



Manual No. 017

Business Practices Manual

Transmission Settlements

Billing Dispute Resolution

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Revision History

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1. Introduction

This introduction to the Midcontinent Independent System Operator, Inc. (“MISO”) *Business Practices Manual (“BPM”) for Transmission Settlements Billing Dispute Resolution* includes basic information about this BPM and the other MISO BPMs. The first section (Section 1.1) of this Introduction provides information about the MISO BPMs. The second section (Section 1.2) is an introduction to this BPM. The third section (Section 1.3) identifies other documents, in addition to BPMs, which can be used by the reader as references when reading this BPM.

1.1. Purpose of the MISO Business Practices Manuals

The BPMs developed by MISO provide background information, guidelines, business rules, and processes established by MISO for the operation and administration of the MISO markets, provisions of transmission reliability services, and compliance with the MISO settlements, billing, and accounting requirements. A complete list of MISO BPMs is available for reference through MISO’s website. All definitions in this document are as provided in the MISO Tariff, the NERC Glossary of Terms Used in Reliability Standards, or are as defined by this document.

1.2. Purpose of this Business Practices Manual

This *BPM for Transmission Settlements Billing Dispute Resolution* is specific to Transmission Settlements and its dispute resolution process.

MISO prepares and maintains the *BPM for Transmission Settlements Billing Dispute Resolution* as it relates to the procedures to follow when initiating a Transmission Settlements dispute.

This BPM benefits readers who want to answer the following questions:

- What is the business process for initiating a billing dispute for Transmission Settlements?
- What are the business rules and timelines for billing disputes under Transmission Settlements?
- What is the Transmission Customer’s / Transmission Owner’s responsibility under this process?
- What are the roles and responsibilities of MISO for Transmission Settlements?
- How do Transmission Customers / Transmission Owners and MISO interact?

This BPM provides sufficient detail to aid in the Transmission Customers / Transmission Owners understanding of the Transmission Settlements billing dispute resolution process.

1.3. References

Other reference information related to this BPM includes:

- Agreement of Transmission Facilities Owners to Organize Midcontinent Independent System Operator ("MISO Agreement")
- Attachment HH of the Tariff
- BPM-012 Transmission Settlements
- BPM-023 Alternative Dispute Resolution
- MISO Open Access Transmission, Energy and Operating Reserve Markets Tariff ("Tariff")
- Section 12 of the Tariff

2. Users' Overview

This BPM focuses on the MISO Transmission Settlements billing dispute resolution process and is intended to serve as a guide and reference for both external and internal parties.

This audience may include the following:

- Federal and State Regulators
- Generation Owners
- MISO employees
- MISO Transmission Customers/Market Participants
- MISO Transmission Owners
- Other Regional Transmission Organizations and Independent System Operators
- Other Security Coordinators
- Other Transmission Providers
- Power Marketers
- Wholesale and Retail Aggregators

2.1. MISO Services

On a monthly basis, Transmission Settlements calculates the appropriate charges and revenue distribution for the following schedules, as applicable, that are found in the Tariff.

Schedule / Attachment	Name
1	Scheduling, System Control and Dispatch Service
7	Long-Term Firm and Short-Term Firm Point-to-Point Transmission Service



