



# PUCO Community Registration Instructions



# PUCO Community

The PUCO Community allows regulated companies to file their annual report, update important business contacts on file with the PUCO, work to resolve investigations and consumer concerns sent to the PUCO Call Center and other important business transactions - all in a secure, transparent online environment.

- In order for you to conduct business in your new PUCO Community, we'll need to make sure your contact information is up to date.
- The PUCO recently launched an extensive outreach to get updated contact information from all companies that file annual reports with our agency.

**Public Utilities Commission**

If you have not received this letter, call a PUCO representative at (614) 466-6904 or our Call Center at (800) 686-7826 or email [registerforaccess@puco.ohio.gov](mailto:registerforaccess@puco.ohio.gov)

If you received this letter, Go to [puco.ohio.gov](http://puco.ohio.gov) to register your contact information.

Commissioners  
H. Beth Trumbull  
Thomas W. Johnson  
Lawrence K. Friedman  
Daniel R. Conway

February 16, 2018

<<Company Name>>  
 <<Company Address>>  
 <<City>>, <<State>> <<Zip>>

**Re:** Update your contacts on file with the PUCO by **March 9, 2018** to register and gain access to the PUCO Community, and file your 2017 annual report for fiscal assessment.

**To Whom It May Concern:**

The Public Utilities Commission of Ohio (PUCO) launched a new online tool, [the PUCO Community](#) via Salesforce, which allows companies to pay their annual assessment with no additional fees and view certificates. The newest feature allows companies to file the 2017 annual report for fiscal assessment. Please update the contacts on file with the PUCO by March 9, 2018, to ensure your company has access to file its 2017 annual report, which is due by May 31, 2018.

The important contact information that needs updated includes the president or primary official of the regulated entity, the individual designated for filing the annual report for fiscal assessment, as well as establishing an account administrator who will be authorized to manage the regulated entity's contacts on file with the PUCO.

**PUCO Community user access registration steps:**

1. Go to [PUCO.ohio.gov](http://PUCO.ohio.gov)
2. Click on the PUCO Community tab at the top right of the page.
3. Click on Register for Access.
4. Enter the **PUCO ID** <<PUCO ID>> and **Certificate ID** <<Certificate ID>>.
5. Complete the PUCO Community user access registration form (instructions are on the site). **Complete registration no later than March 9, 2018.**

Each contact submitted will then receive an email (within 1-2 business days) from [support@salesforce.com](mailto:support@salesforce.com) with a link to establish a secure password for PUCO Community access.

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Once you are on our homepage,

- **Select** the PUCO Community tab

Ohio.gov State Agencies | Online Services

ABOUT
ELECTRIC
NATURAL GAS
TELEPHONE
WATER
RAILROAD
MOTOR CARRIER
CONTACT US
PUCO COMMUNITY

Electric power outages: A PUCO guide to being prepared

While the electric distribution system in Ohio is typically safe and reliable, service interruptions can result from weather conditions such as thunderstorms, high winds, or snow storms. The PUCO has some suggestions and answers to frequently asked questions if weather events should occur and cause a service interruption.

[Read More](#)

Latest news

February 21, 2018  
PUCO approves the upgrades of rail crossings in Huron and Tuscarawas counties

February 21, 2018  
PUCO approves rate adjustment for Ohio Gas Company

February 21, 2018  
PUCO accepts results of Duke Energy Ohio's auction

[Media Room and more news](#)

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**Click register for access**

PUCO Community

Visit the PUCO community online at: <https://community.puco.ohio.gov>

Advantages of PUCO Community

- View current annual assessment invoices
- Securely pay annual assessment invoices electronically
- View historical invoices and filings
- View certificates

PUCO Community login

[Forgot your password?](#)

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**Enter both the Certificate ID and PUCO ID that was provided to you in the letter.**

PUCO Community User Access Registration [Help?](#)

To establish PUCO Community User Access, please enter the Certificate Id and PUCO Id provided in your welcome letter and click Go. The correct combination of these two fields are required to allow further access. If you need assistance, please contact a PUCO representative at (614) 466-6904 or [RegisterForAccess@puco.ohio.gov](mailto:RegisterForAccess@puco.ohio.gov).

Company Information

Certificate Id

PUCO Id

Go

Public Utilities Commission of Ohio 180 East Broad Street, Columbus Ohio 43215 (800) 686-PUCO | (614) 466-3292 [privacy statement](#) | [ohio.gov](#)

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Your company name will automatically populate once you enter the Certificate ID and PUCO ID.

There are three contact roles to provide:

- **Account Administrator**
- **President/Primary Official**
- **Annual Report Filer**

If you are your company's designated person for all three contact roles,

- **Select** all three contact roles
- Fill out the rest of the form to submit

**Please note:** If you have more than one person designated for each of these contact roles, you will have to submit this form for each person using the same Certificate ID and PUCO ID that was provided in the letter or email.

