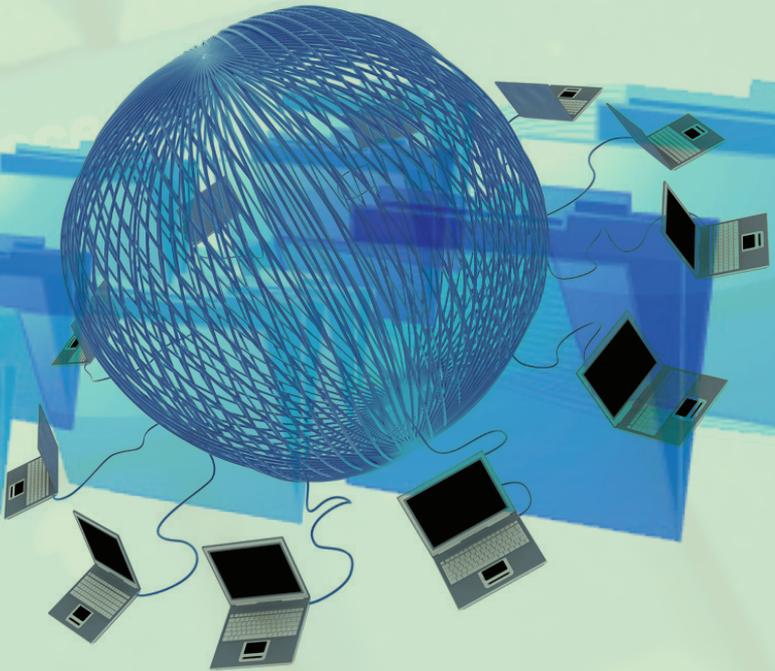


Quick **eFiling** User Guide



Benefits Of eFiling and eService

- You get your filing processed faster than when submitting a hard copy filing
- You can view the status of your filing online
- You can select ePay for any fee associated with submitting certain filings so you can use a credit card to make payment
- You can receive service of Commission documents electronically on the same day without waiting for the mailman
- Time sensitive filings with the clock ticking – you push a button rather than spending money and tracking an overnight delivery

What Is eFiling?

- eFiling permits consumers, utilities and attorneys representing clients to file certain documents electronically with the Commission
- Allows documents to be served on other parties electronically
- Enables receipt of documents from the PUC electronically

How Do I eFile?

- Go to the Commission's website at www.puc.state.pa.us
- Click onto eFiling
- Create an eFiling account
- No fee to open an account
- Register online for a user ID and create a password



Setting Up Your Individual or Corporate Account

Individual Account

- A single individual and/or employee or an organization not intending to create a corporate account – such as individual filing a Formal Complaint

Corporate Account

- Utilities, Law Firms, or company with multiple filers
- All are submitted under one corporate account – but you can have sub-accounts that act like individual accounts
- Sub-accounts cannot view the filings of other sub-accounts
- All sub-accounts are visible to the owner of the corporate account

The Create eFiling Account screen will appear.

Create eFiling Account

Create a New User Account

In order to electronically file documents with the Commission, you will first need to create an eFiling user account. After your account has been verified and approved by the Commission, you may begin filing documents. Before commencing the actual filing process, you should locate and prepare your documents as pdf files.

If you already have an Account, you can log in [here](#). To create a new user account, please fill out and submit the form below.

Select One

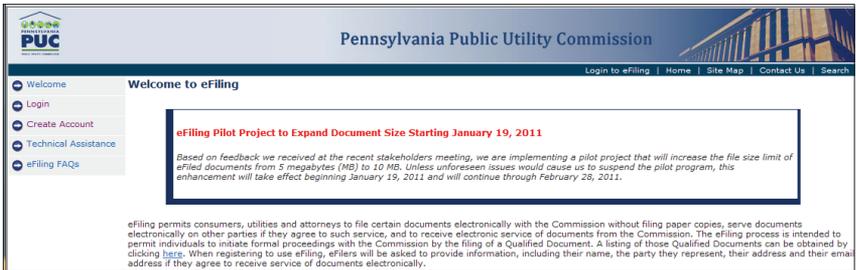
Account Type:	*	Individual	Corporate
Company Name:		<input type="text"/>	
User Name:	*	<input type="text"/>	
<small>*Must be at least 5 characters long, but cannot exceed 25 characters.</small>			
Password:	*	<input type="text"/>	
<small>*Must be between 7 and 15 characters long and meet at least 3 of these requirements:</small>			
<small>■ Contain a Lower case letter.</small>			
<small>■ Contain an Upper case letter.</small>			
<small>■ Contain a number.</small>			
<small>■ Contain a special character.</small>			
Confirm Password:	*	<input type="text"/>	
Full Name:	*	<input type="text"/>	
Title:		--- Select a Title ---	
Address1:	*	<input type="text"/>	
Address2:		<input type="text"/>	
City:	*	<input type="text"/>	
County:		--- Select a County ---	
State:	*	--- Select a State ---	
Zip Code:	*	<input type="text"/>	
Phone Number:		<input type="text"/>	Office

NOTE: It is important to remember your User Name and answers to your security questions.

