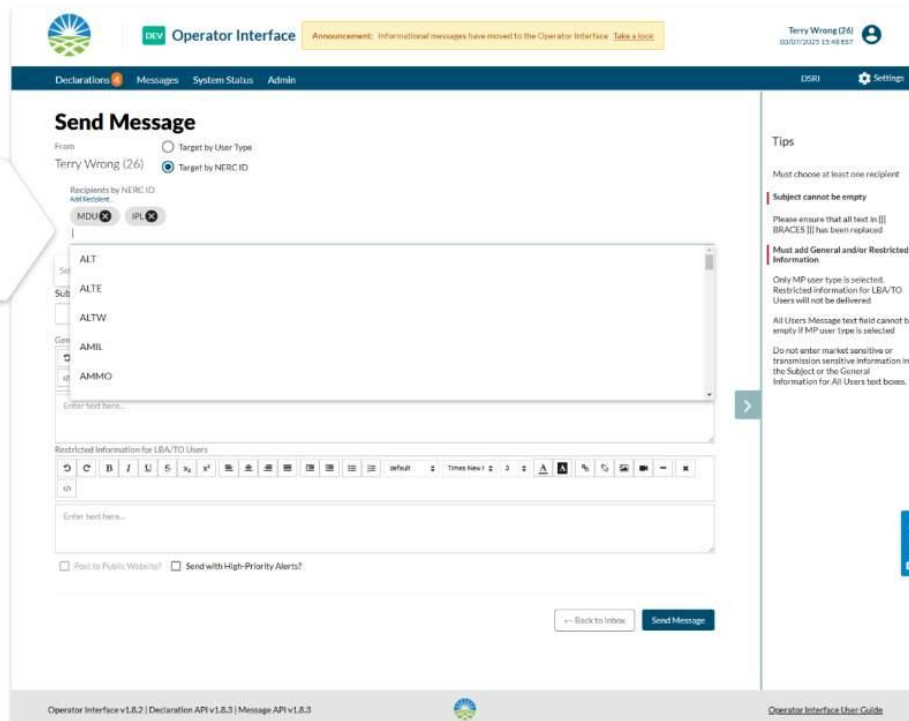
This ensures that MISO doesn't violate the Standards of Conduct when sending Declarations and messages.



7. COMING SOON – FEATURE UPDATES

NERC Message Targeting


MISO Operators can target informational messages to specific NERC entities.



NERC Message Targeting
MISO Operators can target informational messages to specific NERC entities.

Notification Preferences

Users can customize which audible alerts and email notifications are presented for each declaration. Email notifications are presented for each standard message type.



Operator Interface

Announcement: Informational messages have moved to the Operator Interface. [Take a look!](#)

LEWL user Of test MP
 03/07/2025 13:43 EST

Declarations 3
Messages
System Status

DSRI 1
Settings

Settings

Notifications

Appearance

Notifications

Customize notification options for messages and declarations

Declarations	Audible Alerts	Email Notifications
Capacity Advisory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cold Weather	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conservative Operations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Geomagnetic Disturbance	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hot Weather	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Local Transmission Emergency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Max Gen	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Min Gen	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Restoration Event	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Safe Operating Mode	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Severe Weather	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
System Status Level	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Time Error Correction	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transmission Advisory	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transmission System Emergency	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>


Messages	Email Notifications
CPNode Pricing Issues	<input checked="" type="checkbox"/>
CTS Resumed	<input checked="" type="checkbox"/>
CTS Suspended	<input checked="" type="checkbox"/>
DA Market Close Extended	<input checked="" type="checkbox"/>
DA Market Close Extended Notification	<input checked="" type="checkbox"/>
DA Market Results Posted	<input checked="" type="checkbox"/>
DA Market and Results Delayed	<input checked="" type="checkbox"/>
DART Outage	<input checked="" type="checkbox"/>
EMS Outage	<input checked="" type="checkbox"/>
ICCP Planned Outage	<input checked="" type="checkbox"/>
MWEX Online Limits In Use	<input checked="" type="checkbox"/>
MWEX Operating Guide Limits In Use	<input checked="" type="checkbox"/>
Market Closed	<input type="checkbox"/>
RAC Market Results Posted	<input checked="" type="checkbox"/>
RAC Rtdb Close Extended	<input checked="" type="checkbox"/>
RAC Rtdb Market Closed	<input checked="" type="checkbox"/>
RAC Rtdb Results Delayed	<input checked="" type="checkbox"/>
Recalculated CPNode Posted	<input checked="" type="checkbox"/>
Satellite Phone Test	<input checked="" type="checkbox"/>
Transmission Line Loading Relief	<input type="checkbox"/>

Notification Preferences

Users can customize which audible alerts and email notifications are presented for each declaration.

