Web Based Dispatch Service

Market Participant's Guide

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1. Introduction

The Independent Electricity System Operator (IESO) works at the core of Ontario's power system, connecting all the various market participants — generators that produce electricity, transmitters that send it across the province, energy traders that buy and sell it, demand response participants that are able to provide this capacity, industries and businesses that use it in large quantities, and local distribution companies that deliver it to individual homes.

This document describes the IESO's Dispatch Service Client application.

Overview

The Dispatch Service is used by the IESO to send dispatch instructions to the Market Participants, and as a means for the Market Participants to accept or reject dispatch instructions.

When a new instance of the client is started, all displays are loaded with the current set of dispatch instructions. New Dispatches are added to these displays as they are subsequently received by the client.

A participant will only receive a dispatch instruction if there is a significant change in the energy amount as compared to the previously issued instruction.

This User Guide describes the graphical user interface (the Dispatch Service Client) that allows Participants to interact with the dispatching service.

This application allows Participants to view and accept/reject dispatch instructions as well as easily search current and historical dispatch instructions with the ability to sort and filter the data based on multiple criteria.

Screen Elements

Figure 1 below identifies the various sections of a Dispatch Service Client Screen.

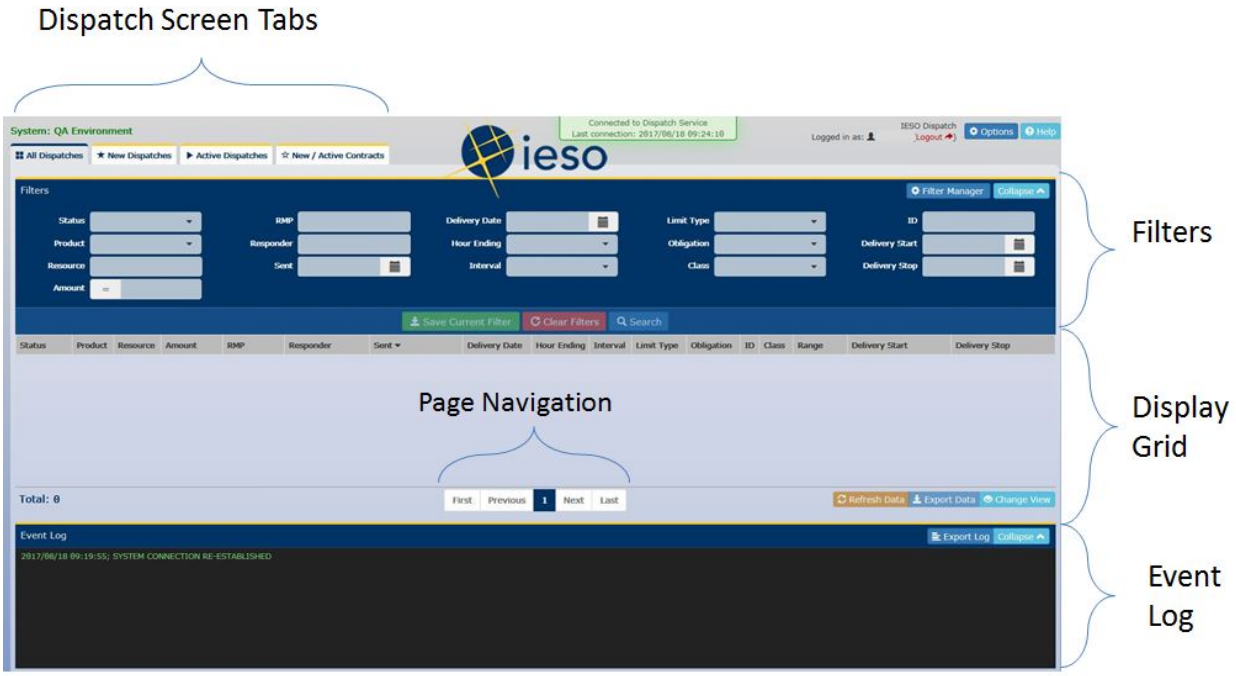

Figure 1 - Dispatch Service Client Screen Sections

2. Connecting to the Dispatch Service Client

This section describes how to connect to the Dispatch Service Client and what happens when users connect. It also details the Dispatch Service Client roles that users can be assigned to and the various functions the roles allow or restrict.

How to Connect to the Client

Participants will log in to the IESO Gateway and once authenticated, will have a link to launch the Dispatch Service Client (See Figure 2 below). When the Dispatch Service Client is launched, the New Dispatches screen is displayed by default.

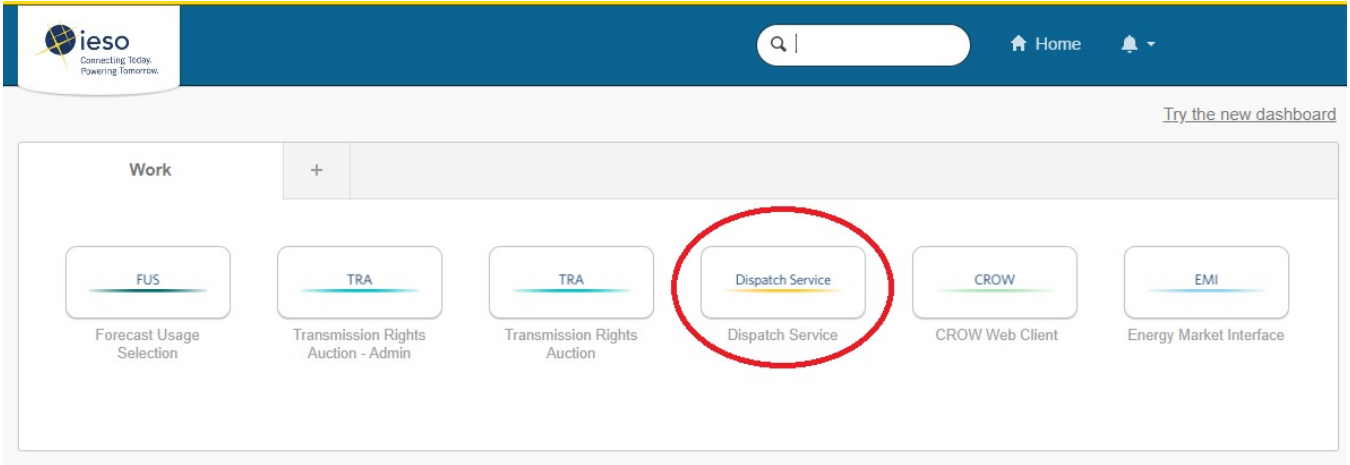

Figure 2 - Gateway Dispatch Service Client Link

Alternatively Participants can access the Dispatch Service Client directly by using the site and logging in with their Portal username and login.

Authorization

There are two types of roles for users of the Dispatch Service Client

- Dispatch Instruction Viewer
- Dispatch Instruction Operator

The roles apply to the user and a user may be a Dispatch Instruction Operator for one MP and a Dispatch Instruction Viewer for another MP. There is no limit to the number of MPs for which a user can be permissioned. Please refer to the Guide for all Contact Roles found here for more information and step by step instructions.

Dispatch Instruction Viewer

Dispatch Instruction Viewer is a role for users who only require the ability to view dispatches. Dispatch Instruction Viewers can:

- View dispatch information for authorized dispatches
- Export data
- Filter and sort data
- Save searches (i.e., save filters)
- Change Options with the exception of Auto-Accept Dispatches
- Change the view by adding or hiding columns

Note
Dispatch Instruction Viewers ***cannot*** Accept or Reject dispatch instructions and cannot set the Auto Accept Dispatches option in the Options dialog. Dispatch Instruction Viewers also cannot Hide contracts on the New/Active Contracts screen.

Dispatch Instruction Operator

Dispatch Instruction Operator is a role for Participants who require the ability to accept or reject dispatches. Dispatch Instruction Operators can do everything Dispatch Instruction Viewers can, as well as Accept or Reject dispatches and set all Options. Dispatch Instruction Operators can also "Hide" contracts (see the New/Active Contracts section for more details) on the New/Active Contracts screen.

3. Common Functionality

The Common Functionality section lists all the common functionality available on all of the Dispatch Service Client screens.

Common Display Features

The Client consists of a number of screens that are used to review, organize, and respond to dispatch instructions that are sent from the IESO. When you log into the Client, the last seven (7) days (Seven days is the default setting, please see the Options section for more details) of dispatches are downloaded. All screens are loaded with the current set of relevant dispatches.

Unauthorized elements (e.g., buttons, text fields, etc.) are disabled and appear greyed out to users with insufficient permissions (i.e., users with the Dispatch Instruction Viewer role).

Account Name Indicator

The account name of the user who is logged on is visible at the top of all screens (see Figure 2 below).

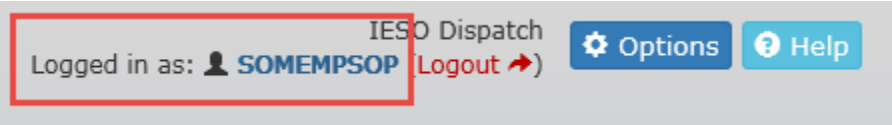

Figure 3 - Logged in User's Account Name

There is a modal popup when the user clicks the account name which shows the list of associated MPs and permissions (See Figure 4 below).

