

# **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 [Order Number, 24,223](#), 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.

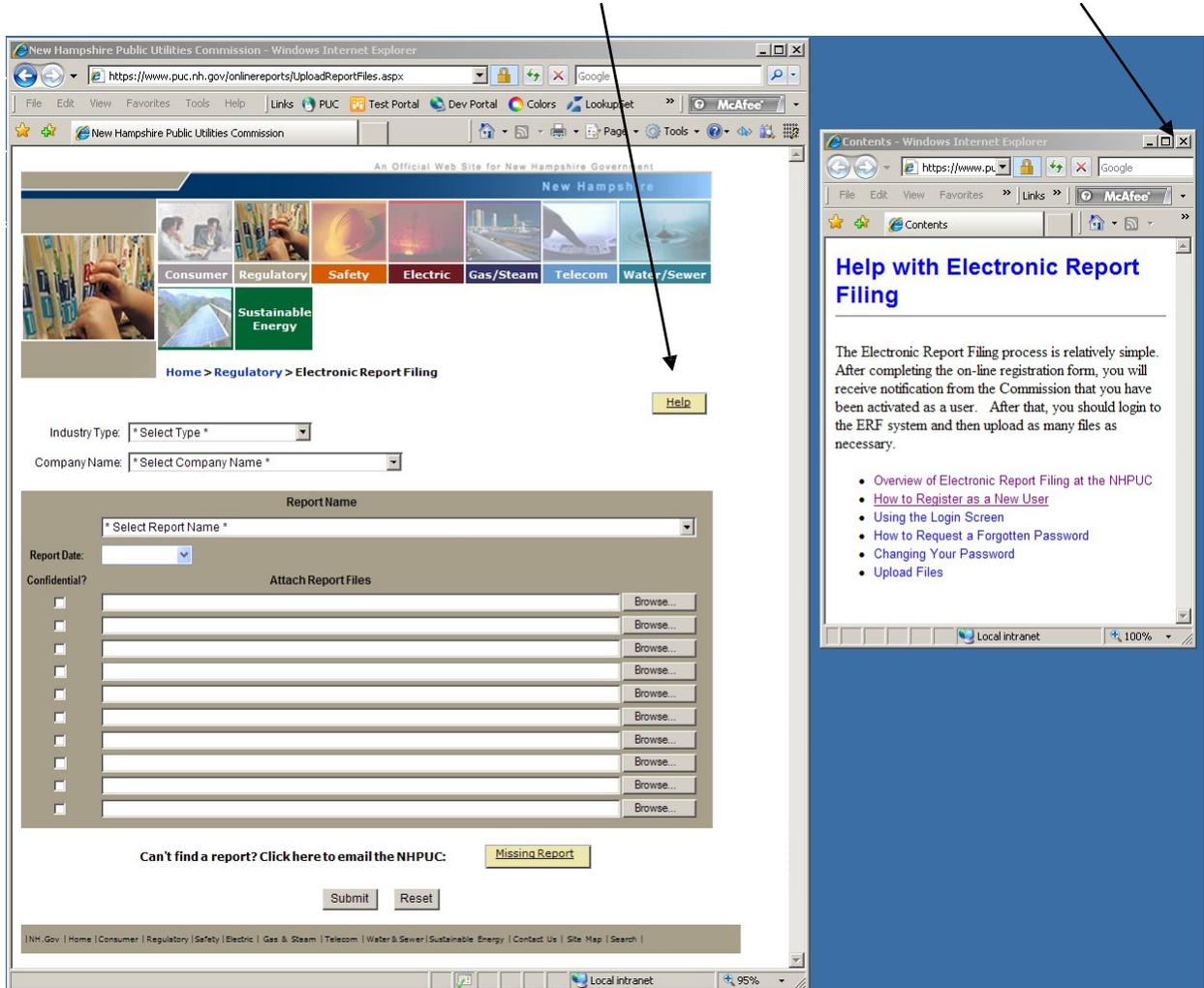
## **How do I? . . .**

### **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:

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:

[www.puc.state.nh.us/OnlineReports/Login.aspx](http://www.puc.state.nh.us/OnlineReports/Login.aspx). An image of the Login screen is shown here:

|   |   |   |   |   |  |   |
|---|---|---|---|---|--|---|
|  |  |  |  |  |  |  |
| Consumer  | Regulatory  | Safety  | Electric  | Gas/Steam   | Telecom  | Water/Sewer   |
|  | Sustainable Energy  |   |   |   |  |   |

