

PUCO Community

Integration with OH|ID Guide

Requesting access to the PUCO Community for new users

This guide will assist in completing the PUCO Community request for access form, which is required for first time users.

For help with creating an OH|ID account or requesting/launching application tiles, please visit the OH|ID help page.

If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us online.

Requesting access to the PUCO Community for new users

Overview

This job aid is intended to provide an overview for requesting access to the PUCO Community for users who have never accessed the PUCO Community.

Step-by-step guide

Step 1 – Verify your contact information

If you have never accessed the PUCO Community, the first time you select the tile from the *My Apps* section in OH|ID, you must complete a request form. See [resources on the OH|ID help page](#) if you have not yet requested the PUCO Community tile. We need a little more information from you to ensure you have access to the correct services in the PUCO Community. Please provide your contact information. All fields are required. Click "Next."

Please note: If you are already a PUCO Community user and need the ability to file Gas Pipeline Safety annual reports, please contact the PUCO Call Center to have the GPS filer role added to your profile. If you are a third-party agent, please contact the PUCO Call Center to have your account set up properly to enable filing on behalf of GPS operators.

The screenshot shows a web browser interface for the PUCO Community registration process. At the top, there is a navigation menu with links: HOME, NOTICES, INVOICES, CERTIFICATES, MANDATORY REPORTS, CONTACTS, ELECTRIC DO NOT AGGREGATE LIST, HELP, and MORE. Below the menu is a heading "Welcome to the PUCO Community!" followed by a sub-heading "Step 1: Verify your contact information (all fields required)". The form contains several input fields: *First name (with "PUCO" entered), *Last name (with "Community" entered), *Email (with "pucocommunity@mailinator.com" entered), *Phone, and a section for mailing address including *Street, *City, *Country (with "United States" selected), *State / Province (with "Select your State" selected), and *Zip code. At the bottom of the form, there are "Previous" and "Next" buttons, with the "Next" button highlighted in red.

Figure 1 - Contact information form

Step 2 – Select your Primary action

Select your **Primary action** in the PUCO Community from the drop down menu. If you are an annual report filer, gas pipeline operator, or regulatory contact, select "Submit mandatory reports and/or pay assessment invoices." Other options include "Apply for Renewable Energy Facility Certification" and "Manage Competitive Electric Service and/or Competitive Retail Natural Gas Service Certificates."

Ohio | Public Utilities Commission

Logout

HOME NOTICES INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS CASES APPLICATIONS ▾ HELP

Welcome to the PUCO Community!

In order to set up your account on the PUCO community, you will need to complete and submit this form. If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).

Step 2: What actions will you perform in the PUCO community?

*Primary action - select one

Select your primary action

- Select your primary action
- Submit mandatory reports and/or pay assessment invoices
- Apply for Renewable Energy Facility Certifications
- Manage Competitive Retail Electric Service and/or Competitive Retail Natural Gas Service Certificates**

Previous Next

Figure 2 Primary actions available in the PUCO Community

Step 2 (cont.) – Select which actions you need to perform in the PUCO Community

If you selected submit mandatory reports and/or pay assessment invoices, you will select which actions you need to perform in the PUCO Community.

If you select “Telecommunication Relay Service reports” your request will be submitted for PUCO staff review.

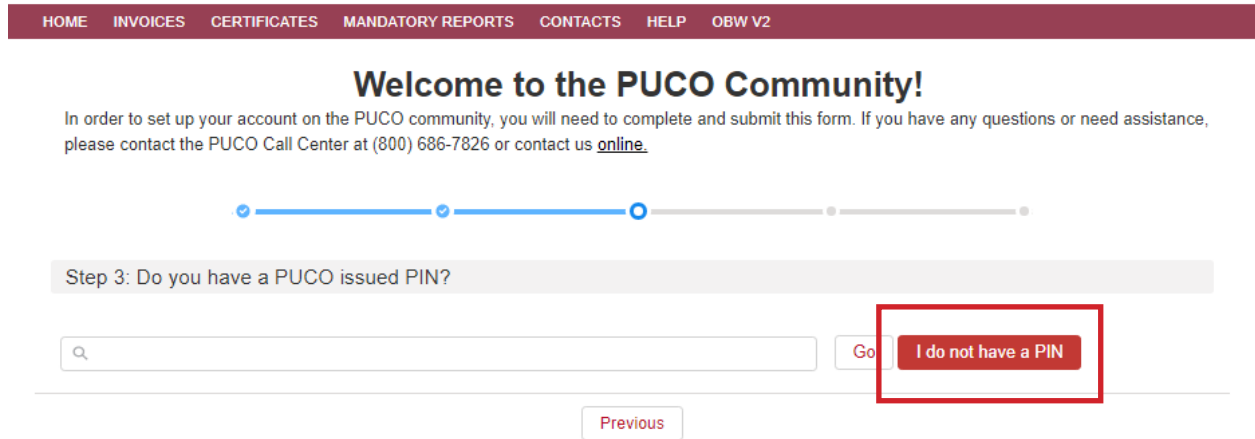
If you do not see the function you need or if you have additional information to share with the PUCO about your access needs, enter notes in the text box provided.