8	Non-Firm Point-to-Point Transmission Service
9	Network Integration Transmission Service
10 Demand	ISO Cost Recovery Adder – Demand
10 Energy	ISO Cost Recovery Adder – Energy
10-A	MISO Alternative Administrative Cost Adder – Expired November 30, 2013
10-B	Interim ISO Cost Recovery Adder – Ended December 31, 2008
10-C	Louisville Gas & Electric Company and Kentucky Utilities Company – Expired August 31, 2014
10-D	ATSI and Eligible Customer Alternative Schedule 10 Administrative Cost Adder
10-G	DEO/DEK and Eligible Customer Alternative Schedule 10 Administrative Cost Adder
10 FERC	FERC Annual Charges Recovery
11	Wholesale Distribution Service
12	Gross Receipts Tax Adder – Effective but not incorporated into Transmission Settlements process
20	Treatment of Station Power
23	Recovery of Schedule 10 and Schedule 17 Costs from Certain GFAs broken out into three components: Demand, Energy and FERC
26	Network Upgrade Charge from Transmission Expansion Plan
26-A	Multi-Value Project Cost Recovery – Disputes for this schedule will follow the Market Settlements process and not the Transmission Settlements Billing Dispute Resolution process
26-B	Shared Network Upgrade Charge
26-C	Cost Recovery for Targeted Market Efficiency Projects Constructed by MISO Transmission Owners
26-D	Cost Recovery for Targeted Market Efficiency Projects Constructed by PJM Interconnection, L.L.C. Transmission Owners
26-E	Cost Recovery for Interregional Market Efficiency Projects Constructed by MISO Transmission Owners
26-F	Cost Recovery for Interregional Market Efficiency Projects constructed by PJM Interconnection, L.L.C. Transmission Owners
33	Blackstart Service
34	Allocation of Cost Associated with Reliability Penalty Assessments
35	HVDC Agreement Cost Recovery Fee
36	Regional Charge to Recover Costs of ITC <i>Transmission</i> Phase Angle Regulators from PJM and NYISO RTO Regions – No longer active per Order issued in FERC Docket ER11-1844
37	MTEP Project Cost Recovery for ATSI Zone
38	MTEP Project Cost Recovery for DEO/DEK Zone
41	Charge to Recover Costs of Entergy Storm Securitization Charges from Entergy Operating Companies' Pricing Zones
42A	Charge to Recover Accrued and Paid Interest Associated with Prepayments from Entergy Operating Companies' Pricing Zones – Full Recovery achieved for Entergy Arkansas, Entergy Mississippi and Entergy Texas and rates reduced to zero effective May 1, 2017. Entergy Louisiana rates were reduced to zero effective January 1, 2018.



42B	Credit Associated with AFUDC from Entergy Operating Companies' Pricing Zones
45	Cost Recovery of NERC Recommendation or Essential Action
47	Entergy Operating Companies MISO Transition Cost Recovery – Recovery completed August 2016
JJ	Compensation for Rescheduling Transmission Outages
N/A	Unreserved Use
MISC	Miscellaneous Adjustments

2.1.1. Base Transmission Service

Base transmission service under Transmission Settlements is considered to be Schedules 7, 8, 9, 26, 26A, 26B, 26C, 26D, 26-E, 26-F, 37, 38 and 45 and they are described as follows:

Schedule	Tariff Name	Description
7	Firm Point-to-Point Transmission Service	Transmission Service under the Tariff that is reserved and confirmed between specified Points of Receipt and Delivery pursuant to Module B II, section 13 of the Tariff. The minimum is one (1) day and maximum duration is specified in the service agreement.
8	Non-Firm Point-to-Point Transmission Service	Transmission Service under the Tariff that is reserved and confirmed on an as available basis and is subject to Curtailment or Interruption as set forth in Module B II, section 14 of the Tariff. Non-Firm Point-to-Point Transmission Service is available on a stand-alone basis for periods ranging from one (1) hour to eleven (11) months.
9	Network Integration Transmission Service	Transmission Service that allows Network Customers to efficiently and economically utilize their Network resources (as well as other non-designated generation resources) to serve their Network Load located in a Transmission Owner's Local



		Balancing Authority or pricing zone pursuant to the rates, terms, and conditions set forth in Module B.
26	Network Upgrade Charge from Transmission Expansion Plan	Transmission charge for Network Upgrade Charge from Transmission Expansion Plan under the Regional Expansion Criteria and Benefits ("RECB") provisions of the Tariff which is composed of Attachment FF, Attachment GG and Schedule 26.
26-A	Multi-Value Project ("MVP")	MVP is a transmission planning and cost allocation project category for projects that qualify based on multiple reliability and/or economic criteria affecting multiple transmission zones.
26-B	Shared Network Upgrade Charge	One time charge assessed to an Interconnection Customer with Shared Network Upgrade(s) as defined in Attachment X, subject to Option 2 under Attachment FF.
26-C	Cost Recovery for Targeted Market Efficiency Projects Constructed by MISO Transmission Owners (TMEPS)	Sets forth the methodology for collecting the revenue requirements for TMEPS constructed by MISO Transmission Owners
26-D	Cost Recovery for Targeted Market Efficiency Projects Constructed by PJM Interconnection, L.L.C. Transmission Owners (TMEPS)	Sets forth the methodology for collecting the revenue requirements for TMEPS constructed by PJM Transmission Owners including the method by which MISO will collect from MISO Transmission Customers and remit to PJM the allocated annual revenue requirements for TMEPS



