



# **eFiling External User Reference Guide**

**October 3, 2011**

Table of Contents

**Chapter 1..... 2**

**Introduction to eFiling ..... 2**

**eFiling Overview ..... 3**

*Getting Started ..... 3*

*Adding eFiling to “Favorites” ..... 4*

*Adding eFiling to “Favorites” ..... 5*

**Chapter 2..... 6**

**Create Account ..... 6**

**Create Individual Account..... 7**

**Create Corporate Account..... 10**

*Create Corporate Sub-Account..... 10*

**Modify Account ..... 14**

**Login ..... 17**

*Forgotten Password..... 18*

**Chapter 3..... 20**

**How to Submit an eFiling ..... 20**

**Submit eFiling..... 21**

*eFile a Document for an Existing Case ..... 22*

*eFile a New Case Filing..... 27*

*ePay (Fee Payment)..... 32*

        To Pay Filing Fee by Credit Card..... 33

        To Pay Filing Fee by Check or Money Order..... 36

**Chapter 4..... 40**

**Additional eFiling Features ..... 40**

*My Filings ..... 41*

*POR Search..... 43*

*eService Directory..... 45*

*Subscriptions..... 47*

        To Add a Subscription ..... 48

        To Edit a Subscription ..... 50

To Remove a Subscription..... 51

**eService Emails..... 52**

**Formal Complaint Notification Emails ..... 53**

**Appendices ..... 54**

**Qualified Documents for eFiling ..... 55**

*Document Types Permitted to Initiate a New Case..... 55*

*Document Types Permitted to eFile in Association with an Existing Case ..... 56*

**Technical Assistance..... 57**

## Chapter 1

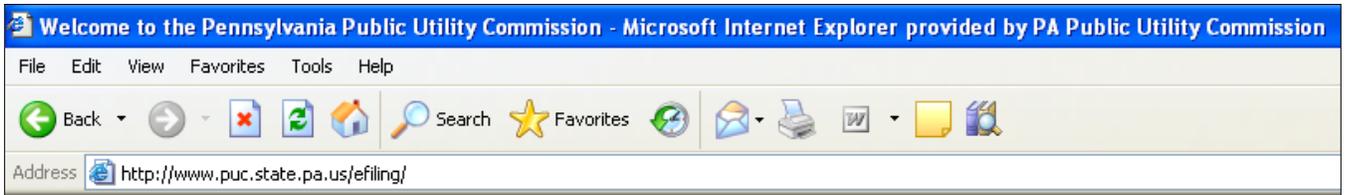
# Introduction to eFiling

## eFiling Overview

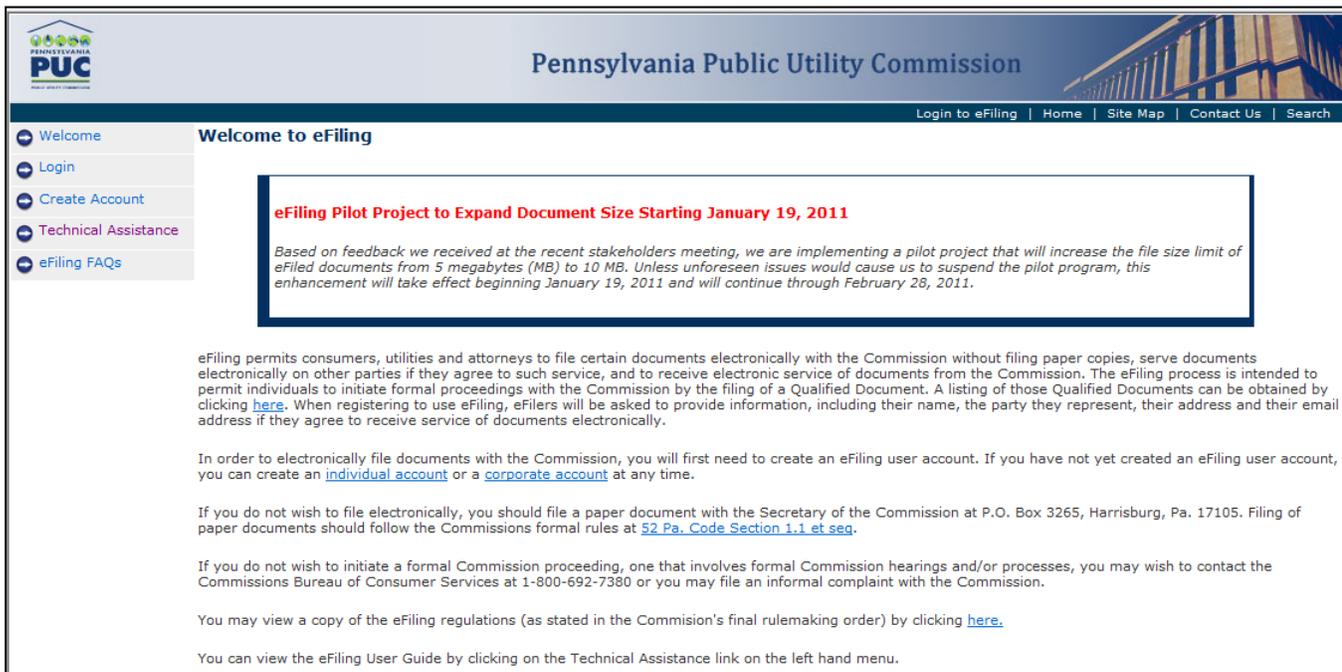
eFiling permits consumers, utilities and attorneys to file certain documents electronically with the Public Utility Commission. Additionally, the eFiling solution allows the Public Utility Commission to electronically serve parties to a case that have agreed to accept electronic service. The eFiling process permits individuals to initiate formal proceedings with the Commission by filing a Qualified Document, or to file a Qualified Document pertaining to an existing Commission proceeding. A listing of those Qualified Documents can be obtained by clicking [here](#).

## Getting Started

To access eFiling, you will need to have access to a web browser such as Microsoft Internet Explorer.



1. Enter <http://www.puc.state.pa.us/efiling/> in the address bar and Click “Go” (→). The Welcome to eFiling page will appear.
2. Any notices regarding availability or changes will appear here.



You can also access the eFiling application by clicking on the eFiling link from the PUC homepage.

**Electricity**   **Natural Gas**   **Telecommunications**   **Water/Wastewater**   **Transportation & Safety**

- Search Public Documents
- eFiling**
- Daily Actions & Hearings
- Obtain/File Information
- Online Forms
- Publication & Reports
- Regulatory Information
- Career Opportunities
- Consumer Concerns
- File Complaints
- Right-To-Know
- Electric Shopping
- Request for Proposals

**Public Meeting Calendar**

**Message Board**

**2010-2011 PA EXECUTIVE BUDGET**

**www.recovery.pa.gov**

**Governor's Report on State Performance**

**PUC 2010-2011 Executive Budget Request**

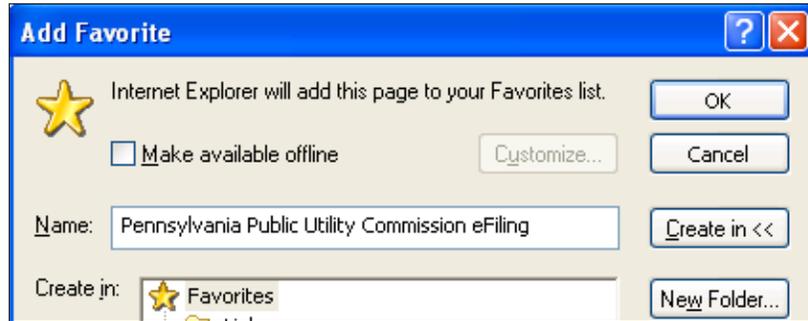
**GET CONNECTED AT FARM SHOW 2011 Commonwealth Commons**

## Adding eFiling to “Favorites”

After the user has accessed eFiling, add it to “Favorites” for faster access.

When the eFiling welcome window first displays:

1. Click “**Favorites**” on the Internet Explorer menu bar.
2. Click “**Add to Favorites**” from the drop-down menu. The Add Favorite selection window will appear.



3. Type a name in the field, indicating this is the Pennsylvania Public Utility Commission eFiling application.
4. Click “**OK**”.

After adding eFiling to Favorites, it can be easily accessed by opening Internet Explorer and select it from the Favorites menu to move quickly to the Welcome screen where you can Login, Create Account or view eService Directory.



**NOTE:** All required fields throughout this application are identified by a red asterisk.

## Chapter 2

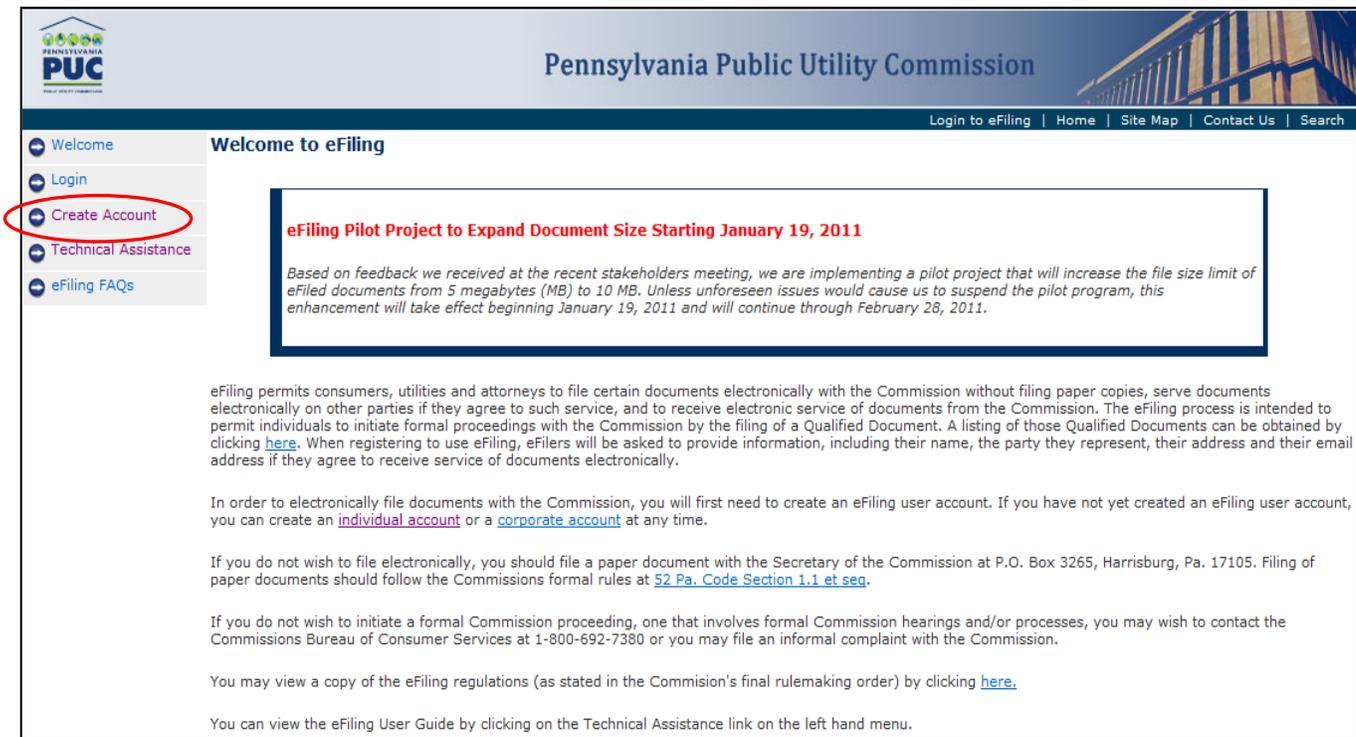
# Create Account

You must create an account before you can utilize eFiling. There are two types of accounts that can be created, “Individual” and “Corporate,” and anyone can sign up as either type.

