Auction Platform Training, Troubleshooting, and Support

RGGI CO₂ Budget Trading Programs CO₂ Allowance Auction
Outline

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Section 1 – Auction Platform Training Webinar
Introductions

- **Erica Martunas**
  - Deputy Program Manager
  - EnerNOC, Inc.
  - Email: auctionmanager@ernnoc.com
  - Phone: (508) 459-8143

- **Jon Harvey**
  - RGGI CO2 Budget Trading Programs Auction Manager
  - EnerNOC, Inc.
  - Email: auctionmanager@ernnoc.com
  - Phone: (703) 795-8927
Training Session Overview

- Auction Platform Training Webinar
  - Step-by-step demonstration of how to sign in to RGGI’s Auction Platform and place a bid
- Demo Auction on the Auction Platform
  - All training session participants will get an opportunity to bid in an auction that mirrors the upcoming auction
Training Session Objectives

- Familiarize qualified applicants with RGGI’s Auction Platform
- Provide an opportunity for qualified applicants to practice bidding in an auction that mirrors the upcoming auction in terms of:
  - Auction format
  - Auction procedures
  - Number of CO₂ allowances to be auctioned
  - A bidder’s financial security limitation
  - A bidder’s quantity limitation
- Provide information on how to troubleshoot and resolve technical problems
Training Session Access Information

- Webinar Instructions – Participants
  - To register for the webinar, please follow the link provided in the Auction Notice
  - After registering you will receive a confirmation email containing information about joining the Webinar.

- Demo Auction on the Auction Platform – Participants
  - Point your browser to: rggi.exchange.enernoc.com
  - Type in your assigned username and password and click the “Sign In” Button
Training Session Rules

- Questions should only pertain to the auction platform (i.e., how to submit a bid, view results, etc.)
- All training participants are on “Listen Only” mode
- All training participants are provided one way to ask questions during each training session:
  - There will be a “chat” feature available during the webinar
    - Training participants can submit questions at any time during the session
    - EnerNOC will attempt address questions either verbally or through the “chat” function during the webinar
    - All questions submitted through the “chat” function will only be seen by EnerNOC and not by any other training participants
  - In the event you experience a significant problem, please call Erica Martunas at (508) 459-8143
Webinar – Sign In Page

- This is the RGGI Auction Platform’s Sign In Page
- To sign in, go to rggirexchange.enernoc.com
- Type in your assigned user name and password and click the “Sign In” button
  - If you have any sign in issues, please contact the Webinar host via the chat function
Webinar – Start Page
The Bidder’s landing page

- This is the RGGI Auction Platform’s Start Page
- After signing in to the auction platform you are automatically directed to this page
Webinar – RFPs Start Page

Where to find active pricing events (RFPs)

- This is the RGGI Auction Platform’s RFPs Start Page
- All active RGGI RFPs a bidder is approved for are listed here
- Bidders can filter and search for old RGGI RFPs using the fields at the top of the page
- To view a RGGI RFP, click on the RFP number which is a hyperlink
Webinar – RFP View Page
Where to find all pricing event related information

- This is the RGGI Auction Platform’s RFP View Page
- The RFP View contains all auction information, such as start and end time, time remaining, contract info, amongst others
- To place a bid for this RFP, click on the “Place Bid” button
Webinar – Place Bid Acknowledgement Page

Terms and conditions must be acknowledged prior to the submission of the first bid

- This is the RGGI Auction Platform’s Place Bid Acknowledgement Page
- Prior to the submission of the first bid, bidders must acknowledge the terms and conditions contained in the Auction Notice
- Click the “I Accept” button to proceed
Webinar – Place Bid Page [1]

Bidding is a 2 step process, submitting the bid on this page is the first step

- This is the RGGI Auction Platform’s Place Bid Page
- Bidders must submit their bid price according to the rules stipulated on the RFP View Page
- Bidding is a 2 step process
- Time remaining in the pricing event, reserve price, minimum lot size, and bid quantity are listed
- Click the “Confirm Bid” button to submit a bid
All bids are evaluated against the auction rules

