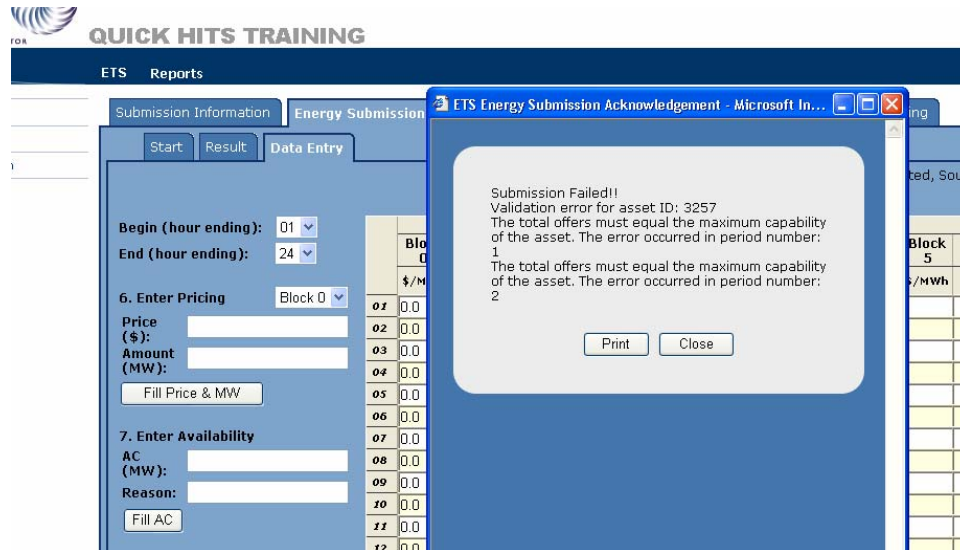


# Market Policy Implementation – ETS Troubleshooting Guide

## Energy Offer Submissions

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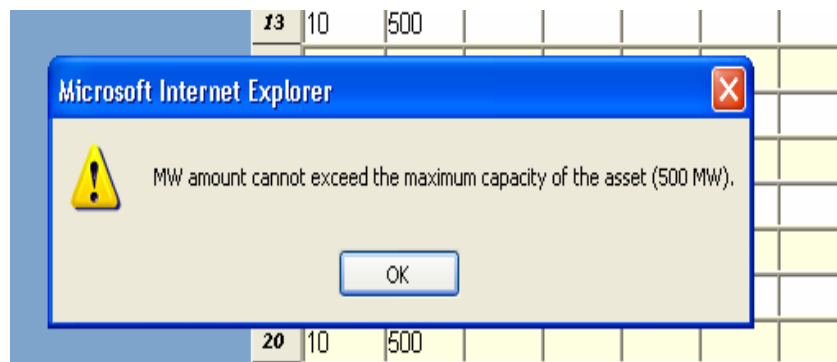
### Error Message:



Problem: Total Offers must equal the Maximum Capability (MC) of the asset.

Solution: The last offer block **must** be equal to the MC value for the asset. If your unit is operationally unavailable to provide your MC, you must still submit offers which equal your MC, you will be able to submit your availability through your Available Capability (AC), the difference between your MC and your AC must be supplemented with an Acceptable Operational Reason (AOR).

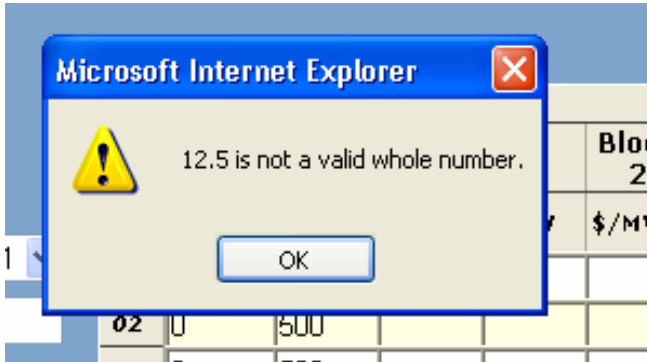
### Error Message:



Problem: You are attempting to input an offer that is greater than your stated MC. Your block offer cannot be greater than an asset's MC.

Solution: Refer to your asset's MC, located on the bottom right hand corner of the Submissions Screen. Adjust block offer to equal your MC.