Individual accounts can utilize all areas of the eFiling solution. However, there is an additional feature available for Corporate accounts, in that Corporate account owners can view filings submitted by the Corporate account owner *and* all sub-accounts. The Corporate account owner is responsible for adding each sub-account associated with the Corporate account.

## Create Individual Account

1. From the eFiling menu select “Create Account”.



The screenshot shows the Pennsylvania Public Utility Commission eFiling website. The header includes the PUC logo and the text "Pennsylvania Public Utility Commission". A navigation bar at the top right contains links for "Login to eFiling", "Home", "Site Map", "Contact Us", and "Search". On the left, a vertical menu lists "Welcome", "Login", "Create Account" (circled in red), "Technical Assistance", and "eFiling FAQs". The main content area features a "Welcome to eFiling" heading and a prominent announcement box with a red border. The announcement reads: "eFiling Pilot Project to Expand Document Size Starting January 19, 2011". Below this, a paragraph explains the pilot project: "Based on feedback we received at the recent stakeholders meeting, we are implementing a pilot project that will increase the file size limit of eFiled documents from 5 megabytes (MB) to 10 MB. Unless unforeseen issues would cause us to suspend the pilot program, this enhancement will take effect beginning January 19, 2011 and will continue through February 28, 2011." Further down, there are several paragraphs of text providing information about eFiling, including how to create an account (individual or corporate), how to file paper documents, and how to contact the Commission for formal proceedings or consumer services. The text concludes with instructions on how to view eFiling regulations and the User Guide.

The Create eFiling Account screen will appear.

Create eFiling Account	
<b>Create a New User Account</b>	
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 <a href="#">here</a> . To create a new user account, please fill out and submit the form below.	
Account Type:	* Individual ▼
Company Name:	<input type="text"/>
User Name: <i>*Must be at least 5 characters long, but cannot exceed 25 characters.</i>	* <input type="text"/>
Password: <i>*Must be between 7 and 15 characters long and meet at least 3 of these requirements:</i> <ul style="list-style-type: none"> <li>▪ Contain a Lower case letter.</li> <li>▪ Contain an Upper case letter.</li> <li>▪ Contain a number.</li> <li>▪ Contain a special character.</li> </ul>	* <input type="text"/>
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 ▼

Enter the following data:

- Account Type: Select “**Individual**” from the drop-down – **Required**
- Company Name – Optional
- User Name – **Required** (This value must be unique and at least 5 characters long but cannot exceed 25 characters.)
- Password - **Required** (Must meet 3 of 4 requirements: Contains upper case letters, Contains lower case letters, Contains numbers, Contains allowable special characters)
- Confirm Password - **Required**
- Full Name - **Required**
- Title – Optional (from drop down list)
- Address1 - **Required**
- Address2 - Optional
- City - **Required**
- County – Optional (from drop down list)
- State – **Required** (from drop down list)
- Zip Code – **Required**

- Phone – **Required** (can be office, mobile or home)
- Additional Phone – Optional
- Primary Email – **Required** if “I wish to be Included in eServices” is checked
- Secondary Email – Optional
- Security Question 1 – **Required** (from drop down list)
- Security Question 1 Answer – **Required**
- Security Question 2 - **Required** (from drop down list)
- Security Question 2 Answer – **Required**
- “I wish to be included in eServices” check box – Default to checked.

eService Option

The eService option is defaulted to checked. If you do not wish to receive this service or you do not have a valid email address then uncheck this box. Note that this can be changed at any time.

I wish to be included in eService

By checking this box, I agree that I will accept electronic service in this Commission proceeding in which I am a party of record. By selecting electronic service (eService), notification of filings via electronic mail shall constitute valid service of eFiled documents. I understand that such electronic service of any and all documents will be in place of paper service. I agree to be served via email with all subsequent filings in this proceeding. I agree that email notices will be sent on the same day the document is posted.

**Terms and Agreement**

I hereby request to voluntarily participate in the electronic filing of documents via the Internet (eFiling) using the Commission's eFiling system. I agree that the use of a user name and password in accordance with the Commission's orders, rules, and technical specifications will constitute my signature and validation of filed documents pursuant to the Commission's Electronic Filing Regulations. I further acknowledge that I, and any parties on whose behalf I am filing, assume all risks associated with the eFiling of documents, including the risk that the system or eFiling function may become unavailable at any time without prior notice, or that electronic mail notifications sent by the eFiling system may be blocked or delayed by causes beyond the control of the Commission or the user. In addition, I acknowledge that failure to abide by the Commission's rules, technical requirements or other directives may result in the revocation of electronic filing privileges without prior notice.

By clicking on the 'Create Account' button below, you are agreeing to all the Terms and Agreements listed above.

Create Account

2. To complete the account creation, click on the “**Create Account**” button.

Create Account

Note: If you opted to be included in eService, an email will be delivered to the primary email address with a link to “Verify your eFiling Account”. Click on the “Verify your eFiling Account” link to activate your account.

If you opted out of eService, the “New Filing” page opens to begin eFiling.

**Note: It is important to remember your User Name and the answers to your security questions.**

# Create Corporate Account

1. From the eFiling menu select “Create Account”.

**Welcome to eFiling**

**eFiling Pilot Project to Expand Document Size Starting January 19, 2011**

*Based on feedback we received at the recent stakeholders meeting, we are implementing a pilot project that will increase the file size limit of eFiled documents from 5 megabytes (MB) to 10 MB. Unless unforeseen issues would cause us to suspend the pilot program, this enhancement will take effect beginning January 19, 2011 and will continue through February 26, 2011.*

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the Commission without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the Commission. The eFiling process is intended to permit individuals to initiate formal proceedings with the Commission by the filing of a Qualified Document. A listing of those Qualified Documents can be obtained by clicking [here](#). When registering to use eFiling, eFilers will be asked to provide information, including their name, the party they represent, their address and their email address if they agree to receive service of documents electronically.

In order to electronically file documents with the Commission, you will first need to create an eFiling user account. If you have not yet created an eFiling user account, you can create an [individual account](#) or a [corporate account](#) at any time.

If you do not wish to file electronically, you should file a paper document with the Secretary of the Commission at P.O. Box 3265, Harrisburg, Pa. 17105. Filing of paper documents should follow the Commissions formal rules at [52 Pa. Code Section 1.1 et seq.](#)

If you do not wish to initiate a formal Commission proceeding, one that involves formal Commission hearings and/or processes, you may wish to contact the Commissions Bureau of Consumer Services at 1-800-692-7380 or you may file an informal complaint with the Commission.

You may view a copy of the eFiling regulations (as stated in the Commission's final rulemaking order) by clicking [here](#).

You can view the eFiling User Guide by clicking on the Technical Assistance link on the left hand menu.

The Create eFiling Account screen will appear.

**Create eFiling Account**

**Create a 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 account, please fill out and submit the form below.

<b>Account Type:</b> *	Corporate ▼
<b>Company Name:</b> *	<input type="text"/>
<b>User Name:</b> *Must be at least 5 characters long, but cannot exceed 25 characters.	<input type="text"/>
<b>Password:</b> *Must be between 7 and 15 characters long and meet at least 3 of these requirements: <ul style="list-style-type: none"> <li>■ Contain a Lower case letter.</li> <li>■ Contain an Upper case letter.</li> <li>■ Contain a number.</li> <li>■ Contain a special character.</li> </ul>	<input type="password"/>
<b>Confirm Password:</b> *	<input type="password"/>
<b>Full Name:</b> *	<input type="text"/>
<b>Title:</b>	--- Select a Title --- ▼
<b>Address1:</b> *	<input type="text"/>
<b>Address2:</b>	<input type="text"/>
<b>City:</b> *	<input type="text"/>

2. Enter the following data:

- Account Type: Select “Corporate” from the drop-down – **Required**
- Company Name – **Required**
- User Name – **Required** (*This value must be unique and at least 5 characters long but cannot exceed 25 characters.*)
- Password – **Required** (*Must meet 3 of 4 requirements: Contains upper case letters, Contains lower case letters, Contains numbers, Contains allowable special characters*)
- Confirm Password - **Required**
- Full Name - **Required**
- Title – Optional (from drop down list)
- Address1 - **Required**
- Address2 - Optional
- City - **Required**
- County – Optional (from drop down list)
- State – **Required** (from drop down list)
- Zip Code – **Required**
- Phone – **Required** (can be office, mobile or home)
- Additional Phone – Optional
- Primary Email – **Required** if “I wish to be Included in eServices” is checked
- Secondary Email – Optional
- Security Question 1 – **Required** (from drop down list)
- Security Question 1 Answer – **Required**
- Security Question 2 - **Required** (from drop down list)
- Security Question 2 Answer – **Required**
- “I wish to be included in eServices” check box – Default to checked.

eService Option

The eService option is defaulted to checked. If you do not wish to receive this service or you do not have a valid email address then uncheck this box. Note that this can be changed at any time.

3. To complete the account creation, click on the “**Create Account**” button.

Create Account

Note: If you opted to be included in eService, an email will be delivered to the primary email address with a link to “Verify your eFiling Account”. Click on the “Verify your eFiling Account” link to activate your account.

If you opted out of eService, the “New Filing” page opens to begin eFiling.

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

## Create Corporate Sub-Account

Once you have created your corporate account and have logged into eFiling you can add a sub-account. To login to eFiling follow instructions [here](#).

1. Go to “**Modify Account**”.

The Modify Account page will appear.

The screenshot shows the Pennsylvania Public Utility Commission (PUC) eFiling interface. The header includes the PUC logo and the text "Pennsylvania Public Utility Commission". Navigation links for "Log Off eFiling", "Home", and "Site Map" are visible. A left-hand navigation menu lists several options: "My Filings", "New Filing", "Modify Account" (circled in red), "POR Search", "eService Directory", "Subscriptions", "Technical Assistance", "eFiling FAQs", and "Log Off". The main content area is titled "New Filing" and contains "Instructions" for both "New Filings" and "Existing Filings". Below the instructions, there is a form with a dropdown menu labeled "This filing is for a: \*" and a "Case Description" text area. A "Next >>" button is located at the bottom of the form.

Scroll to the bottom of the page and click on “Create a New Sub-Account”

Address1:	1020 Main Street									
Address2:										
City:	Harrisburg									
County:	DAUPHIN									
State:	PA									
Zip Code:	17112									
Phone Number(s):	717-233-3876 (Office Phone)									
Primary Email Address:	c-lbrightb@state.pa.us	<a href="#">Update</a>								
Secondary Email Address:		<a href="#">Update</a>								
Security Question 1:	What is your father's middle name?	<a href="#">Update</a>								
Security Answer 1:	*****	<a href="#">Update</a>								
Security Question 2:	What is your favorite vacation spot?	<a href="#">Update</a>								
Security Answer 2:	*****	<a href="#">Update</a>								
<input checked="" type="checkbox"/> I wish to be included in eService										
By checking this box, I agree that I will accept electronic service in this Commission proceeding in which I am a party of record. By selecting electronic service (eService), notification of filings via electronic mail shall constitute valid service of eFiled documents. I understand that such electronic service of any and all documents will be in place of paper service. I agree to be served via email with all subsequent filings in this proceeding. I agree that email notices will be sent on the same day the document is posted.		<a href="#">Update</a>								
<p>Sub-Accounts <a href="#">Create a new Sub-Account</a></p> <table border="1"> <thead> <tr> <th>Full Name</th> <th>User Name</th> <th>Primary Email Address</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>Mr. John Acme</td> <td>acmeelectric2</td> <td>c-rmilton@state.pa.us</td> <td>Active</td> </tr> </tbody> </table> <p style="text-align: center;"><a href="#">About PUC</a>   <a href="#">Feedback</a></p>			Full Name	User Name	Primary Email Address	Status	Mr. John Acme	acmeelectric2	c-rmilton@state.pa.us	Active
Full Name	User Name	Primary Email Address	Status							
Mr. John Acme	acmeelectric2	c-rmilton@state.pa.us	Active							

2. Follow the same steps to [Create Corporate Account](#)

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

## Modify Account

The Modify Account page enables an eFiler to make adjustments to their eFiling account, including change password, eFiling email addresses, security questions and whether they accept e-Service. All other changes to the eFilers account information such as their address or company name must be made in writing to the PUC and cannot be updated using the eFiling application.

