# Filing Reports Electronically with the New Hampshire Public Utilities Commission

## Overview

The New Hampshire Public Utilities Commission (Commission) has traditionally required regulated industries to submit a variety of reports in printed format, including an original and seven copies. In order to assure efficient agency operations and to avoid unnecessary burdens on the utilities it regulates, the Commission directed its staff during the summer of 2003 to conduct a review of all reports provided to the Commission. Staff completed this review, in part, to determine whether certain reporting requirements should be eliminated because they were no longer useful or contained duplicate information provided in other reports. In its review, the staff also identified which reports and forms could be filed electronically. As part of <u>Order Number, 24,223</u>, issued on October 24, 2003, the Commission found that the filing requirement would be satisfied by filing one electronic copy and one paper copy with the Commission.

The Electronic Report Filing System (ERF) provides Commission stakeholders with a web based means of submitting these reports. The process is relatively simple and is accessible from the Commission's Regulatory page.

### What's involved?

The Electronic Report Filing (ERF) process at the New Hampshire Public Utilities Commission involves several steps:

- 1) Completing an on-line registration form
- 2) Waiting for notification from the Commission that you have been activated as a user
- 3) Logging in at the Commission site using your Email address and a password you requested during registration
- 4) Making a few simple selections at the File Upload page and then attaching the files you wish to send to the Commission.

The ERF application supports recent versions of Microsoft Internet Explorer, Firefox and Google Chrome, as well as Apple Safari.

### How do I? ...

# Get Help while On-line

The majority of this User Guide is available on-line by clicking the yellow "Help" button approximately one-third down the page on the right hand side of the screen. Clicking the "Help" button will open a second window (or tab depending on your browser), which contains several help links. You may close this window/tab of your browser window at any time by selecting the appropriate close option for your browser. Please see the images below for examples of how this would appear on the File Upload screen using Internet Explorer:

New Hampshire Public Utilities Commission - Windows Internet Explorer		
🚱 🕤 🔻 👔 https://www.puc.nh.gov/onlinereports/UploadReportFiles.aspx 🛛 📱 🖅 🗙 Google	<b>₽</b> •	$\mathbf{\lambda}$
🛛 File Edit View Favorites Tools Help 🛛 Links 🕎 PUC 🔯 Test Portal 😒 Dev Portal 🔇 Colors 🔏 Looku	piet » 🛛 💿 McAfee' 🖉 🔹	
😪 🏟 🍘 New Hampshire Public Utilities Commission	ige + 🎯 Tools + 🕢 🚸 🚉 🏢	Contents - Windows Internet Explorer
An Official Web Site for New Hampshire Gov	ernment	
New Hamp	shre	File Edit View Favorites » Links » @ McAfee*
Consumer Regulatory Safety Electric Gas/Steam Telecom	Water/Sewer	Help with Electronic Report
Consumer Regulatory Salety Electric Gas/steam Telecom	water/Sewer	Filing
Sustainable Energy		· · · · · · · · · · · · · · · · · · ·
		The Electronic Report Filing process is relatively simple.
Home > Regulatory > Electronic Report Filing	▼	After completing the on-line registration form, you will
	Help	receive notification from the Commission that you have
Industry Type: * Select Type *		been activated as a user. After that, you should login to the ERF system and then upload as many files as
		necessary.
Company Name: Select Company Name *		Overview of Electronic Report Filing at the NHPUC
Report Name		How to Register as a New User
* Select Report Name *	•	<ul> <li>Using the Login Screen</li> <li>How to Request a Forgotten Password</li> </ul>
Report Date:		Changing Your Password
Confidential? Attach Report Files		Upload Files
	Browse	
	Browse	Local intranet
	Browse	
Can't find a report? Click here to email the NHPUC: Missing Report		
Submit Reset		
NH.Gov  Home  Consumer   Regulatory  Safety  Bectric   Gas & Steam   Telecom   Water&Sever  Sustainable Energy  Contact Us   Site Map  S	iearch	
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To view on-line help, click the "Help" button here. Close the help area by clicking here.

### Register as a new user

Before submitting your first reports electronically to the NHPUC, you must register with the Commission. The web address for the ERF Login screen is: <a href="http://www.puc.state.nh.us/OnlineReports/Login.aspx">www.puc.state.nh.us/OnlineReports/Login.aspx</a>. An image of the Login screen is shown here:



The Electronic Report Filing System provides Commission stakeholders with a web based means of **submitting** certain reports. Please refer to the "User Guide" and "Help" buttons for further information.

#### \*\* WARNING \*\*

This is a State of NH secure access system and is provided only for authorized use. Users have no implicit or explicit expectation of privacy. State and federal statutes make it a crime to attempt and/or gain unauthorized access. Unauthorized use may be subject to criminal, civil and/or administrative action.

