RRR FILING GUIDE

FOR ELECTRICITY TRANSMITTERS, ELECTRICITY RETAILERS, GAS MARKETERS AND UNIT SUB METERING PROVIDERS' REPORTING AND RECORD KEEPING REQUIREMENTS (RRR)

PREPARED BY OEB STAFF

Effective

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TABLE OF CONTENTS

TABLE OF FIGURES

1. Purpose

RRR Filing Guide

The purpose of this RRR Filing Guide is to aid Electricity Transmitters, Electricity Retailers, Gas Marketers and Unit Sub Metering Providers (herein referred to as "licensees" or by their abbreviated names) in completing their RRR filings online.

Pivotal UX System

To support the OEB's 2019-2022 Business Plan and OEB's Strategic Blueprint that emphasize efficient, innovative and consumer-centric approach to energy regulation, the OEB has implemented the Pivotal UX as the RRR Filing System to support the OEB's goals to modernize, and make regulatory reporting robust and more efficient.

Pivotal UX provides an intuitive interface to reduce reporting time, increase efficiency and make the RRR filing process more user friendly.

The UX platform also facilitates the opportunity for easier future enhancements through upgraded features to improve user experience.

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2. Location of RRR Information

The RRR Reporting webpage is accessed through the "Industry" tab (1) on the OEB website, by clicking on "Reporting and record keeping requirements (RRR)" (2).
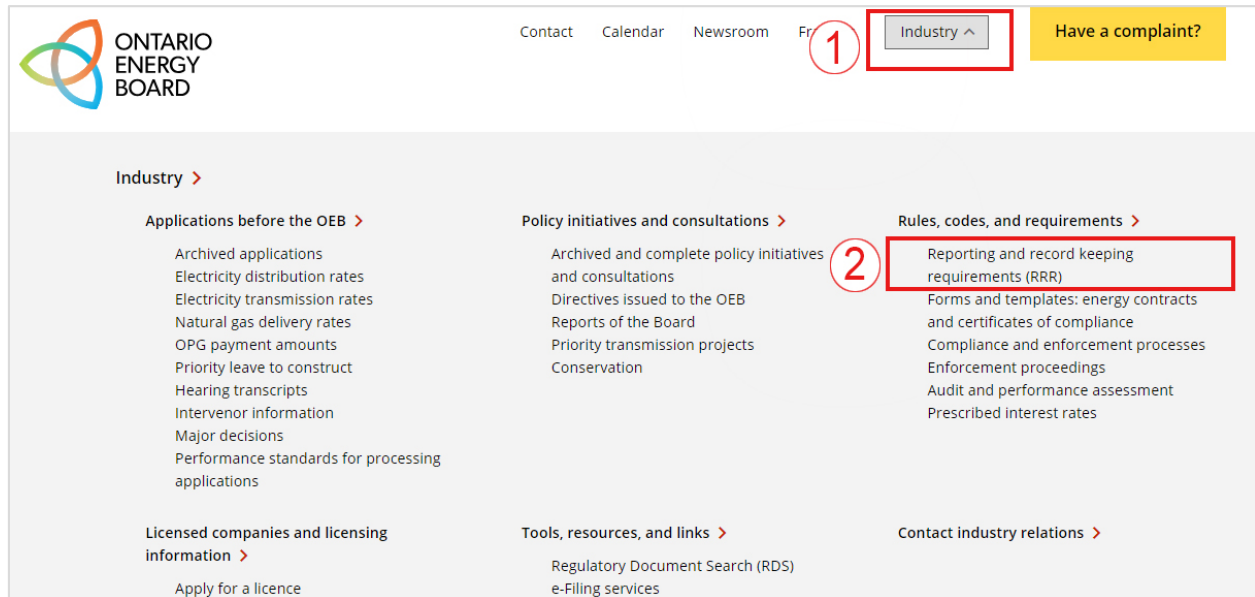
Highlights of the RRR webpage include:

Electricity RRR – This webpage contains current documents and recent communications from the OEB regarding RRR.

Electricity RRR Document – This constitutes the OEB's current reporting and record keeping requirements to maintain and file information under the licence conditions.

RRR Filing System –– The link to the RRR filing portal is found on this page.

Reporting Schedule – This section contains the filing schedule and countdown for impending filing deadlines for regulated entities.

RRR User Add/Remove Request Form – The link to the form to modify and request user access to the RRR portal.

RRR Reports & Publications – The link to past Yearbooks of Electricity Distributors is found in this section.

3. Registration

Registered User Privileges

Registration of at least one RRR user is necessary in order to fulfill the condition of its licence which requires submission of information "in the form and manner required by the Board."

Only RRR registered users can access input forms for filing, based on the personal password issued to them by the OEB. The name of the RRR user is recorded in the OEB database as the submitter of the filing.

If you have forgotten your user ID and password, click on "Forgot your Password" on the RRR Filing System's log-in webpage. You will be asked to provide your email address registered with the OEB. Your user ID and password will be sent to your inbox immediately.

Removing or Adding a Registered User

When the job function of a registered user changes, or when an employee leaves the organization, the OEB should be informed so that the RRR log-in ID assigned to the person can be cancelled. In order to assist users on the various ID's for a distributor, the RRR Filing System includes a "My Profile" button located in the navigation bar as shown in the below screenshots. The "My Profile" button includes a registered list of all RRR user details for an electricity distributor. The user can review the user ID's and advise the OEB if any changes need to be made.

To remove or add a RRR user, the primary regulatory contact should complete the "Electronic User Form" found on the Filing systems page of the OEB website and email to registrar@oeb.ca.

The email address used by the primary regulatory contact in sending the request should match the contact email on record with the OEB.

4. Login and Change Password

The RRR filing system can be accessed through either Microsoft Edge/Internet Explorer 10+ or Chrome 38+. The RRR filing system login webpage is shown in Figure 1.