In order to access the Modify Account page, you must be logged into the eFiling application. To login to eFiling follow instructions [here](#).

1. After logging into the eFiling system, click on the “**Modify Account**” link.

The screenshot displays the Pennsylvania Public Utility Commission (PUC) eFiling system interface. The header includes the PUC logo and the text "Pennsylvania Public Utility Commission". A navigation bar at the top right contains links for "Log Off eFiling", "Home", and "Site Map".

The left sidebar contains a menu with the following items: "My Filings", "New Filing", "Modify Account" (circled in red), "POR Search", "eService Directory", "Subscriptions", "Technical Assistance", "eFiling FAQs", and "Log Off".

The main content area is titled "New Filing" and contains the following sections:

- Instructions**
  - For New Filings**
    1. Enter the representing information for the case.
    2. Select a new case Document Type.
    3. Upload the filing document (must be in PDF format).
    4. Upload any attachments (must be in PDF format).
  - For Existing Filings**
    1. Enter the docket number.
    2. Upload any attachments (must be in PDF format).
- This filing is for a: \*** [Dropdown menu: -----Select Type of Filing-----]
- Case Description:** [Text area]
- Next >>** [Button]

The Modify Account page will appear.

sylvania Public Utility Commission
Log Off

## Modify Account

Through this page, you are able to change your password, primary email address, secondary email addresses, and Secret Questions/Answers. This page also allows you to change your preference of receiving electronic service of documents. Understand that should you decide to change your preference, you will be receiving service of documents in accordance with that change from all parties involved in a proceeding, not just notifications from the Commission.

This page does not allow you, however, to change the name or address associated with the account. In order to change the name or address associated with your account you must send the Commission's Secretary's Bureau a document notifying that office of your changes to Secretary of the Pennsylvania Public Utilities Commission, PO Box 3265, Harrisburg, PA 17105. The Secretary's Bureau will then make the requested changes.

### Account Information

Account Type:	Corporate	
User Name:	acmeelectric	
Password:	*****	<a href="#">Update</a>
Full Name:	Mrs. Jane Acme	
Company Name:	Acme Electric	
Title:	CEO	
Address1:	1020 Main Street	
Address2:		
City:	Harrisburg	
County:	DAUPHIN	
State:	PA	
Zip Code:	17112	
Phone Number(s):	717-233-3876 (Office Phone)	
Primary Email Address:	c-lbrightb@state.pa.us	<a href="#">Update</a>
Secondary Email Address:		<a href="#">Update</a>

Security Question 1:	What is your father's middle name?	<a href="#">Update</a>
Security Answer 1:	*****	<a href="#">Update</a>
Security Question 2:	What is your favorite vacation spot?	<a href="#">Update</a>
Security Answer 2:	*****	<a href="#">Update</a>

[I wish to be included in eService](#)

By checking this box, I agree that I will accept electronic service in this Commission proceeding in which I am a party of record. By selecting electronic service (eService), notification of filings via electronic mail shall constitute valid service of eFiled documents. I understand that such electronic service of any and all documents will be in place of paper service. I agree to be served via email with all subsequent filings in this proceeding. I agree that email notices will be sent on the same day the document is posted.

[Update](#)

### Sub-Accounts [Create a new Sub-Account](#)

Full Name	User Name	Primary Email Address	Status
Mr. John Acme	acmeelectric2	c-mmilton@state.pa.us	Active

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2. Click “**Update**” next to the Account Information that you would like to modify.
3. Make the appropriate changes and then click on the “**Save**” button.

For instance, if you wanted to update the answer to the “Security Question 1:” you would click on the Update as shown on the screen shot below.

Address1:	1020 Main Street		
Address2:			
City:	Harrisburg		
County:	DAUPHIN		
State:	PA		
Zip Code:	17112		
Phone Number(s):	717-233-3876 (Office Phone)		
Primary Email Address:	c-lbrightb@state.pa.us	<a href="#">Update</a>	
Secondary Email Address:		<a href="#">Update</a>	
Security Question 1:	What is your father's middle name?	<a href="#">Update</a>	
Security Answer 1:	*****	<a href="#">Update</a>	
Security Question 2:	What is your favorite vacation spot?	<a href="#">Update</a>	
Security Answer 2:	*****	<a href="#">Update</a>	
<input checked="" type="checkbox"/> I wish to be included in eService			
By checking this box, I agree that I will accept electronic service in this Commission proceeding in which I am a party of record. By selecting electronic service (eService), notification of filings via electronic mail shall constitute valid service of eFiled documents. I understand that such electronic service of any and all documents will be in place of paper service. I agree to be served via email with all subsequent filings in this proceeding. I agree that email notices will be sent on the same day the document is posted.		<a href="#">Update</a>	
Sub-Accounts <a href="#">Create a new Sub-Account</a>			
Full Name	User Name	Primary Email Address	Status
Mr. John Acme	acmeelectric2	c-mmilton@state.pa.us	Active

You would then change your answer to the question by typing in the answer into the field as indicated below.

To save the changes you made to the account, click the “Save” button.

### Update Security Question/Answer 1

Please enter the changes below and click 'Save' to store the change.

New Security Question 1:

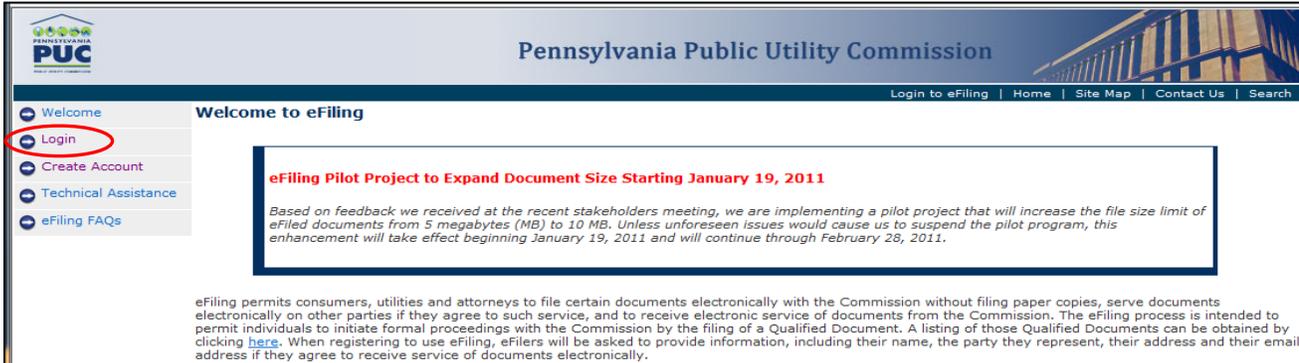
New Answer 1:

## Login

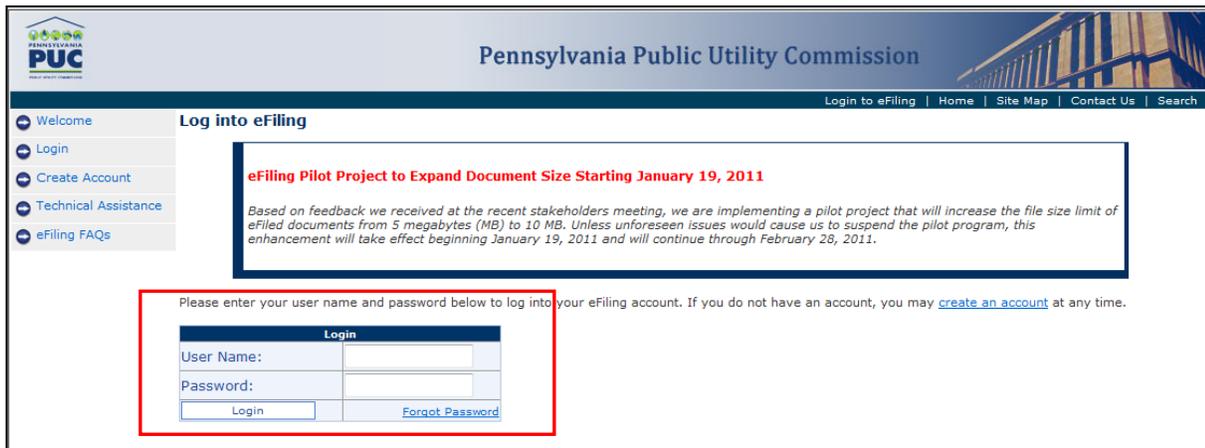
Once you have an account you can login to eFiling.

1. From the eFiling menu select “**Login**”.

The Login page will appear.



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



## Forgotten Password

Should you forget your password, you can click on “**Forgot Password**” from the Login screen.



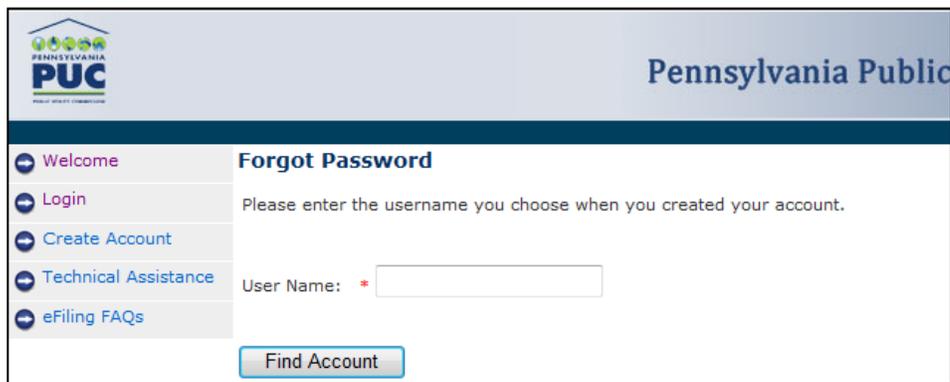
The screenshot shows a login form with the following elements:

- Header:** Login
- Fields:** User Name: [input field], Password: [input field]
- Buttons:** Login, [Forgot Password](#)

A red arrow points from the right side of the page towards the "Forgot Password" link.

The Forgot Password screen will appear.

1. Enter your User Name.
2. Click on the “**Find Account**” button.



The screenshot shows the "Forgot Password" screen with the following elements:

- Header:** Pennsylvania Public Utility Commission (PUC) logo and "Pennsylvania Public Utility Commission" text.
- Navigation:** Welcome, Login, Create Account, Technical Assistance, eFiling FAQs.
- Section:** **Forgot Password**
- Text:** Please enter the username you choose when you created your account.
- Field:** User Name: \* [input field]
- Button:** Find Account

You will then be presented with your security questions.

3. Answer **Security Question #1**.
4. Answer **Security Question #2**.
5. Click on the “**Access My Account**” button.

After correctly answering your security questions you will be presented with a screen to create a new password.

6. Enter a “**New Password**”.
7. Re-enter the new password in the “**Confirm Password**” field.
8. Click the “**Save**” button.