Login

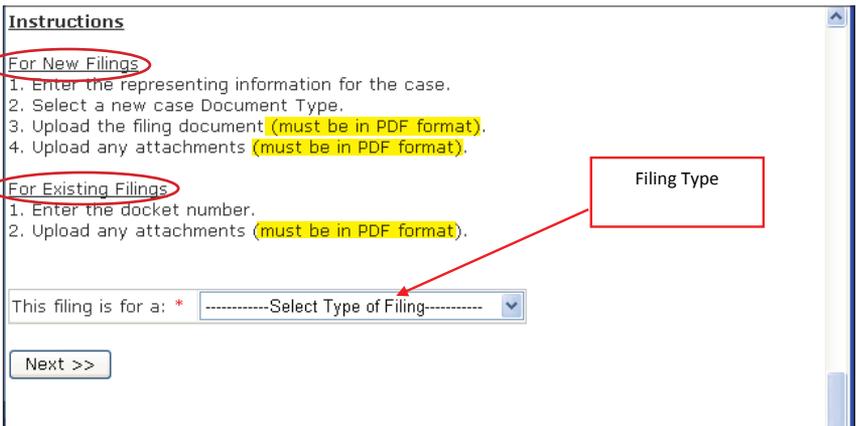
Once you have an account you can login to eFiling.

- Enter your User Name in the User Name field.
- Press Tab to move to the Password field.
- Type your Password in the Password field (passwords are case-sensitive).
- Click Login or press Enter to continue.



Submit eFiling

Submit a filing for a **new case** or an **existing case**.



Preparing to Efile

- Click onto the QUALIFIED DOCUMENTS list - What can be eFiled? Complete list available on the “Welcome to eFiling” screen
- Can Confidential or Proprietary documents be eFiled? – NO!

What Qualified Document Type Do I Choose?

- SELECT THE DOCUMENT TYPE ACCORDING TO WHAT YOU ARE FILING
- You can upload your filing, cover letter, and certificate of service TOGETHER as long as the total file size of these combined documents does not exceed 10 mb
- You will receive ONE eFiling confirmation notice for the complete filing

Document Type: Select a Document Type

- Select a Document Type
- Answer to Commission Complaint
- Answer to Formal Complaint
- Answer to Petition
- Briefs
- Briefs - Reply
- Certificate of Satisfaction
- Certificate of Service
- Comments
- Comments - Reply
- Exception - Reply
- Exceptions
- Letter
- Motion
- Notice of Appearance
- Notice of Intervention
- Petition (Generic) for Existing Case
- Petition for Extension of Time
- Petition for Reconsideration
- Petition for Rescission
- Petition to Intervene
- Petition to Withdraw
- Prehearing Memorandum
- Preliminary Objection
- Protest (Official)
- Statement in Support of Application (T&S)
- Statement in Support of Settlement

Uploaded File List

File Name	Document Type	File Size	Remove
4_5_Integration_with_MS_Office.pdf	Answer to Formal Complaint	214.01 KB	Remove

Total Filing Size: 214.01 KB

Buttons: Cancel, Filing Complete

Does size matter? YES – The system will let you know if your filing is more than 10 mb in size

Uploaded File List

File Name	Document Type	File Size	Remove
4_5_Integration_with_MS_Office.pdf	Answer to Formal Complaint	214.01 KB	Remove
Total Filing Size: 214.01 KB			

Cancel

Filing Complete

Filing Fee

If there is a FEE associated with your filing, you have two methods of payment:

ePay - You will get a payment confirmation number with your successful transmission confirmation

eFiling Successfully Transmitted



Your filing has been electronically received. Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance and assigning a Docket Number. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

The PUC is temporarily requiring all eFilers to submit one paper copy of all documents that are filed electronically. This paper copy should be submitted to the Secretary's Bureau within 3 business days of submitting the electronic filing online. Please print a copy of this page and attach it to the paper copy of your filing as the first page.

eFiling Confirmation

Docket Number:	R-2009-2619254
Description:	
Transmission Date:	3/2/2011 2:29:16 PM
Filed On:	3/2/2011 2:29:16 PM
eFiling Confirmation Number:	1424804

OR

Check or Money Order -Mailed to the Secretary of the Commission made payable to *Commonwealth of PA*

My Filings Page

- Log onto the eFiling website – and go to My Filings link
- Contains all of your eFiling history
- eFiling Confirmation Number for all successfully uploaded documents
- Follow the status of your filings

My Filings

This page displays all your filings you have previously started or submitted. By clicking on the + button located to the left of each filing, you can view the documents for that particular filing. Clicking on the column headings will sort the list by that value. Clicking on the same column heading again, will sort the list in the reverse order.