Figure 1: RRR filing system Login Page
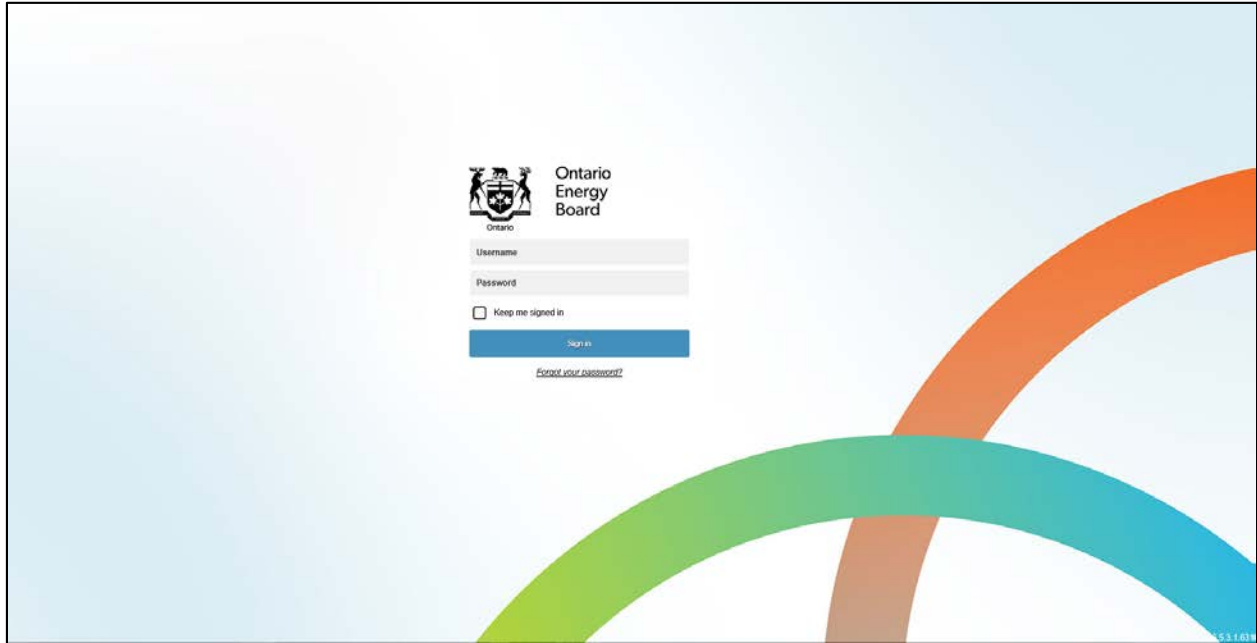
URL

Licensees can add this link (https://p-pes.ontarioenergyboard.ca/PivotalUX/) to their preferred browser to access the RRR filing system login webpage.

Login

Use existing user credentials for e-Filing Services for logging in to RRR filing system.
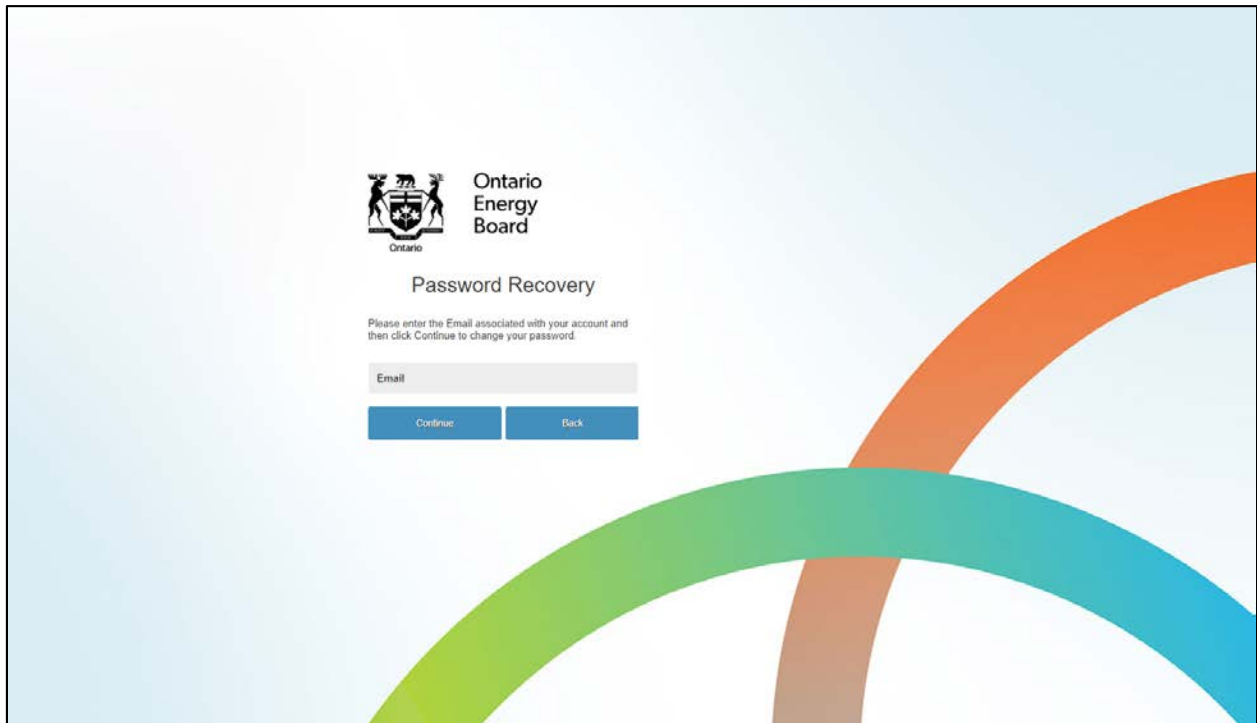
Change Password

Users can follow these steps to change an existing or renew a forgotten password in RRR filing system.

> **Step 1:** Click on "Forgot your Password" on the OEB's RRR filing system login webpage.

> **Step 2:** Enter the email address registered with the OEB as shown in Figure 2.

Figure 2: Password Recovery Window

> **Step 3:** An email will then be sent to the registered email address containing more information about how to reset the password. Click on the link and change the password.

5. User Support

Users have access to support tools such as RRR filing system User Guide and training videos in RRR filing system. All the user support materials, including this User Guide can be viewed in the Action Center. The icons shown in the various screens throughout the User Guide are defined in the Legend at the end of this document.

By clicking on the relevant links, the user can either view the web version of the User Guide or watch the various demo videos. See Figure 3.