PUCO Community User Access Registration

The Public Utilities Commission of Ohio (PUCO) is in the process of updating important contact information on file with our office, such as the President or primary official of a regulated entity, the individual designated for filing the annual report for fiscal assessment, and establishing an account administrator who will be authorized to manage the regulated entity's contacts on file with our agency in the new PUCO Community. For additional information on the description of contact roles please [click here](#).

By submitting the individual's contact information, you are certifying that they are authorized to act on behalf of the regulated entity in the capacity designated

**Company Information**

Certificate Id

PUCO Id

Company Name

**Contact Information**

Contact Role (Check all that apply)  Account Administrator  President/Primary Official  Annual Report Filer

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For a definitions of the contact roles

- **Click** the next to the contact role, or **select** the [click here](#) hyperlink in the top right

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By submitting the individual's contact information, you are certifying that they are authorized to act on behalf of the regulated entity in the capacity designated

**Company Information**

Certificate Id

PUCO Id

Company Name

**Contact Information**

Contact Role (Check all that apply)  Account Administrator  President/Primary Official  Annual Report Filer

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1. **Select** the desired contact role.
2. **Fill** out the requested contact information.  
Mailing Address Line 2 is not required.

Remember, one person can be designated for one or up to all three roles for your company

**Please note:**

- Make sure to provide a valid business email address.
- The email **cannot** be a generic business email account
- The email address provided will become the contact's new user name for the PUCO Community
- Valid email addresses will receive further instruction from [support@salesforce.com](mailto:support@salesforce.com)

3. **Click** reset to start over, or **click** 'save' to submit your form

**PUCO Community User Access Registration**

Contact Role (check all that apply)

- Account Administrator
- President/Primary Official
- Annual Report Filer

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First Name  
John

Last Name  
Smith

Email Address  
johnsmith@gmail.com

Verify Email Address  
johnsmith@gmail.com

NOTE: The email address must be an individual's valid email address and not a generic business email account. Because this email address will become the contact's PUCO Community username, please be sure it is entered correctly.

Phone Number  
(614)655-1212

Please provide the mailing address for the Company listed above

Mailing Address  
555 Union drive

2

Mailing Address Line 2  
(optional)

Country  
United States

City  
Columbus

State  
Ohio

Zip  
43201

The above contact is a third-party agent authorized to act on behalf of the above regulated entity  Yes

Reset

3

Save

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If you are **authorizing a third party agent** or if you are an **authorized third party agent**

1. **Select** the **YES** checkbox
2. **Enter** the third party business agent name (This is the name of the company that is the employer of the agent).
3. **Fill** out **that company's** mailing information.
4. **Click** Save

The above contact is a third party agent authorized to act on behalf of the above regulated entity  Yes

Please provide the agent's mailing information to continue.

Third Party Agent Business Name

2

Mailing Address

Mailing Address Line 2  
(optional)

3

Country  
United States

City

State  
Select your State

Zip

Reset

4

Save

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Check the information to ensure that it's accurate.

- **Select edit** to make changes  
or
- **Select continue** to submit the form.

**PUCO Community User Access Registration**

Small Address: johnsmith@gmail.com | Verify Email Address: johnsmith@gmail.com

NOTE: The email address must be an individual's valid email address and not a generic business email account. Because this email address will become the contact's PUCO Community username, please be sure it is entered correctly.

Phone Number: (614)655-1212

Please provide the mailing address for the Company listed above

Mailing Address: 555 union drive

Mailing Address Line 2: (optional)

Country: United States

City: Columbus | State: Ohio | Zip: 43201

The above contact is a third party agent authorized to act on behalf of the regulated entity

Buttons: Reset, Save

Public Utilities Commission of Ohio | 160 East Broad Street, Columbus, OH 43260 | www.puc.state.oh.us

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Fill out the submission form. All fields are mandatory

1. **Select the check box** to acknowledge the electronic signature statement.
2. **Click submit** to complete this submission

**PUCO Community User Access Registration**

First Name: John | Last Name: Smith

Email Address: johnsmith@gmail.com | Verify Email Address: johnsmith@gmail.com

NOTE: The email address must be an individual's valid email address and not a generic business email account. Because this email address will become the contact's PUCO Community username, please be sure it is entered correctly.

Phone Number: (614)655-1212

Please provide the mailing address for the Company listed above

Mailing Address: 555 union drive

Mailing Address Line 2: (optional)

Country: United States

City: Columbus

The above contact is a third party agent authorized to act on behalf of the regulated entity

Buttons: Reset, Save

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**Click Ok to complete the form.**

PUCO Community User Access Registration

First Name: John

Last Name: Smith

Email Address: johnsmith@gmail.com

Verify Email Address: johnsmith@gmail.com

Phone Number: (614)555-1212

Mailing Address: 555 Union drive

Mailing Address Line 2: (optional)

Country: United States

City: Columbus

State: Ohio

Zip: 43201

Yes

**Submission Successful**

✓ Information successfully submitted.

Within 1-2 business days the email address provided as a PUCO Community User Account will receive an authentication email from support@salesforce.com with additional instructions to establish a secure password.