Click “Next.”

Figure 3 - Select actions or enter notes

Step 3 – Select “I do not have a PIN”

Some users may be prompted to enter a PUCO issued PIN. Select “I do not have a PIN.” A PIN is different than an operator ID and certificate number; do not enter a certificate number or operator ID.



HOME INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS HELP OBW V2

Welcome to the PUCO Community!

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Step 3: Do you have a PUCO issued PIN?

Figure 4 - Select “I do not have a PIN”

Step 4 – Describe your role in the PUCO Community

Select which function best describes your role in the PUCO Community. The options on this screen will be different depending on the primary function you selected in Step 2. A search window will automatically appear so you can find your company or facility.

If you are an authorized employee of a regulated utility company or a company required to file a mandatory report or pay assessments, proceed to Step 5 in this guide.

All other users, including authorized third-party agents, applicants for renewable energy facility certifications or applicants for Certified Retail Electric Services or Certified Retail Natural Gas Services certificates, proceed to Step 6 in this guide.

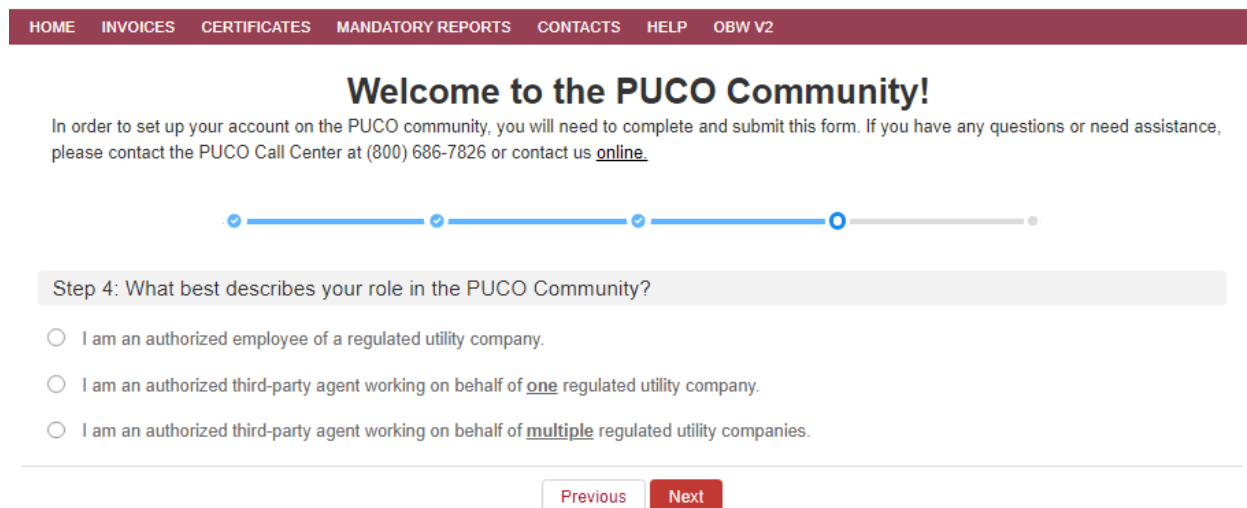


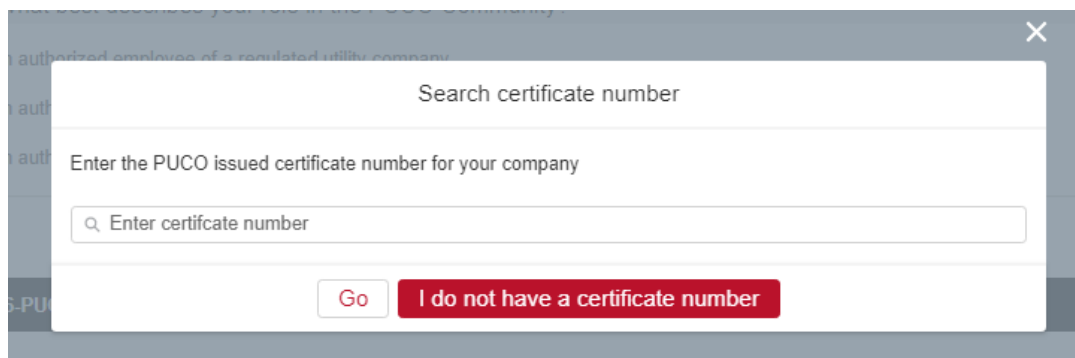
Figure 5 - Describe your role in the PUCO Community

Step 5 – Search for your account - authorized employee of regulated utility company

If you are an **authorized employee of a regulated utility company**, enter your company's certificate number or PHMSA Operator ID and click "Go." A search box will appear with results related to that certificate number or PHMSA Operator ID. If it is your company, click "Yes" to move to the next step.

If your company is not in the search results and you entered your certificate number or PHMSA Operator ID incorrectly, click "Re-enter Certificate Number". If your company is not in the search results and you entered the certificate number or PHMSA Operator ID correctly, click "No" and your request will be sent for PUCO staff review. If you do not know your company's certificate number or PHMSA Operator ID, click "I do not have a certificate number" and your request will be sent to PUCO staff for review.

NOTE: If you previously selected "Telecommunication relay service reports/assessments", after entering your certificate number or company information, you will proceed to the next step and your request will be sent to PUCO staff for review.