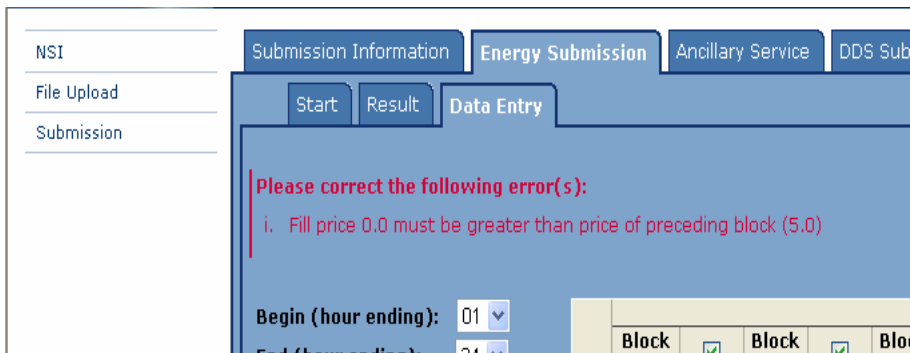
**Error Message:**



Problem: You are attempting to enter an offer amount with a decimal place.

Solution: The offer amount must be a whole number. Re-enter the offer value to reflect a whole number.

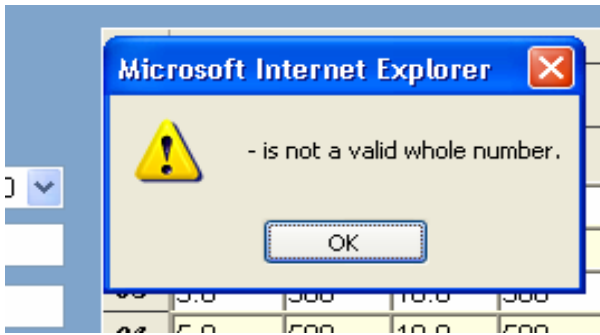
**Error Message:**



Problem: Block price must be greater than price of preceding block

Solution: Enter a block price that is greater than the preceding price block.