**Update Password**

Please enter the changes below and click 'Save' to store the change.

New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Once you have successfully created your new password you will be logged into eFiling and may click on the “[Modify Account](#)” link, from which you can update the password, emails addresses, security questions and option for eServices.

If you cannot remember the answers to your security questions or your username to initiate the Forgot Password process, please contact the PUC Help Desk at [RA-PUCHelpDesk@state.pa.us](mailto:RA-PUCHelpDesk@state.pa.us) or by calling (717) 787-8227.

## Chapter 3

# How to Submit an eFiling

## Submit eFiling

Once you have successfully logged in you can submit a filing for a new case or an existing case.

**Instructions**

For New Filings

1. Enter the representing information for the case.
2. Select a new case Document Type.
3. Upload the filing document (must be in PDF format).
4. Upload any attachments (must be in PDF format).

For Existing Filings

1. Enter the docket number.
2. Upload any attachments (must be in PDF format).

This filing is for a: \*  



## eFile a Document for an Existing Case

To submit an electronic filing for an existing PUC case:

1. Select “**Existing Case**” as the filing type.
2. Enter the “**Docket Number**” for the case (this is required for Existing Cases).
3. Click on the “**Next**” button.

### New Filing

**Instructions**

For New Filings

1. Enter the representing information for the case.
2. Select a new case Document Type.
3. Upload the filing document (must be in PDF format).
4. Upload any attachments (must be in PDF format).

For Existing Filings

1. Enter the docket number.
2. Upload any attachments (must be in PDF format).

This filing is for a: *	-----Select Type of Filing----- ▼
Case Description:	<div style="border: 1px solid gray; height: 40px;"></div>

4. Click the drop down to “**Select a Document Type**” click [here](#) for a complete list of Qualified Documents.
5. Click “**Browse**” to select your PDF formatted document to upload (currently the total filing cannot exceed 10MB).

The screenshot displays the Pennsylvania Public Utility Commission (PUC) eFiling portal. The header includes the PUC logo and navigation links: Login to eFiling, Home, Site Map, Contact Us, and Search. A left sidebar contains menu items: My Filings, New Filing, Modify Account, POR Search, eService Directory, Subscriptions, Technical Assistance, eFiling FAQs, and Log Off.

The main content area is titled "Upload Files" and contains the following text: "You can add any number of additional documents to your eFiling below. Only PDF files may be uploaded and the total filing size must not exceed 10 MB. Filings that exceed the 10 MB limit cannot be processed by the Commission's eFiling system and should be filed in hard copy with the Commission. If you attempt to upload a single file greater than 20 MB, our server will not accept your request and you will receive a page cannot be displayed error. Instructions for filing hard copies with the Commission may be found [here](#)."

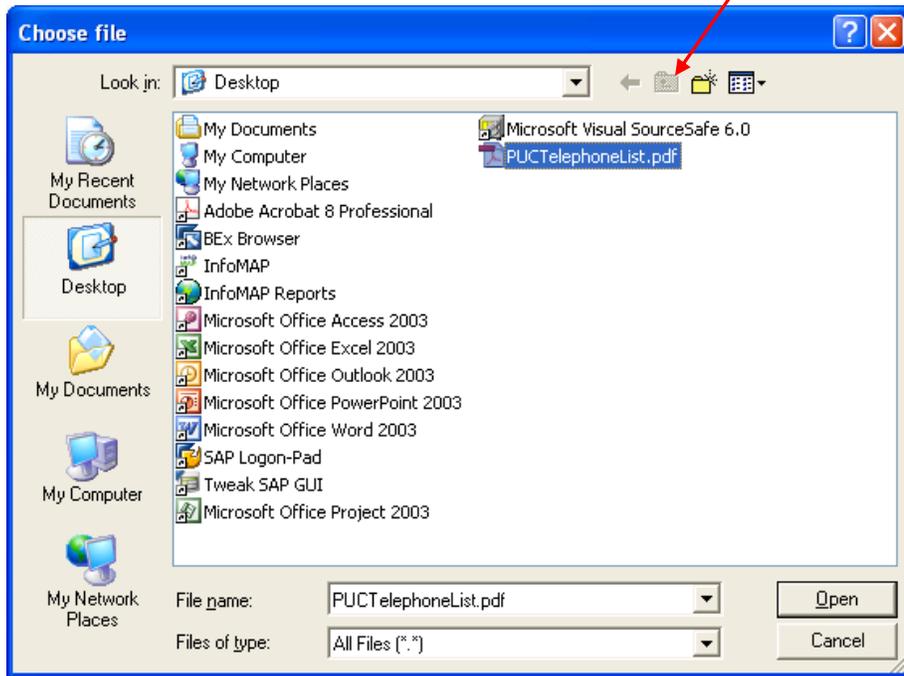
The "Upload Files" section includes a "Document Type:" dropdown menu currently set to "----- Select a Document Type -----". Below it is a "File to upload:" field with a "Browse" button and an "Attach File" button. A table titled "Uploaded File List" is partially visible, with a "File Name" column header.

The dropdown menu is open, showing a list of document types: 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), and Statement in Support of Settlement.

At the bottom of the page, there is a disclaimer: "Disclaimer: All information that appears on this website is the property of the Pennsylvania Public Utility Commission in 2-North, on the second floor of the Commonwealth Building." There are also links for "Announcements", "Meet Commissioners", and "Staff".

Find the file you want to attach and **click on the selected file,**

6. Click “Open”



The Upload Files screen will appear again.

7. Click “Attach File”.

Repeat step 4 through 7 for each document you would like to submit with this filing. When finished uploading all documents pertaining to this filing proceed to step 8.

**Upload Files**

You can add any number of additional documents to your eFiling below. Only PDF files may be uploaded and the total filing size must not exceed 10 MB. Filings that exceed the 10 MB limit cannot be processed by the Commission’s eFiling system and should be filed in hard copy with the Commission. If you attempt to upload a single file greater than 20 MB, our server will not accept your request and you will receive a page cannot be displayed error. Instructions for filing hard copies with the Commission may be found [here](#).

Document Type:\*

File to upload: \*

**Uploaded File List**

File Name	Document Type	File Size	Remove
<a href="#">4.5 Integration with MS Office.pdf</a>	Answer to Formal Complaint	214.01 KB	<input type="button" value="Remove"/>
<b>Total Filing Size:</b>		<b>214.01 KB</b>	

8. Click “Filing Complete” or “Cancel” to cancel this filing.

If you select “Filing Complete”, you will be presented an eFiling Summary page, where you can add more files or submit the eFiling. If you click “Submit eFiling,” you will also receive a pop-up box stating, “You are about to submit your filing.” Click OK to continue or Cancel to stop filing.

**eFiling Summary** 

Below is a summary of the information you entered for this filing. Please review this information. If everything looks accurate, then you can click the 'Submit eFiling' button below to submit your filing to the PUC. **If you do not click the 'Submit eFiling' button, then the filing will not be submitted to the PUC.**

Once the filing is submitted, the Electronic Filing System will generate a notice confirming the successful receipt of a filing made electronically. The notice will contain the date and time that the filing was received and a link to the filing.

Upon review of the filing for conformance with the Commission’s filing requirements, a notice will be issued acknowledging such compliance along with the 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.

**eFiling Information**

Docket Number:	R-2009-2619254
Description:	

**Uploaded File List**

File Name	Document Class	Document Type	Upload Date
<a href="#">4,5 Inteqration with MS Office.pdf</a>	Communication	Answer to Formal Complaint	3/2/2011 2:24:31 PM

If you continue by click OK, you will be presented with the following “eFiling Successfully Transmitted” screen that you can print for your records.

**eFiling Successfully Transmitted**  PRINT

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

**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.

The Filing status will be “**In Process**” on the [My Filings](#) web page until the filing is processed by the Secretary’s Bureau. Once the filing is processed, the status of the document(s) will change to either “Accepted” or “Rejected”. If the eFiler provided a valid email address, they will receive an eConfirmation email indicating the status of the filing and provide the eFiler with a link to the document and the Docket Number. If the eFiler did not provide a valid email address, the document(s) status for the filing can be found at any time by accessing the [My Filings](#) web page.

## eFile a New Case Filing

To submit an electronic filing for an existing PUC case:

1. Select “**New Case**” as the filing type. The Representing field is now visible.
2. Optional, enter the “**Representing**” and “**Case Description**” information for the case.
3. Click on the “**Next**” button.

### New Filing

#### Instructions

##### For New Filings

1. Enter the representing information for the case.
2. Select a new case Document Type.
3. Upload the filing document (must be in PDF format).
4. Upload any attachments (must be in PDF format).

##### For Existing Filings

1. Enter the docket number.
2. Upload any attachments (must be in PDF format).

This filing is for a: *	-----Select Type of Filing----- ▼
Case Description:	<input type="text"/>

Next >>

#### Requirements

The Commission's eFiling system requires that the filing be in an Adobe PDF format so that the document, and when feasible, its attachments, shall be capable of being printed. If the filing, including attachments, exceeds 250 pages, but does not exceed 10 megabytes, the filing user may file one electronic copy on the electronic filing system and one paper copy. The paper copy must be filed no later than three (3) business days after the electronic filing is submitted.

Electronic filings must comply with the Commission's requirements for paper filings regarding margins, spacing, and type size. These requirements state that printed documents be 8 ½ inches wide by 11 inches long, with inside margin at least 1 inch wide, and with double-leaded text and singled-leaded, indented quotations.

Pleadings, submittals or other documents filed in proceedings, if not printed, must be typewritten on paper cut or folded to letter size, 8 to 8 ½ inches wide by 10 ½ to 11 inches long. The impression must be on only one side of the paper, unless there are more than four pages, and shall be double spaces, except that quotations in excess of a few lines may be single spaced if copies are clearly legible.

This filing is for a: *	New Case ▼
Representing:	<input type="text"/>

- Click the drop down to “Select a Document Type”. Click [here](#) for a complete list of Qualified Documents.

**Note:** If you didn’t enter the representing information (optional #3 above) for the case in the previous screen you can enter it now if you wish. You also have an option to enter a description of the filing (500 character limit).

The screenshot shows the Pennsylvania Public Utility Commission (PUC) eFiling portal. The main heading is "Pennsylvania Public Utility Commission". On the left is a navigation menu with options like "My Filings", "New Filing", "Modify Account", "POR Search", "eService Directory", "Subscriptions", "Technical Assistance", "eFiling FAQs", and "Log Off". The main content area is titled "Upload New Filing" and includes instructions: "Please select the document on your computer that contains your filing. Only PDF files can be uploaded and the total filing size must not exceed 10 MB. Filings that exceed the 10 MB limit cannot be processed by the Commission's eFiling system and should be filed in hard copy with the Commission. Instructions for filing hard copies with the Commission may be found [here](#). If you attempt to upload a single file greater than 20 MB, our server will not accept your request and you will receive a page cannot be displayed error."