The screenshot shows a modal window titled "Search certificate number" with a close button (X) in the top right corner. Below the title, there is a text prompt: "Enter the PUCO issued certificate number for your company". Underneath this is a search input field with a magnifying glass icon and the placeholder text "Enter certificate number". At the bottom of the form, there are two buttons: a white "Go" button and a red "I do not have a certificate number" button.

Figure 6 - Search for your account

Step 6 – Search for your account

If you are an **individual** filing an application for renewable energy facility, search for your name or facility name. If you are an **employee** filing an application on behalf of your company, search for your company.

If you are an **authorized third-party agent or aggregator**, search for your employer, not one of the companies you represent. Enter your employer's name and click "Search." Select your employer from the search results provided and click "Next." If your employer does not appear in the search results and you incorrectly entered the information, click "Previous" to re-enter your employer's information. If your employer does not appear in the search results, click "Enter New Account Information." Enter your employer's information and click "Save" and your request will be sent to PUCO staff for review.

Submitting mandatory reports and paying assessments

If you represent one regulated utility company, enter its certificate number or PHMSA Operator ID. A search box will appear with results related to that certificate number or PHMSA Operator ID. Select the company you represent and click "Yes" to move to the next step. If you do not know the certificate number or PHMSA Operator ID of the company you represent, click "I do not have a certificate number" and your request will be sent to PUCO staff for review.

If you represent more than one regulated utility companies, after selecting your employer from the search results or entering new account information, your request will be sent to PUCO staff for review.

NOTE: If you previously selected "Telecommunication relay service reports/assessments", after entering your certificate number or company information, you will proceed to the next step and your request will be sent to PUCO staff for review.