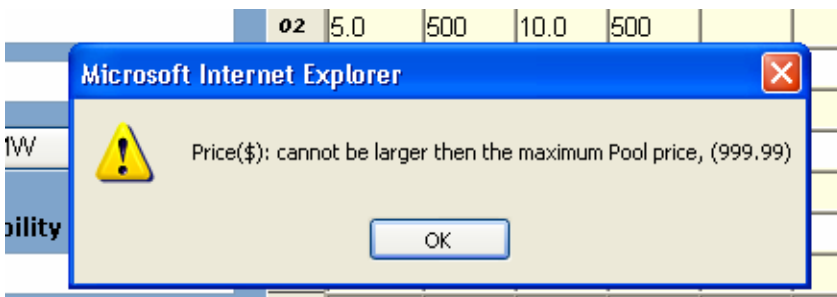
**Error Message:**



Problem: - is not a valid whole number

Solution: Price cannot be less than zero

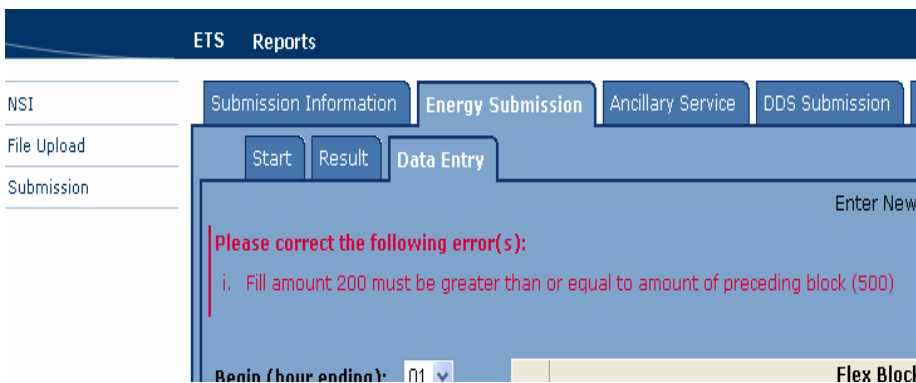
**Error Message:**



Problem: Price cannot be greater than \$999.99

Solution: Enter a price between \$0 to \$999.99

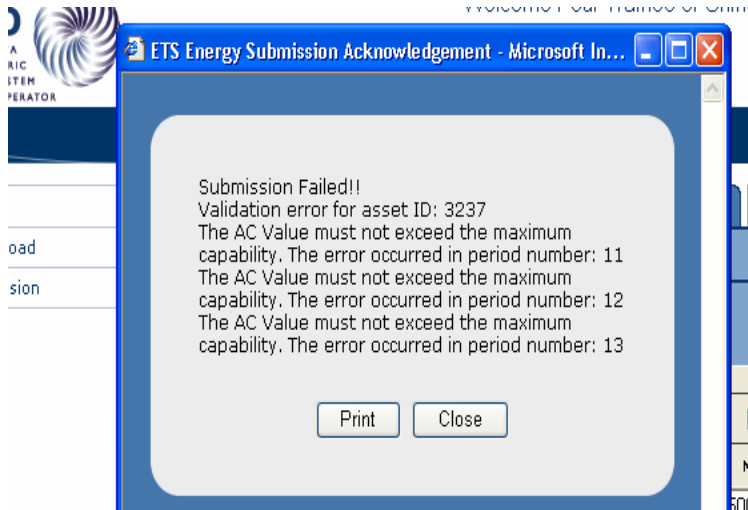
**Error Message:**



Problem: The MW offer amount must be greater than or equal to the amount of the preceding block.

Solution: Enter a MW amount that is equal or greater than your previous MW block submission.

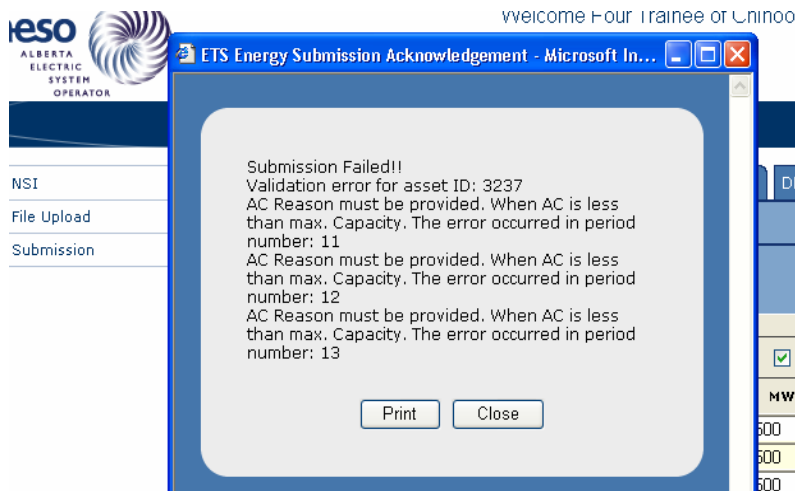
**Error Message:**



Problem: The Available Capability (AC) must not exceed the maximum capability (MC).

Solution: Enter an AC which is not greater than the stated MC.

**Error Message:**

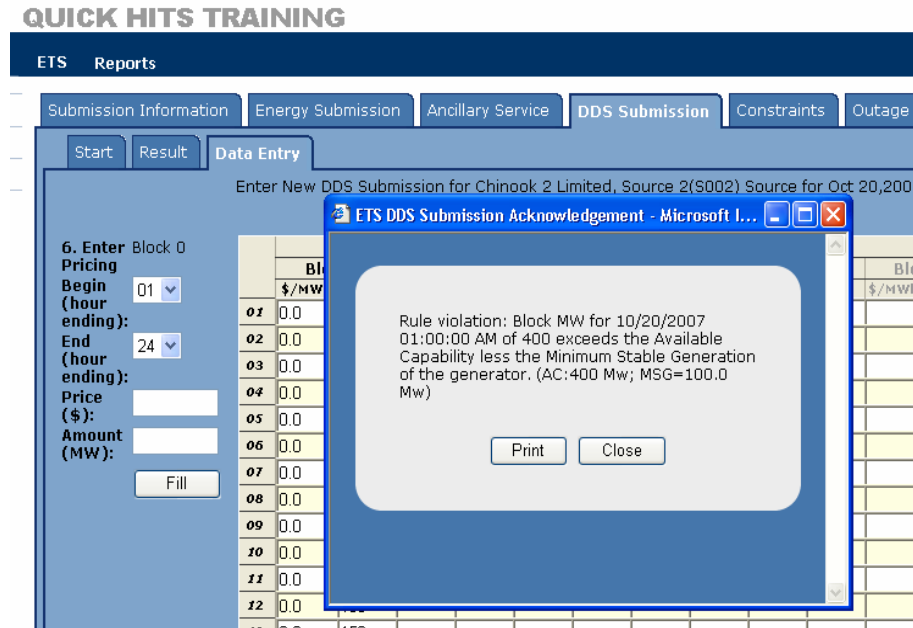


Problem: An AOR has not been provided.