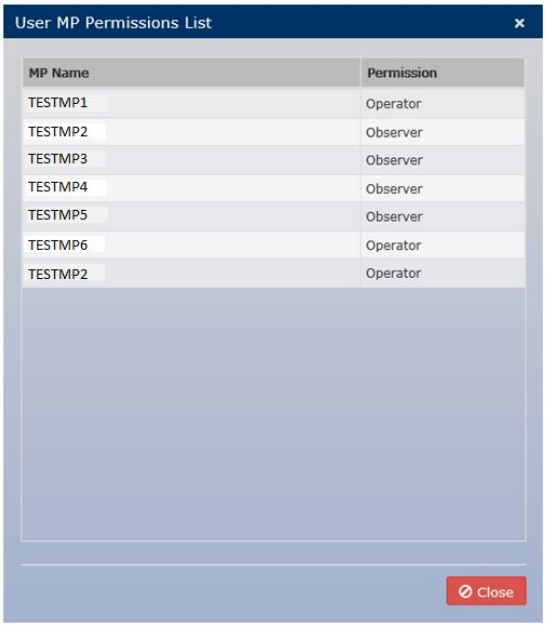

Figure 4 - User Participant Permissions List

Environment Indicator

The environment the user is logged into is visible on all screens.

There is a visual distinction between production and non-production environments:

Sandbox

For **Sandbox**, the environment text is in mango.

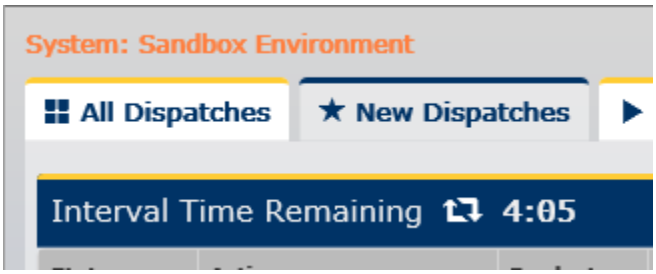

Figure 5 - Sandbox Environment Indicator

Production

For **Production**, the environment text is in red.

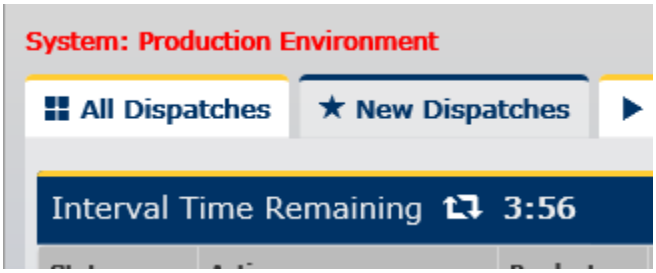

Figure 6 - Production Environment Indicator

Connection Status Indictor

The Dispatch Service Client downloads dispatch instructions, updates information and transmits responses near real-time. There is a visual indicator of the Dispatch Service connection status at the top of all screens (See Figure 7 below). Red indicates that the Web Service has not connected successfully in the last 10 seconds and green indicates a successful connection within the last 10 seconds. As well, a timestamp showing the last successful connection time is displayed. The time is displayed in Eastern Standard Time (24 hour clock).

Figure 7 - Connection Status

Note

If you are experiencing connection issues with the Dispatch Service Client contact the Market side of the Control room to notify them of the issue.

Views

The Dispatch Service Client allows you to customize the layout for all screens by ordering and hiding columns. This feature is accessed through the Change View button which is found on the bottom right corner of each of the grid displays (See figure 10 below).

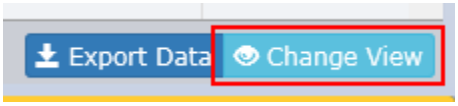

Figure 8 - Change View Button

This brings up the Field Manager (See Figure 11 below) which allows you to choose which columns to display and in which order to display them.

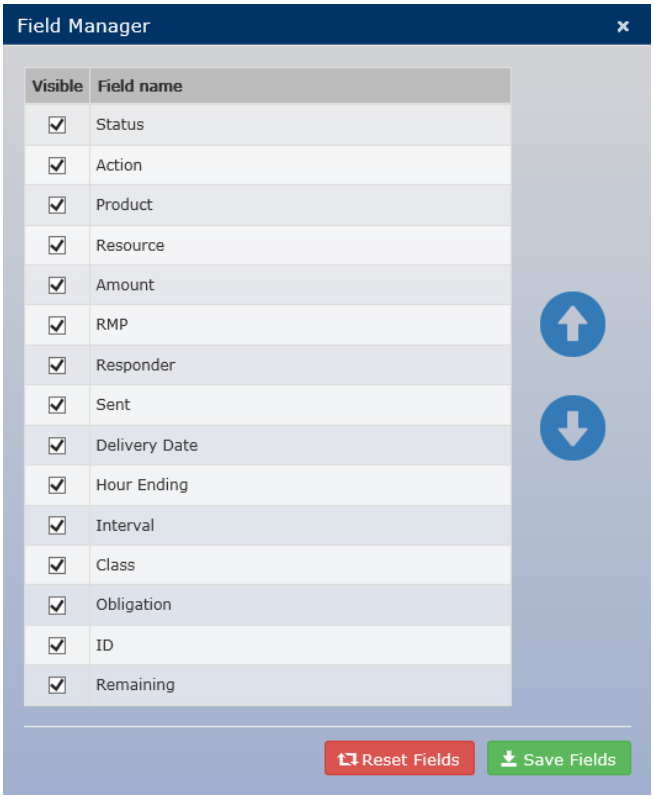

Figure 9 - Field Manager

Note

The available fields will depend on the active screen.

Show or Hide Columns

Select the checkbox for a field that you want to display in your view. De-select the checkbox for a field that you want to remove from the view.

Re-order Columns

With a field's row selected, use the up and down arrows on the right to change the order in which the fields are displayed.

Save/Reset Display Changes

Click the Save Fields button to apply the new list and order of columns to the grid being displayed. This saves the column order and selection for future sessions for the user. Click Reset Fields to reset the system back to the default for columns and order of display.

Sorting

Data displayed in any grid on any screen in the Dispatch Service Client can be sorted on any of the fields that are shown in that grid.

Sort in Ascending Order

To sort the grid in the ascending order on a column:

- Point the mouse cursor on the name of the column on which to sort
- Click the left mouse button

The screen updates to show the data sorted in the ascending order of information contained in that column. An arrow indicator beside the column name shows the direction of the sort (See Figure 11 below).

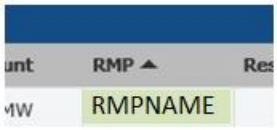

Figure 10 - Ascending Sort on RMP column

Sort in Descending Order

To sort the grid on the descending order on a column:

- Point the mouse cursor on the name of the column on which to sort
- Click the left mouse button
- Click the left mouse button again. This shows a descending order for sorting

The screen updates to show the data sorted in the descending order of information contained in

that column. An arrow indicator beside the column name shows the direction of the sort (See Figure 12 below).

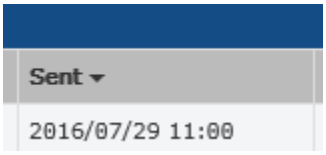

Figure 11 - Descending Sort on Sent Column

Note
Clicking the name of the column repeatedly toggles between ascending and descending sorts.

Filtering

Data on the All Dispatches screen and the New/Active Contracts screen can be filtered. The following examples demonstrate filtering on the All Dispatches screen, but the concepts are the same for the New/Active Contracts screen.

The filter area for the All Dispatches screen is shown above the grid (See Figure 13 below). It lists the fields that can be filtered and identifies the current filter being used to display the data in the grid, if one is currently in use.

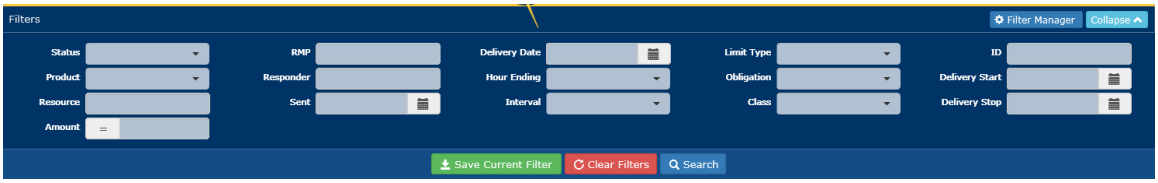

Figure 12 - Dispatches Filter Area

Creating a New Filter

To create a new filter, enter the criteria to use in the filter area above the grid (See Figure 14 below). You do not need to specify values in all of the available fields, just provide those values upon which you wish to filter.