The form fields are:
 

- Document Type:** A dropdown menu with the text "----- Select a Document Type -----" and a list of document types including "Affiliated Interest Agreement", "Application (Railroad)", "Application for Abandonment (Fixed Utility) - \$350 Fee", "Application for Abandonment (T&S) - \$10 Fee", "Application for Additional Territory (Fixed Utility) - \$350 Fee", "Application for Additional Territory (T&S) - \$350 Fee", "Application for License(EGS) - \$350 Fee", "Application for License(NGS) - \$350 Fee", "Application for Temporary Authority(T&S) - \$100 Fee", "Application for Temporary Emergency Authority(T&S) - \$100 Fee", "Application to Acquire or Transfer Assets (Fixed Utility) - \$350 Fee", "Application to Acquire or Transfer Assets (T&S) - \$350 Fee", "Application to Begin Service (Fixed Utility) - \$350 Fee", "Application to Begin Service (Household Goods or Small Passenger) - \$350 Fee", "Application to Begin Service (Large Passenger or Property) - \$100 Fee", "Application to Begin Service (Telco) - \$250 Fee", "Formal Complaint", "Interconnection Agreement", "Petition (New Case)", "Petition for Emergency Order", "Public Utility Municipal Contract", "Rate Increase (T&S)", "Securities Certificate - \$350 Fee", "Securities Certificate - Abbreviated - \$25 Fee", "Tariff - New (Fixed Utility)", "Tariff - Revision (Fixed Utility)", and "Universal Service Fund".
- Representing:** A dropdown menu with the text "----- Select a Document Type -----".
- Case Description:** A text input field.
- File to upload:** A file selection button.

At the bottom of the page, there is a disclaimer: "Disclaimer: All information that appears on this website is the property of the Pennsylvania Public Utility Commission in 2-North, on the second floor of the Commonwealth State Capitol Building, Harrisburg, PA 17120." There are also links for "Announcements", "Meet Commissioners", "Staff Directory", "Calendar", "Daily Actions & Hearings", and "Online Forms".

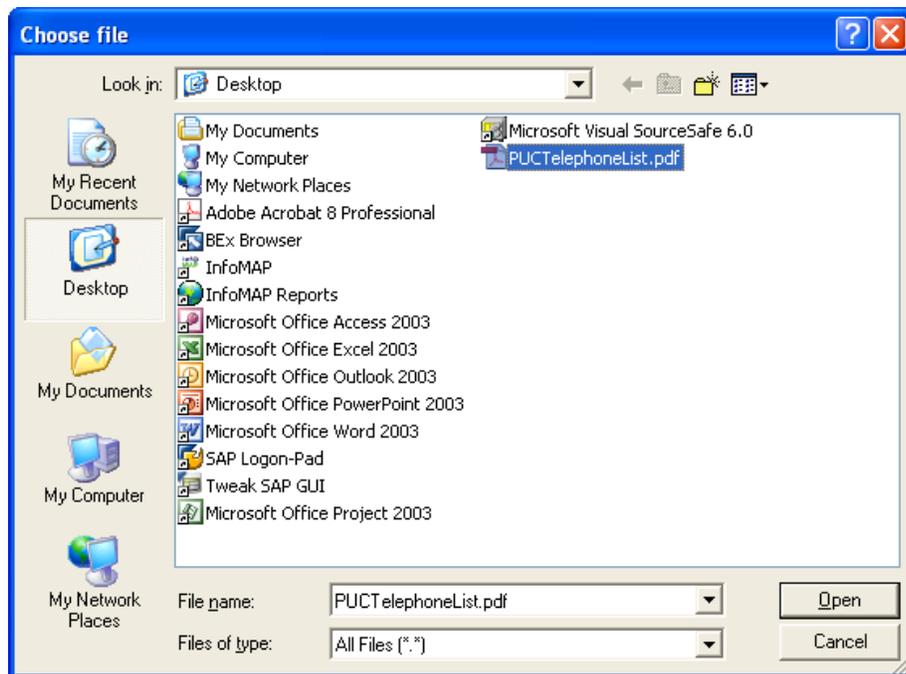
5. Click “**Browse**” to select your PDF formatted document to upload (currently the total filing cannot exceed 10MB).

**Upload New Filing**

Please select the document on your computer that contains your filing. Only PDF files can be uploaded and the total filing size must not exceed 10 MB. Filings that exceed the 10 MB limit cannot be processed by the Commission’s eFiling system and should be filed in hard copy with the Commission. Instructions for filing hard copies with the Commission may be found [here](#). If you attempt to upload a single file greater than 20 MB, our server will not accept your request and you will receive a page cannot be displayed error.

Document Type: *	Application for Abandonment (T&S) - \$10 Fee
Representing:	
Case Description:	
File to upload: *	<input type="button" value="Browse..."/>

6. Find the file you want to attach and **click on the selected file**,
7. Click “**Open**”,



8. Then click on the “**Upload File**” button to continue with this filing or the “**Start Over**” button if you want to cancel this filing.

After you Upload File the following screen will appear.

**Upload Files**

You can add any number of additional documents to your eFiling below. Only PDF files may be uploaded and the total filing size must not exceed 10 MB. Filings that exceed the 10 MB limit cannot be processed by the Commission's eFiling system and should be filed in hard copy with the Commission. If you attempt to upload a single file greater than 20 MB, our server will not accept your request and you will receive a page cannot be displayed error. Instructions for filing hard copies with the Commission may be found [here](#).

Document Type: \* ----- Select a Document Type -----

File to upload: \*

**Uploaded File List**

File Name	Document Type	File Size	Remove
<a href="#">Test Application.pdf</a>	Application for Abandonment (T&S)	214.01 KB	New Filing
<b>Total Filing Size:</b>		<b>214.01 KB</b>	

9. Optional: If you wanted to include additional documents to this case, select “**Document Type**” from the drop down list, “**Browse**” to and select the file (see screen shot below), find the file you want to attach and **click on the selected file** and then click “**Open**”. Select the “**Attach File**” button to add the document to the list of Uploaded Files. Repeat this step for every document you would like to add to this filing.
  
10. Click “**Filing Complete**” or “**Cancel**” to cancel this filing.

If there is a FEE associated with the filing, follow the instructions provided in the [ePay](#) section.

If there is **NO FEE** associated with the filing then you will be presented with a pop-up box stating that “**You are about to submit your filing.**”

11. Click “**OK**”

You will be presented with the following “eFiling Successfully Transmitted” screen that you can print for your records.

**eFiling Successfully Transmitted**   
PRINT

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

**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.

The Filing status will be “**In Process**” on the [My Filings](#) web page until the filing is processed by the Secretary’s Bureau. Once the filing is processed the status of the document(s) will change to either “Accepted” or “Rejected”. If the eFiler provided a valid email address, the eFiler will receive an eConfirmation email indicating the status of the filing and provide the eFiler with a link to the document and the Docket Number. If the eFiler did not provide a valid email address, the document(s) status for the filing can be found at any time by accessing the [My Filings](#) web page.

## ePay (Fee Payment)

If there **IS A FEE** associated with the filing, once you click on the “**Filing Complete**” button in step 10 of the last section, you will be presented with the following screen (Billing Information) where you will have an option to pay by credit card or by check or money order.

### Billing Information

You have submitted a document that requires that you pay a filing fee. Payment may be made using the following credit cards: American Express, VISA, MasterCard and Discover. Please fill out the following billing information to pay the fee and complete your eFiling.

Your billing information will be submitted through a secured electronic payment system, and will be transmitted to the appropriate credit card company in an encrypted format. This encryption makes it difficult for your billing information to be intercepted or stolen while being transmitted. For security reasons, your billing information and credit card number will not be stored in our system once your filing is submitted.

You will have an option to cancel the charges to your credit card once more after clicking the "Make Credit Card Payment" button below.

[Click here](#) if you don't wish to pay at this time using your credit card. Pay the appropriate fee(s) by check or money order made payable to the Commonwealth of Pennsylvania, and mailed to Secretary of the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105. The check or money order may be hand delivered the Secretary's Bureau, 2nd Floor, Commonwealth Keystone, 400 North Street, Harrisburg, PA 17120. Please include the eConfirmation number on the check or money order. **Payment must be received by the Secretary's Bureau before the filing will be accepted or processed.**

#### Please Provide the following Billing Information:

[What is this?](#)

Cardholder's Name: \*   
*(Exactly as it appears on your credit card)*

Address Line1: \*   
*(Street address)*

Address Line2:   
*(Apartment, suite, unit, building, floor, etc.)*

City: \*

State: \*

Zip Code: \*

Credit Card Type: \*

Credit Card Number: \*

Expiration Date: \*

CVV/CVC Code: \*

*Any credit card payments will not be processed until you confirm the filing on the next page.*

### To Pay Filing Fee by Credit Card

1. Enter the following information:
  - Enter **Cardholder's Name** – **Required**
  - **Address Line1** - **Required**
  - **Address Line2** – Optional
  - **City** - **Required**
  - **State** - **Required**
  - **Zip Code** - **Required**
  - **Credit Card Type** – **Required**
  - **Credit Card Number** – **Required**
  - **Expiration Date** – **Required**
  - **CW/CVC Code** - **Required**
2. Click on the “**Make Credit Card Payment**” button.

Make Credit Card Payment

The eFiling Summary will appear.

### eFiling Summary

The Electronic Filing System will generate a notice confirming the successful receipt of a filing made electronically. The notice will contain the date and time that the filing was received and a link to the filing.

Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance along with the 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

**eFiling Information**

Description:

**Uploaded File List**

File Name	Document Class	Document Type	Upload Date
<a href="#">PUCTelephoneList.pdf</a>	Application	Application for Additional Territory (Fixed Utility)	10/6/2008 5:04:47 PM

**Payment Information**

Credit Card Type:	Visa
Credit Card:	*****1111
Credit Card Expiration:	10/08
Payment Amount:	\$350.00

By clicking on "Submit eFiling" you are agreeing to submitting your filing electronically, your filing will be submitted to the Commonwealth of Pennsylvania, and your credit card will be charged. Once completed you will be presented with a summary of your filing including the transmission date and time, filed on date and time and the eFiling confirmation number of which can be printed for your records.

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[Commissioners](#) | [Staff Directory](#) | [Press Releases](#) | [File Complaints](#) | [Obtain/File Information](#) | [Public Meeting Calendar](#) | [Daily Actions & Hearings](#) | [Online Forms](#) | [Publications & Reports](#) | [Consumer Education](#) | [Regulatory Information](#)





Trusted sites

3. Click on the "Submit eFiling" button. A pop-up window will appear indicating that "You are about to submit your filing."
4. Click "OK"

The eFiling Confirmation screen will appear.

**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 before or at 4:30 PM Harrisburg, PA time. It will be the next day if the filing occurs after 4:30 PM Harrisburg, PA time.

eFiling Confirmation	
Transmission Date:	10/6/2008 5:11:12 PM
Filed On:	10/7/2008 8:30:00 AM
eFiling Confirmation Number:	1420307
Payment Confirmation Number:	1020323200810061711

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.



**PRINT**

The Filing status will be “**In Process**” on the [My Filings](#) web page until the filing is processed by the Secretary’s Bureau. Once the filing is processed the status of the document(s) will change to either “Accepted” or “Rejected”. If the eFiler provided a valid email address, the eFiler will receive an eConfirmation email indicating the status of the filing and provide the eFiler with a link to the document and the Docket Number. If the eFiler did not provide a valid email address, the document(s) status for the filing can be found at any time by accessing the [My Filings](#) web page.

### To Pay Filing Fee by Check or Money Order

If you do not wish to pay via credit card, you can choose to pay by check or money order. To pay by Check or Money Order, you can either:

1. Select "[Click here](#)" or on the "**Make Check or Money Order Payment**" button if you don't wish to pay at this time using your credit card. Pay the appropriate fee(s) by check or money order made payable to the Commonwealth of Pennsylvania, and mailed to Secretary of the Pennsylvania Public Utility Commission, PO Box 3265, Harrisburg, PA 17105. The check or money order may be hand delivered the Secretary's Bureau, 2nd Floor, Commonwealth Keystone Building, 400 North Street, Harrisburg, PA 17120. **Payment must be received by the Secretary's Bureau before the filing will be accepted or processed.**

You will be instructed to send or hand-deliver your payment.

**Billing Information**

Please fill out the following billing information to cover the fee associated with your eFiling.