Notification Preferences

Users can customize which email notifications are presented for each standard message type.

Operator Interface v1.8.2 | Declaration API v1.8.3 | Message API v1.8.3

Operator Interface User Guide



Declaration Filtering

Declaration history can be filtered by Date, Type, Area and Affected Entity. An export functionality is coming soon.

The screenshot shows the 'RECENTLY ENDED' section of the Operator Interface. A callout box on the left titled 'Declaration Filtering' contains the text: 'Declaration history can be filtered by Date, Type, Area, and Affected Entity. Export coming soon.' The main interface includes a search bar for 'Search Recent Declarations' with a dropdown menu for 'Declaration Type' (set to 'Cold Weather') and a dropdown for 'Control Region' (with options: Central Region, North Region, South Region). Below the search bar is a table of declaration records.

Alert	Status	Start Date	End Date	Control Region
Alert 03/03/2025 Cold Weather - Alert	Completed	03/03/2025 09:00 EST (09:00 EST)	03/03/2025 19:00 EST (19:00 EST)	North Region APSC703480304
Testing history Start Cold Data Cold Weather - Alert	Completed	03/03/2025 09:00 EST (09:00 EST)	03/03/2025 19:00 EST (19:00 EST)	North Region APSC703480304
Alert 03/07/2025 Cold Weather - Alert	Terminated	03/07/2025 13:33 EST (13:33 EST)	03/07/2025 13:33 EST (13:33 EST)	North Region APSC703480304
Alert 03/07/2025 Cold Weather - Alert	Terminated	03/07/2025 13:33 EST (13:33 EST)	03/07/2025 13:33 EST (13:33 EST)	North Region APSC703480304
No Text Cold Weather - Alert	Completed	03/07/2025 09:00 EST (09:00 EST)	03/07/2025 19:00 EST (19:00 EST)	North Region APSC703480304

Message Filtering

Message history can be filtered for Text and Send Date. The filtered results can be exported.

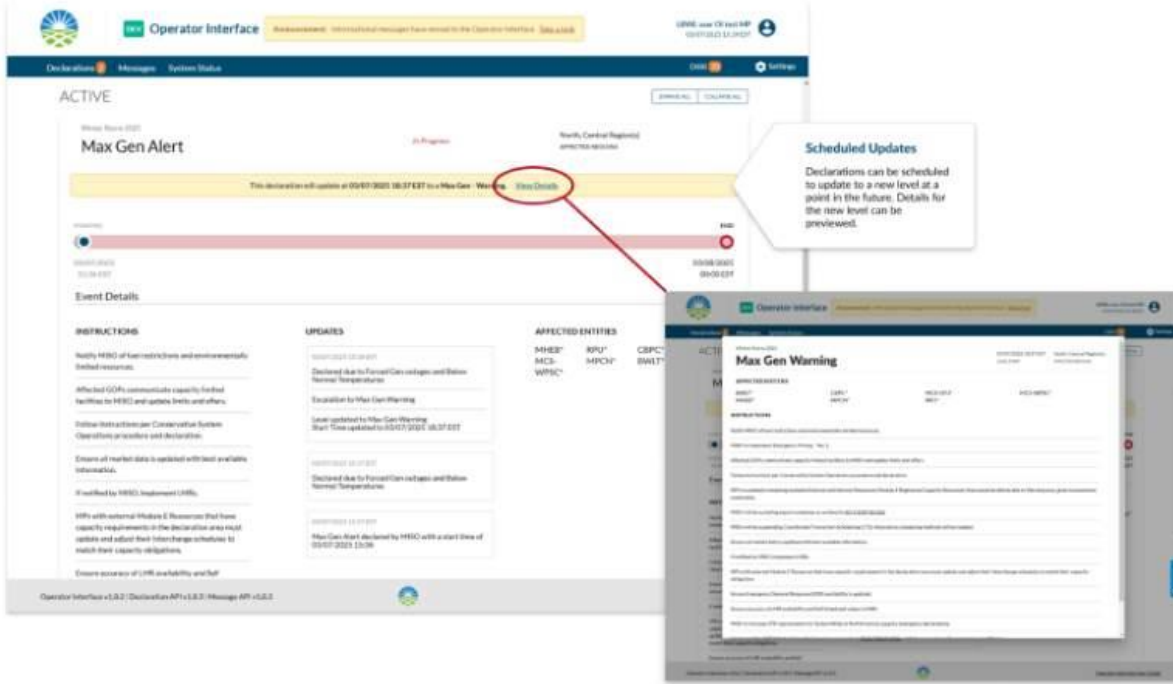
The screenshot shows the 'Messages' section of the Operator Interface. A callout box on the left titled 'Message Filtering' contains the text: 'Message history can be filtered by Text and Send Date, and the filtered results exported.' The main interface includes a search bar for 'Search Messages' with a dropdown menu for 'Text' (set to 'Day Ahead') and a dropdown for 'Send Date'. Below the search bar is a list of messages.

