

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 (www.puc.texas.gov). 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"

The screenshot shows the Public Utility Commission of Texas PUC Portal. The header includes the PUC logo, the text "Public Utility Commission of Texas", and navigation links for "Home", "Contact Us", and "Login". Below the header, there are links for "MyPUC", "Login", and "Help Desk". The main content area is titled "PUC Portal" and is divided into several sections:

- PUC Applications:** Includes links for "Login" and "Register - PUCTX Portal Applications".
- PUCTX News:** Lists recent news items such as "Electric & Gas Reliability Workshop Presentations", "New area code planned for Central Texas", "PUC Comments to EPA on NELSIAP Rule", "PUC petition for EPA reconsideration and stay of...", and "CREZ Monitoring Website".
- Already Registered?:** Contains links for "Already Registered? Login" and "Available PUC Applications".
- Not Registered?:** Contains the link "I represent a company and need access to PUC Applications (For representatives of a Company that need access to PUC Applications)". A red arrow points to this link.
- Need Assistance?:** Contains links for "Help with Registration and PUC Applications - Read Me" and "Get Support! Email the PUC Help Desk".

On the right side of the page, there are sections for "PUCTX Filings" (listing documents with IDs and dates) and "PUCTX Tweets" (showing a tweet about a public meeting).

Begin creating your account by filling out this form:

The screenshot shows the 'Public Utility Commission of Texas' logo and navigation links (MyPUC, Login, Help Desk) at the top. Below is the 'PUC Portal Registration' page with a 'Create your account' section. The form includes fields for Username (5-25 chars), Password (5-15 chars with complexity requirements), Confirm password, E-mail (valid address), Security question (up to 255 chars), Security answer (up to 128 chars), Salutation, Gender, First Name, Last Name, and Phone (contact number). A 'Submit Registration' button is located at the bottom right of the form area.

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.)

This screenshot shows a CAPTCHA verification step. It features a distorted image of the text 'ZDAPE' with a red arrow pointing to a 'Submit Registration' button. Below the image is a text input field containing 'zdape' and the instruction 'Type the code from the image'.

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

PUC Portal Registration

Membership Successful

Your account has been created.

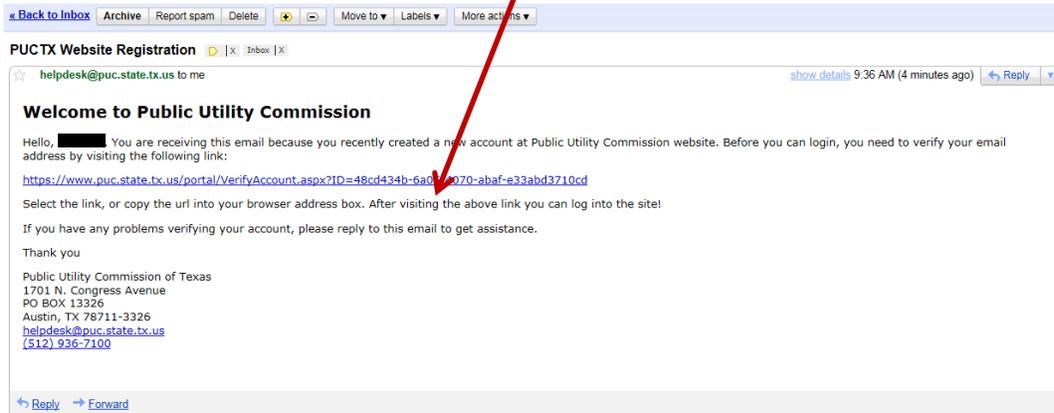
Your account has been created, but before you can login you must first verify your email address. A message has been sent to the email address you provided. Please check your email inbox (or spam folder) and follow the instructions in that email to verify your account.

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.