[Click here](#) if you don't wish to pay at this time using your credit card. Pay the appropriate fee(s) by check or money order made payable to the Commonwealth of Pennsylvania, and mailed to Secretary of the Pennsylvania Public Utilities Commission, PO Box 3265, Harrisburg, PA 17105. The check or money order may be hand delivered the Secretary's Bureau, 2nd Floor, Commonwealth Keystone, 400 North Street, Harrisburg, PA 18905. **Payment must be received by the Secretary's Bureau before the filing will be accepted or processed.**

**Please Provide the following Billing Information:**

Cardholder's Name: \*   
*(Exactly as it appears on your credit card)*

Address Line1: \*   
*(Street address)*

Address Line2:   
*(Apartment, suite, unit, building, floor, etc.)*

City: \*

State: \*

Zip Code: \*

---

Credit Card Type: \*

Credit Card Number: \*

Expiration Date: \*

CVV/CVC Code: \*   
[What is this?](#)

Any credit card payments will not be processed until you confirm the filing on the next page.

Both options (option #1 or #2) will bring you to the eFiling Summary screen.

**eFiling Summary**  PRINT

Below is a summary of the information you entered for this filing. Please review this information. If everything looks accurate, then you can click the 'Submit eFiling' button below to submit your filing to the PUC. **If you do not click the 'Submit eFiling' button, then the filing will not be submitted to the PUC.**

Once the filing is submitted, the Electronic Filing System will generate a notice confirming the successful receipt of a filing made electronically. The notice will contain the date and time that the filing was received and a link to the filing.

Upon review of the filing for conformance with the Commission's filing requirements, a notice will be issued acknowledging such compliance along with the 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.

eFiling Information	
Docket Number:	R-2009-2619254
Description:	

**Uploaded File List**

File Name	Document Class	Document Type	Upload Date
<a href="#">4.5 Integration with MS Office.pdf</a>	Communication	Answer to Formal Complaint	3/2/2011 2:24:31 PM

If you wish to add more files before submitting your filing you may do so at this time. To add more files:

1. Click “**Add More Files**” from the eFiling Summary screen. The Upload Files screen will appear.

Continue to add files as you did earlier in the filing process. The newly attached file(s) will then be displayed under “**Uploaded File List**” where you can “**Remove**” it should you change your mind.

Once the additional document(s) is added and/or the filing is complete as it is, click on the “**Filing Complete**” button to submit the filing or click on the “**Cancel**” button to cancel this filing.

**Upload Files**

You can add any number of additional documents to your eFiling below. Only PDF files may be uploaded and the total filing size must not exceed 10 MB. Filings that exceed the 10 MB limit cannot be processed by the Commission’s eFiling system and should be filed in hard copy with the Commission. If you attempt to upload a single file greater than 20 MB, our server will not accept your request and you will receive a page cannot be displayed error. Instructions for filing hard copies with the Commission may be found [here](#).

Document Type: \* ----- Select a Document Type ----- ▼

File to upload: \*

**Uploaded File List**

File Name	Document Type	File Size	Remove
<a href="#">Test Application.pdf</a>	Application for Abandonment (T&S)	214.01 KB	New Filing
<b>Total Filing Size:</b>		<b>214.01 KB</b>	

Once you submit the eFiling, a pop-up window will appear indicating that “**You are about to submit your filing**”, click “**OK**”

The eFiling Confirmation screen will appear. You can print this screen for your records.

**eFiling Successfully Transmitted**  PRINT

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:	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

**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.

The Filing status will be “**In Process**” on the [My Filings](#) web page until the filing is processed by the Secretary’s Bureau. Once the filing is processed the status of the document(s) will change to either “Accepted” or “Rejected”. If the eFiler provided a valid email address, the eFiler will receive an eConfirmation email indicating the status of the filing and provide the eFiler with a link to the document and the Docket Number. If the eFiler did not provide a valid email address, the document(s) status for the filing can be found at any time by accessing the [My Filings](#) web page.

## Chapter 4

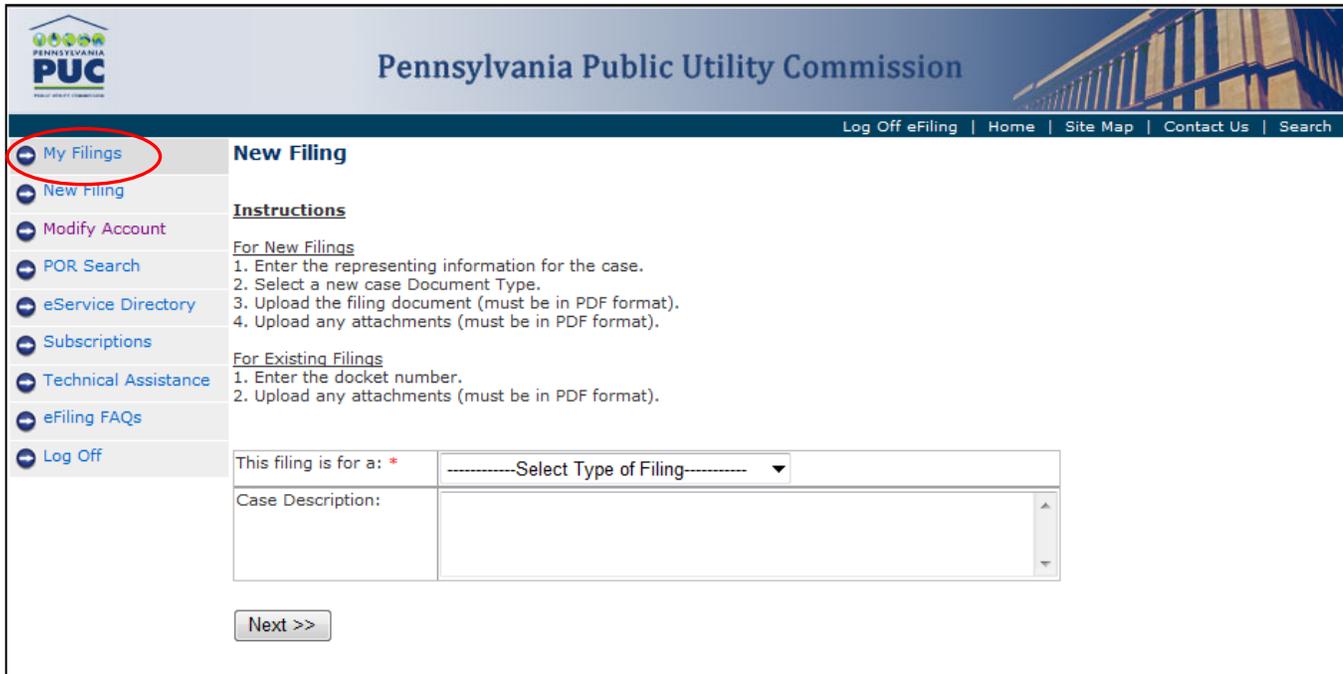
# Additional eFiling Features

## My Filings

The My Filings page enables an eFiler to view the filings that were previously submitted to the PUC, or to continue the submission of a filing that is in process. For corporate accounts, the corporate account owner can view the filings for their account as well as all filings made by the corporate sub-accounts.

In order to access the My Filings page, you must be logged into the eFiling application. To login to eFiling follow instructions [here](#).

1. From the New Filing screen, click on the “**My Filings**” link.



**My Filings** (circled in red)

**New Filing**

**Instructions**

**For New Filings**

1. Enter the representing information for the case.
2. Select a new case Document Type.
3. Upload the filing document (must be in PDF format).
4. Upload any attachments (must be in PDF format).

**For Existing Filings**

1. Enter the docket number.
2. Upload any attachments (must be in PDF format).

This filing is for a: \*

Case Description:

The Filing History screen will appear.

**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	<a href="#">Load</a> <a href="#">Remove</a>
12/9/2010				ransnan	<a href="#">Load</a> <a href="#">Remove</a>
12/9/2010	12/9/2010	1424426		ransnan	

To process a filing that is not yet complete (the Status must be “Not Submitted”), click on the “Load” link. The filing will load into the screen and you can continue to process the filing. If you are a corporate account owner, you cannot load a filing that was initiated by a sub-account eFiler.

To Remove a filing that is not yet complete (the Status must be “Not Submitted”), click on the “Remove” link. The filing is removed from the list (**warning:** there is no confirming screen). If you are a corporate account owner, you cannot remove a filing that was initiated by a sub-account eFiler.

Click on the “+” next to any of the filings to see the detail of the filing, including every document included in the filing with the status of each of the documents. Refer to the “**Document Status Values**” table on the *My Filing* page for an explanation of each status.

Date Created	Date Filed	eFiling Confirmation #	ePay Confirmation #	Created By	
12/9/2010				ransnan	<a href="#">Load</a> <a href="#">Remove</a>
12/9/2010				ransnan	<a href="#">Load</a> <a href="#">Remove</a>
12/9/2010	12/9/2010	1424426		ransnan	

	Document Class	Document Type	Status*	Upload Date	Rejected Reason
<a href="#">View Document</a>	Communication	Answer to Formal Complaint	In Process	12/09/2010	

## POR Search

The POR Search page enables an eFiler to view the Parties of Record for a specific Docket Number.

In order to access the POR Search page, you must be logged into the eFiling application. To login to eFiling follow instructions [here](#).

1. After logging into the eFiling system, click on the “**POR Search**” link.

The screenshot shows the 'New Filing' page of the Pennsylvania Public Utility Commission eFiling system. The left navigation menu includes links for 'My Filings', 'New Filing', 'Modify Account', 'POR Search' (circled in red), 'eService Directory', 'Subscriptions', 'Technical Assistance', 'eFiling FAQs', and 'Log Off'. The main content area is titled 'New Filing' and contains 'Instructions' for both new and existing filings. Below the instructions, there is a form with a dropdown menu labeled 'This filing is for a: \*' and '-----Select Type of Filing-----', a 'Case Description' text area, and a 'Next >>' button.

The POR Search screen will appear.

The screenshot shows the 'POR Search' page of the Pennsylvania Public Utility Commission eFiling system. The page title is 'Find Parties of Record'. The left navigation menu includes links for 'My Filings', 'New Filing', 'Modify Account', 'POR Search', 'eService Directory', 'Subscriptions', 'Technical Assistance', 'eFiling FAQs', and 'Log Off'. The main content area contains a text input field for 'Docket Number' with the value 'r-2010-2050925' and a 'Search' button. Below the search field is a table with columns: Full Name, Title, Company Name, Representing, Address, Accepting eService, eService Email Address, and POR Type.

2. Enter a Docket Number into the Docket Number field and then press the “Search” button.

The Parties of Record for the Docket Number that was entered are displayed.

**My Filings** | **New Filing** | **Modify Account** | **POR Search** | **eService Directory** | **Subscriptions** | **Technical Assistance** | **eFiling FAQs** | **Log Off**

**POR Search**  
**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 17110	No		Interested Party
Richard Smith	Business Admin Manager	Sunkist soda		456 Pick Up St Harrisburg, PA 17055	Yes	<b>Primary:</b> c-kaband@state.pa.us <b>Alternate:</b> ssss	Protestant

If there are no Parties of Record for the Docket Number that was entered, a message will appear indicating that there are no Parties of Record for that Docket Number.

**My Filings** | **New Filing** | **Modify Account** | **POR Search** | **eService Directory** | **Subscriptions** | **Technical Assistance** | **eFiling FAQs** | **Log Off**

**POR Search**  
**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
No Parties of Record exist for the Docket Number you have entered.							

## eService Directory

The eService Directory provides eFilers with a list of all eFilers that are currently accepting eService. The eService Directory screen also provides a search function.