Figure 13 - Filter with Fields Specified

Drop Down Fields Multi-selection fields

Some fields show drop-down multi-select boxes for certain text fields. This includes Status, Product, Hour Ending, Interval, Limit Type, Obligation, and Class for the All Dispatches screen. It includes Status, Action, and Product for the New / Active Contracts screen. These fields have the ability to Select All or Unselect All, as well as allow checkbox input for the various values (which depend on which text field is being examined). Once you have made your selections you need to click on the drop down arrow again to close the drop down list.

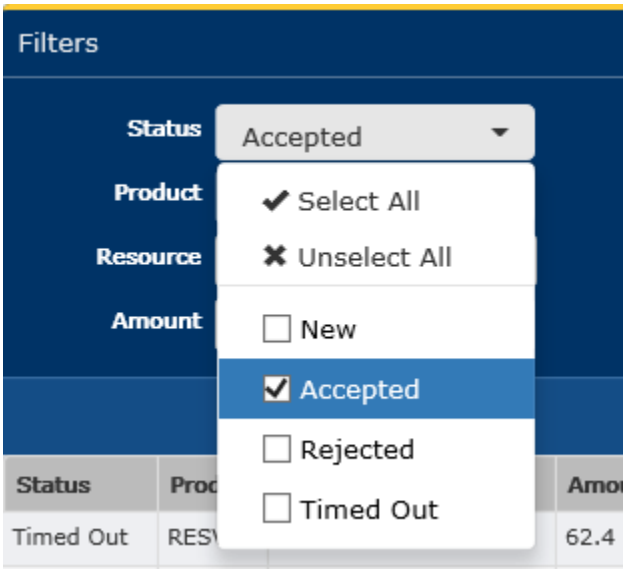

Figure 14 - Filter Field Multi-Selection

Figure 16 shows the value you will see in the field when you make multiple selections.

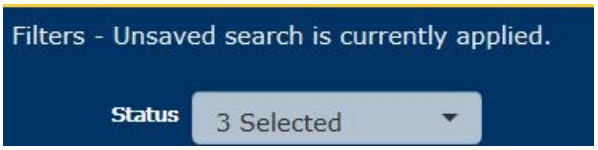

Figure 15 - Multiple Selections Display

Free-form Text Fields

Others are free-form text fields that have wildcard auto completion as demonstrated in Figure 17. For example, 'EST' entry in the Resource field would match on all TESTING resources. The search requires 3 characters as a minimum and locates that sequence anywhere in the field text.

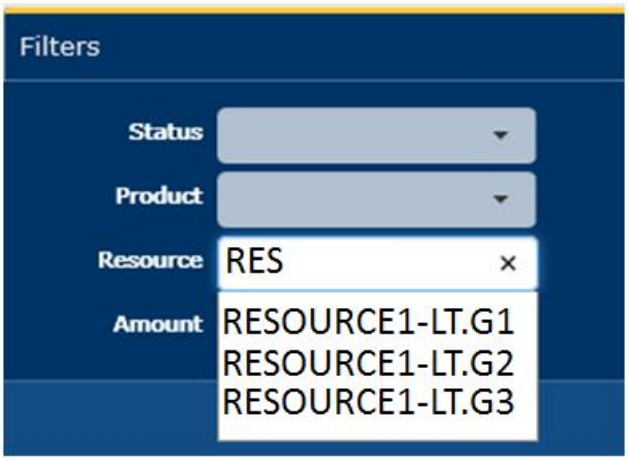

Figure 16 - Filter Field Auto-Completion

Numeric Value Fields

Fields for numeric values allow the user to specify '=', '>', '>=', '<', or '<=' as well as provide a numeric value (See Figure 18 below). This includes Amount on the All Dispatches screen. It includes Amount and Range on the New / Active Contracts screen.

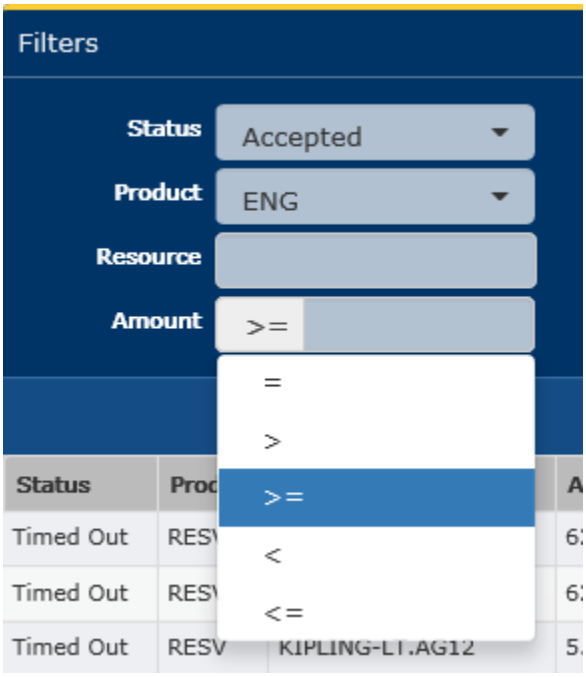

Figure 17 - Filter Field with Numeric Data Entry

Date Fields

Other fields show date controls for simple date entry (See Figure 19 below).

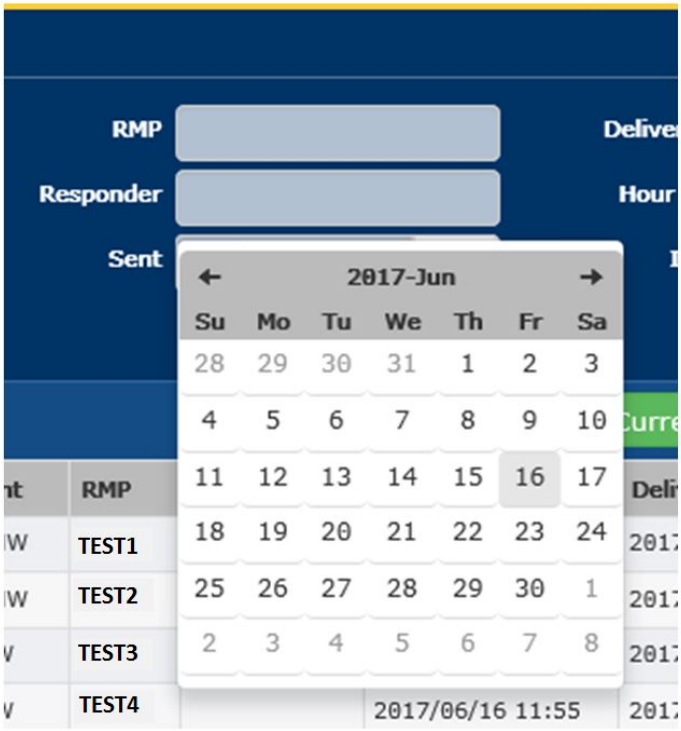

Figure 18 - Filter Field with Date Entry

Applying the Filter

When you have entered the field data to filter on, click the Search button (See Figure 20 below) to apply the filter to the grid.

Figure 19 - Search Button

Note
The filter is not saved for future use at this time. It must be saved before it can be used in future sessions.

Saving the Filter for Future Use

To save the currently defined filter for future use, click the Save Current Filter button (See Figure 21 below).

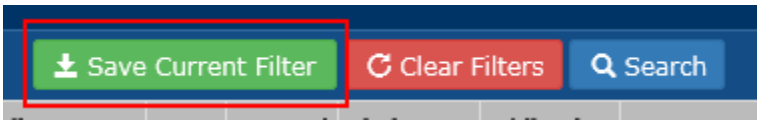

Figure 20 - Saving the Filter for Future Use

This brings up the Save Filter dialog (See Figure 22 below). Each user can save a maximum of five filters.

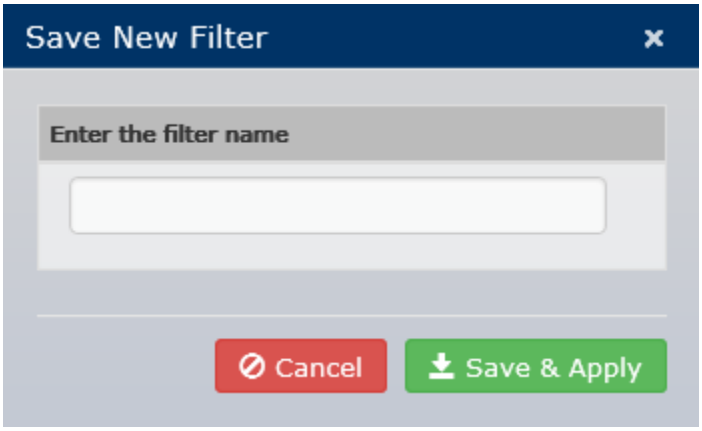

Figure 21 - Save Filter Dialog

Enter the name, up to a maximum of fifty (50) characters, you wish to use to identify the filter and click the Save & Apply button.

Note

The Save New Filter dialog only comes up if there are less than five filters saved. If there are five filters already saved, the Replace Filter dialog comes up instead.

Replacing an Existing Filter

If you have five filters already saved, when you click the Save Current Filter button, the Replace Filter dialog comes up instead (See Figure 23 below).

