Ohio | **Public Utilities Commission**

PUCO Community User Guide – TRS & Assessment

Legal Disclaimer

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This publication could include inaccuracies or typographical errors. Changes are periodically added to the information herein; these changes will be incorporated into new editions to this publication.

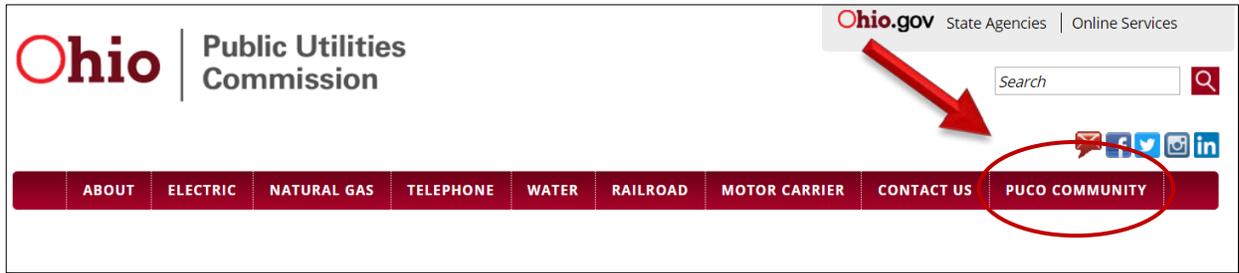Statements or expressions of opinion herein do not bind the five-person Commission.

Contents
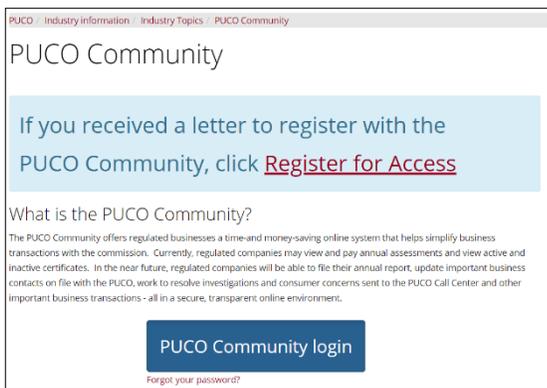
Logging in to the PUCO Community

The **PUCO Community** is where you can submit a new confidential TRS report, edit an existing TRS report, and pay your TRS assessment invoice.

Steps

1. Navigate to the PUCO website: www.puco.ohio.gov.
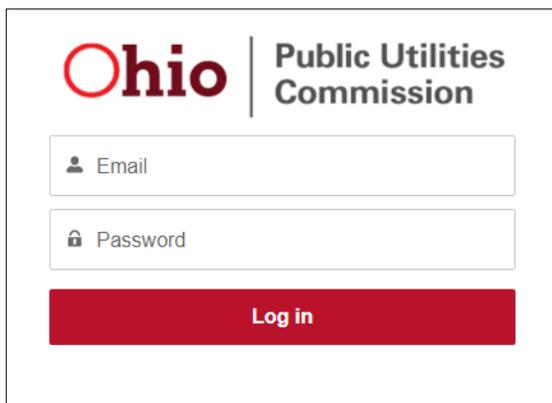2. Click PUCO Community in the menu bar.

- The **PUCO Community** page displays.

3. Click **PUCO Community login** button. Companies must first register to gain access to the PUCO Community in order to file their TRS report. If you have not registered, you must first click on **Register for Access** link and follow the registration process.
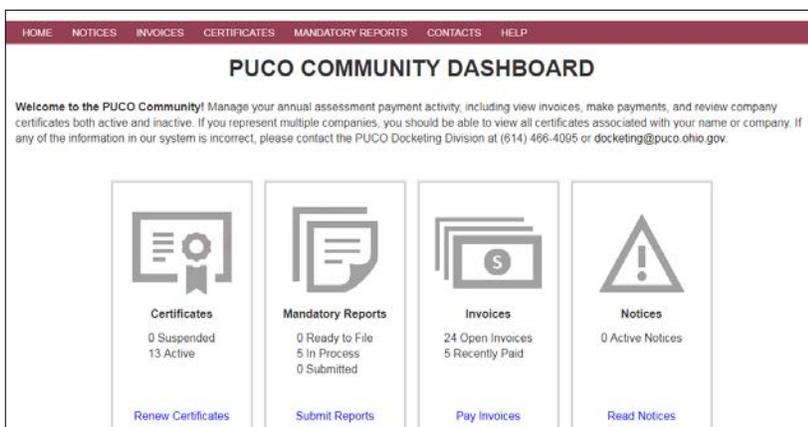