		constructed by PJM Transmission Owners
26-E	Cost Recovery for Interregional Market Efficiency Projects (IMEPS) Constructed by MISO Transmission Owners	Sets forth the methodology for collecting the revenue requirements for IMEPS constructed by MISO Transmission Owners
26-F	Cost Recovery for Interregional Market Efficiency Projects (IMEPS) constructed by PJM Interconnection, L.L.C. Transmission Owners	Sets forth the methodology for collecting the revenue requirements for IMEPs constructed by PJM Interconnection, L.L.C. (PJM) Transmission Owners, including the method by which MISO will collect from MISO Transmission Customers and remit to PJM the allocated annual revenue requirements for IMEPS constructed by PJM Transmission Owners
36	Regional Charge to Recover Costs of ITC <i>Transmission</i> Phase Angle Regulators from PJM and NYISO RTO Regions	Transmission charge that provides the mechanism for recovering a portion of the revenue requirement associated with ITC <i>Transmission</i> 's Phase Angle Regulators ("New PARs") at the Bunce Creek Station on the Michigan-Ontario interface from PJM and New York Independent System Operator ("NYISO") RTO regions. No longer active per Order issued in FERC Docket ER11-1844.
37	MTEP Project Cost Recovery for ATSI Zone	Transmission charge that provides the mechanism for recovering a portion of the MTEP Projects constructed or approved by the MISO Board of Directors (approved prior to ATSI exit from MISO) for construction by ATSI upon ATSI's integration into PJM.

38	MTEP Project Cost Recovery for DEO/DEK	Transmission charge that provides the mechanism for recovering a portion of the MTEP Projects constructed or approved by the MISO Board of Directors (approved prior to DEO/DEK exit from MISO) for construction by DEO/DEK upon DEO/DEK's integration into PJM.
45	Cost Recovery of NERC Recommendations or Essential Action	Transmission charge that provides a mechanism for Transmission Owners who are Registered Entities registered under the NERC Functional Model to recover costs for NERC Recommendations or Essential Action projects eligible under Attachment FF, Attachment GG and Schedule 45.

2.1.2. Ancillary Services

Ancillary services under Transmission Settlements are used to both operate, and maintain the reliability and security of, the transmission grid. The following ancillary services are mandatory for all customers taking transmission service from MISO:

Schedule	Tariff Name	Description
1	Scheduling, System Control, and Dispatch	Scheduling and administering the movement of power into, out of, through, or within the MISO Balancing Authority
2	Reactive Supply and Voltage Control from Generation or Other Sources Service	Operating generating facilities to produce reactive power to maintain transmission voltages within acceptable limits. (Not compensable within the standard power factor range.)

The remaining Tariff services are those that are meant to capture MISO operating costs, wholesale distribution service costs, gross receipt taxes, the treatment of station power, blackstart



service, allocation of cost associated with reliability penalty, and Compensation for Rescheduling Generator Outages and Compensation for Rescheduling Transmission Outages.

Schedule	Tariff Name	Description
20	Treatment of Station Power	MISO calculates charges for Schedules 8, 10 (broken out into Demand, Energy and FERC) and 26 for a billing cycle in which a Generator has net negative output.
33	Blackstart Service	Charge to facilitate reliable and complete system restoration following a shut down of the bulk power Transmission System. Blackstart Service enables Transmission Operators to designate specific generation facilities as Blackstart Units whose location and capabilities are required to assist in re-energizing a specific portion of the Transmission System following a system-wide blackout.
34	Allocation of Cost Associated with Reliability Penalty	MISO mechanism for allocation of a reliability penalty assessed by NERC.
BB	Compensation for Rescheduling Generator Outages	MISO mechanism for providing compensation to a Generator Resource that has either agreed to voluntarily reschedule or has been required to reschedule, a Generator Planned Outage at MISO's request. (This has been moved to a market-based charge as of September 2023.)
JJ	Compensation for Rescheduling Transmission Outages	MISO mechanism for providing compensation to a Transmission Owner that has been required by MISO to reschedule a Planned Transmission Outage.