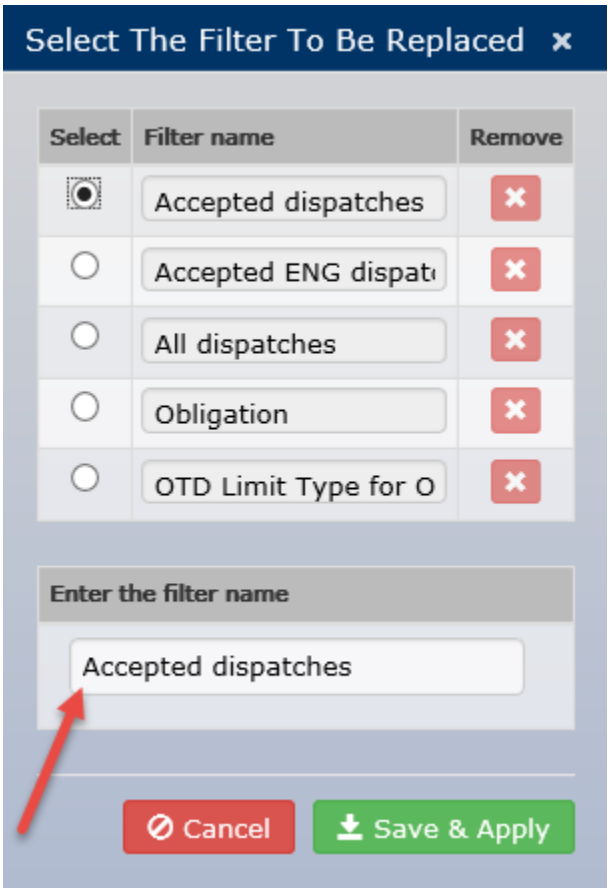

Figure 22 - Replace Filter Dialog

Select the radio button of the filter you wish to replace with the new filter. Type the new filter name in the field provided (as noted in Figure 23) and click the Save & Apply button. When the Replace Filter dialog is dismissed, the new filter is saved and applied to the grid.

Choosing a Filter

In order to apply a different filter on the grid on the active screen, click the Filter Manager button shown on the top right corner of the filter area (See Figure 24 below).

Figure 23 - Filter Manager Button

This brings up the Filter Manager dialog (See Figure 25 below) which shows the list of available saved filters and allows you to select a new filter.

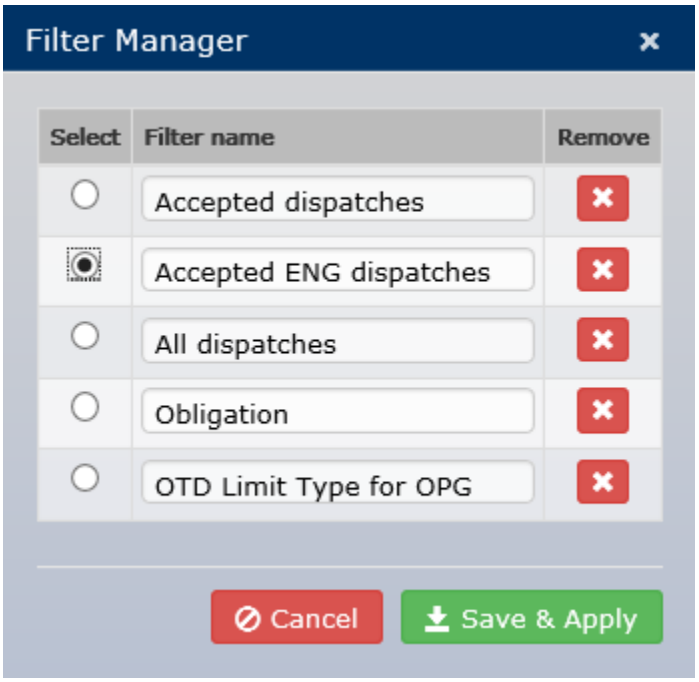

Figure 24 - Filter Manager Dialog

Press the radio button beside the filter you wish to use to apply to the data in the grid. Then press the Save & Apply button. The data in the grid will automatically update with the selected filter applied. The name of the filter is also displayed.

Figure 25 - Filter Area Showing Active Filter

Renaming a Filter

You can use the Filter Manager to rename an existing filter. Click the Filter Manager button shown on the top right corner of the filter area (See Figure 23). The Filter Manager dialog comes up with a list of all saved filters (See Figure 27 below).

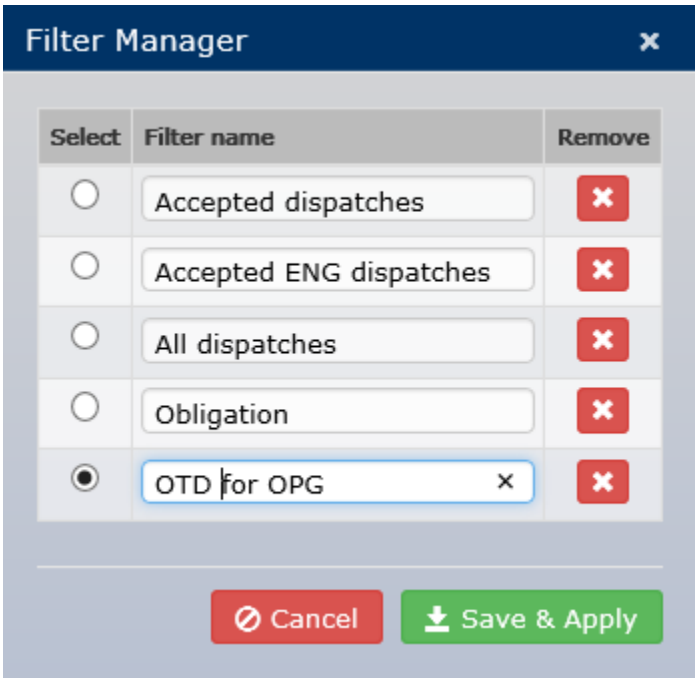

Figure 26 - Filter Manager Dialog Showing Rename

Click on the name of the filter you wish to rename. Type in the new name and press the Save & Apply button. The filter will be renamed.

Deleting a Filter

You can use the Filter Manager dialog to delete an existing filter. Click the Filter Manager button shown on the top right corner of the filter area (See Figure 24). The Filter Manager dialog comes up with a list of all saved filters (See Figure 27).

Click the "X" beside the filter that you wish to delete. Press the Save & Apply button to finalize the deletion.

Resetting the Display

To remove the filters from the grid display, press the Clear Filters button (See Figure 28 below).

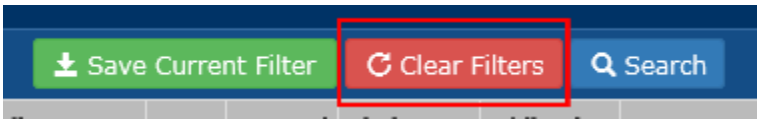

Figure 27 - Clear Filter Button

This returns the grid display to its original state where all dispatches are once again displayed without any filters applied to the view.

Screen Display Grid

The size of the Display grid for each dispatch screen adjusts dynamically based on the users screen size. When the amount of entries exceeds this number the entries are added to another page. You can use the page navigation buttons on the screen to view the various pages (See Figure 29 below).

Figure 28 - Screen Page Navigation

The following are the details for the Screen Page Navigation display and buttons:

- **Total:** This is an informational display on the amount of entries currently be shown of the display grid. This can change based on the results of an applied filter
- **First:** This button will navigate to the first page
- **Previous:** This is a backward moving page by page navigation
- **Next:** This is a forward moving page by page navigation

The page Navigation will display up to ten (10) direct page link buttons. The page you are currently on will be highlighted in blue (See Figure 30 below).

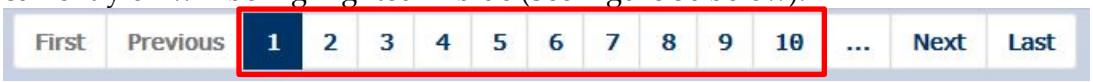

Figure 29 - Direct Page Links

Once the page number exceeds ten (10) pages you will see an ellipsis button (See Figure 31 below). You can scroll to the next set of up to ten (10) pages by clicking on the ellipsis button.

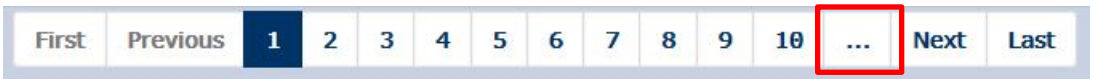

Figure 30 - Ellipsis Button

Expand/Collapse

The filter section of the All Dispatches and New/Active Contracts Screens as well as the Event Log display on all screens have the ability to be collapsed to provide more display grid space. This can be accomplished by clicking the Collapse button at the top right hand corner (See Figure 32 below).

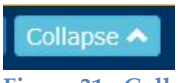

Figure 31 - Collapse Button

When the filter section or Event Log is Collapsed the button will change to Expand (. The filter section or Event Log can be expanded by clicking the Expanded button See Figure 33 below).