- The login page displays

4. Enter your user name (this is the email address which you used to register) and password.
5. Click **Log In**.

- The PUCO Community Dashboard page displays.

PUCO Community Roles

The PUCO Community allows companies to designate and authorize employees or external parties to represent their company to perform certain roles in the system. Each role has different levels of authority to perform tasks or transact business with the PUCO.

Therefore, what you can see or do in the Community will depend upon the role assigned to you. You may be assigned one or more roles, depending upon what business you need to conduct with the PUCO.

> **Example of How PUCO Community Roles Work**
>
> The TRS Report Filer can file a TRS report, but cannot pay the fiscal assessment invoice, unless they are also the TRS Report Fiscal Contact.

* Account Administrator – The person has administration rights in the PUCO Community to change and update contacts/roles (e.g. TRS Report Filer, TRS Report Fiscal Contact). Additionally, the Account Administrators will also be able to update some basic information on file with the agency, which may include mailing addresses and company or government officials.

> **This role's core duties will become active later this year. The PUCO is collecting this information for future purposes. Currently, this role is informational and can only view certificates, active notices, and activities on the PUCO Community Dashboard.**

*President/Primary Official – The person who is the president, principal officer or partner of the company, or authorized primary official of a government aggregator – the municipal corporation, the board of township trustees, or a board of county commissioners that have formed a government aggregation pursuant to R.C. 4928.20.

> **Currently, this role is informational and can only view certificates, active notices, and activities on the PUCO Community Dashboard.**

*TRS Report Filer - The person the company designates to complete and file the TRS report for fiscal assessment pursuant to R.C. 4905.14. This person can be an employee or a third party agent.

> **Someone at each company MUST be designated in this role to file the required TRS report before the June 15, 2018 deadline.**

TRS Report Fiscal Contact - The person who has the authority to receive, process and pay the TRS fiscal assessment. The TRS Report Fiscal Contact role does not automatically have access to file the TRS report, unless the person is also designated for the role of TRS Report Filer.

Docketing Contact - The person who will receive service of all entries and orders electronically from the PUCO Docketing Division. This individual will receive official legal notice or service of process on behalf of the entity.

> **This contact does not have an active role in the PUCO Community. This contact is collected during the TRS report filing to be used in the Docketing Information System (DIS).**

*These contacts must be updated as part of the registration process to gain access to the PUCO Community.

Registration is required to access the PUCO Community and file a 2017 TRS report

To register for the role of Account Administrator, TRS Report Filer or President/Primary Official, review the information on the PUCO Community page.

For questions about the registration process: Call a PUCO representative at (614) 466-6904 or the Call Center at (800) 686-PUCO (7826) between 8:00 a.m. to 5:00 p.m. (EST).

You can also email us at registerforaccess@puco.ohio.gov.

Informational roles in the PUCO Community:

The following roles are currently informational only in the PUCO Community and have "view only" access to see company certificates, previously filed mandatory reports, invoices and contacts. The dashboard will provide a convenient summary showing the status of your company's activities with the PUCO.