The MISO Agreement also includes the following additional services that are not broken out by Schedule or Attachment:

Type	Tariff Name	Description
TLR	Congestion Management: Transmission Loading Relief	The curtailment of confirmed Point-to-Point schedules for line-loading relief. MISO operators will use the North



		American Electric Reliability Council (“NERC”) Interchange Distribution Calculator (“IDC”) tool to implement the TLR procedures when warranted by system conditions and all appropriate Market Re-Dispatch options have been employed.
Unreserved Use	Penalties	MISO assesses charges for the overuse of transmission reservations, unauthorized use of the transmission system, the overuse of Ancillary Services, the non-compliance with MISO directives, and repeated Transmission System manipulation.
MISC	Miscellaneous Adjustments	Mechanism to process prior period adjustments such as peak load adjustments or FERC Orders related to dates prior to the launch of resettlement functionality in the new settlement platform or late payment fees.

2.1.3. Entergy Specific Services

On December 19, 2013, Entergy integrated their transmission assets into the MISO footprint. As part of the integration, Entergy requested and received approval from FERC for the following Schedules to be incorporated into the MISO Tariff for monthly billing via Transmission Settlements.

Schedule	Tariff Name	Description
41	Charge to Recover Costs of Entergy Storm Securitization Charges from Entergy Operating Companies’ Pricing Zones	MISO mechanism for collecting storm securitization charges from reservations sinking in Entergy
42-A	Charge to Recover Accrued and Paid Interest Associated with Prepayments From Entergy Operating Companies’ Pricing Zones	MISO mechanism for collecting accrued and paid interest associated with prepayments for network upgrades to the Entergy Operating Companies – Full Recovery achieved for Entergy Arkansas, Entergy Mississippi and Entergy Texas and rates reduced to zero effective May 1,



		2017. Entergy Louisiana is still active.
42-B	Credit Associated with AFUDC From Entergy Operating Companies' Pricing Zones	MISO mechanism for collecting AFUDC credits from network upgrades to the Entergy Operating Companies
47	Entergy Operating Companies MISO Transition Cost Recovery	MISO mechanism for recovery of the deferred operation and maintenance costs and accrued carrying charges accumulated by the Entergy Operating Companies related to their integration into MISO. This schedule became effective June 1, 2014. Recovery completed August 2016.

2.2. Confidentiality

MISO strictly adheres to all Confidential Information policies, and only discloses Confidential Information to third parties in accordance with these policies and as required by the Tariff and other MISO BPMs.

MISO collects and uses Confidential Information only in connection with its authority under the Tariff, and the retention of such information is in accordance with MISO's data retention policies.

2.2.1. Confidential Information

MISO safeguards all Confidential Information. The BPM for Definitions defines Confidential Information as:

"Any confidential, proprietary, or commercially sensitive information, or information of a plan, specification, pattern, procedure, design, device, list, concept, policy or compilation relating to the present or planned business of a Transmission Customer, MP, or other User, which is designated as confidential by the entity supplying the information, whether conveyed orally, electronically, in writing, through inspection, or otherwise, that is received by MISO and is not disclosed except under the terms of a Confidential Information policy."

2.2.2. Disclosure to Agents

MISO may provide Confidential Information to its agents, representatives, or contractors to the extent that any such person or entity is bound by an obligation to maintain such confidentiality.

2.2.3. Disclosure to Third Parties

MISO may disclose Confidential Information to the FERC or other third parties as required by law as specified in the Tariff.

2.3. Transmission Settlements Governance

MISO Transmission Settlements process is governed by the Tariff. MISO utilizes BPMs as well as Procedures to clarify the implementation of the Tariff and provide guidance to Transmission Customers / Transmission Owners.

2.3.1. Open Access Transmission, Energy and Operating Reserve Markets Tariff

The Tariff, as filed and amended with the FERC, governs all Energy Markets Operations and Administration. The MISO Transmission Settlements department establishes Business Practices and Procedures to ensure that all settlement processes, charge calculations, revenue distribution, dispute procedures, and any other Transmission Settlements requirements specified in the Tariff are implemented.