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**To add another contact role** you'll have to submit another registration form

- **Enter** in the PUCO ID and Certificate ID provided in the letter
- **Click** Create New Contact

Previously entered contact roles will appear (Ex: Account Administrator)

PUCO Community User Access Registration

To establish PUCO Community User Access, please enter the Certificate Id and PUCO Id provided in your welcome letter and click Go. The correct combination of these two fields are required to allow further access. If you need assistance, please contact PUCO Docketing Division at (614) 466-4096 or [docketing@puca.ohio.gov](mailto:docketing@puca.ohio.gov).

**Company Information**

Certificate Id: 89-7010

PUCO Id: 300420

Company Name: Fairlane Water Company Inc

First Name	Last Name	Role	
John	Smith	Account Administrator	✖

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**Select the next contact role, and complete the form as previously mentioned.**

**Please note:** The Account Administrator role is not available to demonstrate that a previously filed role cannot be entered twice.

PUCO Community User Access Registration

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By submitting the individual's contact information, you are certifying that they are authorized to act on behalf of the regulated entity in the capacity designated

**Company Information**

Certificate Id:

PUCO Id:

Company Name:

**Contact Information**

Contact Role (Check all that apply)

President/Primary Official  
 Annual Report Filer

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**To edit or delete a contact role:**  
(This can only be performed on same day of submission)

- **Click the pencil** to edit a contact  
OR
- **Click the X** to delete a contact

PUCO Community User Access Registration

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**Company Information**

Certificate Id:

PUCO Id:

Company Name:

First Name	Last Name	Role	
Amy	Garrett	Annual Report Filer	
Boom	Shaka	Account Administrator	
Conway	Twitty	President/Primary Official	

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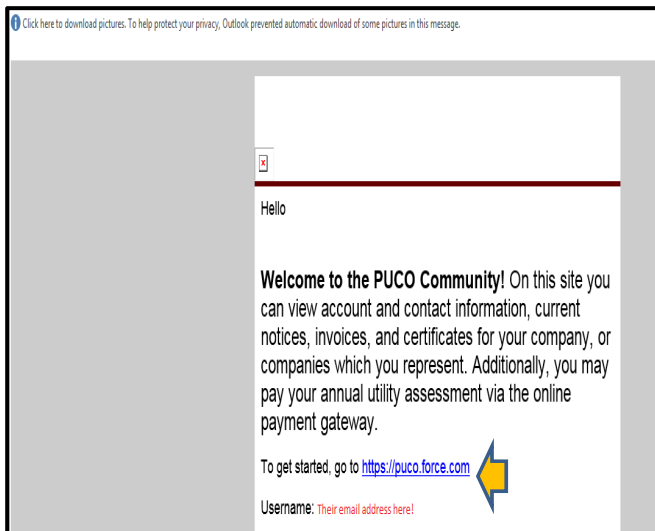




Each contact will receive an email from [support@salesforce.com](mailto:support@salesforce.com) within 1-2 business days.

- **Click** on the link to establish a secure password

**Do not copy and paste the link**



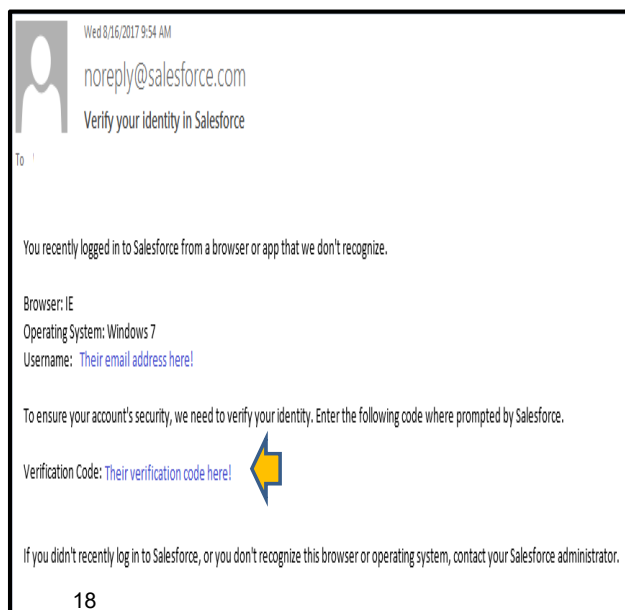
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**After creating a password, the contact will be directed to a login screen to enter a verification code.**

The contact will receive an email similar to the one shown here that includes a verification code.

- **Enter** the verification code



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**Once registration is completed and the secure password is established**

- The registered contact will be able to login to the PUCO Community homepage and conduct business with the PUCO

**Please Note: You will only be able to file your Annual Report starting on Mar 14<sup>th</sup>.**

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## Important Contacts

**For questions about the registration process:**

Call a PUCO representative at (614) 466-6904 or the  
Call Center at (800) 686-PUCO (7826) between 8 a.m. to 5:00 p.m. (EST)  
You can also email us at [registerforaccess@puco.ohio.gov](mailto:registerforaccess@puco.ohio.gov)

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