- Account Administrator
- President/Primary Official
- Docketing Contact

For example, these contacts can view the status of how many Mandatory Reports, such as TRS reports, have been submitted or need to be filed with the PUCO. However, they will not be able to file the TRS report, as that functionality is only authorized for someone with the role of TRS Report Filer.
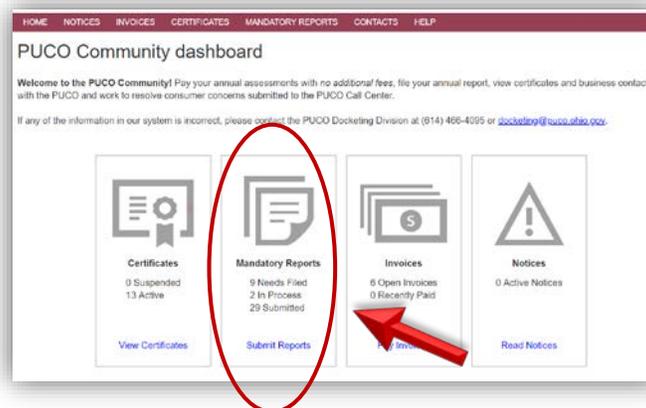
Submitting a New TRS Report

R.C. 4905.84 provides that the PUCO shall collect from each service provider that is required under federal law to provide its customers' access to TRS an annual assessment to pay for the costs incurred by the TRS provider for providing TRS in Ohio.

For purposes of calculating the TRS annual assessment, Ohio Adm.Code 4901:1-6-36 instructs applicable service providers to submit to PUCO staff a completed form, as prescribed by PUCO staff, which contains the number of the service provider's retail customer access lines or their equivalent. This form is to be utilized by all service providers that are required under federal law to provide its customer's access to TRS, including:

- telephone companies,

- commercial mobile radio service (CMRS) providers, sometimes referred to as wireless providers, and

- providers of advanced services or internet protocol-enabled services that are competitive with or functionally equivalent to voice-grade, end user access lines.

Advanced services and internet protocol-enabled services have the meanings ascribed to them by federal law, including federal regulations. The form is to be submitted using access line or equivalent count data as reported to the Federal Communications Commission Form 477, 499, or other equivalent FCC form as of December 31.

Following the PUCO calculating the assessment based on the TRS forms, TRS filers will be invoiced and will be given a 60 day notice to pay the TRS annual assessment, which is used to pay the cost incurred by the TRS provider for providing TRS service in Ohio.
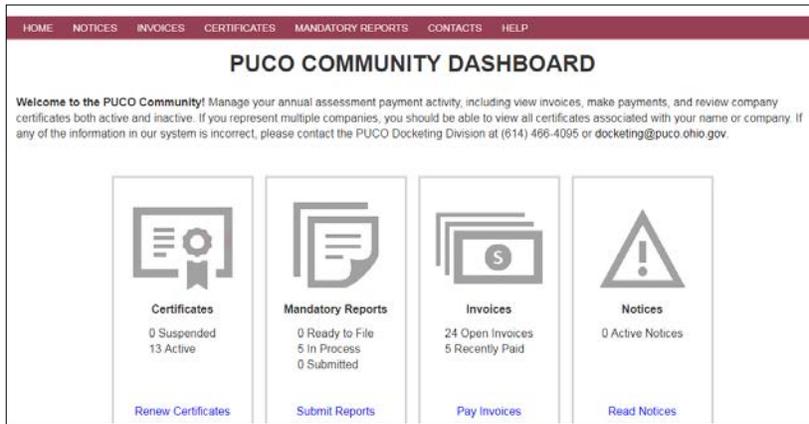
Please note that this report is confidential and will be treated confidential.
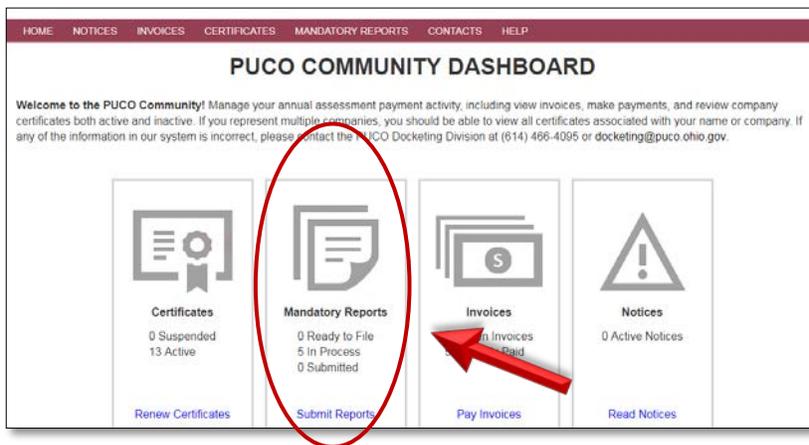
Make sure that you have all the required information before beginning to file.

