

## PUCO Community user access registration FAQs

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

### **Q: Why did I receive this letter?**

A: You received the letter with instructions to register your contact information in order to gain access to the PUCO Community. Entities will file their 2017 annual reports in the PUCO Community after they have registered the following three roles: president/primary official, account administrator and annual report filer.

### **Q: The registration letter I received has the wrong company address, what should I do?**

A: Complete the registration form with all of the correct information, and the PUCO will update contact information once the form is received.

### **Q: Why did I receive two letters?**

A: Some companies will receive two letters if the entity provides both natural gas and electricity. You will have to register each entity with its unique PUCO ID and Certificate ID.

### **Q Which browser should I use to complete the registration form and to log in to the PUCO Community?**

A: The registration form can be filled out with updated browsers like Internet Explorer, Mozilla Firefox, and Google Chrome.

The PUCO Community is not compatible with Internet Explorer. Google Chrome or Microsoft Edge are the preferred browsers to conduct business in the new online system.

### **Q: How many digits do I enter for the zip code on the registration form?**

A: Entities are only required to enter in a 5 digit format. Please **do not** enter the ZIP+ 4 digits.

### **Q: Our entity abandoned the certificate in 2017. Do we still need to register?**

A: Yes. If the certificate was active at any time in 2017, entities are required to file an annual report. In order to file your 2017 annual report in the PUCO Community, you must register your contact information.

### **Q: When do I need to file the 2017 annual report?**

A: Filing annual report begins March 14 and is due by May 31, 2018.

### **Q: How do I register?**

A: In the letter, you received the following instructions.

1. To register your contact roles with the PUCO, 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** and **Certificate ID** (provided in the certified letter)
5. Complete the PUCO Community user access registration form (instructions are on the site).

**Q: What happens if I do not register my contacts?**

A: Without registration, entities will not be able file their 2017 annual report in the PUCO Community.

**Q: How long do I have to complete registration?**

A: Entities will have until March 9 to complete registration.

**Q: Which contact roles need to be registered?**

A: The important contact roles that need to be registered with the PUCO are the president or primary official of the regulated entity, the individual designated for filing the annual report for fiscal assessment, and account administrator, who will be authorized to manage the regulated entity's contacts on file with the PUCO. A registration form should be submitted for each contact role (president/primary official, account administrator, and annual report filer). One person can be designated for one or up to all three contact roles.

**Q: I am a third party agent who received the registration letter. What do I do?**

A: If you are a third party agent who is authorized by the entity to complete the registration form, submit the form for each contact role (president/primary official, account administrator, and annual report filer) on behalf of the entity or entities you represent. The president or primary official cannot be a third party agent.

**Q: I am an employee of the entity that received the registration letter. What do I do?**

A: If you are an employee who is authorized by your entity to complete the registration form, submit a registration form for each contact role (president/primary official, account administrator, and annual report filer). The president or primary official cannot be a third party agent.

**Q: Our entity received this letter, and we have a third party agent who files our annual report. Do we still need to register?**

A: Yes. The entity can complete the registration form or authorize the third party agent to complete the form on the entity's behalf. The president or primary official cannot be a third party agent.

**Q: When I enter my PUCO ID and Certificate ID combination, I'm getting an error message. What should I do?**

A: Be sure to enter the PUCO ID and Certificate ID provided in the letter and include the dash in the Certificate ID. If you still receive an error, call the PUCO at (614) 466-6904 or email

[RegisterForAccess@puco.ohio.gov](mailto:RegisterForAccess@puco.ohio.gov).

**Q: I received this letter, but my entity has a third party agent who files the annual report. Who should complete the registration?**

A: The entity can authorize the third party agent to submit the registration form for all three roles. The third party agent can be the annual report filer and the account administrator. The president/primary official must be an employee of the entity.

**Q: How can I edit or delete a contact role I previously submitted?**

A: If the request is on the same day the registration form was completed, you can enter the PUCO ID and Certificate ID and click the pencil to edit or click X to delete the contact role.

If the request is made the next day or after, you will need contact the PUCO at (614) 466-6904 or [RegisterForAccess@puco.ohio.gov](mailto:RegisterForAccess@puco.ohio.gov).

**Q: I submitted my contact roles' information. What's next?**

A: Each contact will receive an email from [support@salesforce.com](mailto:support@salesforce.com) with further instructions on how to set a secure password. They should receive this email in 1-2 business days after submitting the form.

**Q: I did not receive a Salesforce email. What do I do?**

A: Check the spam, junk or clutter folders first. If you did not receive an email from Salesforce, you need to you will need contact the PUCO at (614) 466-6904 or [RegisterForAccess@puco.ohio.gov](mailto:RegisterForAccess@puco.ohio.gov).

**Q: I received an email from Salesforce. Why did I receive this?**

A: The PUCO sent a letter in February to establish a PUCO Community user account for the following contact roles: president/primary official, account administrator, annual report Filer. Your email address was provided for one of the roles. If you are the not the correct contact, you will need contact the PUCO at (614) 466-6904 or [RegisterForAccess@puco.ohio.gov](mailto:RegisterForAccess@puco.ohio.gov).

**Q: I am already a PUCO Community user. Do I need to register again?**

A: Yes. Please complete a contact registration form and select the appropriate roles you will be serving. Use the same email address as your current PUCO Community user name. Your account will be updated with the new information/role.

**Q: What if my entity does not have a president?**

A: If you do not have a president, please enter the name of the person acting as your primary officer.

**Q: What is an account administrator? Who do I put in this role?**

A: The account administrator is a person designated by the regulated entity to have system administration rights in the PUCO Community to change account contacts and entity information. This person can designate themselves as the report filer for all mandatory reports. The account administrator can be changed later.