Solution: When AC does not equal MC, an AOR is required. Enter the AOR in the field to the right of AC, under reason.

## DDS Submissions / Restatements

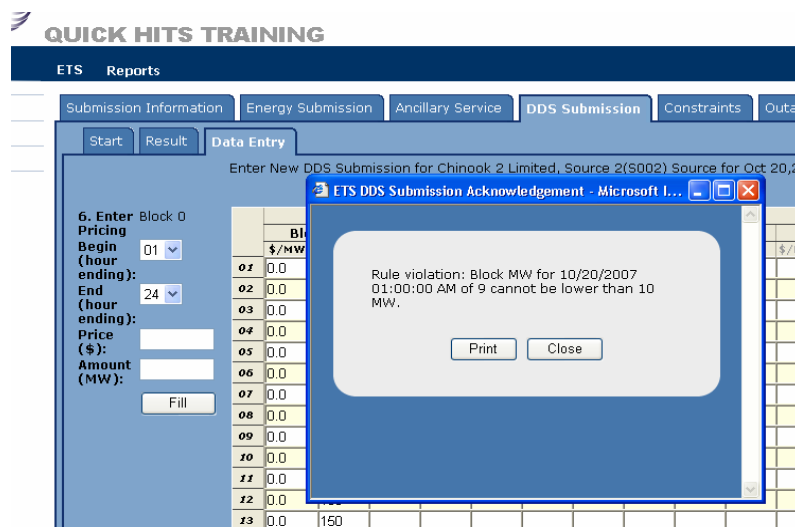
### Error Message:



Problem: DDS Block offer amount cannot be greater than asset's Available Capability (AC) less Minimum Stable Generation (MSG)

Solution: Refer to AC and MSG for the unit and adjust block offer accordingly.

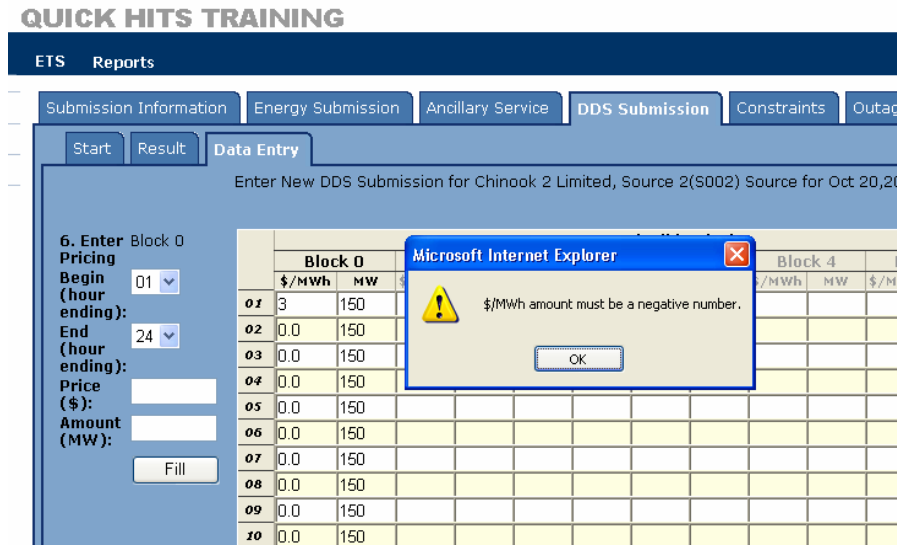
### Error Message:



Problem: Block offer must be greater than 9.