[Home](#) > [Regulatory](#) > [Electronic Report Filing](#)



[User Guide](#) [Help](#)

**\* Important Note \***

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:

[Forgot your password?](#)

[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:

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

Your Name:

Street Address:

City:

State or Province:

Zip Code:

Telephone Number:

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

**Available Utilities:**

- 1 800 Collect, Inc. dba Simple Billing Solutions (CTP)
- 186 Communications, LLC (CLEC)
- 365 Wireless, LLC (CLEC)
- 800 Response Information Services LLC (CTP)
- A.R.C. Networks, Inc. (CLEC)
- A.R.C. Networks, Inc. (CTP)
- Abworth Energy (Aggregator)
- Access One, Inc. (CTP)
- Access Point, Inc. (CLEC)
- Access Point, Inc. (CTP)
- Access2Go, Inc. (NonReg)
- AccessLine Communications Corporation (CTP)

Add

Remove

**Selected Utilities: 7**

- Access One, Inc. (CTP)
- AccessLine Communications Corporation (CTP)
- Bretton Woods Telephone Co. (ILEC)
- Concord Steam Corporation
- Fryeburg Water
- North American Power and Gas, LLC (Supplier)
- Public Service Company of New Hampshire

\* Your Email Address:  (\* This will become your 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-xxxx
- **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,

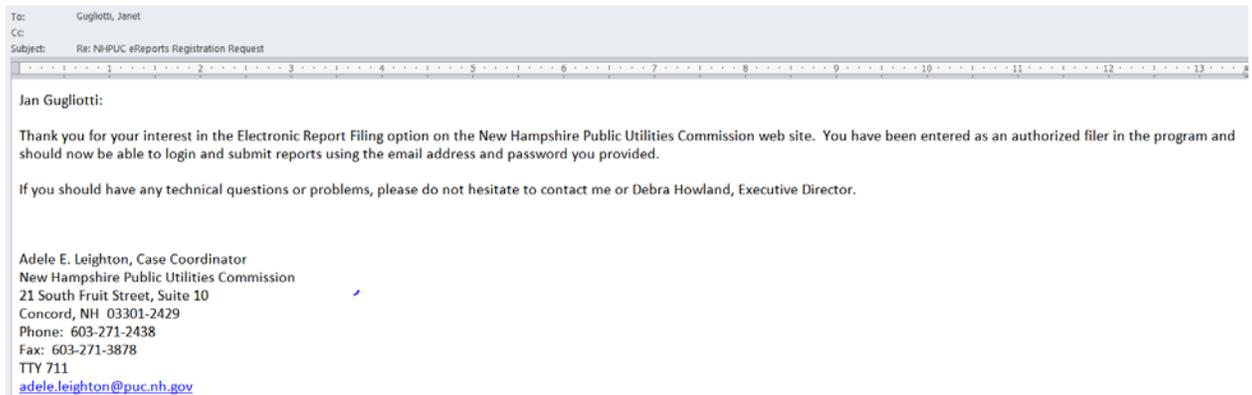
highlight it in the Selected Utilities list and click [Remove].

- **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](#) > [Electronic Report Filing](#)

[Help](#)

Please enter your new Password

User Name:

Current Password:

New Password:

Confirm New Password:

## 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.

Home > Regulatory > Electronic Report Filing

Days until password expires: 360

[Change Password](#) [Help](#) [Log Out](#)

Industry Type:

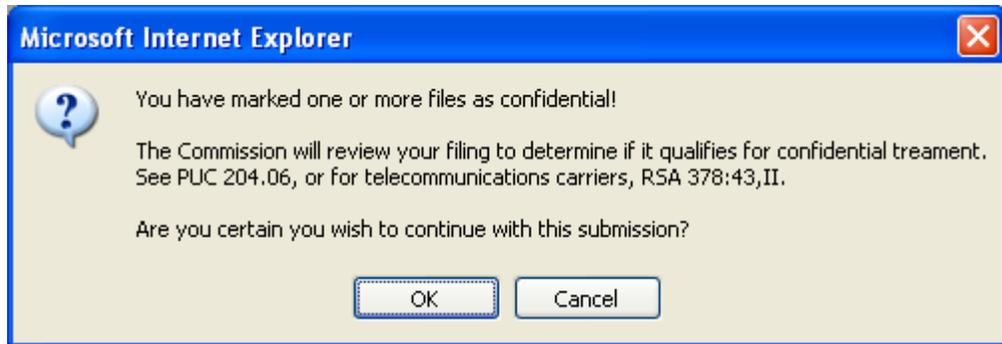
Company Name:

**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                              |   |
|--|---|
| <input type="text" value="SEC Filings"/> |   |
| Report Date:                             | <input type="text" value="4/9/2014"/>   |
| Confidential?                            | Attach Report Files   |
| <input type="checkbox"/>                 | <input type="text" value="C:\Users\janet.a.gugliotti\Documents\Assigned Projects\Telecom\Test Test Test.doc"/> <input type="button" value="Browse..."/> |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="Browse..."/>   |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="Browse..."/>   |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="Browse..."/>   |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="Browse..."/>   |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="Browse..."/>   |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="Browse..."/>   |
| <input type="checkbox"/>                 | <input type="text"/> <input type="button" value="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:



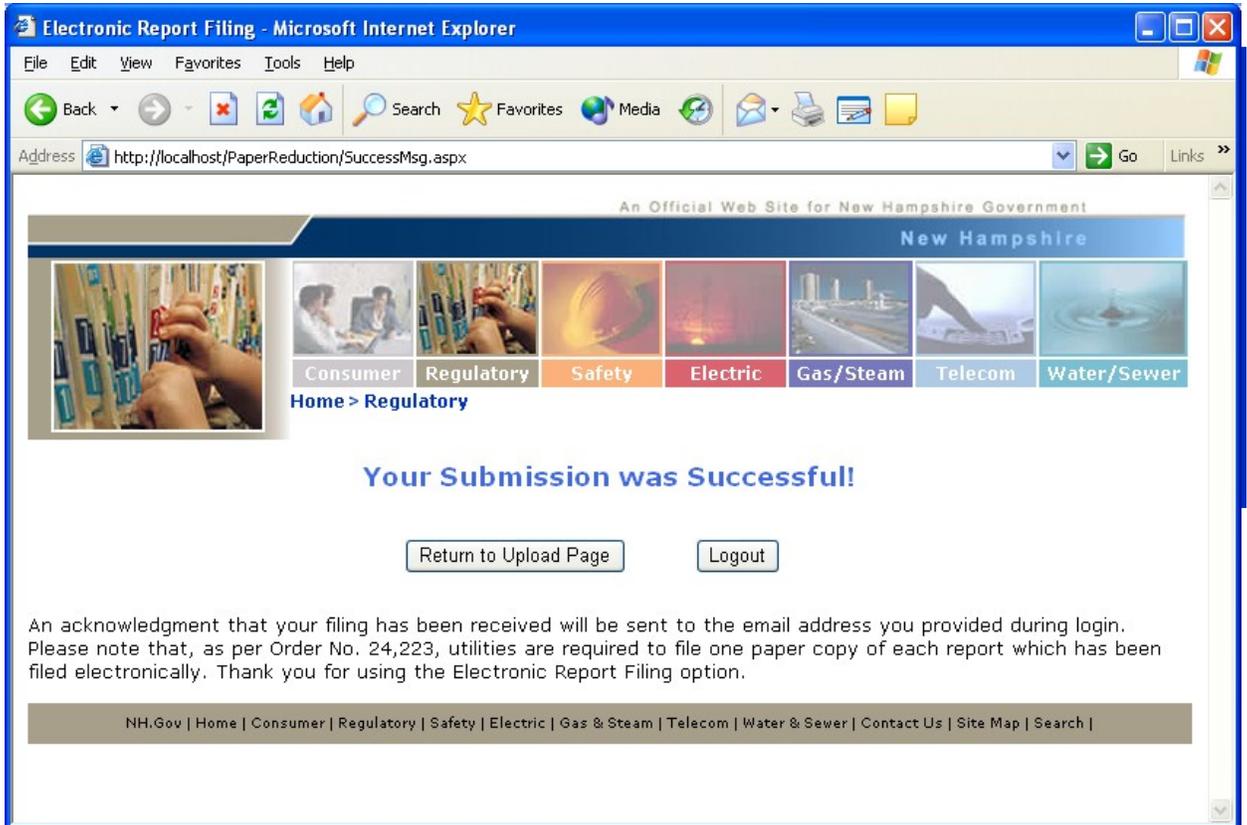
To request confidential treatment of a file, you must click the "OK" button to continue. Your materials will be treated confidentially until a determination is made.

- 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:



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).



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.