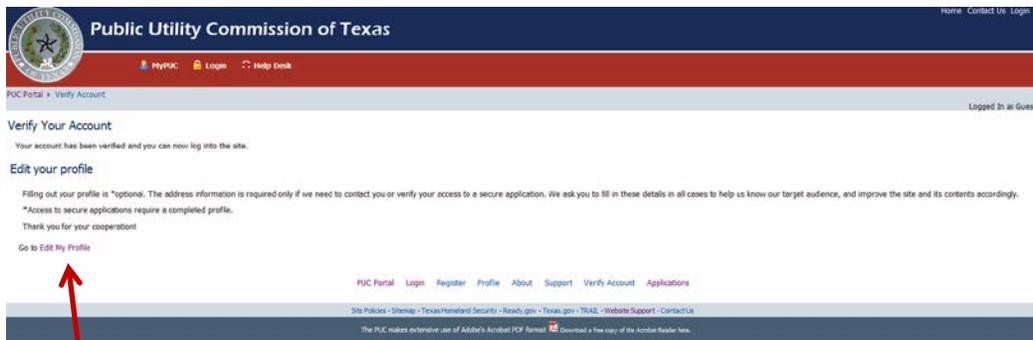
To gain access to secure applications you will need to fill out your profile and request access.

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.

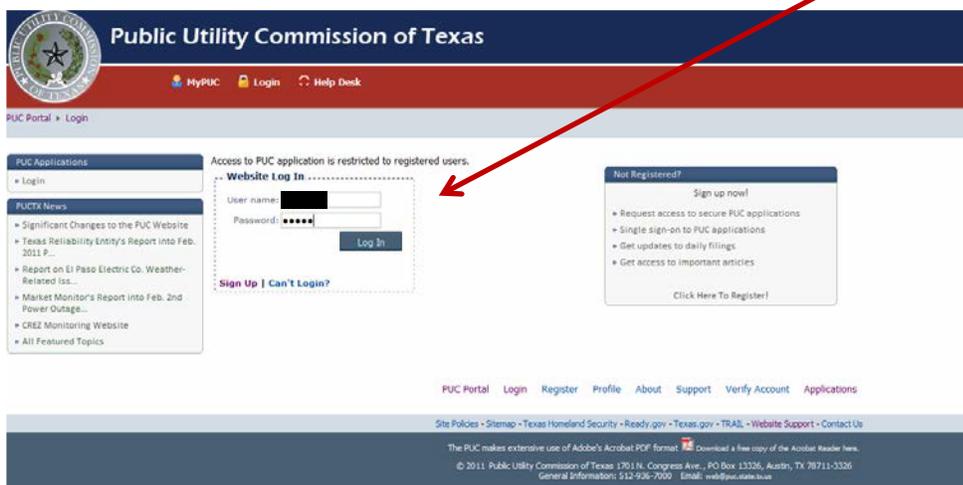


(Note: If you don't see the email in your inbox, please check your spam folder. You may need to add the email address helpdesk@puc.texas.gov to your safe sender's list.)

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.



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

The screenshot shows the PUC Portal interface. At the top is the Public Utility Commission of Texas logo and navigation links: MyPUC, Log Off, and Help Desk. Below the header, there are tabs for Logon, Contact Info, Profile, and Applications. The Profile tab is active, displaying a 'Logon' form. The form includes fields for Email (ending in @gmail.com), User Name, Password, Password Format (set to Encrypted), Password Salt, Question, Answer, and Parameters. A 'Last Login' timestamp of 6/13/2011 2:55:53 PM is shown. An 'Update' button is located at the bottom right of the form. On the left side of the page, there are sections for 'PUC Applications' (My Profile, All Applications, PUCTX Website) and 'PUCTX News' (Significant Changes to the PUC Website, Texas Reliability Entry's Report into Feb. 2011 P., Report on El Paso Electric Co. Weather-Related Iss., Market Monitor's Report into Feb. 2nd Power Outage, CREZ Monitoring Website, All Featured Topics).

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.

The screenshot shows the 'Contact Information' form within the PUC Portal. The form is divided into two main sections: 'Contact Information' and 'Mailing Address'. The 'Contact Information' section includes fields for Salutation (Mr.), Gender (Male), First Name, Last Name, Occupation (Electric Company), and DOB. The 'Mailing Address' section includes fields for Title 1 (CEO), Title 2, Address 1 (Telecom Avenue), Address 2, City (Austin), State (Tx), Zip Code (78701), Country (United States), Phone (512-555-1234), Fax, and Mobile. An 'Update' button is located at the bottom right of the form, with a red arrow pointing to it.