Solution: Only assets with 10 MW or more are eligible to provide Dispatch Down Service (DDS)

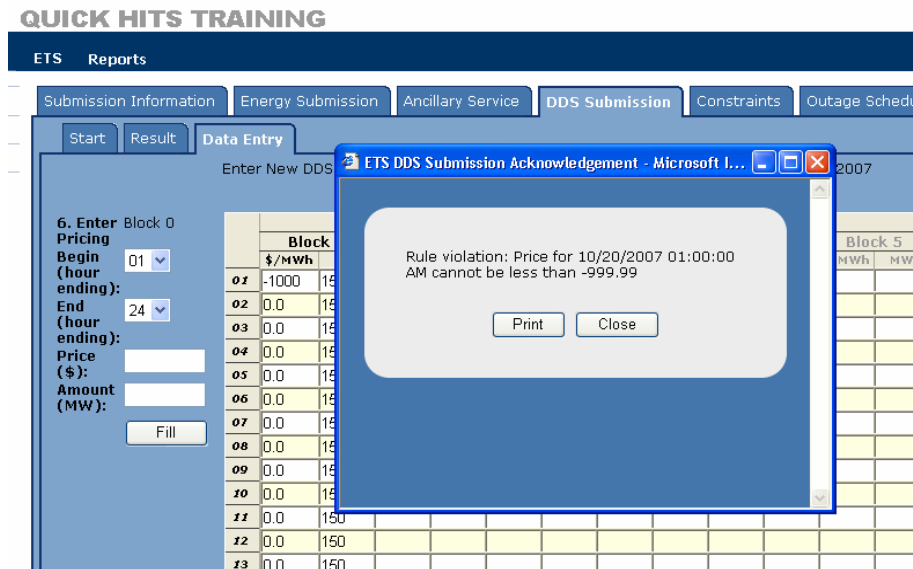
**Error Message:**



Problem: Price submission cannot be greater than 0.

Solution: Re-submit offer with a price between 0 to negative 999.99.