Figure 32 - Expand Button

4. Exporting Data

The Dispatch Service client provides the option to export any of the four (4) dispatch screens as well as the Event Log display.

Data from a dispatch screen or the Event Log can be exported from the client as a Comma Separated Values (CSV) file. For dispatch screens, click on the Export Data button (see Figure 34 below) and for the Event Log, click on the Export Log button (see Figure 35 below).

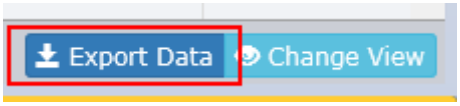

Figure 33 - Export Data Button

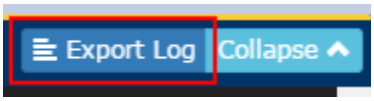

Figure 34 - Export Log Button

This brings up the Save dialog (See Figure 36 below).

Figure 35 - Save Dialog

Press the Save button to save to your Downloads folder or else navigate to the folder under which you wish to save the file using the Save As feature in the drop down list under the Save button (See Figure 37 below).

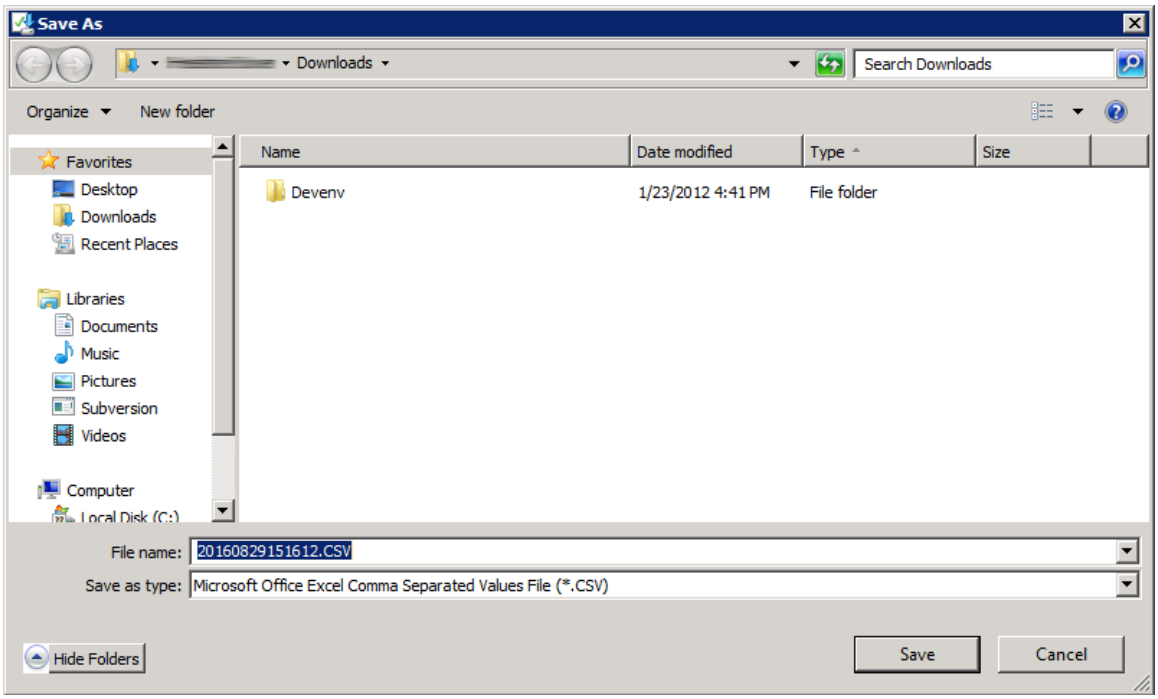

Figure 36 - Save As Dialog

The default filename is the current timestamp (YYYYMMDDhhmmss.CSV). Leave this filename as is, or enter the filename under which you wish to save the data. Click the Save button to save the file.

The data will be saved as a comma-separated values file, suitable for loading into a spreadsheet application like Microsoft Excel.

5. All Dispatches Screen

The All Dispatches screen shows a list of all dispatches sent to the Participant (maximum of 60 days in the past, see the Options section for more details) from the Dispatch Service. You can page through the All Dispatches list.

It is loaded with all dispatches and is updated as new dispatches are loaded. This screen is read-only, so new dispatches can be viewed on this screen but cannot be accepted or rejected.

By default, the entries are sorted based on the Sent column in descending order.

Figure 37 - All Dispatches Screen

All Dispatches Screen Contents

The screen contains the following dispatch types (Products):

- Energy Dispatch (ENG)
- Operating Reserve Activation (ORA)
- Operating Reserve Dispatch (RESV)
    - 10 Minute Spinning (10S),
    - 10 Minute Non-spinning (10N),
    - 30 Minute Reserve (30R)
- Regulatory Dispatch (RGR and RGS)

The All Dispatches screen has a Refresh Data button (See Figure 39 below). This button is used

to refresh data to ensure that it reflects new entries or updates that have taken place since the filter was applied.

Figure 38 - All Dispatches Screen Refresh Data Button

Note

The number of dispatches on this screen is based on the Dispatch History option in the Options dialog (see the section entitled "Options" for information on how to set this value).

Data Fields

The following table describes the columns in the grid display of this of the All Dispatches screen:

Name	Description
Status	The status of the dispatch from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
Product	The market to which the dispatch pertains. Possible values are ENG, ORA, RESV, RGR, or RGS.
Resource	The unique identification assigned by the IESO to the resource.
Amount	The amount of energy (in MW) that was dispatched. For regulation contracts, this is the base point value.
RMP	The short name of the Participant that owns the resource that was dispatched.
Responder	The username of the person who accepted or rejected the dispatch instruction.
Sent	The date and time when the dispatch was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
Delivery Date	Date to which the dispatch applies (YYYY/MM/DD).
Hour Ending	Hour to which the dispatch applies (number between 1 – 24).
Interval	Five minute interval to which the dispatch applies (number between 1 – 12).
Limit Type	Type of manual limit applied to the resource. Possible values are FIX (resource is manually set), MAX (resource is limited to a maximum energy output), MIN (resource is limited to a minimum energy output), or OTD (manual, on-demand, one time dispatch). It is empty if there is no manual limit applied to the resource.
Obligation	Obligation indicator for the dispatch instruction. Possible values are Mandatory or Release for variable generators (VGs). It is empty for non-VGs.
ID	Unique identifier assigned to the dispatch.
Class	Class of reserve being requested for a RESV type dispatch. Possible values are 10S (10 minute spinning), 10N (10 minute non-spinning), or 30R (30 minute reserve).

Name	Description
Range	The acceptable plus or minus range from the MW base point. (valid for RGR and RGS type dispatches)
Delivery Start	Start time of the dispatch request (YYYY/MM/DD HH:MM:SS). Start times are associated with dispatches for contract activation. This field is valid for regulation contracts.
Delivery Stop	Stop time of the dispatch request (YYYY/MM/DD HH:MM:SS). Stop time requests are associated with dispatches for contract activation. Possible values are OPEN (stop time was not specified) or a timestamp. This field is valid for regulation contracts.

6. New Dispatches Screen

The New Dispatches screen a list of all new dispatches sent to the Participant from the Dispatch Service. You can page through the New Dispatches list

It is loaded with any ENG, ORA, or RESV dispatches that have a not yet been responded to. New dispatches are added automatically to the grid as they are received by the Dispatch Service Client.

Dispatches are removed from the screen for the following reasons:

- ENG and RESV (10S, 10N, 30R) dispatches are automatically removed 5 minutes after they are received by the Participant. This includes One Time Dispatches for either energy or reserve.
- ORA dispatches are automatically removed 10 minutes after they are received by the Participant.
- A dispatch is automatically removed if a New dispatch for an identical Resource and Product is received by the Participant.
- An ENG dispatch is automatically removed if a New ORA dispatch for an identical Resource is received by the Participant.
- And ORA dispatch is automatically removed if a New ENG dispatch for an identical Resource is received by the Participant.

When an older dispatch is removed because a new dispatch replaces it, this event is logged in the Event Log (See the Event Log section for more details).

By default, the entries are sorted based on the Sent column in descending order.

Figure 39 - New Dispatches Screen

New Dispatches Screen Content

The screen contains the following dispatch types (Products):

- Energy Dispatch (ENG)
- Operating Reserve Activation (ORA)
- Operating Reserve Dispatch (RESV)
    - 10 Minute Spinning (10S),
    - 10 Minute Non-spinning (10N),
    - 30 Minute Reserve (30R)

Accepting and Rejecting Dispatches

You can respond to new ENG, ORA, and RESV dispatches, including One Time Dispatches of energy and reserve, by accepting or rejecting them using the New Dispatches screen. Dispatches are accepted or rejected by selecting the appropriate radio button in the Action field of the New Dispatches screen (See Figure 42 below).