Document Status Values	
Status	Description
Not Submitted	The electronic submission has not been submitted to the PA PUC.
In Process	The electronic submission has been received. The filing is being reviewed for conformance with the filing requirements set in 52 PA. Code CH. 1,3, and 5, including payment of the appropriate filing fee (if applicable).
Accepted	The submittal met the filing requirements, the proper fee was paid (if applicable), and the filing was forwarded to the appropriate bureau for any required action. The assigned bureau may recommend the filing be rejected if subsequent regulatory and/or procedural requirements are not met.
Rejected	The submittal did not meet the filing requirements, please see the 'Rejected Reason' for additional information.

Date Created	Date Filed	eFiling Confirmation #	ePay Confirmation #	Created By	
12/9/2010				ransnan	Load Remove
12/9/2010				ransnan	Load Remove

Processing by the Commission

- Within 3 business days
- You will receive a Notice through a valid email address
- Also listed under My Filings page when you log in

Submit the Paper Original

- Within 3 days of eFiling - send to the Secretary **one** original of your filing
 - with the eFiling confirmation page
- OR**
- cover letter with your eFiling confirmation number

Successful Submission

- You are notified with the “eFiling Successfully Transmitted” page
- You receive the eFiling Confirmation Number
- You receive the date and time the filing was received by the Secretary’s Bureau
- You receive a list of the documents contained in your filing
- Information that appears will depend on the type of filing made – either a new case created OR filing to an existing case
- PRINT THE SCREEN FOR YOUR RECORDS



eFiling Successfully Transmitted

Your filing has been electronically received. Upon review of the filing for conformance with the Commission’s filing requirements, a notice will be issued acknowledging such compliance and assigning a Docket Number. The matter will receive the attention of the Commission and you will be advised if any further action is required on your part.

Print this page for your records. The date filed on will be the current day if the filing occurs on a business day before or at 4:30 PM Harrisburg, PA time. It will be the next business day if the filing occurs after 4:30 PM Harrisburg, PA time or on weekends or holidays.

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eFiling Confirmation	
Docket Number:	
Description:	
Transmission Date:	3/2/2011 2:29:16 PM
Filed On:	3/2/2011 2:29:16 PM
eFiling Confirmation Number:	1424804

Uploaded File List

File Name	Document Class	Document Type
4.5 Integration with MS Office.pdf	Communication	Answer to Formal Complaint

You can view a record of any previous eFiling, including the one you just made, by clicking the [My Filings](#) link in the left menu.

If a paper copy is required in accordance with the eFiling Regulations, please print this page and include it with your paper filing.

eService Emails

- You can choose to accept eService when creating your account
- Anytime a document is filed and served in a case in which you are a party - you receive an email

Bells & Whistles

eService

- Don't stand by the mailbox waiting for the mailman to arrive
- Do a POR (Parties of Record) search to find out which parties are accepting eService
- You can be eServed with certain documents from the Commission
- Very beneficial to Law Firms and their clients
- The Commission does not eServe documents the filer is responsible to serve under a Certificate of Service

Find Parties of Record

The electronic filing system will permit a user to serve documents electronically on parties who have agreed to accept electronic service of documents. You may use the Party of Record search to view the service list for a particular proceeding by using the proceeding's docket number. The service list will contain the names and addresses of parties in a particular proceeding, and the email addresses of parties who have agreed to receive electronic service or notification. The service list will also list parties who do not agree to be served electronically. Those parties must be served in accordance with applicable [Commission Rules at 52 Pa. Code §§ 1.51-1.59](#).

Docket Number:

Full Name	Title	Company Name	Representing	Address	Accepting eService	eService Email Address	POR Type
Eleanor Smith-Hones	Assistant VP	ABC & ABC		567 North Street Harrisburg, PA 17210	No		Interested Party
Richard Smith	Business Admin Manager	Sunkist soda		456 Rick Up St Harrisburg, PA 17055	Yes	Primary: c-kaband@state.pa.us Alternate: ssss	Protestant

eService Directory

When filing a document that initiates a Commission proceeding, such as a complaint or petition, the filing user may search the electronic filing system for the names and email addresses of other registered filing users to create the service list.

To search for a specific user, enter all or part of the user's Full Name and/or Company Name.

Full Name: Company Name:

Full Name	Company Name	Primary Email Address	Alternate Email Address
Acct Admin	PUC MIS	cmayberry@state.pa.us	
C M Mayberry	PUC MIS	cmayberry@state.pa.us	

Subscriptions

- We notify you automatically when there has been a change to your docketed case, such as whenever a document is added, removed or changed
- Documents of a specific type such as a Press Release
- Run twice a day

Technical Assistance

You can call 717-787-8227 or email RA-PUCHelpDesk@pa.gov
Monday through Friday 8:00 a.m. - 4:30 p.m.

Procedural Assistance

You can call 717-772-4945 or email RA-efiling@pa.gov
Monday through Friday 7:30 a.m. - 4:00 p.m.

A handwritten signature in black ink, appearing to read "Rosemary Chitta". The signature is fluid and cursive, with the first name "Rosemary" and the last name "Chitta" clearly distinguishable.

Secretary



**Secretary's Bureau
PA Public Utility Commission
Commonwealth Keystone Building
P.O. Box 3265
Harrisburg, PA 17105-3265
www.puc.state.pa.us**