Accessing the PUC Portal

Why register for access to the Public Utility Commission of Texas' Portal:

The PUC Portal is a new section of the PUC Website (<u>www.puc.texas.gov</u>). It is designed to facilitate communication and reporting between the PUC and the companies who do business with the PUC. Currently, the following types of companies can use the Portal to complete their statutorily required Annual Reports online:

- Automatic Dial Announcing Device Companies (ADAD)
- Competitive Local Exchange Carriers (CLEC)
- Incumbent Local Exchange Carriers (ILEC)
- Interexchange Carriers (IXC)
- Pay Telephone Providers
- Retail Electric Providers (REP)

Companies can track informal complaint information and update the contact information they have on file with the PUC through the Company Complaints application as well. In the future, the PUC hopes to expand the functionality of the Portal to include new reporting and communications features.

To access the Portal from the main PUC Website click on *Login* in the upper right corner.

To begin your registration, click on "I represent a company and need access to PUC Applications"

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Portal IC Applications Jogin	Already Registered?	Ecoped in PUCTX lings Last 10 Decuments
Register - PUCTX Portal Applications PUCTK Nexes Ulactric & Gass Reliability Workshop Presentations New area code planned for Central Texas PUC petition DPA on RESINAP Rule PUC petition for IPA reconsideration and star of f. CRLX Monitoring Weakite All Featured Topics	Already Registered? Login. Available PUC Application. Not Registered?	+ 37897-152 6/1/2012 10:15:00 MM + 37919-239 6/1/2012 10:14:00 AM + 37919-230 6/1/2012 10:14:00 AM
	I represent a company and need access to PUC Applications (for representatives of a Company that need access to PUC Applications) Need Assistance?	40266-16 6/1/2012 10:22:00 AM 40327-41 6/1/2012 9:31:00 AM * 20057-561 6/1/2012 9:31:00 AM * 20057-561 6/1/2012 9:25:00 AM * 40449-1 5/31/2012 5:07:00 PM * 40449-10 5/31/2012 5:07:00 PM
	 Help with Registration and PUC Applications - Read Me Get Support! Email the PUC Help Desk 	40447-1 5/31/2012 4-39:00 PM PUCTX Tweets PUCTX Tweets PUCTX FUC public meeting May 17th re: new // for Central Tease. Details at: postante notifag

Begin creating your account by filling out this form:

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and the second s		
tal 🕨 Register		
Portal Registration	on	
ate your account		
Username:		
	At least 5 to 25 chars long. Num	bers. Alpha and Period chars only. No Spaces
Password:		
	At least 5 to 15 chars long. Numi case letter, one lower case letter	bers, Alpha and Period chars only. No Spaces. Must include at least one uppe , and one numeric digit.
Confirm password:		
	Re-type your password	
E-mail:		
	Valid email address up to 255 ch	naracters
Security question:		
	Up to 255 characters	
Security answer:		
	Up to 128 characters	
Salutation:	- select - *	
	Select from list of values	
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First Name:	Enter vour first name	
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Last Name:		
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Enter the code from the image at the bottom of the form and click on submit to create your account. (Note: The characters in the image are not case sensitive.)



You should see the following message after you submit your registration.

PUC Portal Registration

Membership Successful
Your account has been created.
Your account has been created, but before you can login you must first verify your email address. A message has been sent to the email address you provided. Please check your email inbox (or spam folder) and follow the instructions in that email to verify your account.
If you do not receive the verification email within the next hour, contact the PUC Help Desk at HelpDesk@puc.state.tx.us for assistance.
After verifying your account, you will have access to all of our public features.
To gain access to secure applications you will need to fill out your profile and request access.

You will receive an email in your inbox for the email account specified in the registration form. The final step to completing your registration is to click on the link that email.

<u>« Back to Inbox</u> Archive Report spam Delete	
PUCTX Website Registration D X Inbox X	
helpdesk@puc.state.tx.us to me	show details 9:36 AM (4 minutes ago) 🦛 Reply 🔻
Welcome to Public Utility Commission	
Hello, You are receiving this email because you recently created a new account at Public Utility Commission v address by visiting the following link:	vebsite. Before you can login, you need to verify your email
https://www.puc.state.tx.us/portal/VerifyAccount.aspx?ID=48cd434b-6a0 0070-abaf-e33abd3710cd	
Select the link, or copy the url into your browser address box. After visiting the above link you can log into the site!	
If you have any problems verifying your account, please reply to this email to get assistance.	
Thank you	
Public Utility Commission of Texas 1701 N. Congress Avenue PO BOX 13246 Austin, TX 78711-3326 helpdesk@puc.state.tx.us (512) 936-7100	
\Rightarrow <u>Reply</u> \Rightarrow <u>Forward</u>	

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(Note: If you don't see the email in your inbox, please check your spam folder. You may need to add the email address <u>helpdesk@puc.texas.gov</u> to your safe sender's list.)