Figure 3: User Support
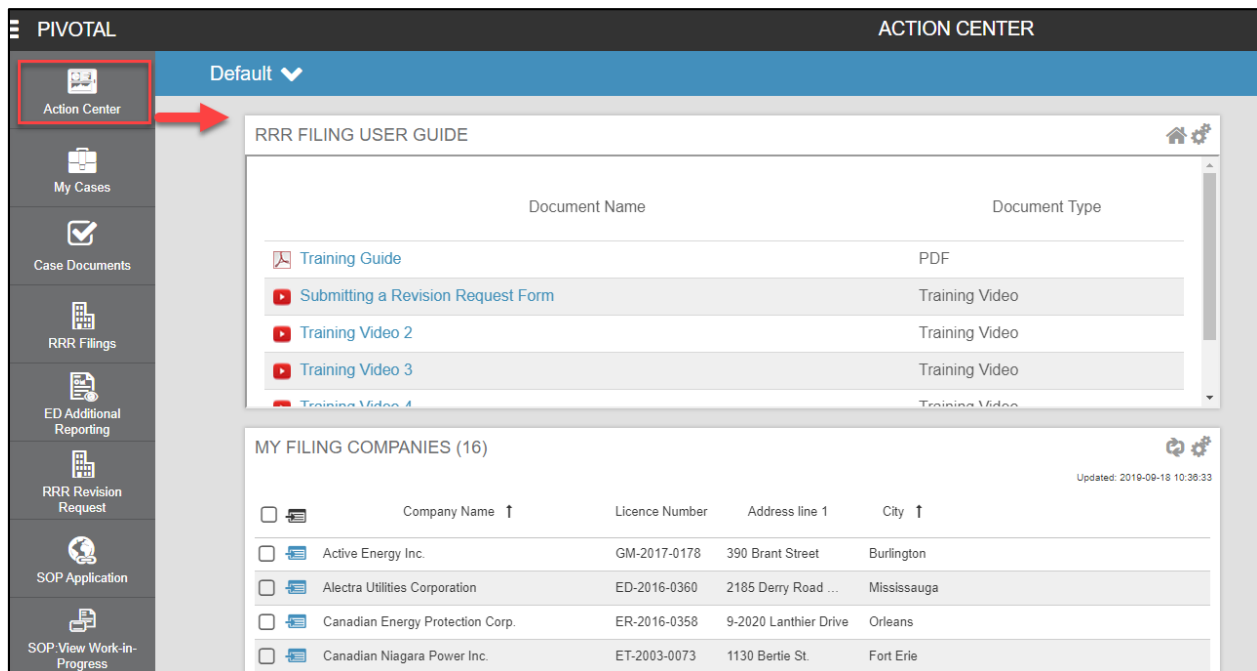
What is Action Center?

The purpose of Action Center is to provide a short cut for accessing the filing company's name, as well as, accessing all the user support materials. The "Action Center" is the top most button located on the navigation bar, which is explained in the following section.

6. RRR Filings Views

The following section outlines the different views of RRR Filings in RRR filing system.

6.1. Choose Reporting Period

After logging in with the registered username and password, click on the "RRR filings" button located on the navigation bar (#1). This will open the Company Details and Reporting Year as shown in Figure 4.

Please note this screen is similar to all license types. The example below shows the Electricity Transmitter license type.

Figure 4: Choose Reporting Period
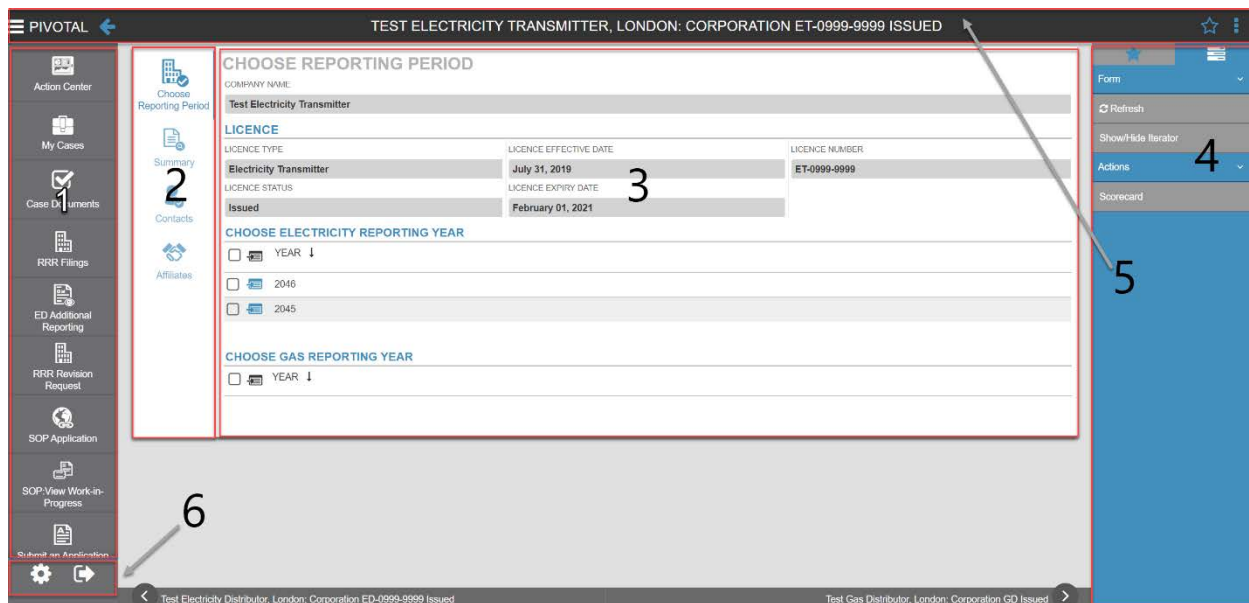
The following are descriptions of the screen sections (1 to 6) shown above.

1. This is navigation bar is present throughout the RRR filings or revision request process. Through this navigation bar users can perform tasks such as RRR filing, RRR revision request, etc. At the top of the navigation bar, there is a feature titled "Action Center", which allows the users to create a custom dashboard to track any of their RRR data. Additionally, the Action Center also houses demo videos on RRR filing system.

2. This navigation bar features four options: Choose Reporting Period, Summary, Contacts and Affiliates. The options are briefly described below:

   Choose Reporting Period: For accessing RRR forms click on "Choose Reporting Period". This will then prompt the user to click on the desired RRR Reporting Schedule and finally the annual and quarterly RRR filings. This RRR navigation bar will disappear once the reporting year from the "Choose Reporting Period" is selected.

Summary: Clicking on this tab will open company details, address and connections (details of registered users).

Contact: Clicking on this tab will open registered user's contacts.

Affiliates: Clicking on this tab will open affiliate names.

3. This displays the selected company's information and lists reporting years. Select "Choose Electricity Reporting Year" for accessing RRR forms. As an example select 2019 as Reporting Year for entering annual 2018 data.

4. This menu bar is present throughout the RRR filings or revisions request process. Through this menu bar users can perform tasks such as Add group, Form refresh and Form print.

5. This header is present throughout the RRR filing or revision request process, but will reflect the title of the current layout with information such as distributor name, type, filing year and form status. Notice that on the right hand side of the header there is "Add Favorite" and "Menu" option, whereas, on the left hand side there is "Navigation" and "Back arrow" option.

   Note that an icon ( ) appears when the export data feature is selected. Clicking on this "export data" icon will open a sub-window from where the exported data can be downloaded. The "add favorite" feature lets the user create a shortcut of the current view in the menu bar.

6. Right under the menu bar there is the "settings" and "log out" option. Before logging out ensure that the filing is saved and the correct status ("Not Started", "Work in Progress" or "Submitted") is displayed.