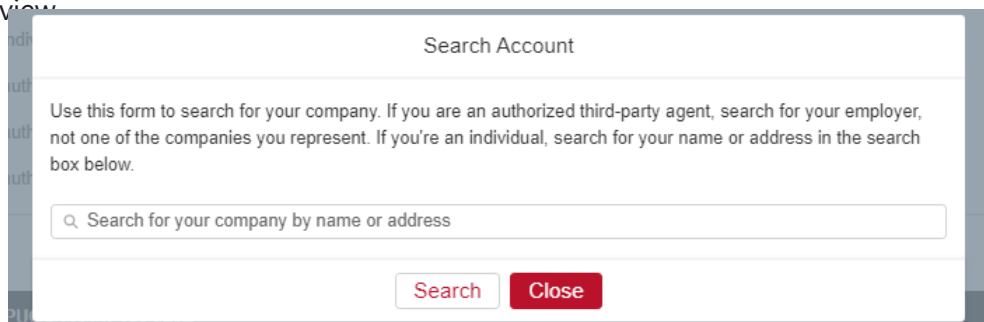


Figure 7 - Search for your company

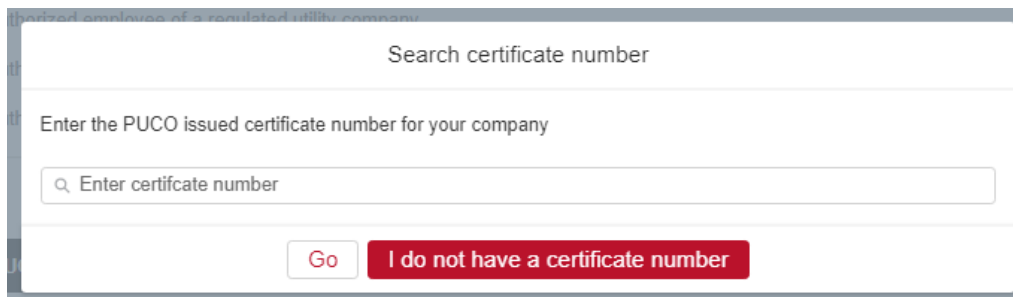


Figure 8 - Enter certificate number for annual reports or assessments

Final step – Review and submit the Terms and Conditions

Review the **Terms and Conditions** and click “Submit.”

HOME INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS HELP OBW V2

Welcome to the PUCO Community!

In order to set up your account on the PUCO community, you will need to complete and submit this form. If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [online](#).



Final Step: Terms and Conditions

I certify that I am authorized to provide the information contained in this submission and that the information submitted is true, accurate and complete. I acknowledge that I have read and understand the Public Utilities Commission of Ohio [Privacy Notice](#). This submission constitutes an electronic signature pursuant to R.C. 1306.06.

Previous

Submit

Figure 9 - Terms and Conditions

Confirmation

If you selected your account from the results shown and entered a certificate number or PHMSA Operator ID if required, you will have automatic access to the PUCO Community. Please click "Log Out" to log out of the PUCO Community. On the PUCO Community log in page, click "Log in with OH|ID" and log back in using the PUCO Community tile to complete the set up process.

If you did not enter a certificate number or PHMSA Operator ID, your employer information was not found or you represent multiple entities, your request has been sent to PUCO staff for review. A member of our staff will be in touch shortly.

If you have any questions or need assistance, please contact the PUCO Call Center at (800) 686-7826 or contact us [c](#)