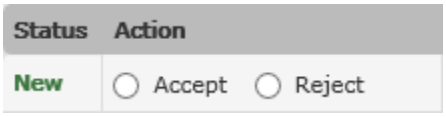

Figure 40 - Enabled Accept and Reject Radio Buttons

You may submit multiple responses for the same dispatch instruction up until the Active Window (60 seconds) is passed.

You may also accept all of the New dispatches by clicking the Accept All Dispatches button (See

Figure 42 below) that is displayed below the grid. This will accept all New dispatches that have yet to be Accepted or Rejected.

Figure 41 - Accept All Dispatches Button

You may also reject all of the New dispatches by clicking the Reject All Dispatches button (See Figure 43 below) that is displayed below the grid. This will reject all New dispatches that have yet to be Accepted or Rejected.

Figure 42 - Reject All Dispatches Button

Once a dispatch has been received, you have 60 seconds (Active Window) from when the dispatch instructions were available to be transmitted, to acknowledge the dispatch by either accepting or rejecting it. The Active Window is shown in the Remaining column of the grid See Figure 44 below).

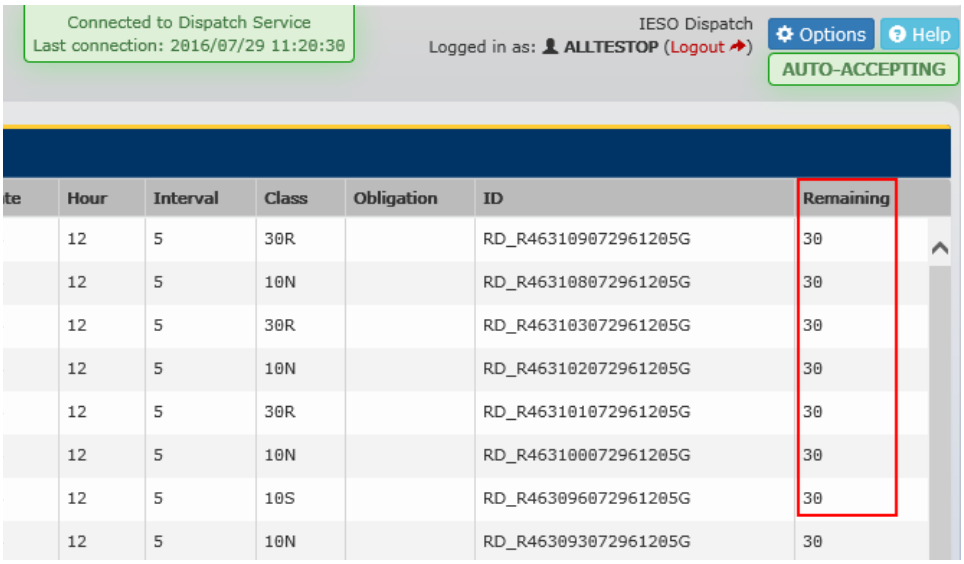

Figure 43 - Active Window Countdown

Once the 60 seconds has expired, the Dispatch Service Client locks the dispatch so that the Participant cannot accept or reject it. The status of the dispatch changes to "Timed Out" and the Accept and Reject radio buttons are disabled (See Figure 45 below).

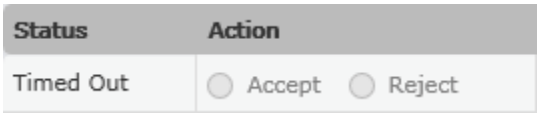

Figure 44 - Disabled Accept and Reject Radio Buttons for Timed Out Dispatch

The Interval Time Remaining countdown appears above the grid (See Figure 46 below). The

Interval time displays the remaining time in the Interval (between 0 and 5 minutes).

Figure 45 - Remaining Interval Time

Note

The IESO Control Room Operator may accept or reject a dispatch instruction on a Participant's behalf until the end of the interval. The client GUI will be updated with the status as set by the Control room Operator, and the responder will show as "ONTARIOIMO", which indicates the IESO CRO. This will also result in an Event Log message.

Data Fields

The following table describes the columns in the grid display of the New Dispatches screen:

Name	Description
Status	The status of the dispatch from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
Action	Accept and Reject radio buttons that can be selected by Participants with the correct authorization.
Product	The market to which the dispatch pertains. Possible values are ENG, ORA, or RESV.
Resource	The unique identification assigned by the IESO to the resource.
Amount	The amount of energy (in MW) that was dispatched.
RMP	The short name of the Participant that owns the resource that was dispatched.
Responder	The username of the person who responded to the dispatch (either Accepted or Rejected it).
Sent	The date and time when the dispatch was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
Delivery Date	Date to which the dispatch applies (YYYY/MM/DD).
Hour Ending	Hour to which the dispatch applies (number between 1 – 24).
Interval	Five minute interval to which the dispatch applies (number between 1 – 12).
Class	Class of reserve being requested for a RESV type dispatch. Possible values are 10S (10 minute spinning), 10N (10 minute non-spinning), or 30R (30 minute reserve).
Obligation	Obligation indicator for the dispatch instruction. Possible values are Mandatory or Release for variable generators (VGs). It is null for non-VGs.
ID	Unique identifier assigned to the dispatch.
Remaining	The time remaining in the Active Window for the particular dispatch.

7. Active Dispatches Screen

The Active Dispatches screen lists all resources displaying the last accepted and confirmed dispatch. You can scroll through the Active Dispatches list.

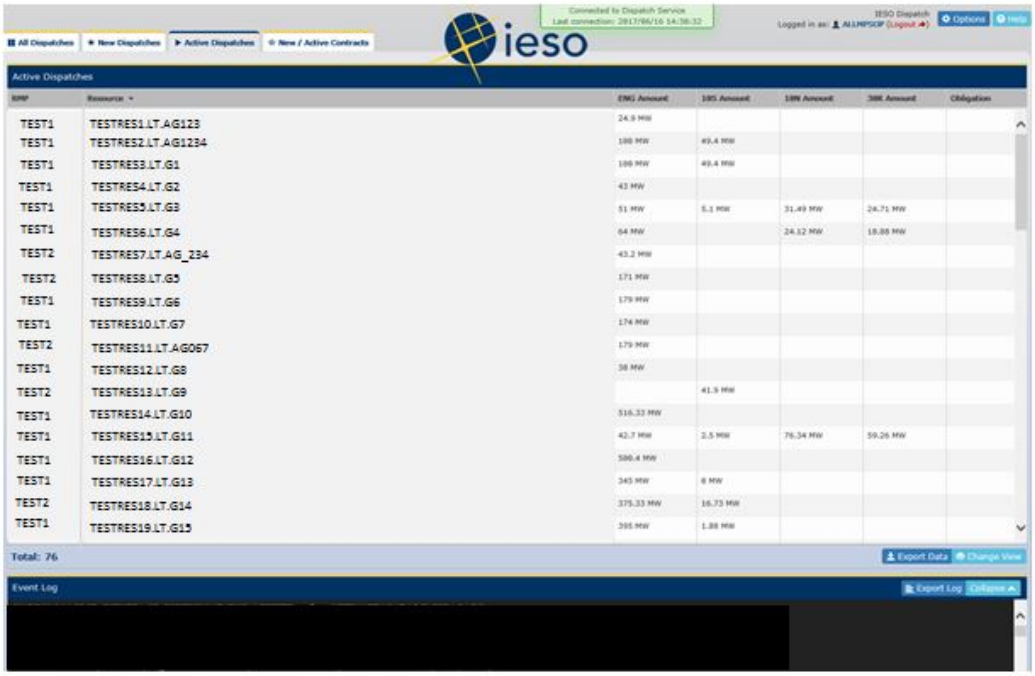

Figure 46 - Active Dispatches Screen

Active Dispatches Screen Content

The screen contains the following dispatch types (Products):

- Energy Dispatch (ENG)
- Operating Reserve Activation (ORA)
- Operating Reserve Dispatch (RESV)
    - 10 Minute Spinning (10S),
    - 10 Minute Non-spinning (10N)
    - 30 Minute Reserve (30R)

A set of dispatches is associated with each resource on this screen. There can be up to four unique dispatches for a resource. The Active Dispatches screen is loaded with the last accepted dispatch for each ENG, RESV, and ORA product.

The following table describes the columns in the grid display of the Active Dispatches screen:

Name	Description
RMP	The short name of the Participant that owns the resource that was dispatched.
Resource	The unique identification assigned by the IESO to the resource.
ENG Amount	The amount of energy that was dispatched. This could be for an Energy Dispatch (ENG) or an Operating Reserve Activation (ORA).
10S Amount	The amount of reserve dispatched for a 10 minute spinning RESV-type dispatch.
10N Amount	The amount of reserve dispatched for a 10 minute non-spinning RESV-type dispatch.
30R Amount	The amount of reserve dispatched for a 30 minute reserve RESV-type dispatch.
Obligation	Obligation indicator for the dispatch instruction. Possible values are Mandatory or Release for variable generators (VGs). It is null for non-VGs.

8. New/Active Contracts Screen

The New/Active Contract Dispatches screen consists of a list containing all regulatory (RGR, RGS) dispatches sent to the Participant by the Dispatch Service that pertain to Contract Management. You can page through the New/Active Contracts list (if necessary).