### Please enter your Email Address and Password

Email Address:		
Password:		
Lo	gin Reset	
Forgot your password	1?	Need to Register?

You should access the Registration Request page by clicking on the "Need to Register?" button. After clicking on this button, the following Registration form will appear in your browser:

Home > Regulatory > Electronic Report Filing

#### <u>Help</u>

### Please enter data in all the fields listed below.

Your Name:	Jane Stakeholder	
Street Address:	123 Main Street	
City:	Concord	
State or Province:	NH	•
Zip Code:	03301-	· · ·
Telephone Number:	603-555-1212	

Choose the utility or utilities with the designated segments that you represent.

Available	Utilities:					
1 800 Collect, Ir 186 Communic 365 Wireless, L 800 Response I A.R.C. Network A.R.C. Network Abworth Energy Access One, In Access Point, Ir Access Zoo, Inc.	nc. dba Simple Billing Solutions : ations, LLC (CLEC) LC (CLEC) information Services LLC (CTP) s, Inc. (CLEC) s, Inc. (CTP) (Aggregator) c. (CTP) inc. (CLEC) inc. (CTP)					
			Add			
Selected	14:11:4: 7		Remove			
Concord Steam Fryeburg Water North American		1				
				^		
* Your Email Address	ii 🗌				(* This will become y	/our user name.)
Password	:					
Confirm Password						
		Submit	Reset	]		

You must complete all fields on the form, which include:

- Your Name. Please enter your first name, followed by your last name.
- Street Address. The full street address where your company or firm is located.
- City. The full name of the city where your company or firm is located.
- **State/Province**. Please enter the two character abbreviation of the state or province where your company or firm is located.
- Zip Code. Enter at least 5 digits.
- **Telephone number.** Enter as xxx-xxx
- Selected Utilities. Scroll through the list of utilities and select those that you represent. Highlight each relevant name and click the [Add] button. If you selected one in error,

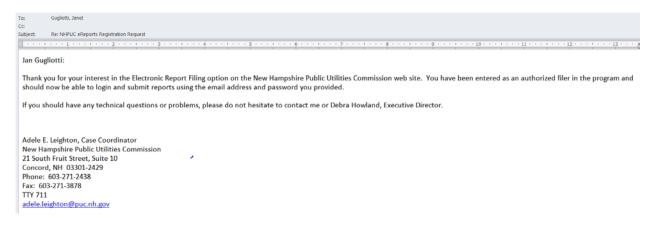
highlight it in the Selected Utilities list and click [Remove].

- Your Email Address. This field will become your user name in the Electronic Report Filing System. It is critical that you enter this address correctly; otherwise the system will not recognize you and you will be unable to login. In the event your email address changes, you will need to repeat the registration process using your new email address, or you may also contact the Commission and request your email address be changed.
- Your Password. Choose your password, and enter it twice.

Once you have entered all the requested data, click the "Submit" button. The following popup message will appear in your browser and you will be redirected to the Commission Regulatory page after clicking the OK button:



An Email confirming your request will be sent to you immediately, as show here:



The registration request will also be emailed to the Commission at the same time. You will be notified by the Commission when you have been added as a user to the ERF system. Once you have received this Email, please continue on the next step.

### Login

You must enter your Email address along with your assigned password in the appropriate fields on the Login screen. Then click "Submit". If you have entered your Email address and password correctly, you will be redirected to the File Upload page. If you see an "Invalid Login" error as shown below, please try reentering your Email address and password again to make certain you did not enter one or both incorrectly.

### **Retrieve a Lost Password**

If you previously registered but have forgotten your password, please click the "Forgot your Password?" button on the Login screen. The system will then send a temporary password to the Email address you entered. You will be prompted to choose a new password after you log back into the system.

### **Change My Password**

After you have registered as a new user with the NHPUC and been notified of your activation in the Electronic Report Filing System (ERF), you may change your password at any time. Click the "Change Password" button, enter you current and new password in the form as it appears below and click "Submit".

Home > Regulatory > Ele	ectronic Report Filing	
Please ente User Name:	er your new Password	
Current Password:	•••••	
New Password:	•••••	
Confirm New Password:	•••••	
Submit	Reset	

Help

### **Upload Reports and Forms**

The File Upload page allows you to submit one report at a time, with as many as 10 files attached to it. Repeat the process to continue submitting more reports. The screen appears below.

	1		Ø				
n 14 😂 🔒	Consumer	Regulatory	Safety	Electric	Gas/Steam	Telecom	Water/Sewer
	Home > Re	Sustainable Energy gulatory > Ele	ectronic Rep	port Filing			
					Day	s until passwo	ord expires: 360
					Change Pass	sword <u>Hel</u>	p Log Out
Industry Type: Tele	com	•					
Company Name: Kear	rsarge Telepho	one Company					•

**NOTE:** Report names must be eighty characters or less and cannot contain special characters such as apostrophes or any of the following words: union, select, insert, update, exec, delete or drop.