2.3.2. Business Practices Manual

The MISO Transmission Settlements department publishes and maintains this *BPM for Transmission Settlements Billing Dispute Resolution* to promulgate background information, guidelines, business rules and processes established by MISO for the administration of Transmission Settlements for and in compliance with MISO settlements, billing, and accounting requirements.

2.3.3. Procedures

The MISO Transmission Settlements develops, implements, and maintains Procedures for administering the Transmission Settlements monthly billing process.

2.4. Transmission Settlements Data

2.4.1. Public and Confidential Data

The MISO Transmission Settlements Department ("Transmission Settlements") maintains and discloses data depending upon its data type classification. There are two types of data in the Transmission Settlements process:

- **Public Data** – This type of data is available to all Transmission Customers / Transmission Owners, is not confidential, and is not specific to a particular Transmission Customer / Transmission Owner.
- **Confidential Data** – This type of data is specific to a Transmission Customer / Transmission Owner and can cause financial harm if disclosed.

Transmission Settlements does not disclose any Transmission Customer / Transmission Owner Confidential Data to any other entity without prior authorization except per the requirements of the Tariff. Transmission Settlements adheres to all Confidentiality requirements as stated in this BPM and the Tariff.

2.4.2. Transmission Settlements Data Retention

Transmission Settlements maintains all settlement-related Public Data and Confidential Data until such time that it is no longer mandated to do so by any regulatory requirement or MISO's data retention policies.

MISO takes all reasonable steps necessary to preserve settlement data, including maintaining data backups, ensuring copied data is maintained at more than one physical location to prevent destruction by a natural disaster, and to install sufficient hardware and software to prevent theft and corruption.

3. Transmission Settlements Billing Disputes

This section describes the Transmission Settlements process used to resolve transmission settlements disputes. A dispute is a point of disagreement between the Transmission Customer and MISO on an invoice or Open Invoice Status Report (OISR). The discrepancies should be filed with MISO at the Schedule level. Disputes without supporting documentation are subject to suspension, as defined in section 3.3.6.5 of this BPM.

3.1. Categories of Disputes

MISO's Transmission Settlements Department has the responsibility to review, evaluate, research, and resolve certain Transmission Settlements related disputes. There are two categories of disputes that Transmission Settlements can address:

- 1) Disputes contained on a monthly statement or invoice. Charge disputes can cover calculation methodology or billing determinant data. Examples include ancillary schedule rates, increments on a reservation, megawatts on a reservation, network load values, or transmission schedule rates. This detail is provided to the Transmission Customer in its transmission statement Excel spreadsheet file; or
- 2) Monthly Revenue disputes can cover any revenue distribution methodology found in the Transmission Owner / Generation Owner's transmission statement Excel spreadsheet file.

Once a Transmission Customer / Transmission Owner identifies an item to dispute, a Transmission Settlements dispute must be created via the MISO Help Center.

Even when an entire invoice or a specific charge on an invoice is disputed, the total invoice amount must be paid in full by the due date or the Transmission Customer / Transmission Owner is considered to be in default.

The following issues are not considered Transmission Settlements disputes:

- 3) Matters regarding Market Settlements issues that are processed by MISO's Market Settlements Department.
- 4) Disagreements between individual Transmission Customers / Transmission Owners, which should be resolved between the two parties outside of MISO (e.g., mediation, arbitration, or courts); and
- 5) Disagreements and matters between a Transmission Customer and their agent.

3.2. Dispute Timeline

Transmission Settlements disputes must be submitted no later than one hundred twenty (120) Calendar Days from date of invoice in order to be considered for further evaluation.

Based upon an Order issued by FERC on October 31, 2018 in Docket No. ER18-1648-001, a specific time bar has been established for MISO related to the submission of disputes. The effective date of the time bar is November 1, 2018. For additional information, please refer to Section 12A of the Tariff. Disputes that are untimely will be rejected.

3.2.1. Dispute Scenarios

Transmission Settlements billing dispute resolution can have an effect on the billing and invoice cycle depending upon when the dispute is logged, when resolution occurs and upon the actual monetary outcome of the resolution. Since the monthly settlement run process is static and does not change from month to month, the following dispute scenarios will generally have these related outcomes.