6.2. RRR Reporting Schedule

After selecting a reporting year from "Choose Electricity Reporting Year", the RRR reporting schedule for the applicable licensee will appear as shown in the figures 5 to 8 below.
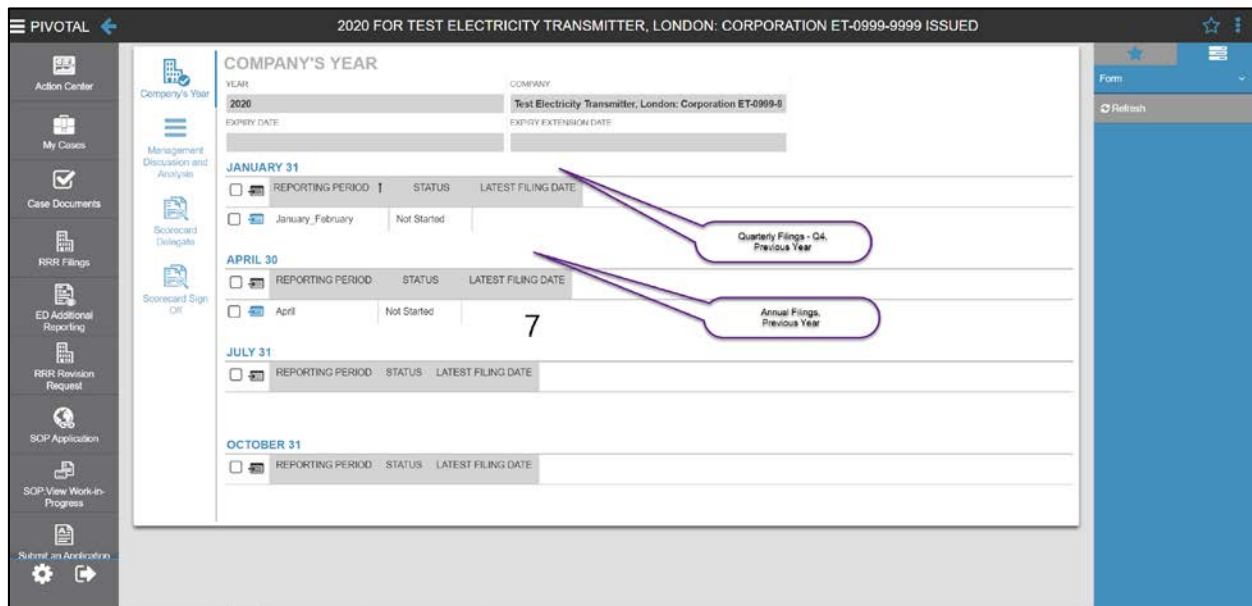
Figure 5: RRR Reporting Schedule – ET
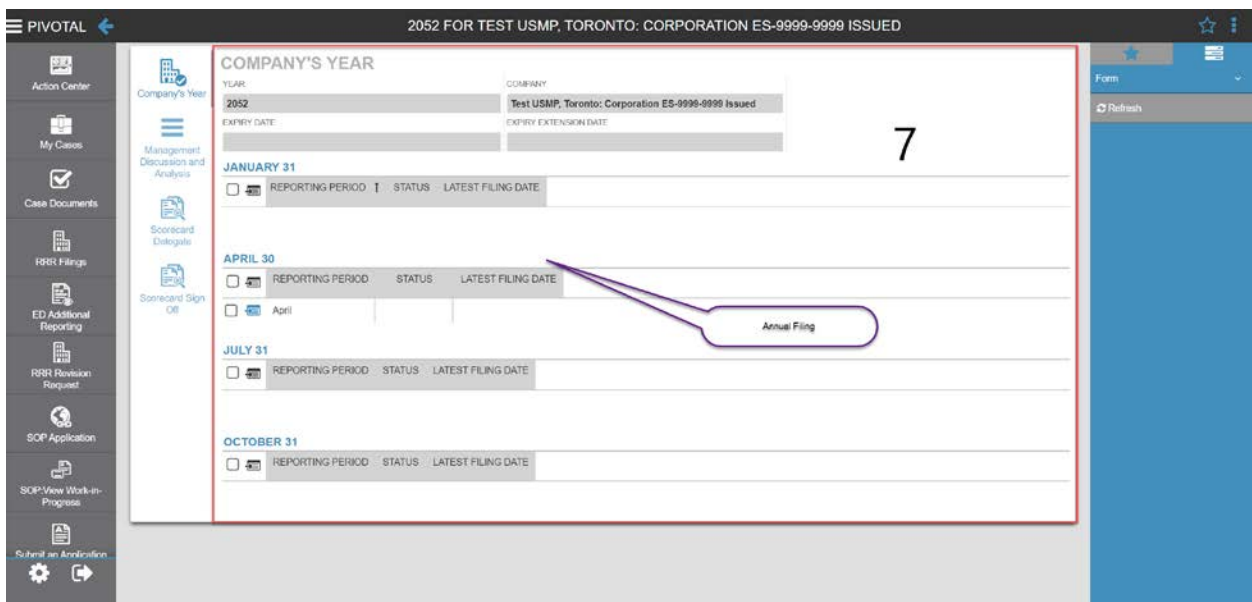