When you click on the link in the registration email, you should see a screen on the Portal letting you know that your account has been verified.



Click on the link to "Edit My Profile", to login to the Portal for the first time. Enter the username and password that you just created to gain access to your account.

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The first time you login, you will see your account profile page.

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Parameters: • All Featured Topics Parameters: Last Login: 6/13/2011 2:55:53 PM	» Market Monitor's Report into Feb. 2nd Power Outage » CREZ Monitoring Website	Answer:
	» All Featured Topics	Parameters: Last Login: 6/13/2011 2:55:53 PM
Update		Update

Click on the Contact Info tab to complete your profile. You must have completed this portion before you will be granted access to any of the applications on the Portal.

201	Contact Info	Profile	Applications		-
Contac	t Informatic	m ()		
Salut	ation: Mr.	•			
Ge	nder: Male	-			
First N	lame:				
Last N	lame:				
Occup	ation: Electric	Company			
	DOB:				
Mailing	Address				
т	tle 1: CEO				
Т	tle 2:				
Addre	ess 1: Teleco	m Avenue			
Addre	655 2:				
	City: Austin				
2	State: Tx				
Zip (Code: 78701				
Col	antry: United	States		•	
P	hone: 512-55	5-1234			
	Fax:				

When you have completed the Contact Info section, click Update to complete your registration.

This concludes creating your account for accessing the PUC Portal. The remainder of this document provides instruction for accessing applications on the Portal. The applications provide electronic methods for companies required to register with the PUC or to file annual reports. Access to applications requires approval and will be verified with PUC staff.

Requesting Access to PUC Application

Currently PUC Applications are available for the companies doing business with the commission. The available applications are for company registrations and filing of annual reports.

Login to the Portal with your newly created account. You will be at the main Portal Page:

Public	Utility Commission of Texas	Home Contact Us Login				
L HypUC → Log Off C Help Desk						
UC Portal		Logged In as				
FUE Applications - My profile - Administration - Braddatast Email - Deally Outers - BART Application - System Brandt Fund - System Brandt Fund - STAP Venders - PUCIC Website - Company Reports - Company Reports	Welcome back to the PUC Portal What would you like to do? Edit Ny Profile (Mewglid your profile with the PUC) View My Watched Filings (Manage the filings you are currently watching) Request access to a PUC Application (Register for access to PUC Applications) Help with PUC Applications	FUCTX 628co Last 10 Documents 36687-103 6/1/2012 10:20:00 AM 96667-102 6/1/2012 10:10:00 AM 96666-51 6/1/2012 10:10:00 AM 97997-152 6/1/2012 10:10:00 AM 97997-152 6/1/2012 10:10:00 AM 97997-152 6/1/2012 10:10:00 AM 97997-152 6/1/2012 10:10:00 AM 97919-29 6/1/2012 10:10:00 AM 97919-20 6/1/2012 10:10:00 AM 97919-21 6/1/2012 10:10:00 AM 97919-23 6/1/2012 10:10:00 AM 97919-24 6/1/2012 10:10:00 AM 94056-18 6/1/2012 10:10:00 AM 94058-28 6/1/2012 9:10:00 AM 92059-291 8/1/2012 9:50 0AM 92059-298 8/1/2012 9:50 0AM				
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At this point, you may click on "Request Access to a PUC Application." You will see the list of applications available to companies.