- All bids are evaluated in real time against the bidding rules and constraints
- These include the number of significant digits, the bid increment, the reserve price, and the minimum lot size
- If any errors occur, a message appears listing all the errors that must be corrected
- The bid makes the corrections on this page
Webinar – Place Bid Page [3]

All bids are evaluated against the bidder’s unique bidding limitations

- All bids are then evaluated in real time against the bidding limitations
- These include the bid quantity and financial security limitations
- If any limitation is exceed, a message appears listing all the errors that must be corrected
- The bidder clicks the “Bid Again” button to go back to the Place Bid Page
Webinar – Place Bid Page [4]

Bidding is a 2 step process, submitting the bid is the second step

- If the bid submitted by the bidder meets all bidding rules and limitations, the Auction Platform proceeds to the second step in the bidding process.
- At this point, the bidder must click the “Submit Bid” button to officially register the bid or the bidder can click the “Cancel” button to withdraw the bid.
Once a bid is submitted, the Auction Platform officially registers the bid.

- Once a bid is officially submitted the Auction Platform will report that the bid has been registered.
- A bidder can immediately bid again by clicking the “Bid Again” button.
Webinar – Bid History Page

All of a bidder’s bids on a RFP are summarized here

- This is the RGGI Auction Platform’s Bid History Page
- All registered bids for a bidder are displayed
- Time remaining in the pricing event is listed
- Remaining quantity and security balances are also displayed
- Bidders can cancel individual bids from this page
Webinar – Award History Page

All of a bidder’s awards appear here along with the total cost

- This is the RGGI Auction Platform’s Award History Page
- After auction is approved by RGGI, Inc. and clearing price is announced on www.rggi.org, all awarded bids for a bidder appear here
- The clearing price is displayed along with a summary of allowances won and total cost
Section 2 – Auction Platform
Troubleshooting and Support
## Auction Platform Troubleshooting

<table>
<thead>
<tr>
<th>Problem</th>
<th>Possible Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forgotten Password</td>
<td>You should step through password recovery process by clicking on the “Forgot your password?” link located on the Sign In Page (see Slides 6 and 8).</td>
</tr>
<tr>
<td>Invalid Username and Password Error</td>
<td>You may be locked out of the account. Contact the Deputy Auction Manager via email or phone (see Slide 22).</td>
</tr>
<tr>
<td>Poor or Degraded Performance When Navigating the Auction Platform</td>
<td>You should close all applications except for the auction platform browser window. If the problem persists (and you are on a PC), you should check your PC’s performance by pressing Ctrl+Alt+Del and clicking the performance tab. If the CPU usage is high and/or available RAM is below 256k, PC performance will be poor. You should contact your IT department for support.</td>
</tr>
<tr>
<td>User Gets an Application Error When Signing In</td>
<td>The platform utilizes JavaScript for certain UI features and cookies to manage session state between the client and server. These settings must be enabled for the auction platform to function properly. These are browser specific settings and can be found under the “privacy” section. You should contact your IT department for support with making these changes. If the problem still persists, there may be an issue with your firewall or other network device tampering with cookies/session state resulting in an error. If possible, you should to attempt access from an alternate location or PC. You should contact your IT department to make the necessary changes to support cookies and JavaScript for <a href="http://www.exchange.enernoc.com">www.exchange.enernoc.com</a>.</td>
</tr>
</tbody>
</table>
Contacting EnerNOC for Auction Platform Support

If you’re having issues, let us know!

- If you experience any technical problems during the auction and cannot resolve the issue using the previous guidance, please contact Erica Martunas, RGGI CO₂ Budget Trading Programs Deputy Auction Manager, immediately at:
  - Phone: (508) 459-8143
  - Email: auctionmanager@enernoc.com
Thank you!