Steps

1. Log in to the **PUCO Community**.

- The PUCO Community Dashboard page displays.

2. Click **Mandatory Reports**.

- The **PUCO Mandatory Reports** page displays. Select TRS as the Filing Type.

3. Click the **Start** button to begin filling out the report.

- The applicable **TRS Report** page displays.

4. Scroll down and verify your **Company Information**.

If any of your Company Information, such as business address, president or company name, is incorrect, please contact the PUCO Docketing Division as referenced.

5. Scroll down and confirm the TRS Fiscal and Docketing Contacts listed.

Contacts

Confirm or add docketing and fiscal contact information.

- To select a different fiscal or docketing contact, click in the dropdown box and select another name.
- If the contact you are adding is new and is not in this list, click Add New Docketing Contact or Add New Fiscal Contact and enter their contact information.
- If you need to update the contact information for an existing contact, such as telephone number, mailing address or email, please contact the PUCO Docketing Division at (614) 466-4095 or docketing@puco.ohio.gov.

It is important that company contacts be kept up-to-date.

The **TRS fiscal contact** should be someone who has the authority to receive, process, and pay the annual TRS fiscal assessment or other invoices from the PUCO.

The **docketing contact** will receive service of Docketing Division as the individual to receive official legal notice or service on behalf of the TRS filer. TRS filers should also subscribe to applicable industry service lists to ensure you receive notices of rule making and other industry-specific communications. Companies should subscribe multiple addresses to the industry service lists and take appropriate actions to ensure that electronic mail service from the PUCO is not blocked or disabled. To continue receiving paper service from the PUCO's Docketing Division you must submit a Request for Paper Service form.

Fiscal Contact	John Smith		Docketing Contact	Joe Cocker
	Add New Fiscal Contact			Add New Docketing Contact

If the fiscal or docketing contacts are not current, you may select another contact from the dropdown list(s) or add a new contact. To add a new contact, click on either Add New Fiscal Contact or Add New Docketing Contact.

6. Scroll down and enter the required **Access Lines or Equivalents Information**.

Access Lines or Equivalents Information

Instructions:

If FCC Form 477 was filed, mirror the data provided on that form. Any service provider that does not currently file FCC Form 477 should provide the most recent information available.

Please enter the exact number of access lines or equivalents for the type of service listed to the right. Enter 0 for none. The total will be automatically updated.

Blank or empty access line entries will be treated as a value of 0.

The data entered below is considered confidential and will not be published by the PUCO. The Print/Preview option below enables you to download and save the report for your records.

Number of Access Lines or Equivalents	Service Provider Type
0	Ohio Voice Grade, End User Access Lines (ILEC/CLEC)
0	Ohio Voice Grade Lines and Channels You Purchase from Facilities Based Carriers (CLEC)
0	Ohio Telephone Subscribers (Wireless)
0	Ohio Voice Over Internet Protocol Service Subscribers (VoIP)
0	Ohio Lines or Equivalents (Other)
0	Ohio Voice Grade Lines or Voice Grade Line Equivalents (AOS/IXC/Other)
0	Total Ohio Access Lines or Equivalents in Service

Please note that this information is confidential and will be treated confidential.