Figure 6: RRR Reporting Schedule – USMP
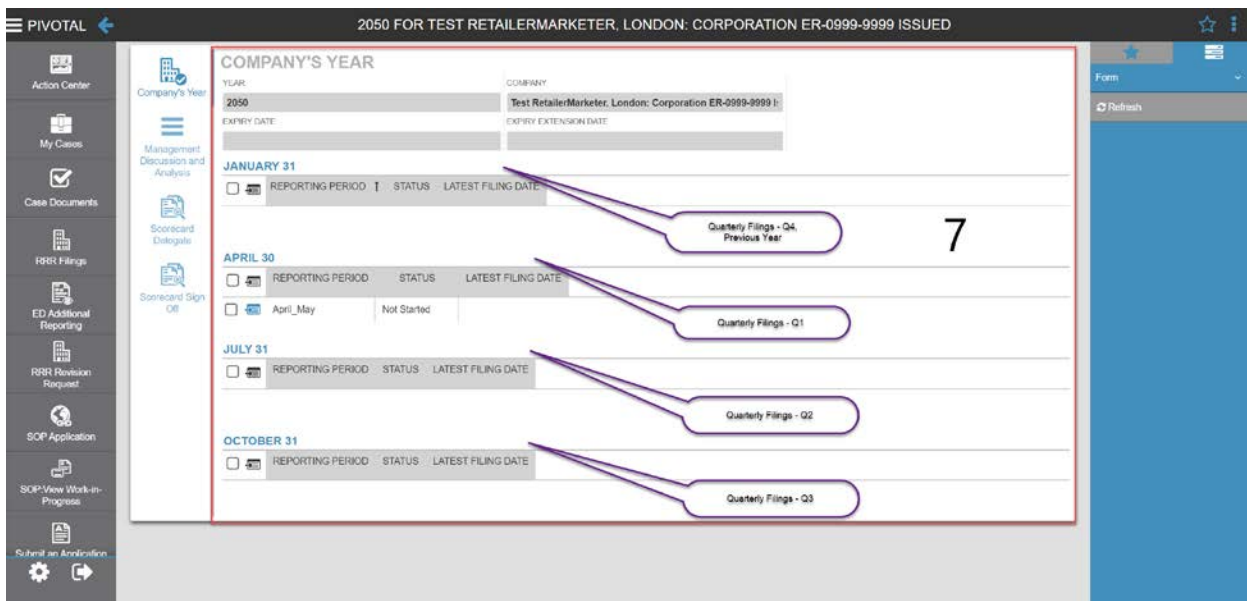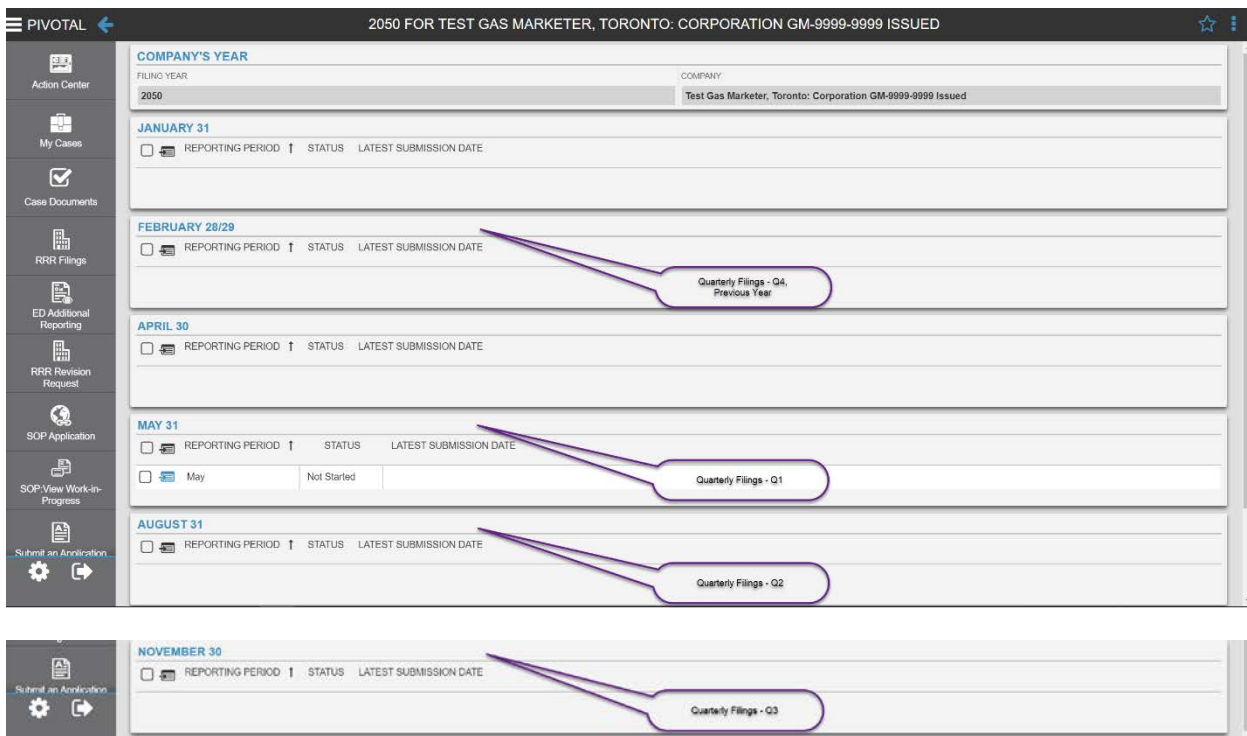
Figure 7 - RRR Reporting Schedule – ER

Figure 8 - RRR Reporting Schedule – GM

7. This section displays the annual and the applicable quarterly reporting periods for the reporting year. This will also show the status of your RRR filings ("Not Started", "Work in Progress" or "Submitted") and latest submission date of the particular annual or quarterly RRR filing.

Users can select the folder for the applicable reporting period as follows:

Electricity Transmitters:
- The **January** folder to report the Q4 filing for the previous year
- The **April** folder to report the annual

Unit Sub Metering Providers:
- The **April** folder to report the annual filing for the current year

Electricity Retailers:
- The **January** folder to report the Q4 filings for the previous year
- The **April** folder to report the annual and Q1 filing for the current year;
- The **July** folder to report the Q2 filing for the current year;
- The **October** folder to report the Q3 filing for the current year.

Gas Marketers:
- The **February** folder to report the Q4 filings for the previous year
- The **May** folder to report the annual and Q1 filing for the current year;
- The **August** folder to report the Q2 filing for the current year;
- The **November** folder to report the Q3 filing for the current year.

6.3. RRR Forms

Once the required annual or applicable quarterly filing is selected a screen for RRR filings appears as shown in Figure 9: RRR Forms. The RRR navigation bar (Section #2) reappears to help navigate to the desired filing form. Selecting from the listed options will show the desired RRR filings (Section #8).