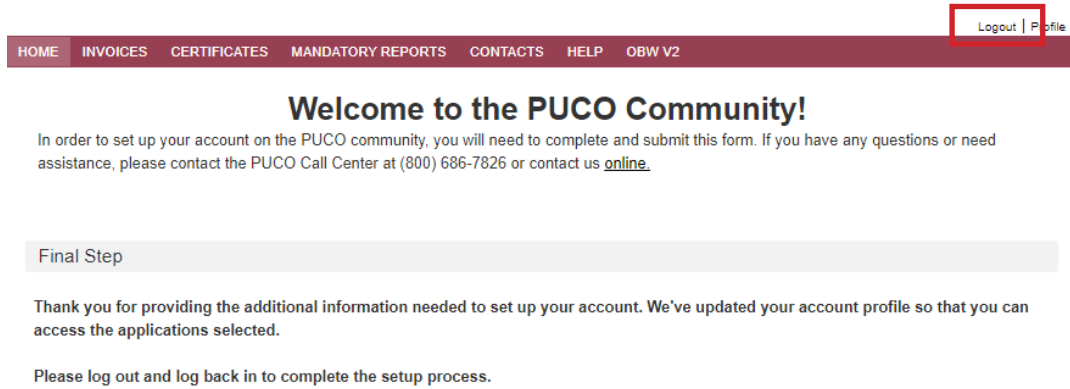


Figure 10 - Access Granted

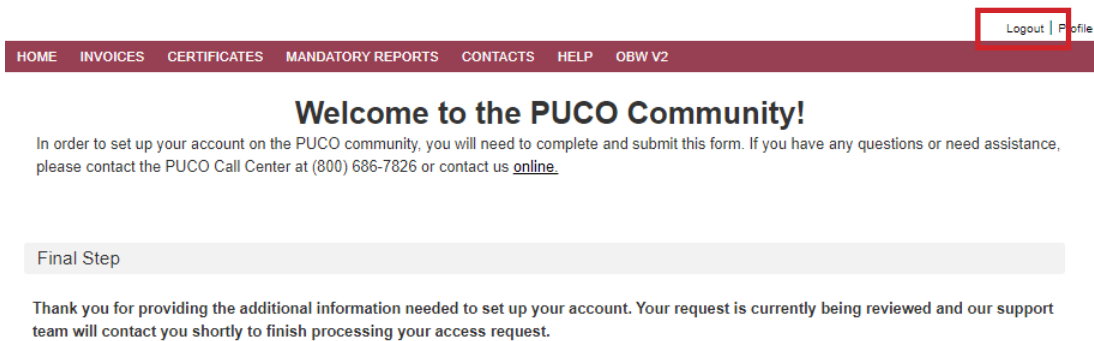


Figure 11 - Request sent for PUCO staff review

Log in to PUCO Community

When you log out, you will be directed the PUCO Community log in page. Click "Log in using OH|ID" to access the PUCO Community.

Ohio | Public Utilities Commission

Email

Password

Log in

Forgot your password?

Login Instructions:

- If you are a motor carrier or driver, enter your ID and password above
- Motor carriers and drivers can register for access [here](#)
- All other users must log in using their OH|ID account. Please see [PUCO Community home page](#) for more information

Log in to OH|ID

Figure 12 - Access Granted

PUCO Community – homepage

Once you have access to and have successfully launched the PUCO Community tile, your homepage will allow you to view certificates, file reports and pay assessments. Your homepage may look similar to the one below.

HOME NOTICES INVOICES CERTIFICATES MANDATORY REPORTS CONTACTS ELECTRIC DO NOT AGGREGATE LIST UTC PORTAL HELP

PUCO Community dashboard

Welcome to the PUCO Community! Pay your annual assessments with *no additional fees*, file your annual report, view certificates and business contacts with the PUCO, and resolve consumer concerns. Motor carriers: pay fines, request conferences, view inspections or certify repairs.

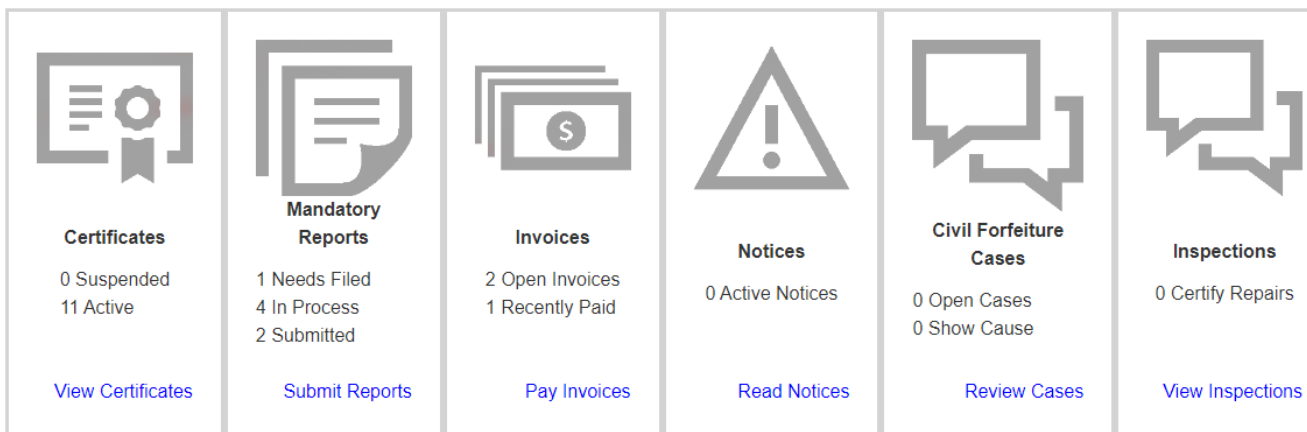


Figure 13 - PUCO Community homepage