In order to access the New Filing page, you must be logged into the eFiling application. To login to eFiling follow instructions [here](#).

1. After logging in, click on the “eService Directory” link.

The screenshot shows the Pennsylvania Public Utility Commission (PUC) eFiling application interface. The header includes the PUC logo and the text "Pennsylvania Public Utility Commission". A navigation bar at the top right contains links for "Log Off eFiling", "Home", "Site Map", "Contact Us", and "Search". On the left, a vertical menu lists various options: "My Filings", "New Filing", "Modify Account", "POR Search", "eService Directory" (circled in red), "Subscriptions", "Technical Assistance", "eFiling FAQs", and "Log Off". The main content area is titled "New Filing" and contains "Instructions" for both "New Filings" and "Existing Filings". Below the instructions, there is a form with a dropdown menu labeled "This filing is for a:" and a "Case Description:" text area. A "Next >>" button is located at the bottom of the form.

The eService Directory screen will appear.

The screenshot shows the "eService Directory" screen within the Pennsylvania Public Utility Commission eFiling application. The header and navigation bar are identical to the previous screenshot. The left navigation menu highlights "eService Directory". The main content area is titled "eService Directory" and "Finding eService Recipients". It provides instructions: "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." Below this, it states: "To search for a specific user, enter all or part of the user's Full Name and/or Company Name." There are two input fields: "Full Name:" and "Company Name:". Below these fields are two buttons: "Search" and "View All".

- To search for a particular person or company enter search criteria into the Full Name or Company Name field and press the “Search” button.

**Search**

**View All**

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	
casecontact	puc	cmayberry@state.pa.us	
M Flynn	puc_xp_	maflyn@state.pa.us	
Mo	PA PUC	maflyn@state.pa.us	
Payal sharma	PUC	c-pasharma@state.pa.us	c-kshetty@state.pa.us
PUC MIS	PUC	cmayberry@state.pa.us	cathy.mayberry@gmail.com
puctest 11302009	PUC TEST USER COMPANY	cmayberry@state.pa.us	
puctest125	puc mis	cmayberry@state.pa.us	
puctest500	PUC TEST COMPANY	cmayberry@state.pa.us	

- Once you have the search results, to view all people accepting eService press the “View All” button.

**View All**

Full Name	Company Name	Primary Email Address	Alternate Email Address
Aaron Mayberry	Sunkist soda	cmayberry@state.pa.us	
Acct Admin	PUC MIS	cmayberry@state.pa.us	
Alan Michael Setzler	Ryan, Russell, Ogden & Seltzer P.C.S Test	ASeltzer@RyanRussell.com	
Anna Migliaccio	PECO Tests	amigliaccio@peco-energy.com	
b transportation	Boulder Transportation	cmayberry@state.pa.us	
C M Mayberry	PUC MIS	cmayberry@state.pa.us	
Cammie Shoen	PA Office of Consumer Advocates	cshoen@paoca.org	
casecontact	puc	cmayberry@state.pa.us	
Cathy Kane	Ryan, Russell, Ogden & Seltzer P.C. abc	CKane@RyanRussell.com	
Cathy Mayberry		cathy.mayberry@gmail.com	
cathy pub	Cathy's test account	cmayberry@state.pa.us	
Chace Brightbill	Checking Company Name	c-lbrightb@state.pa.us	
Chace Brightbill test user eService		c-lbrightb@state.pa.us	
Cherie Pyle	Office of Trial Staffs	chpyle@state.pa.us	ndepew@state.pa.us
Christine M. Hoover	PA Office of Consumer Advocates	choover@paoca.org	
cmayberry		cmayberry@state.pa.us	
Corporate Admin	Mix & Match	cmayberry@state.pa.us	
Daniel Smith	ABC & ABC	cmayberry@state.pa.us	cathy.mayberry@state.pa.us
Darlene Wong	PA Office of Consumer Advocates	dwong@paoca.org	
Darryl A. Lawrence	PA Office of Consumer Advocates	dlawrence@paoca.org	
Dave Smith	Sunkist soda	cmayberry@state.pa.us	
Dianne E. Dusman	PA Office of Consumer Advocate test	ddusman@paoca.org	
eFiling 002	eFiling ABC	cmayberry@state.pa.us	
eFiling Test User #758		cmayberry@state.pa.us	
Ernie Smith			
fgdsgd	hfdhfdh	jhakes@state.pa.us	
Frank Sinatra	My Company Name	cmayberry@state.pa.us	cathy.mayberry@gmail.com
Gabrielle Brightbill		lesliecreason@yahoo.com	c-lbrightb@state.pa.us
Gabrielle Brightbill		c-lbrightb@state.pa.us	

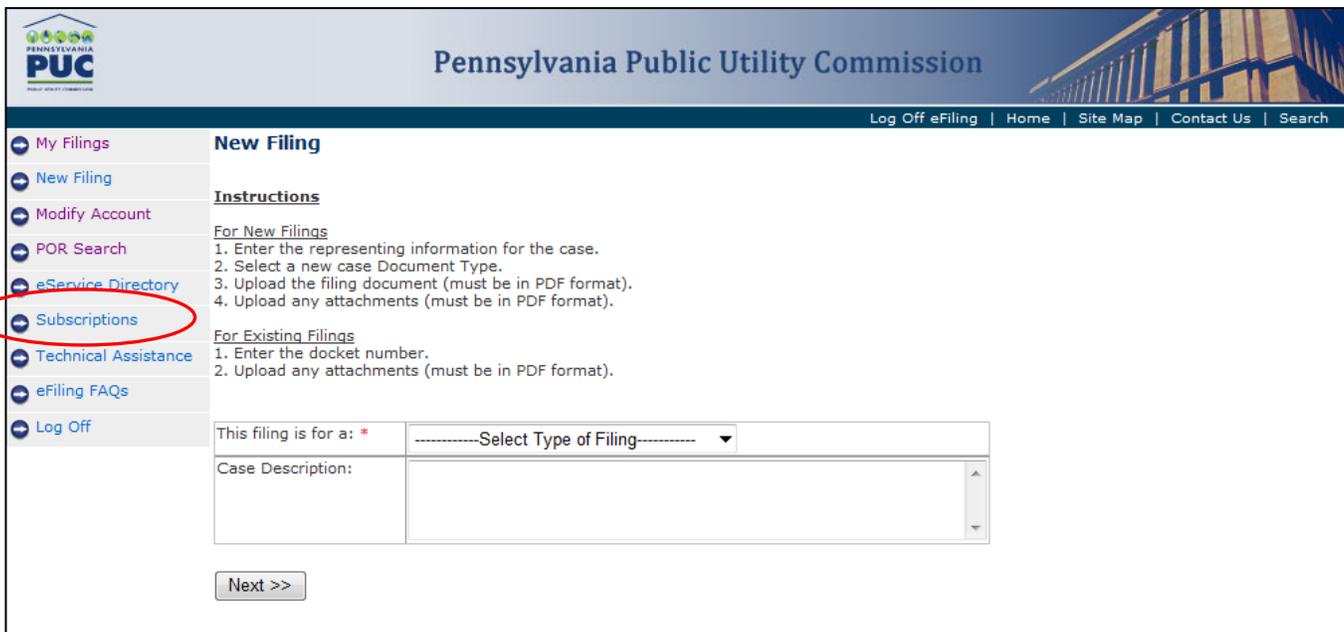
## Subscriptions

eFile Subscriptions allow you to automatically receive an email notification whenever a document is added, removed or changed on the PUC website that meets specific criteria. For example, you may have saved a subscription that will notify you whenever a document is added, removed or changed for a specific Docket number or for documents of a specific type (such as a Press Release).

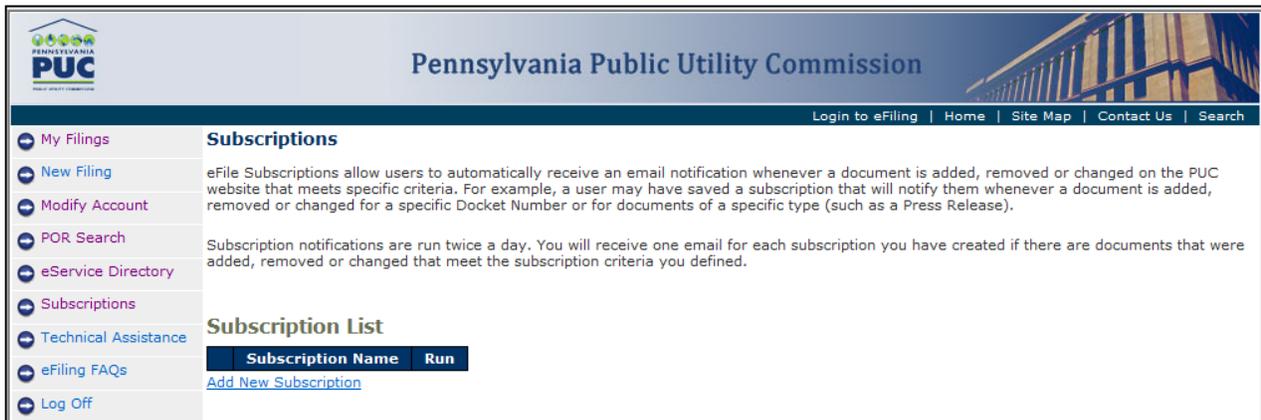
Subscription notifications run twice a day. You will receive one email for each subscription you have created if there are documents that were added, removed or changed that meet the subscription criteria you have defined.

In order to access the eFile Subscriptions page, you must be logged into the eFiling application. To login to eFiling follow instructions [here](#).

1. After logging in, click on the “**Subscriptions**” link.



The eFile Subscriptions screen will appear.



## To Add a Subscription

1. Click on the “**Add New Subscription**” link from the eFile Subscription screen.

The Add a New Subscription screen will appear.

**Pennsylvania Public Utility Commission**

Log Off eFiling | Home | Site Map | Contact Us | Search

**Add a New Subscription**

To create a subscription, fill out the properties below and create a name for your subscription. You must provide either a Docket Number or select a Document Type, but are not required to provide both. The Utility Type field is optional and may be selected to help narrow down the results of the subscription.

You can view the results of the subscription by clicking the 'View Subscription Results' link below. To save the subscription, click the 'Save Subscription' button below. If you save a subscription, you will be notified via email whenever the number of subscription results changes.

[View Subscription Results](#)

Subscription Name:

Docket Number:

Document Type:

Utility Type:

2. Add a Subscription Name and enter either a Docket number or select a Document Type. To further narrow down your subscription criteria you can also select a Utility Type.
3. Click on the “**View Subscription Results**” link prior to saving the subscription to execute the search and view the results. Results will appear in a new window. You can close the window once you have reviewed the results.
4. Click on the “**Save Subscription**” button to save the subscription or click on the “**Back to Subscription List**” to return to the Subscription List without saving the new subscription (a pop-up window appears informing you that any changes you have made to the subscription will be lost).

Once the new Subscription is saved by clicking on the “**Save Subscription**” button you will return to the Subscription List and the newly created Subscription will appear in the list.

The screenshot shows the Pennsylvania Public Utility Commission (PUC) website interface. At the top, there is a header with the PUC logo on the left and the text "Pennsylvania Public Utility Commission" in the center. To the right of the header, there are navigation links: "Login to eFiling", "Home", "Site Map", "Contact Us", and "Search". Below the header is a dark blue navigation bar with a list of menu items: "My Filings", "New Filing", "Modify Account", "POR Search", "eService Directory", "Subscriptions", "Technical Assistance", "eFiling FAQs", and "Log Off". The main content area is titled "Subscriptions" and contains two sections. The first section, "Subscriptions", provides an overview of eFile Subscriptions and their frequency. The second section, "Subscription List", contains a table with the following data:

Subscription Name	Run
<a href="#">Remove</a> <a href="#">Edit</a> ABC	<a href="#">View Results</a>

Below the table is a link to "Add New Subscription". The "View Results" link in the table is circled in red.