7. Scroll down to **e-Signature**.
8. Read the e-signature requirements to certify that the provided information contained in the TRS report is true, accurate and complete. Check the box, when your report is finalized, and click on the **Submit** button. Your e-signature will be recorded in the system with the user name, date and timestamp of submission.

e-Signature

☑ As authorized representative for the above company, I certify that all of the information contained in this report is true, accurate and complete. I also understand that failure to report completely and accurately may result in penalties or other legal actions, including the assessment of a forfeiture for failure to comply pursuant to section R.C. 4905.54. This submission constitutes an electronic signature pursuant to R.C. 1306.06.

Save   Submit   Print / Preview   Cancel

- The **Success** message displays.

Success
Record Submitted Successfully!!

- If you need more time to get information to complete your report, click on the **Save** button to return and complete the report later (prior to the deadline of June 15).
- Once the TRS report has been saved or submitted, to download or print a pdf of your TRS report, click on the **Print/Preview** button.

9. Return to the **Mandatory Reports** page to verify the status of your report has changed to "Submitted".
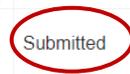
PUCO Mandatory Reports

This page displays reports that need to be completed as well as reports from the prior two years. Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact our PUCO Docketing Division at (614) 466-4095 or AnnualReports@puco.o hio.gov.

Mandatory Reports

Filing Type

All

| ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	FILING STATUS	DUE DATE	ACTION
TEST Acme Energy Inc.	TRS		0032114	Current	Submitted	05/31/2018	Edit

Editing a TRS Report

You may edit a submitted TRS report at any time prior to the filing deadline of June 15th. After this deadline, the Edit button will no longer be available.

Steps

1. Log in to the **PUCO Community**. (How to Log In)

- The **PUCO Community Dashboard** page displays
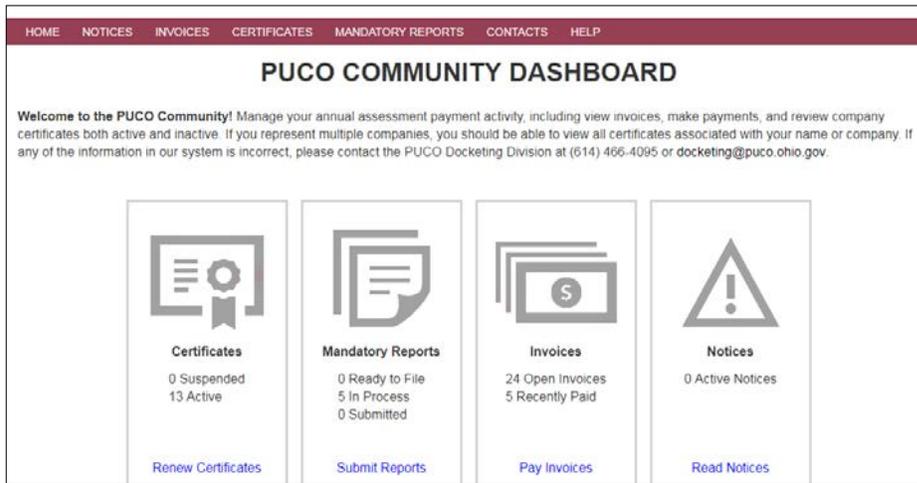
2. Click **Mandatory Reports**.
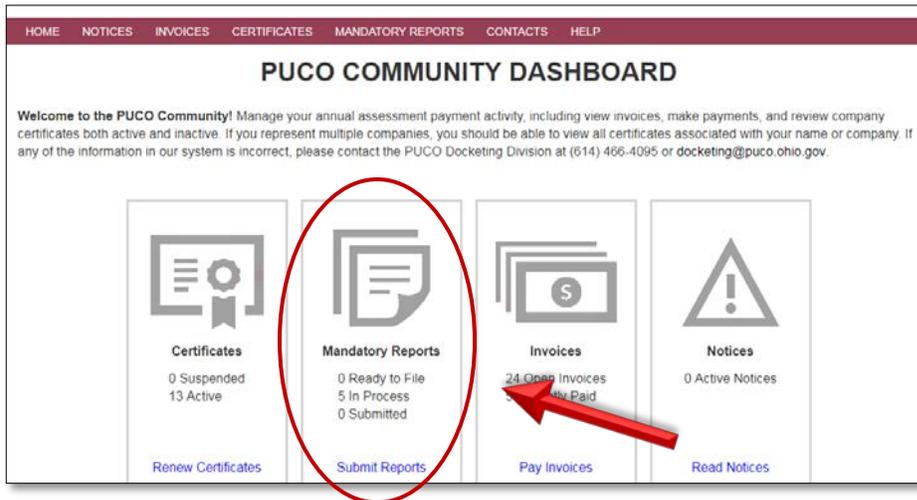
- The **PUCO Mandatory Reports** page displays.