Figure 9: RRR Forms
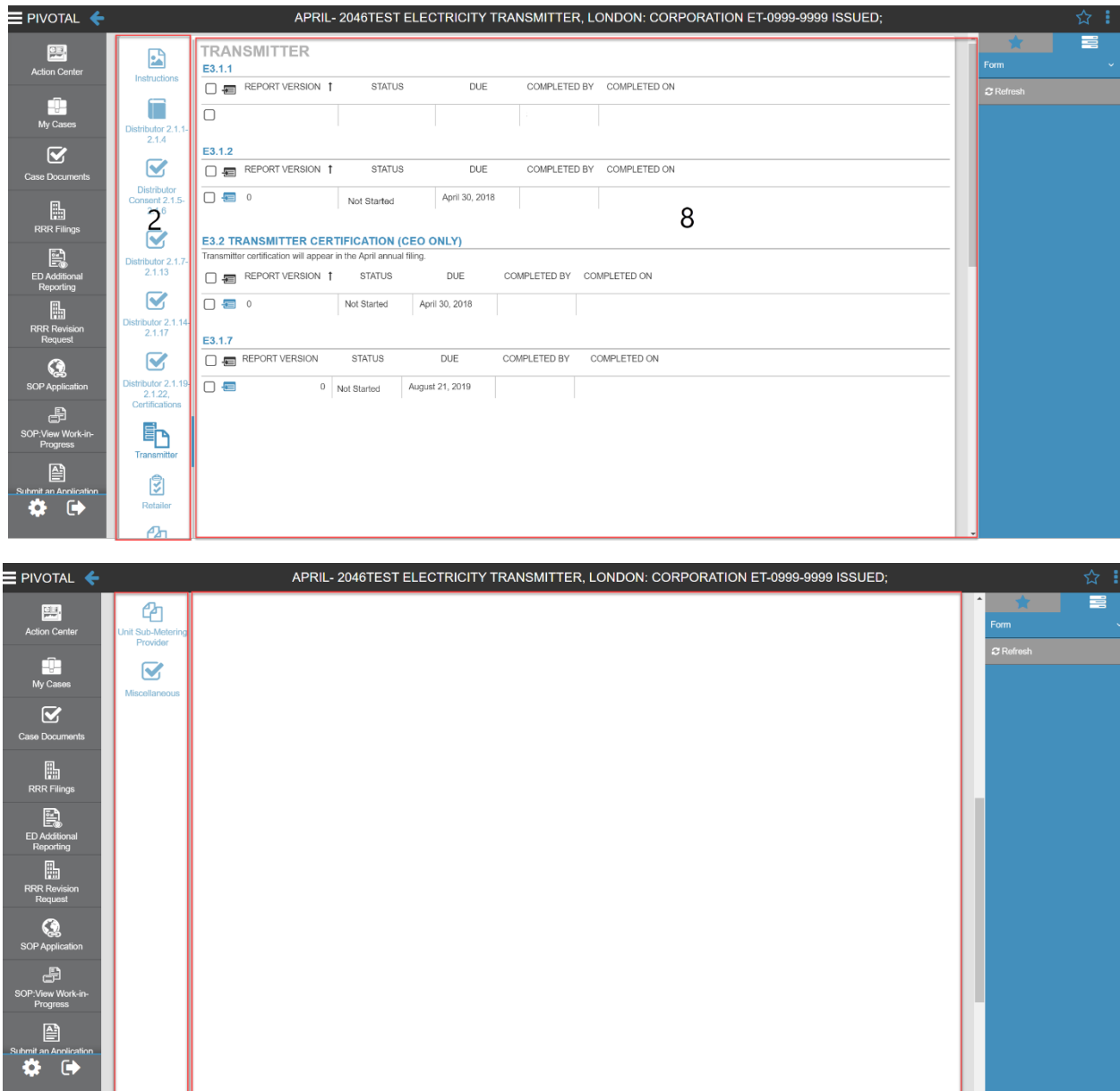
8. This is the section for accessing the desired RRR filing. For example, to show the various annual forms that appear in the RRR Forms Screen, the above screenshot shows the "Annual Transmitter Filing Forms 3.1.2 - 3.1.7" from the **RRR navigation bar**

(Section #2). Clicking on the "enter form" icon ( ) under any of the desired RRR form titles will open the standard form template for entering RRR data

7. Submit RRR Filings

The following section outlines the key activities performed when submitting RRR Filings.

7.1. Select Company Name

After logging in, the user has to select a company name from the list of companies:

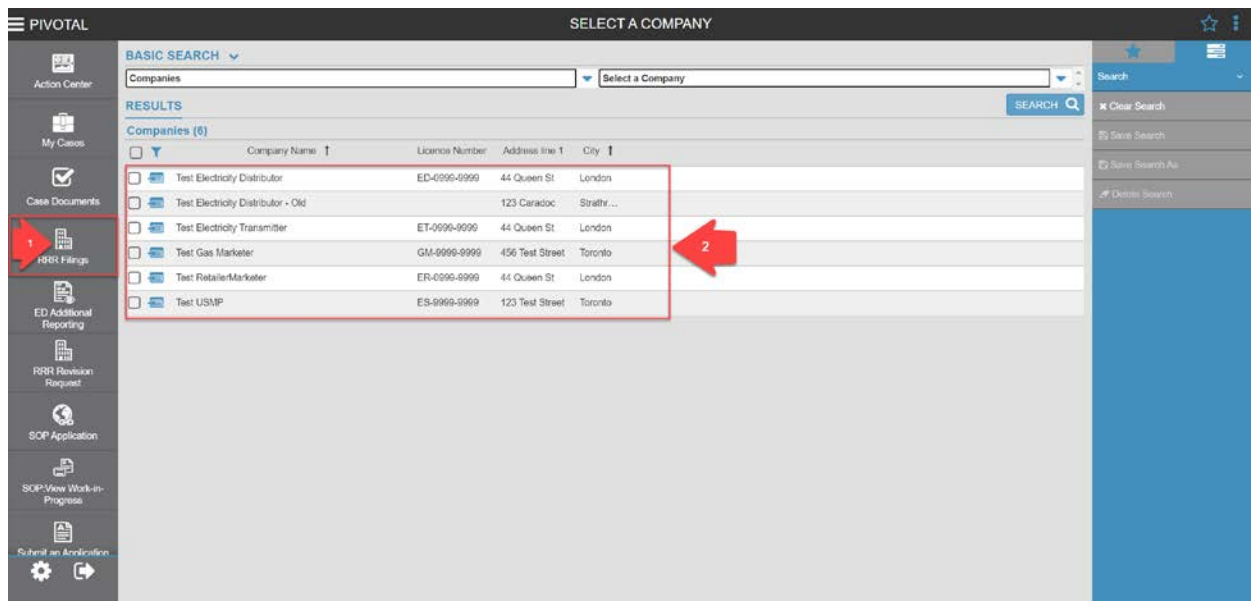**Step 1:** On the left-hand column, please select "RRR Filing".

Step 2: From the list of companies, select your company by clicking this icon ( ) against the company name. See Figure 10.

Figure 10: List of Companies

7.2. Access RRR Forms

This section provides instructions on assessing the annual and quarterly RRR filings. The examples below cite electricity transmitter quarterly and annual filings ET3.1.1 and ET3.1.2. These views are similar for the other licensees in RRR filing system.

In order to access any of the annual or quarterly filings, the user will proceed with the following five steps:

> **Step 1:** Click on "Choose Electricity Reporting Year" as shown in Figure 4 to select reporting year.

> **Step 2:** Select RRR reporting schedule as briefed in section 6.2.

> **Step 3:** Select the Transmitter menu option located in the navigation bar as shown in Figure 11.