- 1) **Dispute logged/resolved before issuance of final bill** – If a dispute is logged and resolved before the final bill (5th business day of the month following service), it will have no effect on the monthly settlement as all appropriate information regarding the resolution should be included within the settlement run.
- 2) **Dispute logged/resolved post final bill** – If a dispute is logged prior to the final bill, but not resolved until after the 5th business day of the following month, the invoiced amount remains unchanged and upon receipt of the funds, the money is sent to an interest bearing escrow account of MISO until resolution. At that point, the funds, plus interest, are released in accordance with the resolution terms.

- 3) **Invoices created post final monthly settlement** – If a final monthly settlement bill occurs (and invoices are created) and then a dispute is logged, there are a couple of different situations.
 - a. **Dispute resolved before funds remitted** – If the dispute is resolved prior to the Transmission Customer / Transmission Owner remitting the funds, the resolution would be logged and settled within the current month.
 - b. **Dispute not resolved before funds remitted** – If funds are remitted (based on normal credit terms), but the dispute has not yet been resolved, the money is sent to an interest bearing escrow account of MISO until a resolution is obtained.
- 4) **Dispute post final bill** – If a final bill occurs, invoices are created, the customer pays the invoice and the funds are remitted to the Transmission Owners/Revenue Recipients and then a dispute is logged, it would not impact the billing cycle because that cycle is already complete.

In the event of a billing dispute between MISO and the Transmission Customer / Transmission Owner, MISO will continue to provide service under the Service Agreement as defined in the Tariff as long as the Transmission Customer / Transmission Owner:

- (i) continues to make all payments not in dispute; and
- (ii) pays into an independent escrow account of MISO all or any portion of the invoice in dispute, pending resolution.

If the Transmission Customer fails to meet these two requirements for continuation of service, then MISO may provide notice to the Transmission Customer of its intention to suspend service in sixty (60) days, in accordance with FERC policy.

3.2.2. Communication

MISO's Help Center is the Transmission Customer's first point of contact for all matters including Settlements and MISO's issues. The Transmission Customer may submit a question through the Help Center or contact its Client Relations Representative by telephone.

3.3. Submitting a Transmission Settlements Dispute

A dispute must be submitted via the Help Center when a Transmission Customer discovers a discrepancy in a Settlement Statement or Invoice. The dispute submitted will be filed in relation to a specific billing determinant or Schedule. Each determinant will directly or indirectly affect one or more Schedule charges, resulting in a positive or negative impact upon the disputed item. The other charge types impacted will be automatically adjusted during the settlement rerun. It is not necessary for a dispute to be filed for each Schedule that will be impacted. If the Transmission Customer has specific comments regarding the other Schedules impacted, please mention them

in the “Description” field of the Dispute Case. The Transmission Customer must provide justification and supporting evidence that an error or omission has occurred on its Invoice or OISR.

3.3.1. Dispute Registration

- 1) To initiate a dispute, the Transmission Customer must log onto the MISO Help Center, select “My Support”, choose “Create a Case”, and select category “Settlements”, type of “Transmission Settlements” and sub-type “Transmission Settlements Dispute”.
- 2) The Transmission Customer must have a MISO Help Center profile to submit a Transmission Settlements Dispute. If access is denied, the Transmission Customer should contact its Client Representative to gain access to the Help Center.

3.3.2 Completing a Transmission Settlements Billing Dispute

The following headings are the required fields on the online MISO Transmission Settlements dispute form:

- 1) **Document:** Select the type of dispute:
 - a. Invoice. You will need to populate the Invoice Date and Invoice Number.
 - b. OISR (Open Invoice Status Report). You will need to populate the OISR Date.
- 2) **Billing Cycle Month:** The billing cycle month that is being disputed.
- 3) **Billing Cycle Year:** The billing cycle year that is being disputed
- 4) **Settlement Instance (TS0, TS1, R2, R3, etc.):** The settlement instance that is being disputed.
- 5) **Schedule:** The specific Schedule that is being disputed.
- 6) **TSR ID:** The unique reservation number found on the OASIS, if the dispute relates to a specific TSR.
- 7) **Dispute Dollar Amount:** The dollar amount that is being disputed.
- 8) **Title:** Identifying Title
- 9) **Description:** Detailed description of the issue with supporting evidence that identifies the billing determinant discrepancy.
- 10) **Attachments:** This is for additional information and supporting evidence. Each dispute is specific to a billing month. If multiple billing months are affected by the same condition, each affected billing month must be filed as a separate dispute. Attachments may be submitted after the initial case requirements have been submitted in the MISO Help Center.