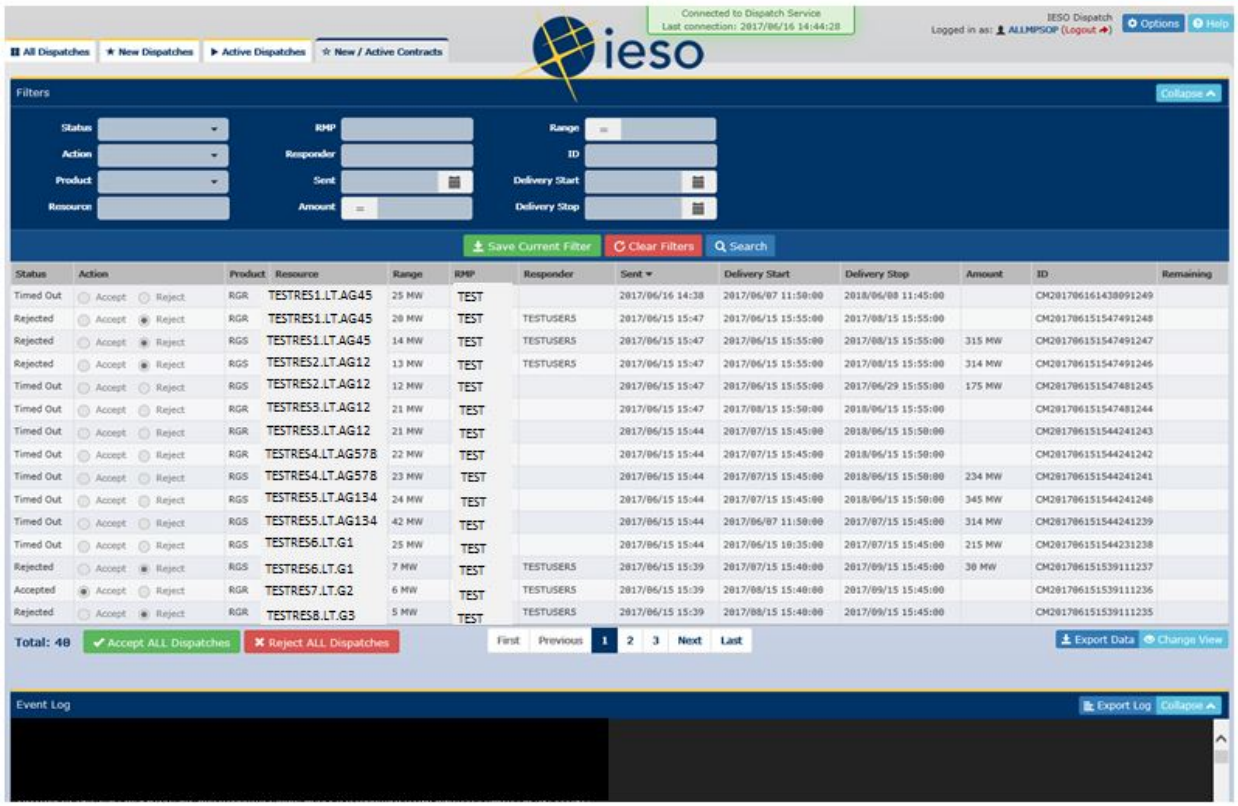

Figure 47 - New Active Contracts Screen

New / Active Contracts

The screen contains the following dispatch types (Products):

- Regulation Range (RGR)
- Regulation Set Point (RGS)

The screen is loaded with any RGR and RGS dispatches that have not been responded to or that have a Delivery End Date that has not yet expired. New RGR and RGS dispatches are added automatically to the grid as they are subsequently received by the Dispatch Service Client.

Note
RGR and RGS Dispatches are automatically removed from the screen when the Delivery End timestamp is reached.

Accepting and Rejecting Dispatches

You can respond to RGR and RGS dispatches (by accepting or rejecting them) using the New/Active Contracts screen. Dispatches are accepted or rejected by selecting the appropriate radio button in the Action field (See Figure 49 below).

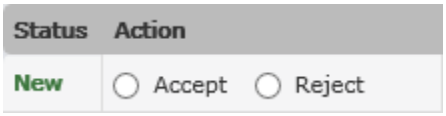

Figure 48 - Enabled Accept and Reject Radio Buttons

You may submit multiple responses for the same dispatch instruction up until the Active Window (60 seconds) is passed.

You may also accept all of the New dispatches by clicking the Accept All Dispatches button (See Figure 50 below) that is displayed below the grid. This will accept all New dispatches that have yet to be Accepted or Rejected.

Figure 49 - Accept All Dispatches Button

You may also reject all of the New dispatches by clicking the Reject All Dispatches button (See Figure 51 below) that is displayed below the grid. This will reject all New dispatches that have yet to be Accepted or Rejected.

Figure 50 - Reject All Dispatches button

When the dispatch times out (1 minute after the sent time of the contract) and you can no longer accept or reject the Contract dispatch, the Accept and Reject radio buttons are disabled (See figure 52 below).

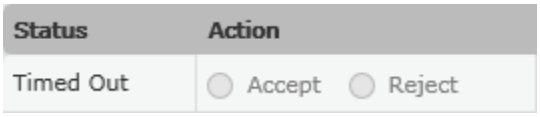

Figure 51 - Disabled Accept and Reject Radio Buttons

Hiding Superseded Dispatches

Sometimes a Regulation contract is superseded by subsequent dispatches (e.g., a regulation

contract is re-issued for the same resource and period but with a different date range and MW value). When this happens, the original dispatch is not automatically removed from the grid. In this case, you can remove these dispatches from the grid by placing the cursor on the dispatch record and right-clicking. A pop-up menu allows you to Hide the selected dispatch record (See Figure 53 below).

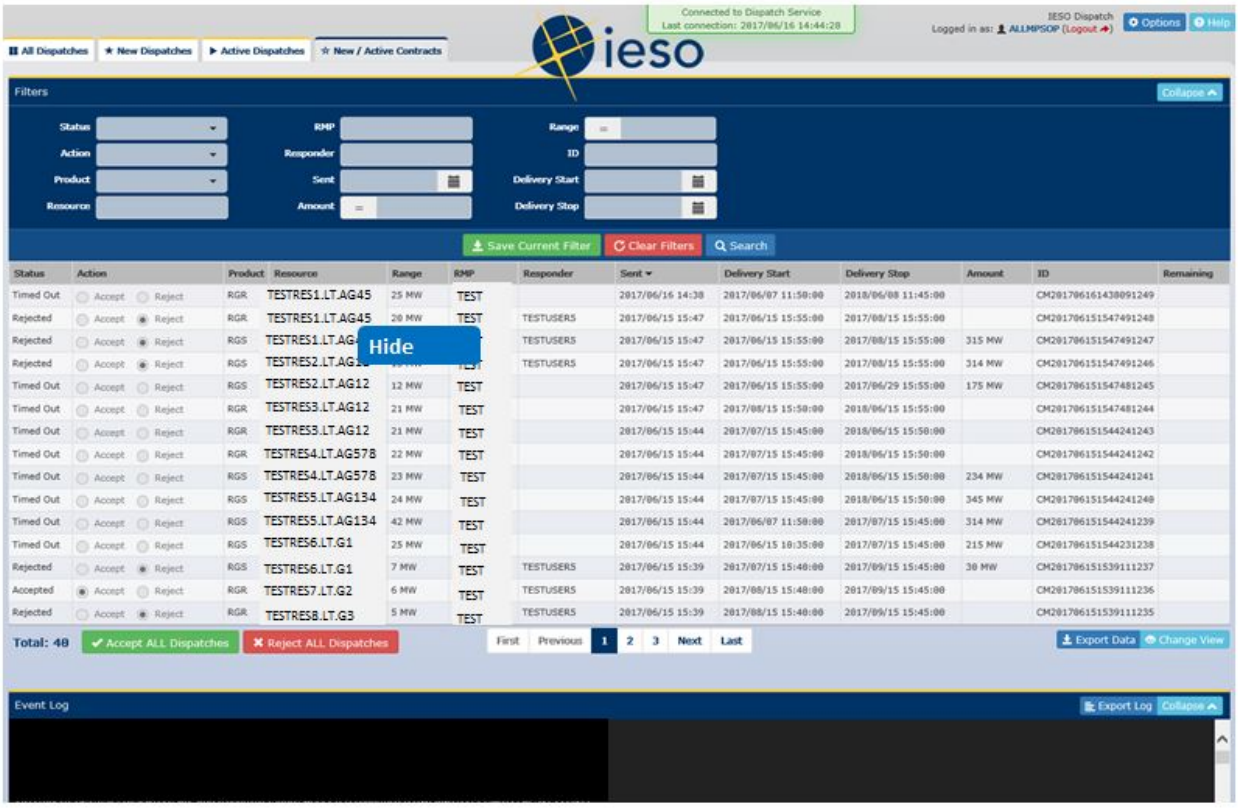

Figure 52 - Hide Menu

Clicking Hide brings up a dialog that prompts you as to whether you want to continue (See Figure 54 below).