Figure 11: Select Transmitter Filings
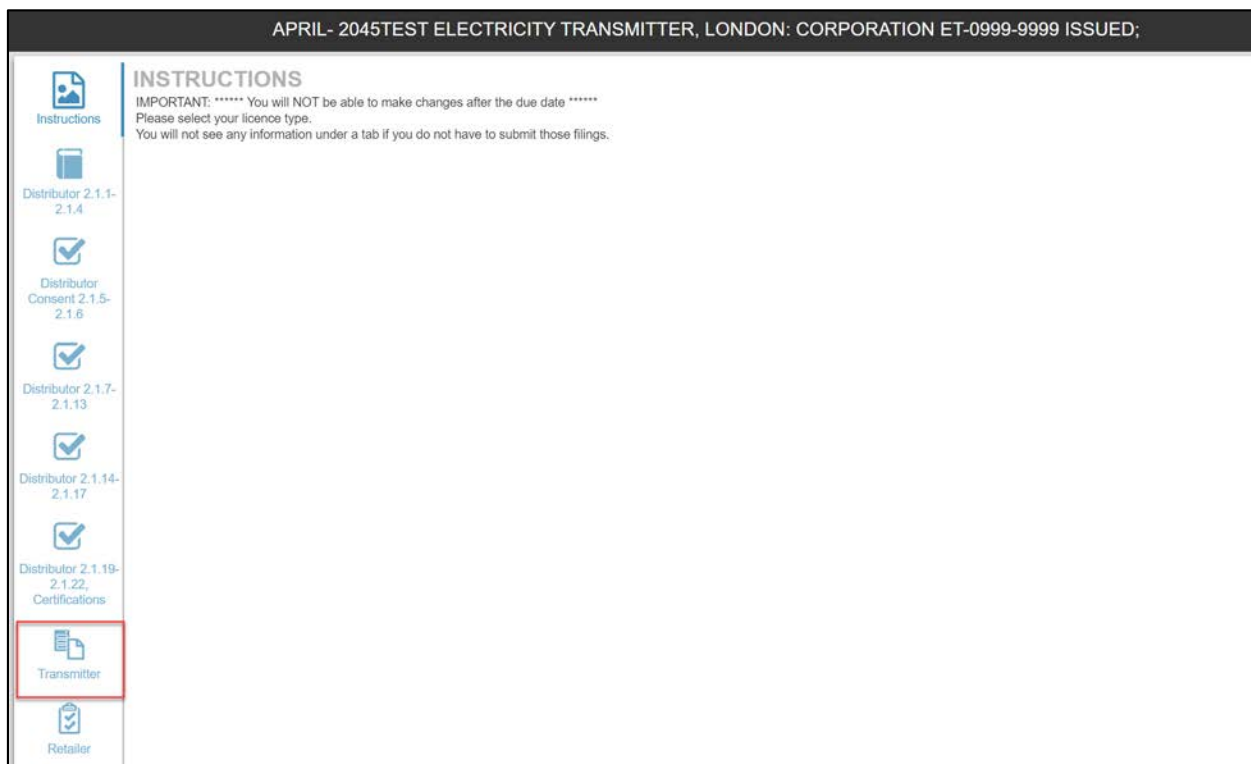
> **Step 4:** Select the desired filing type (annual or quarterly) from the reporting period shown in Figure 5. Depending on the reporting period selected, the corresponding RRR forms would then appear on the RRR Forms Screen as shown in Figure 12.

Figure 12: Select Annual or Quarterly Filings
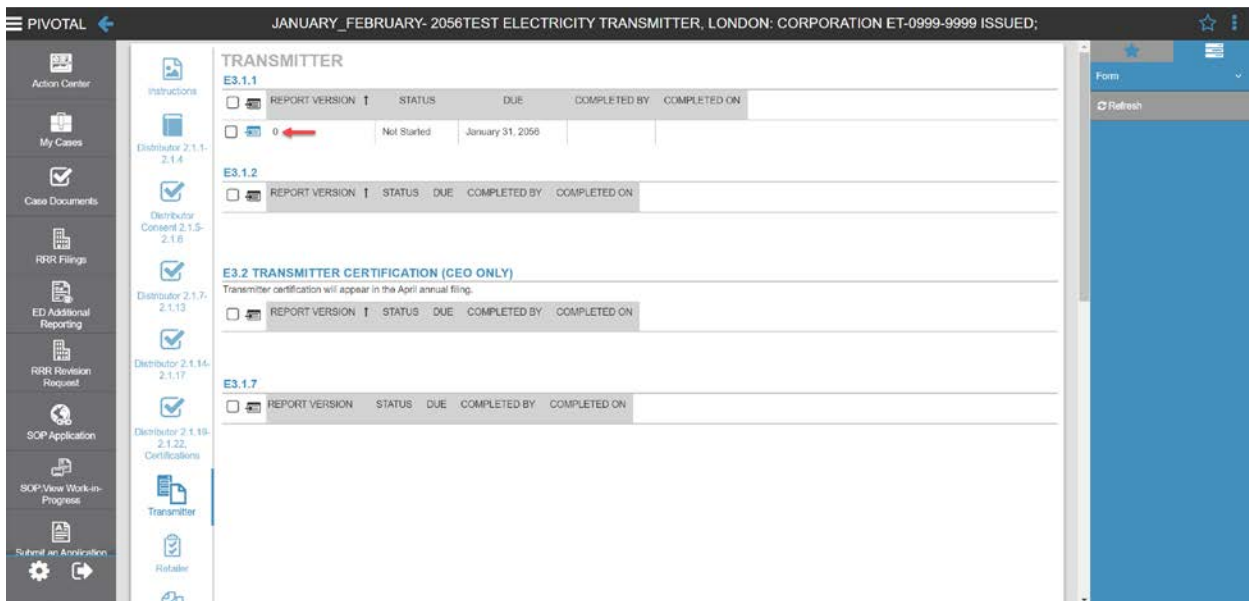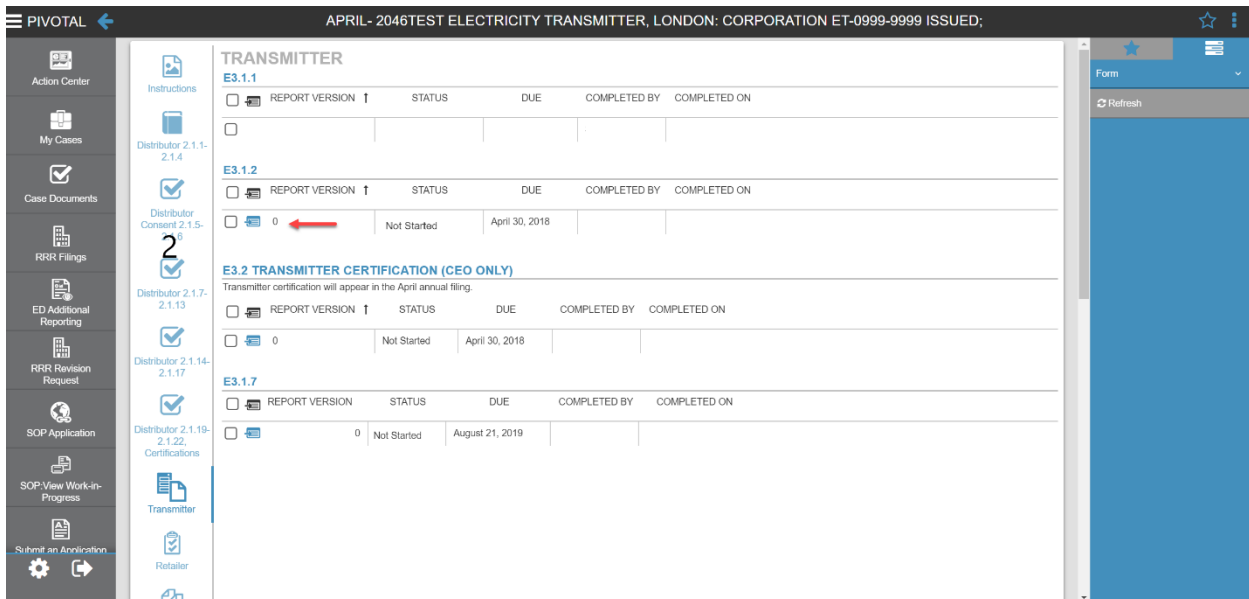
Step 4a: Click the "enter form" icon ( ) under ET3.1.1 form title to access the form as shown in Figure 13.