PUCO Mandatory Reports

This page displays reports that need to be completed as well as reports from the prior two years. Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact our PUCO Docketing Division at (614) 466-4095 or AnnualReports@puco.o hio.gov.

Mandatory Reports

Filing Type

All ▼

ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	FILING STATUS	DUE DATE	ACTION
TEST Acme Energy Inc.	TRS		0032114	Current	Submitted	05/31/2018	Edit

3. Click the **Edit** button next to the report you need to change.

PUCO Mandatory Reports

This page displays reports that need to be completed as well as reports from the prior two years. Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact our PUCO Docketing Division at (614) 466-4095 or AnnualReports@puco.o hio.gov.

Mandatory Reports

Filing Type

All ▼

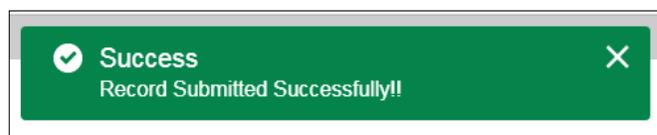| ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	FILING STATUS	DUE DA	ACTION
TEST Acme Energy Inc.	TRS		0032114	Current	Submitted	05/31/2018	Edit

4. Make the needed changes.
5. Scroll down to check the **e-Signature** box.
6. Click **Submit**.

e-Signature

☑ As   rized representative for the abo   company, I certify that all of the information contained in this report is true, accurate and complete. I also understand that failure to report completely a   curately may result in penalties or other legal actions, including the assessment of a forfeiture for failure to comply pursuant to section R.C. 490   This submission constitutes an electronic signature pursuant to R.C. 1306.06.

Save   Submit   Print / Preview   Cancel

- The **Success** message displays.

✓ Success
Record Submitted Successfully!!   ✕

- If you need more time to get information to complete your report, click on the **Save** button to return and complete the report later (prior to the deadline of June 15).
- Once the TRS report has been saved or submitted, to download or print a pdf of your TRS report, click on the **Print/Preview** button.

7. Return to the **Mandatory Reports** page to verify the status of your report is still "Submitted."

PUCO Mandatory Reports

This page displays reports that need to be completed as well as reports from the prior two years. Complete and submit all reports prior to the due date to stay compliant with PUCO regulations. Questions or comments? Contact our PUCO Docketing Division at (614) 466-4095 or AnnualReports@puco.ohio.gov.

Mandatory Reports

Filing Type

All ▼

| ACCOUNT NAME	FILING TYPE	AR FILING	CERTIFICATE ID	CERTIFICATE STATUS	FILING STATUS	DUE DATE	ACTION
TEST Acme Energy Inc.	TRS		0032114	Current	Submitted	05/31/2018	Edit

Paying an Invoice

When an assessment invoice is created, the designated TRS Report Fiscal Contact for your company will receive an email notification with instructions.