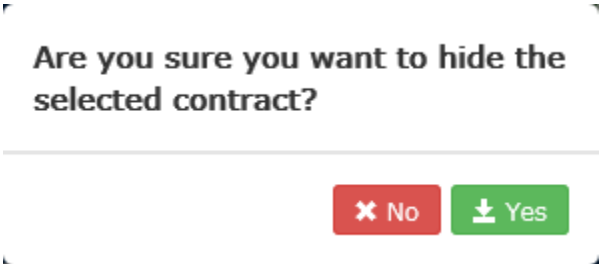

Figure 53 - Hide Dialog

Clicking Yes hides the selected dispatch record. Clicking No closes the dialog and returns to the New / Active Contracts screen.

Data Fields

The following table describes the columns in the grid display of the New/Active Contracts screen:

Name	Description
Status	The status of the dispatch from receipt to response. Possible values are New, Accepted, Rejected, or Timed Out.
Action	Accept and Reject radio buttons that can be selected by Participants with the correct authorization.
Product	The market to which the dispatch pertains. Possible values are RGR or RGS.
Resource	The unique identification assigned by the IESO to the resource.
Range	The acceptable +/- range from the MW base point.
RMP	The short name of the Participant that owns the resource that was dispatched.
Responder	The username of the person who accepted or rejected the dispatch instruction.
Sent	The date and time when the dispatch was sent by the Dispatch Service (YYYY/MM/DD HH:MM).
Delivery Start	Start date and time of the dispatch request (YYYY/MM/DD HH:MM:SS). Start time requests are associated with dispatches for contract activation.
Delivery Stop	Stop date and time of the dispatch request (YYYY/MM/DD HH:MM:SS). Stop time requests are associated with dispatches for contract activation.
Amount	A numerical base point value in MW (if there is a floating base point, then this has no value).
ID	Unique identifier assigned to the message.
Remaining	The time remaining in the Active Window for the particular dispatch.

9. Event Log

The Event Log displays a running list of Dispatch Service and Client events and is shown at the bottom of all screens.

It keeps track of all system events, including deviations from expected service (e.g., connection-to-service failures, message processing failures, etc.) and Client actions in a searchable format. Regular task information (i.e., dispatch responses) are in white font. Alarms (i.e., "Unable to reach server") are in red font. Connection reestablished messages are in green font. Other events logged include the IESO control room override of accepting or rejecting a dispatch on the Participant's behalf. This would be in yellow font.

Figure 54- Event Log Display

Note

The Event Log information is not permanently stored and is emptied when the session is ended, either by logging out or by the browser window being closed.

The Event Log window only displays the latest 200 entries; use the Export Log function to export all the event log entries since the beginning of the session.

Data Fields

The following table describes the columns shown in Event Log entries:

Name	Description
Date and Timestamp	Date and time of the entry (YYYY/MM/DD HH:MM:SS).
Source	The source of the message. Possible values are Client, DISPATCH, and SYSTEM.
ID	Unique ID of the dispatch (if applicable).
Description	Description of the event log entry. Alarms are shown in red font, non-alarms are shown in white font. Connection reestablished messages are in green font. IESO override dispatch actions (accepting or rejecting a dispatch on the Participant's behalf) are in yellow font.
Status	The status of the dispatch from receipt to response (if applicable). Possible values are New, Accepted, Rejected, or Timed Out. Note that the Status appears to be part of the Description but when exported, it is in its own field.

10. Administering the Dispatch Service Client

This section describes how to administer the Dispatch Service Client. Some features require only Dispatch Instruction Viewer authorization while others require Dispatch Instruction Operator authorization.

Options

The Options are accessed by clicking the Options button (See Figure 56 below) that is at the top right of all screens.

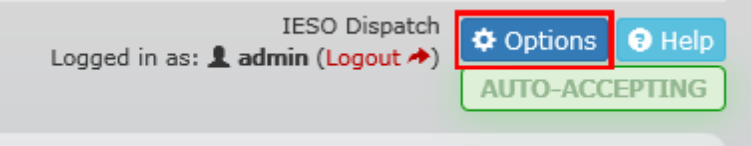

Figure 55 - Options Button

The top right hand corner of all screens may have an indicator (See Figure 57 below) to show whether the Auto Accept Dispatches option has been enabled:

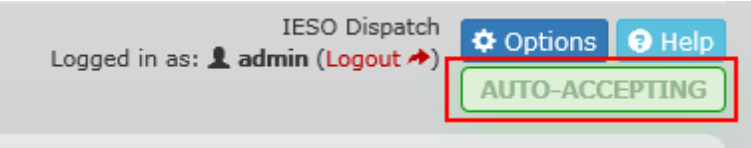

Figure 56 - Auto Accept Dispatches Indicator

Clicking the Options button brings up the Options dialog (See Figure 61 below) which allows you to set your preferences to customize the behaviour of the Dispatch Service Client.

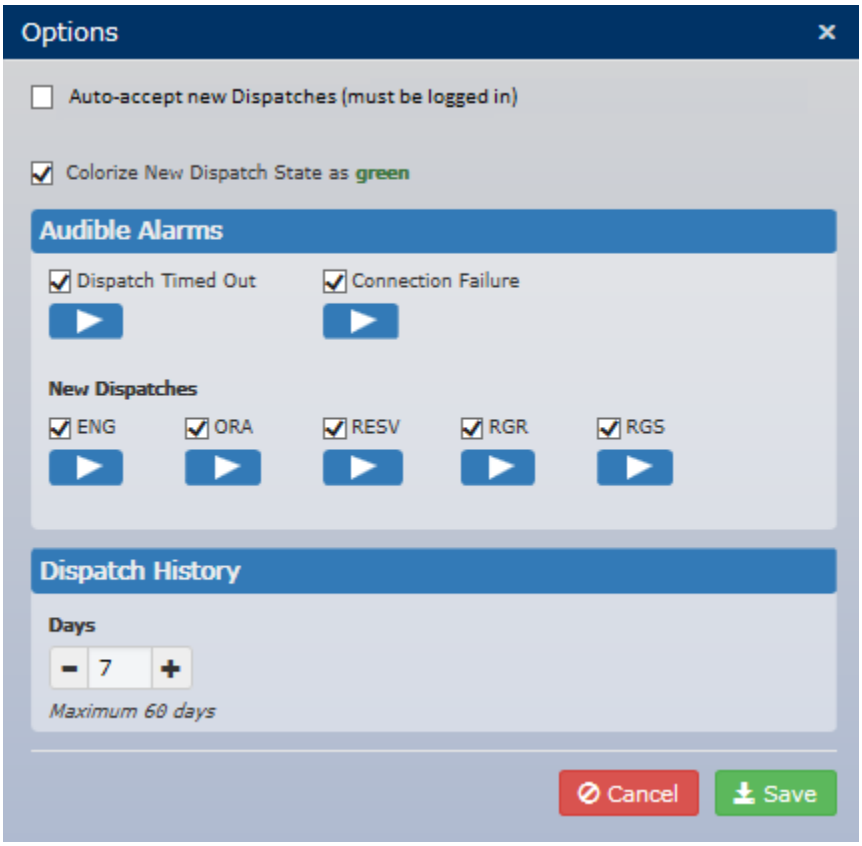

Figure 57 - Options Dialog

The Dispatch Service Client Options dialog allows you to set the following options:

- **Auto Accept new dispatches**: When selected this option will automatically accept all new dispatches shortly after they're displayed on the New Dispatches screen. The default for this option is disabled. Only users with Dispatch Instruction Operator roles may change this setting.
- **Colorize New Dispatch State as green:** When selected this option will colour all new dispatches using a green bold font. If this option is not checked, the New Status is displayed using a normal black font. The default for this option is enabled.
- **Audible Alarms:** This option allows the user to choose to turn on or off audible alarms for the following events:
    - Dispatch timed out (includes failed upload of dispatch response)
    - Connection failure
    - New dispatches for:
        - ENG
        - ORA
        - RESV
        - RGR
        - RGS

All the alarms are enabled by default.

The user may also play each audible alarm by pressing the arrow underneath the particular event. This allows them to verify as well as identify the sound associated with each event.

Note

The audible sound for each event is different. If more than one event occurs simultaneously, the alarm with the highest priority is the one that sounds (order of priority, from highest to lowest, is Dispatch Timed Out, ENG, ORA, RESV, RGR, RGS, and Connection Failure).

- **Dispatch History:** This option allows the user to increase or decrease the days of historical dispatches which will be downloaded. This setting determines the amount of dispatches that are downloaded when the Dispatch Service Client is started. This setting applies to the data shown in the All Dispatches screen. The default is 7 days, and the maximum is 60 days.

11. Help

The Dispatch Service Client has a Help button (See Figure x below) located at the top right hand corner of all of the dispatch screens. The button provides a quick link to Dispatch Service User Guide.

Figure 58 - Dispatch Service Client Help Button