At any time you can execute the saved subscription by clicking on the “**View Results**” link. Results will appear in a new window. You can close the window once you have reviewed the results.

## To Edit a Subscription

1. Click on the “**Edit**” link next to the Subscription you wish to modify from the eFile Subscription screen.

The Edit a Subscription screen will appear with the saved criteria prefilled for the subscription you are editing.

**Pennsylvania Public Utility Commission**

Log Off eFiling | Home | Site Map | Contact Us | Search

**Edit a Subscription**

To create a subscription, fill out the properties below and create a name for your subscription. You must provide either a Docket Number or select a Document Type, but are not required to provide both. The Utility Type field is optional and may be selected to help narrow down the results of the subscription.

You can view the results of the subscription by clicking the 'View Subscription Results' link below. To save the subscription, click the 'Save Subscription' button below. If you save a subscription, you will be notified via email whenever the number of subscription results changes.

[View Subscription Results](#)

Subscription Name:	ABC
Docket Number:	r-2010-2050925
Document Type:	
Utility Type:	

Save Subscription      Back to Subscription List

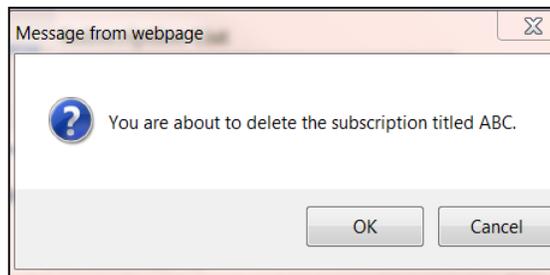
2. Make the necessary changes to the subscription.
3. Click on the “**View Subscription Results**” link prior to saving the subscription to execute the search and view the results. Results will appear in a new window. You can close the window once you have reviewed the results.
4. Click on the “**Save Subscription**” button to save the edited subscription or click on the “**Back to Subscription List**” to return to the Subscription List without saving the changes you have made to the subscription (a pop-up window appears informing you that any changes you have made to the subscription will be lost).

## To Remove a Subscription

1. Click on the “**Remove**” link next to the Subscription you wish to modify from the eFile Subscription screen.

The screenshot shows the Pennsylvania Public Utility Commission (PUC) website. The header includes the PUC logo and the text "Pennsylvania Public Utility Commission". A navigation bar contains links for "Login to eFiling", "Home", "Site Map", "Contact Us", and "Search". On the left, a sidebar menu lists various options: "My Filings", "New Filing", "Modify Account", "POR Search", "eService Directory", "Subscriptions", "Technical Assistance", "eFiling FAQs", and "Log Off". The main content area is titled "Subscriptions" and contains explanatory text about eFile Subscriptions and their frequency. Below this text is a "Subscription List" table with columns for "Subscription Name" and "Run". A single row is visible with the subscription name "ABC" and a "View Results" link. The "Remove" link next to "ABC" is circled in red. Below the table is a link for "Add New Subscription".

A pop-up window appears informing you that you are about to delete the subscription.



2. Select the “**OK**” button to confirm the deletion and return to the eFile Subscription screen. Or click on the “**Cancel**” button to return to the eFile Subscriptions screen without deleting the subscription.

Once you have deleted the subscription you will return to the eFile Subscription screen and the subscription you just removed will not be listed under the Subscription List.

## eService Emails

For those eFilers that chose to accept **eService** while creating an account for the PUC eFiling system, you will receive an email when a document is served by the PUC for a proceeding in which you are a Party. Your email will look similar to the screen shot below; however the name in the greeting, document type, Docket Number and type of party will likely be different (as these properties depend on the actual document that is served):

**PA PUC eServe Notice**  
eFile@state.pa.us

This message was sent with High importance.

**To:** lesliecreason@yahoo.com  
**Cc:** Brightbill, Leslie

---

Dear Todd Brightbill,

A(n) **Abandonment** has been served in this proceeding. This document is docketed as **A-2008-2000781**. You may view this document at [Application-Abandonment.pdf](#)

You are receiving this email because you are the **Applicant** for this case and have agreed to be served electronically. By selecting electronic service (eService), you have agreed that this notification constitutes valid service. Electronic service of any and all documents will be in place of paper service.

Thank You,  
Public Utility Commission  
Commonwealth of Pennsylvania

*\* Please do not respond to this automatically generated email.*

**Please Note:** Formal Complaints can only be accessed by those selected in OCA and OSBA and the eFilers who are a Party to the proceeding. You will be required to log into the eFiling system prior to accessing a Formal Complaint.

## Formal Complaint Notification Emails

Select eFilers from OCA and OSBA will receive notifications when a Formal Complaint has been served. This email will include a link to the Formal Complaint and the Docket Number. The email will look similar to the screen shot below; however the name in the greeting and docket number will likely be different.

From: eFile@pa.gov [mailto:eFile@pa.gov]  
Sent: Wednesday, August 24, 2011 11:08 AM  
To: Shetty, Kavita  
Subject: PA PUC eServe Notice - Utility Type(s) Pipeline, Electric and Gas  
Importance: High

A Formal Complaint Form has been served in this proceeding. This document is docketed as A-2011-3001003, F-2011-3001004 and S-2011-3001005 and is associated with Utility Type(s) Pipeline, Electric and Gas. You may view this document at

[Formal Complaint Form5](#)

Thank You,  
Public Utility Commission  
Commonwealth of Pennsylvania

\* Please do not respond to this automatically generated email.

**Please Note:** Formal Complaints can only be accessed by those selected in OCA and OSBA and the eFilers who are a Party to the proceeding. You will be required to log into the eFiling system prior to accessing a Formal Complaint.

# Appendices

## Qualified Documents for eFiling

Below is a list of all the qualified documents that are currently permitted to be filed electronically. If the document you wish to file is not listed below as a qualified document, you should file a paper document with the Secretary of the Commission at P.O. Box 3265, Harrisburg, Pa. 17105. Filing of paper documents should follow the Commission’s formal rules at 52 Pa. Code Section 1.1 et seq.

### Document Types Permitted to Initiate a New Case

Document Type	Filing Fee
911 Plan	\$0
Affiliated Interest Agreement	\$0
Annual Report	\$0
Application (Railroad)	\$0
Application for Abandonment (Fixed Utility)	\$350
Application for Abandonment (T&S)	\$10
Application for Additional Territory (Fixed Utility)	\$350
Application for Additional Territory (T&S)	\$350
Application for License (EGS)	\$350
Application for License (NGS)	\$350
Application for Temporary Authority (T&S)	\$100
Application for Temporary Emergency Authority (T&S)	\$100
Application to Acquire or Transfer Assets (Fixed Utility)	\$350
Application to Acquire or Transfer Assets (T&S)	\$350
Application to Begin Service (Fixed Utility)	\$350
Application to Begin Service (Household Goods or Small Passenger)	\$350
Application to Begin Service (Large Passenger or Property)	\$100
Application to Begin Service (Telco)	\$250
Formal Complaint	\$0
Interconnection Agreement	\$0
Petition (New Case)	\$0
Petition for Default Service Plan	\$0
Petition for Emergency Order	\$0
Public Utility Municipal Contract	\$0
Rate Increase (T&S)	\$0
Securities Certificate	\$350
Securities Certificate - Abbreviated	\$25
Tariff - New (Fixed Utility)	\$0
Tariff - Revision (Fixed Utility)	\$0
Universal Service Fund	\$0

## Document Types Permitted to eFile in Association with an Existing Case

Document Type	Filing Fee
Annual Depreciation Report Filing Update	\$0
Answer to Commission Complaint	\$0
Answer to Formal Complaint	\$0
Answer to Petition	\$0
Application Updates/Revisions	\$0
Bond Reduction	\$0
Briefs	\$0
Briefs –Reply	\$0
Certificate of Satisfaction	\$0
Certificate of Service	\$0
Comments	\$0
Comments – Reply	\$0
Exception – Reply	\$0
Exceptions	\$0
Letter	\$0
Motions	\$0
Name or Entity Change	\$0
Notice of Appearance	\$0
Notice of Intervention	\$0
Notification of Disagreement for Satisfaction	\$0
Petition (Generic) for Existing Case	\$0
Petition for Extension of Time	\$0
Petition for Reconsideration	\$0
Petition for Rescission	\$0
Petition to Intervene	\$0
Petition to Withdraw	\$0
Plans (Rail)	\$0
Prehearing Memorandum	\$0
Preliminary Objection	\$0
Proof of Publication	\$0
Protest (Official)	\$0
Reliability Report	\$0
Reply to Data Request	\$0
Request for Exclusion of Major Outage	\$0
Settlement Agreement	\$0
Statement in Support of Application (T&S)	\$0
Tariff - Compliance (Fixed Utility)	\$0
Tariff - Compliance (T&S)	\$0
Verification Statement	\$0
Withdrawal of Formal Complaint	\$0
Withdrawal Request	\$0

## Technical Assistance

The Technical Assistance screen provides eFilers with links to report technical problems and ask procedural questions.

Anyone can report technical problems with the website to [PUCHelpDesk@state.pa.us](mailto:PUCHelpDesk@state.pa.us) . If you have any other questions relating to electronic filing, please send an email to [RA-InfoMap@state.pa.us](mailto:RA-InfoMap@state.pa.us) .

**Support Policy:** Support is provided for PUC eFiling from 7:30 am to 4:30 pm, Monday through Friday (excluding holidays).

**Maintenance Policy:** PUC eFiling will be unavailable everyday from 11:00 p.m. to 6:30 a.m.

You do not need to be logged into the eFiling application in order to access the Technical Assistance screen.

1. From the Welcome to eFiling screen, click on the “**Technical Assistance**” link.

**Pennsylvania Public Utility Commission**

Login to eFiling | Home | Site Map | Contact Us | Search

Welcome to eFiling

**eFiling Pilot Project to Expand Document Size Starting January 19, 2011**

*Based on feedback we received at the recent stakeholders meeting, we are implementing a pilot project that will increase the file size limit of eFiled documents from 5 megabytes (MB) to 10 MB. Unless unforeseen issues would cause us to suspend the pilot program, this enhancement will take effect beginning January 19, 2011 and will continue through February 28, 2011.*

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the Commission without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the Commission. The eFiling process is intended to permit individuals to initiate formal proceedings with the Commission by the filing of a Qualified Document. A listing of those Qualified Documents can be obtained by clicking [here](#). When registering to use eFiling, eFilers will be asked to provide information, including their name, the party they represent, their address and their email address if they agree to receive service of documents electronically.

In order to electronically file documents with the Commission, you will first need to create an eFiling user account. If you have not yet created an eFiling user account, you can create an [individual account](#) or a [corporate account](#) at any time.

If you do not wish to file electronically, you should file a paper document with the Secretary of the Commission at P.O. Box 3265, Harrisburg, Pa. 17105. Filing of paper documents should follow the Commissions formal rules at [52 Pa. Code Section 1.1 et seq.](#)

If you do not wish to initiate a formal Commission proceeding, one that involves formal Commission hearings and/or processes, you may wish to contact the Commissions Bureau of Consumer Services at 1-800-692-7380 or you may file an informal complaint with the Commission.

You may view a copy of the eFiling regulations (as stated in the Commission's final rulemaking order) by clicking [here](#).

You can view the eFiling User Guide by clicking on the Technical Assistance link on the left hand menu.

The Technical Assistance screen will appear.