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:

The screenshot shows the PUC Portal home page. The header includes the PUC logo and navigation links like 'Home', 'Contact Us', and 'Login'. Below the header, there are links for 'MyPUC', 'Log Off', and 'Help Desk'. The main content area is titled 'Welcome back [redacted] to the PUC Portal' and lists several options: 'Edit My Profile', 'View My Watched Filings', 'Request access to a PUC Application' (highlighted with a red arrow), 'Help with PUC Applications', and 'Get Support! Email the PUC Help Desk'. On the right side, there are sections for 'PUCTX Filings' and 'PUCTX Tweets'.

At this point, you may click on “Request Access to a PUC Application.” You will see the list of applications available to companies.

The screenshot shows the 'Applications' page on the PUC Portal. The header is the same as the previous page. The main content area is titled 'PUC Applications' and contains a table with the following columns: 'Application', 'Requires Approval', and 'More Info'. The table lists various application types and their approval status.

Application	Requires Approval	More Info
ADAD Renewal	Yes	More Info
CLEC Annual Report	Yes	More Info
Company Complaints	Yes	More Info
Company Contacts	Yes	More Info
Electric Annual Updates	Yes	More Info
EMRT Application	Yes	Approved
ILEC Annual Report	Yes	More Info
DIC Annual Re-Registration	Yes	More Info
Pay Phone Re-Registration	Yes	More Info
REP Annual Report	Yes	More Info
System Benefit Fund	Yes	More Info
STAP Vendors	Yes	More Info
PUCTX Website	No	Approved

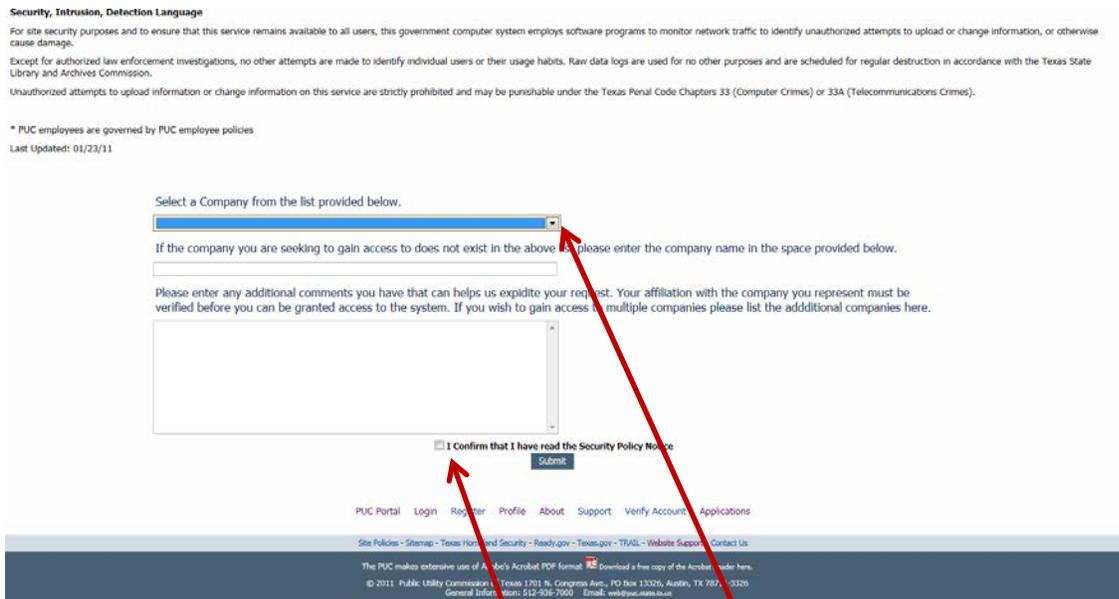
At the bottom of the page, there are navigation links: 'PUC Portal', 'Login', 'Register', 'Profile', 'About', 'Support', 'Verify Account', and 'Applications'. The footer contains copyright information and contact details for the PUC.

To request access to an application, click the title of the application. You will see a screen similar to this one for ADAD Renewals.



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.



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

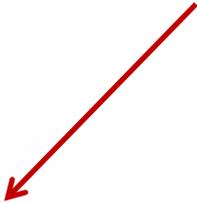
been approved, you should receive an email letting your know that you now have access to the application.

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](#)
- » [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.