**Error Message:**

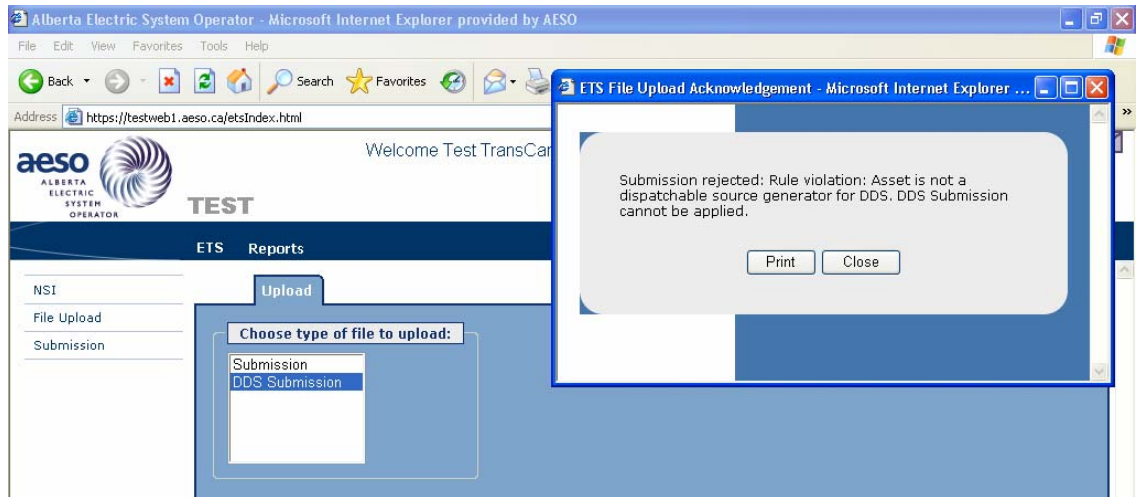


Problem: Price submission cannot be less than -\$999.99

Solution: Submit a price between \$0 to negative \$999.99

# DDS File Uploads

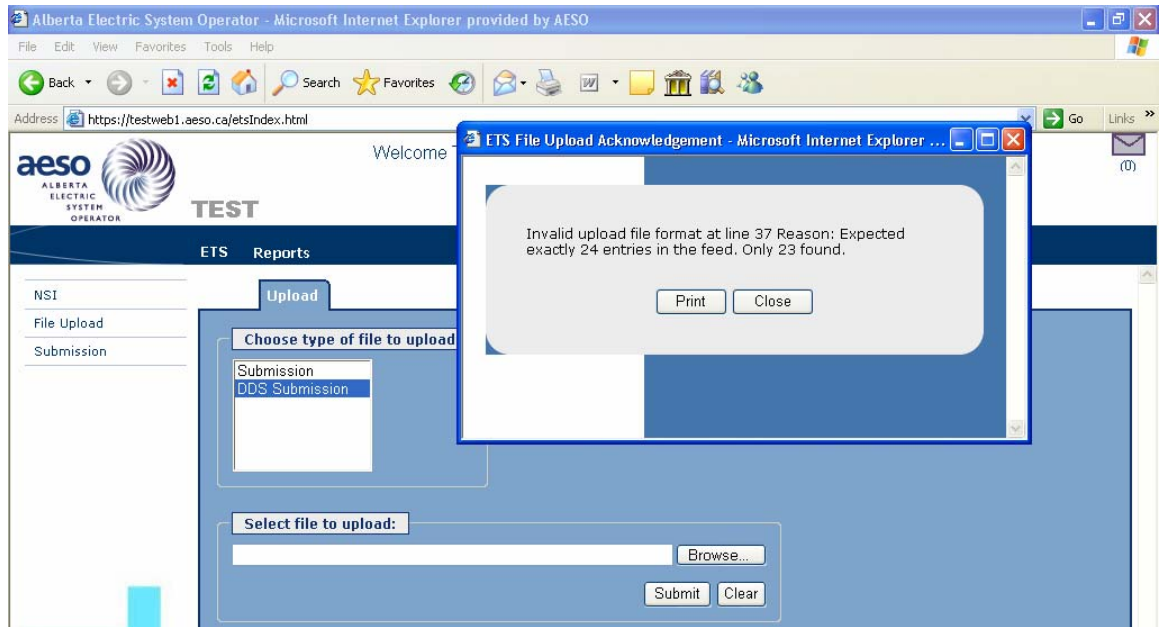
## Error Message



Problem: You are trying to upload an offer for an asset that is not flagged “DDS Dispatchable”.

Solution: You must select an asset that has been flagged as DDS dispatchable. Assets with a MC of 10 MW or above will be flagged as DDS dispatchable assets.

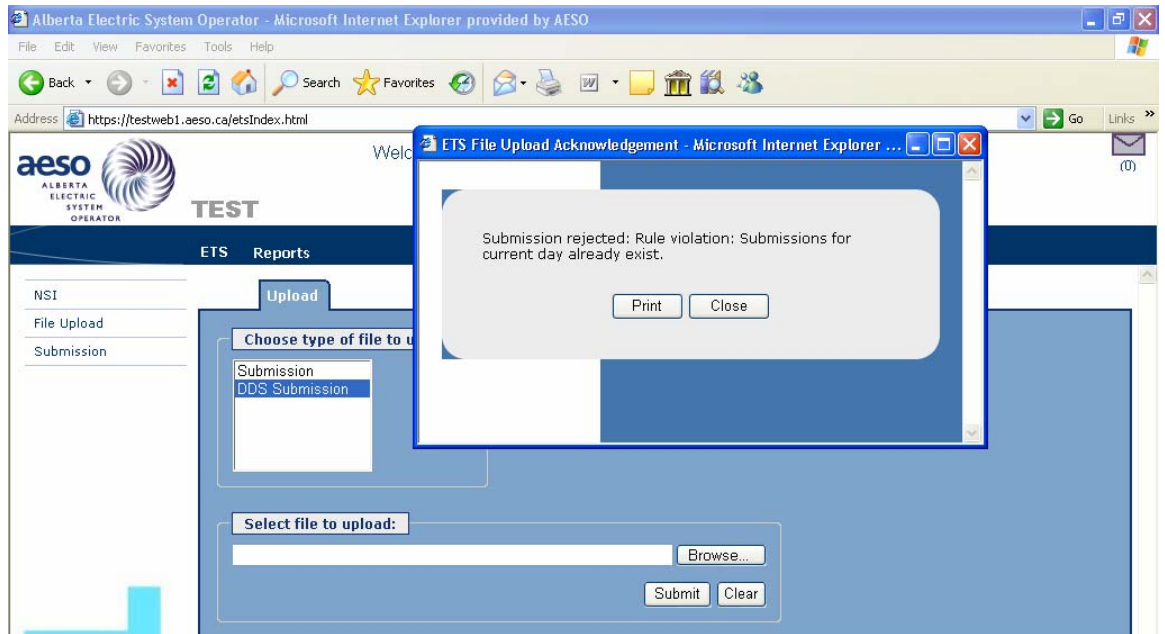
## Error Message



Problem: File upload includes offers for 23 hours.

Solution: Submit a file upload for all 24 hours

## Error Message



Problem: A submission for current day already exists.

Solution: Current day – new submission: Offers can only be uploaded if an offer doesn't already exist in ETS