Send Date	Message Text
03/14/2025 15:14	Day Ahead Market Close Extended
03/14/2025 17:03	Day Ahead Market Close Extended Notification
03/14/2025 17:03	Day Ahead Market Close Extended
03/07/2025 12:43	Day Ahead Market is Closed
03/25/2024 17:13	Day Ahead Market Close Extended



Scheduled Updates

Declarations can be scheduled to update to a new level at a point in the future. Details for the new level can be previewed.

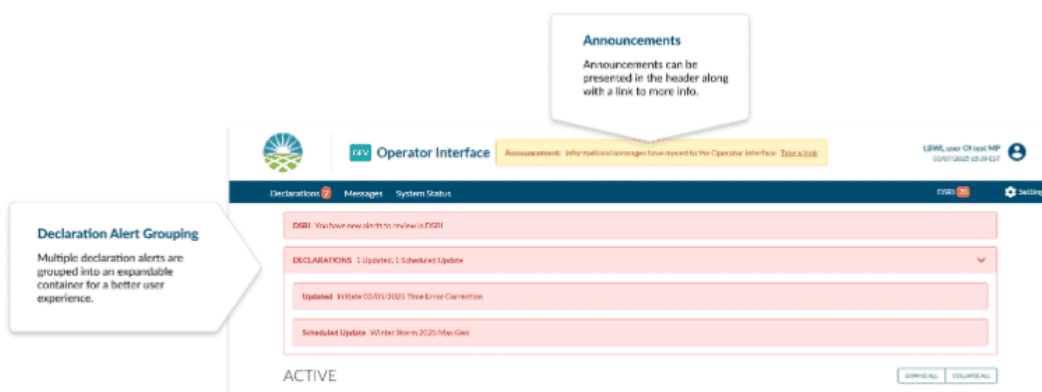


Announcements

Announcements can be presented in the header along with a link to more information.

Declaration Alert Grouping

Multiple declaration alerts are grouped into an expandable container for a better user experience.





8. ADDITIONAL RESOURCES & LINKS

[Operator Interface Frequently Asked Questions](#)

[How to Access Operator Interface](#)

[Introduction to Operator Interface](#)

Workshop Videos and presentation materials are located in the [MISO Learning Center](#).

Located under

Customer Training>Operations

[Reliability Operating Procedures](#)

[SS-LSA User Guide](#)

[How to Enable Audio in Operator Interface](#)

DSRI Online User Guide is located in the [MISO Learning Center](#).

Located under Customer Training>Operations>Operations Systems & Technology

9. GET HELP

[MISO Help Center](#): To submit a question or issue.

Client Services & Readiness

help@misoenergy.org

1-866-296-6476, Option 3