	Report Name	
	SEC Filings	•
Report Date:	4/9/2014	
Confidential?	Attach Report Files	
	C:\Users\janet.a.gugliotti\Documents\Assigned Projects\Telecom\Test Test.doc	Browse

The Upload page contains the following fields, all of which are required:

- Industry Type. Please select the industry group which best describes your company.
- Note: Industry Segment is no longer required for Telecoms.
- Company Name. Please select the name of the company whose report you are submitting. It is important to note this list is filtered by your Industry Type to make the selection process easier.
- Report Name. You may select one report per screen from the lists provided. Please note the report names will also be filtered based on your selection of Industry.
- Report Date. If the report you are submitting covers a specific time period, such as an Annual Report for 2003, you should use the Report Date drop down field to select a date (e.g. 12/31/2003) which reflects the end of the report period. If you leave this field blank, the current date will be used to note when the report was submitted.
- Confidential Materials. To protect the confidentiality of a file, please click the "Confidential?" box to the left of each relevant file. Clicking one of the confidential boxes the first time will cause the following warning to pop-up:

Microsof	ft Internet Explorer 🛛 🔀
?	You have marked one or more files as confidential! The Commission will review your filing to determine if it qualifies for confidential treament. See PUC 204.06, or for telecommunications carriers, RSA 378:43,II. Are you certain you wish to continue with this submission?
	OK Cancel

To request confidential treatment of a file, you must click the "OK" button to continue. Your materials will be treated confidentially until a determination is made.

Attach Report Files. These fields allow you to attach the actual reports or forms which will be submitted to the Commission. (These files may be up to 16 megabytes in size.) The "Browse" button next to each file name will allow you to search for the report you need to submit from the contents of your local and/or network drives. It is important to note the files on the left hand portion of the screen will be attached to the Report Name on that side of the screen, while the files on the right hand area will be associated with the Report Name in that section.

Once you have entered all the above information, please click the "Submit" button. If there were any errors, such as a missing "Report Name," an error message similar to the one shown here will be displayed:

Microso	ft Internet Explorer 🛛 🛛
1	The following errors were found: - You must select at least one report name
	ОК

If all the necessary information was entered, you will be redirected to a page notifying you of the success of your upload (please see the image below).

🖉 Electronic Report Filing - I	Microsoft Internet Explorer					
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u> o	ools <u>H</u> elp					<b>#</b>
🕒 Back 🔹 🌍 🕤 🖹 💈	🗴 🏠 🔎 Search   👷 Favorite	es 💽 Media	<b>€</b> ≥-	🎍 🖬 🗖		
Address 🕘 http://localhost/PaperR	eduction/SuccessMsg.aspx					🔽 🔁 Go 🛛 Links 🎽
		An Of	icial Web Si	te for New Ham	pshire Gover	nment
				N	ew Hamps	hire
		Ø	4		and and	
	Consumer Regulatory	Safety	Electric	Gas/Steam	Telecom	Water/Sewer
	Home > Regulatory					
	Your Submis	sion was	Succes	ssful!		
	Return to Uploa	id Page	Logout			
Please note that, as per (	your filing has been received Order No. 24,223, utilities are you for using the Electronic	e required to	file one pap			
NH.Gov   Home   Cor	nsumer   Regulatory   Safety   Electric	Gas & Steam   1	elecom   Water	8 Sewer   Contact	: Us   Site Map   S	Search

An email acknowledging your submission will also be sent to the email address you used during the login process, as shown in the image shown below. If you need to submit additional files, please click the "Return to Upload Page" button on the "Your Submission was Successful" screen to repeat the above process.

ctronic Filing of NHPUC Report -Message (Plain Text)	
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tkl&eply ReplytoA lot!Forliard 🔻 🖙 🗙 🐟 - 🗢 - 🔊 😰 -	
OExtra line breaks inthis message were removed. To restore , click here.	I
From: e-Reports	Sent: Mon 02/09/2004 3:31 PM
To: Rosset, John	
Cc:	
Subject: Electronic Filing of NHPUC Report	
This email acknowledges the electronic filing of the following reports and files w Utilities Commission on $02/09/2004$ at $03:31PM:$	ith the New Hampshire Public
<ol> <li>Report Name= Utility Accident Report. Report Date= 02-09-04.</li> <li>File - Utility Accident Report.doc - Non-confidential</li> </ol>	

As per Order NISI 24-223, utilities are required to file one paper copy of each report which has been filed electronically.