Steps

1. Log in to the PUCO Community. ([How to Log In](#))

- The PUCO Community Dashboard page displays.
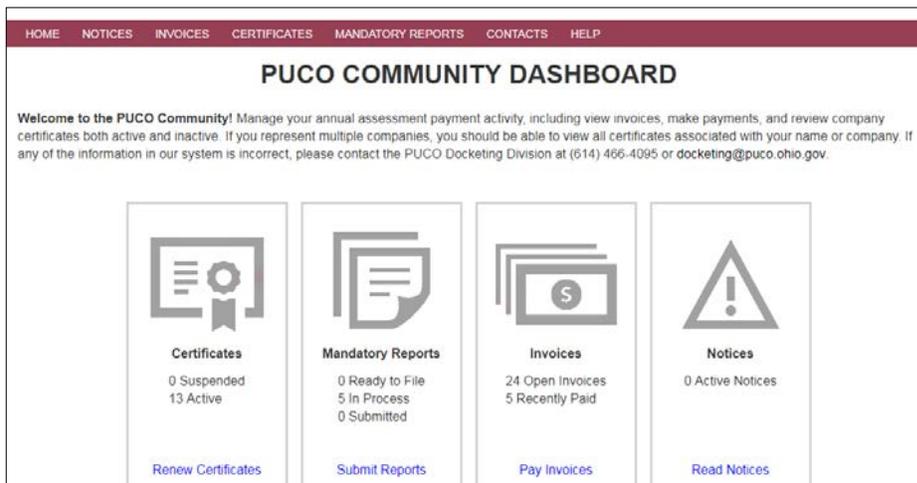
2. Click **Invoices**.
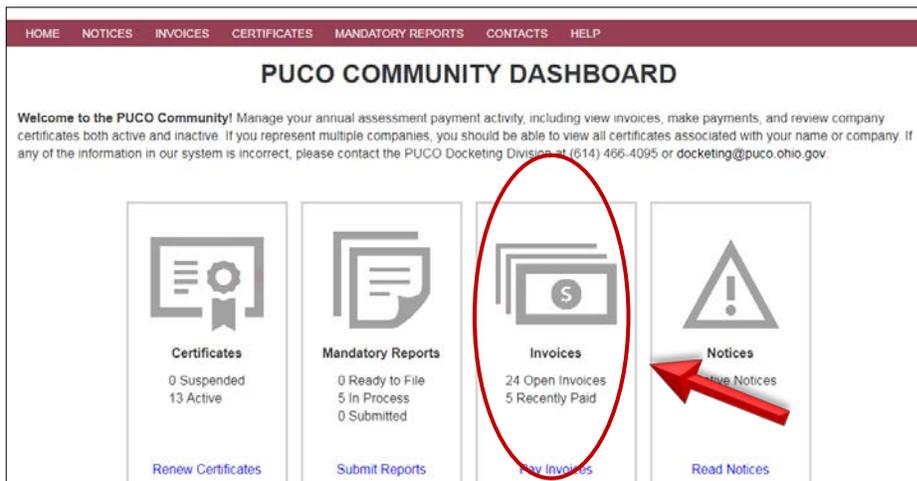
o The **Open Invoices** page displays. Any open, unpaid invoices will appear in the top section of the page.

3. Select the **checkbox(es)** next to the invoice(s) you'd like to pay. You can pay for multiple invoices at the same time if you will be using the same payment method.
4. In the **dropdown box**, select the **Payment Method** (eCheck or Credit Card).
5. Click the **Pay Selected Invoices** button.

There are no additional fees for online payments. If you choose to remit with a paper check, please understand there will be a delay in processing your payment and it may not be processed by the required due date.

- The **Payment Confirmation - Selected Invoices** page displays.

Payment Confirmation - Selected Invoices

Account Name	Invoice #	Industry	Type	Due Date	Invoice Amount
Acme	00000002		TRS Assessment	11/1/2017	$100.00
Acme	00005250		TRS Assessment	11/1/2017	$100.00

[Submit Payment for Selected Invoice Items] [Cancel]

6. To confirm the invoices to be paid on the next page, click **Submit Payment for Selected Invoice Items**. To return and select a different invoice, click the **Cancel** button.

- At this point you will be transferred to a secure payment processor to make your payment. Your Credit Card or eCheck information will be secured and not shared with the PUCO.