3.3.3 Preliminary Dispute Review

- 1) MISO Transmission Settlements staff will review the dispute to ensure that it meets all of MISO’s Dispute Criteria, deadlines and supporting evidence.
- 2) Invalid disputes are rejected via the Help Center.

- 3) If a dispute does not have sufficient evidence, the dispute is “Suspended”. The MP is notified via the Help Center and has five business days to provide the requested information. If there is not a response within five business days, the dispute is “Denied”. Upon validation of the supplied information, the MP is notified via the Help Center that the dispute has been assigned an “In Progress” status.

3.3.4 Dispute Prioritization

The Transmission Settlements Department’s goal is to resolve disputes in an efficient and effective manner within thirty (30) days.

3.3.5 Verification

- 1) MISO reviews the Transmission Customer’s / Transmission Owner’s supporting information for consistency and accuracy against internal and external systems. All discrepancies are researched and traced back to the source department’s Subject Matter Expert (“SME”) for review, correction, and recommendation.
- 2) If a dispute cannot be resolved within thirty (30) days, MISO informs the Transmission Customer / Transmission Owner via the Help Center with the reason for the delay and an estimated time of resolution.

3.3.6 Dispute Resolution

MISO informs the Transmission Customer / Transmission Owner of its decision based on its research and findings.

- 1) **Granted** – If MISO agrees with a Transmission Customer / Transmission Owner that an error or omission has occurred, the Transmission Customer / Transmission Owner is notified via email with a letter attached documenting the steps that Transmission Settlements will be taking to grant this dispute.
- 2) **Denied** – If MISO concludes that the charges / revenue distribution stand, the Transmission Customer / Transmission Owner is notified via email with a letter attached documenting the position of MISO for denying the dispute.
- 3) **Rejected** – If the dispute is not filed within one hundred and twenty (120 Calendar Days from the invoice date covered by the respective settlement that is being disputed.
- 4) **Withdrawn** – If a Transmission Customer/Owner feels its dispute is no longer valid or is resolved by other means, the Transmission Customer should withdraw its dispute by changing the status to “withdrawn” in the Help Center.
- 5) **Suspended** – If MISO determines more information is required from the Transmission Customer/Owner, the Transmission Customer/Owner is notified that the dispute has been suspended. The Transmission Customer/Owner has 5 business days to provide

the additional information. The information should be added to the original dispute case with the Help Center as an attachment.

3.3.7 Billing Adjustments

- 1) All approved disputes are corrected or adjusted as soon as possible or in the next applicable billing cycle.
- 2) If funds have been placed in escrow, they will be released at the next applicable release date as determined by resolution of the dispute.

3.3.8 Appeal Process

If a Transmission Customer / Transmission Owner does not reach a satisfactory resolution with MISO, they may file for an informal Alternative Dispute Resolution (ADR) in accordance with Module A, Section 12 (Dispute Resolution Procedures) and Attachment HH of the Tariff and Appendix G (Dispute Resolution) of the MISO Agreement to appeal MISO's decision. The Transmission Customer/Owner must file a dispute prior to filing an ADR regarding billing and settlement issues..

3.4. Responsibilities

3.4.1. Transmission Customer / Transmission Owner Responsibilities

- Possess a working knowledge of the Transmission Settlements formulas and calculations;
- Retrieve invoices, transmission statement files via the MISO Portal;
- File disputes through the Help Center no later than one hundred twenty (120) days from the date of invoice; and
- Provide supporting documentation.

3.4.2. MISO Responsibilities

- Use best efforts to resolve disputes within thirty (30) days of registration;
- Provide reasons for denied, rejected or suspended disputes;
- Notify the Transmission Customer / Transmission Owner with the expected length of time to resolve the dispute if it requires additional research and/or information;
- Correct errors and omissions; and
- Inform the Transmission Customer / Transmission Owner about changes to charge calculations and/ or revenue distribution.