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IC Portal + Applications								Logged 1	n as
PUC Applications	PUC Applications							PUCTX Fillings Last 10 Documents	_
 All Applications 	Application				Requires Approva	a)		+ 24481-1228	
EMRT Application	ADAD Renewal				Yes	More Info	10	+ 27385-7415 + 27385-7416	
FOCIA WEDSIE	CLEC Annual Report				Yes	More Info		× 27385-7417	
PUCTX News	Company Complaints				Yes	More Info		▶ 27385-7438	
Emergency Alert System Nationwide Test (EAS) Gov. Perry Appoints Rolando Pablos and Reapoints	Company Contacts				Yes	More Info		▶ 27385-7419	
	Electric Annual Updates				Yes	More Info		27705-224	
	EMRT Application				Yes	Approved		• 27706-225	
Chairman Nelson letter to ERCOT	B.EC Annual Report				Yes	More Info		 29298-6447 	
regarding resource + PUC petition for EPA reconsideration and stay of f + CREZ Monitoring Website All Featured Tonics	DIC Annual Re-Registration				Yes	More Info		a 29298-6648	
	Pay Phone Re-Registration				Yes	More anfo			
	REP Annual Report				Yes	More Info			
	System Benefit Fund				Yes	More Info			
	STAP Vendors				Yes	More Info			
	PUCTX Website				No	Approved			
		PUC Portal	Login Register	Profile Abo	out Support	Verify Account	Applications		

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Public Utility Commission o	Home Contact Us. Login of Texas
Log Off C Help Desk	
PUC Portal + Applications + Application View	Logged In as
PUCTX Application View	
ADAD Renewal	 The ADAD Renewal system is a secure application and requires registration and approval in order to gain access.
ADAD Renewal Request Access To ADAD Renewal	 The ADAD Renewal system is administered by the PUC. You can contact the administrator at AdadAcces@Puc.stria.xcm
	PUC Portal Login Register Profile About Support Verify Account Applications
	She Dolores - Stemp + Texas Homeland Security + Ready gov + Texas gov + TAUL + Vielade Support + Contact Un
	The PLC makes extensive use of Addet's Acrobit PCF format 🐱 Download a this copy of the Acobit Made here. © 2011 Public URIty Commission of Tessas 2751 Nr. Congress Ave., PC Box 13326, Austry, TX 79711-3326 Carried Information: 512 956-7000 - Email: weblipuid interview.

Simply click on the Request Access to (Application Name.)

The ensuing screen will have important regarding the PUC Privacy and Security policy. At the end of this page, you will be asked to provide criteria based on the Application for which you are requesting access.

Security, Intrusion, Detection Language
For site security purposes and to ensure that this service remains available to all users, this government computer system employs software programs to monitor network traffic to identify unauthorized attempts to upload or change information, or otherwise cause damage.
Except for authorized law enforcement investigations, no other attempts are made to identify individual users or their usage habits. Raw data logs are used for no other purposes and are scheduled for regular destruction in accordance with the Texas State Ubrary and Archives Commission.
Unauthorized attempts to uplead information or change information on this service are strictly prohibited and may be punishable under the Texas Penal Code Chapters 33 (Computer Crimes) or 33A (Telecommunications Crimes).
* PUC employees are governed by PUC employee policies
Last Updated: 01/23/11
Select a Company from the list provided below.
If the company you are seeking to gain access to does not exist in the above is please enter the company name in the space provided below.
Please enter any additional comments you have that can helps us expldite your request. Your affiliation with the company you represent must be verified before you can be granted access to the system. If you wish to gain access in multiple companies please list the addditional companies here.
I Confirm that I have read the Security Policy Holics Guant Guant
PUC Portal Login Register Profile About Support Verify Account Applications
Site Policies - Stamp - Texas Horn and Security - Ready.gov - Texas.gov - Texas.go
The PUC makes extensive use of A deck Accelera POP formed. 🐱 Conversal a free copy of the Accelera
© 2011 Public Unternative Towards (17) No. Gruppen Area, PO Nor. 13276, Audin TV 207, 5329 General Infant, Nor. 132-293-7090, Danak Andreau Andreau Andrea

Select the company that you represent from the drop down box. If the company is not listed, the next line is provided for you to manually enter your company's name. The comment box is provided if you need to request access to multiple companies or if you would like to provide additional information. When you are ready to submit, check the box confirming that you have read the privacy and security information and click Submit.

After you submit your request, an email is sent to the department responsible for confirming you have the authority to represent the company for which you are requesting access. When your access has

been approved, you should receive an email letting your know that you now have access to the application.

If you have any questions or experience any problems associated with the PUC Portal or a PUC Application, please contact the PUC Help Desk. The Help Desk may be reached by phone at (512) 936-7100, or use the link on the Portal Login page to email us.

Welcome to the PUC Portal What would you like to do? » Login to portal	
» Register for access to the PUC Portal	
» View available PUC Applications	
» Find out more about the PUC Portal	K
Get Support! Email the PUC Help Desk	

Note: Questions regarding the filing procedures and rules should be addressed by the Division you would normally contact for your Reports and Registrations.