Sample Credit Card Entry

Enter Payment Information

Please enter your credit card payment and billing information below. All of the fields marked with an asterisk are required.

The following link provides information regarding the **card security code**.

PUCO - Assessments Payment Summary

Items: Quantity: 1 Description: Invoice No.: 17-00000002   TRS Assessment   Price: $100.00 Total: $100.00
       Quantity: 1 Description: Invoice No.: 17-00005250   TRS Assessment   Price: $100.00 Total: $100.00

Total: $200.00

Payment Information

* Credit Card Number:	* Credit Card Type:
* Expiration Month:	* Expiration Year:
* Card Security Code:	

Billing Information

First Name: John	Middle Name:
* Last/Business Name: Smith	* Phone: (313) 555-1212
* Address Line 1: 123 Main St.	Address Line 2:
* City: New York	* State/Province/Region: New York
* Zip/Postal Code: 31349	* Country: United States
Email: alekhya@sevenpoints.co	Email Receipt: ☑

[Cancel]   [Continue]

Sample eCheck Entry

PUCO - Assessments Payment Summary

Items: Quantity: 1 Description: Invoice No.: 17-00000002   TRS Assessment   Price: $100.00   Total: $100.00
       Quantity: 1 Description: Invoice No.: 17-00005250   TRS Assessment   Price: $100.00   Total: $100.00

Total: $200.00

Payment Information

* Bank Routing Number: [   ]   * Confirm Routing Number: [   ]

* Bank Account Number: [   ]   * Confirm Account Number: [   ]

* Bank Account Type: [▼]

Billing Information

First Name: John   Middle Name: [   ]

* Last/Business Name: Smith   * Phone: (313) 555-1212

* Address Line 1: 123 Main St.   Address Line 2: [   ]

* City: New York   * State/Province/Region: New York

* Zip/Postal Code: 31349   * Country: United States ▼

Email: alekhya@sevenpoints.co   Email Receipt: ☑

Cancel   Continue

7. Enter the required payment information.
8. Click the **Continue** button and confirm your payment.

- You will receive an email payment confirmation from the payment processor.
- If your payment was processed successfully, the invoice will be marked as Closed-Paid, under Invoice History on the **Open invoice items** page.

Invoice History

To view the details of an invoice, click on the invoice number.

Account Name	Invoice #	Status	Due Date	Invoice Amount
Acme	17-00002892	Closed - Paid	11/1/2017	$1,000.00

Getting Help / Contacting PUCO

For links to helpful PUCO web pages, FAQs, or need help, click on the **Help** tab in the upper menu bar.
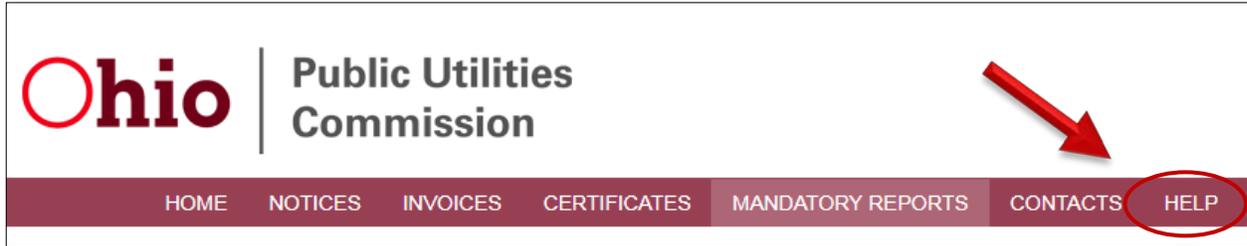
To change your **company account or contact information**, please contact the **PUCO Docketing Division.** For all **other inquiries**, please call the **PUCO Call Center**.

PUCO Call Center: **(800) 686-PUCO (7826)**   ContactThePUCO@puco.ohio.gov

Docketing: **(614) 466-4095**   docketing@puco.ohio.gov