Figure 13: Sample Quarterly RRR Reporting Form

Or,

Step 4b: Single click the "enter form" icon (📧) under ET3.1.2 form title to access the form as shown in Figure 14.

Figure 14: Sample Annual RRR Reporting Form

7.3. Submit and View RRR Filings

The following topic describes the process and features of RRR filing system for entering, saving and submitting RRR forms.

Step 1: Access the desired form as per the instructions in the previous topic. In this example, ET3.1.1 Deferral Accounts is selected. The status shows "not started" as per Figure 15.

Figure 15: View RRR Filing Status
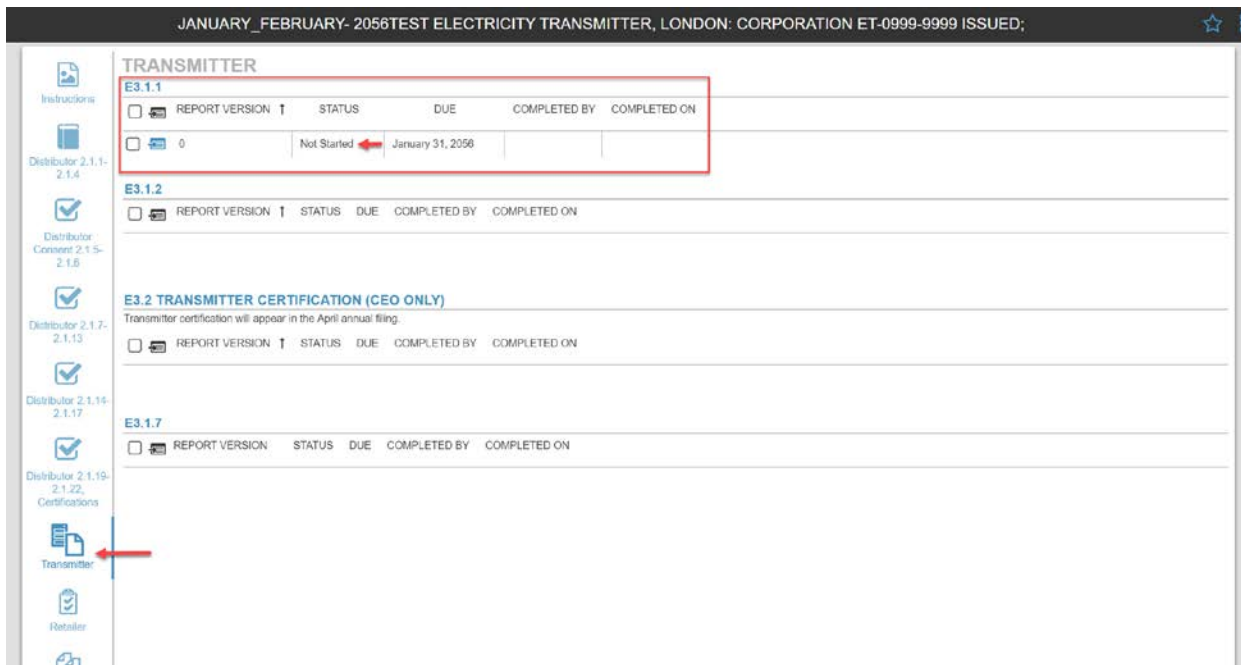
Step 2: As an example, Figure 16 shows the following features available at the time of entering RRR data before the form is saved.

- Sorting entries for the data entered in any of the columns in the table.
  - Sorting based on data – Click on the column header to select ascending or descending
- The read only column is the Account column in the below example where the user cannot change any fields.
- The system will perform the calculation for calculated fields once the user clicks the "checkmark" button located at the top right hand of the screen.
- The calculated fields in the example below are the "Quarter Closing Balance Dr/-CR" and the "To Date Check" where the user must save the form first for the calculations to appear.
- The red flags on the editable fields denotes an unsaved data entry that will disappear once the user clicks the "checkmark" button to save.
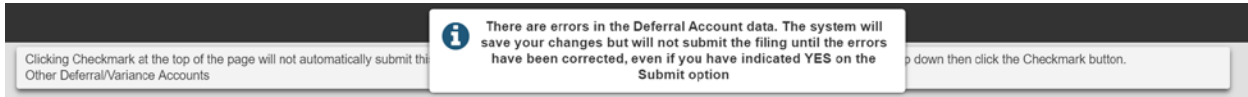
Figure 16: Enter RRR Data

Step 3: Once fields are completed, the user can save the form as a work-in-progress status. This will also enable the auto-calculations and any red flags within the specified data fields will disappear as per Figure 17.

Figure 17: Mandatory Field Error Message

Step 4: RRR filing system has embedded data validation checks within the forms. If a user attempts to submit a form with data validation errors or missing entries, RRR filing system will display a pop-up flag to indicate the issue(s) that needs to be resolved. See Figure 18.

Figure 18: Validation Rules

> There are errors in the Deferral Account data. The system will save your changes but will not submit the filing until the errors have been corrected, even if you have indicated YES on the Submit option

Clicking Checkmark at the top of the page will not automatically submit thi... Other Deferral/Variance Accounts

...p down then click the Checkmark button.

Step 6: Select "Yes" in the dropdown menu for submit form and then click checkmark to submit the form. See Figure 19.

Figure 19: Submit RRR Filing Form

SUBMIT?

SUBMIT FORM

Yes

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7.4. Export Data or Reports and Print Functions

This section outlines the key steps to export select RRR data or reports from submitted forms. Users can either export select data or generate a specified report(s) available in various formats to export to the user's computer. A print function is also available to print RRR forms or select pages.
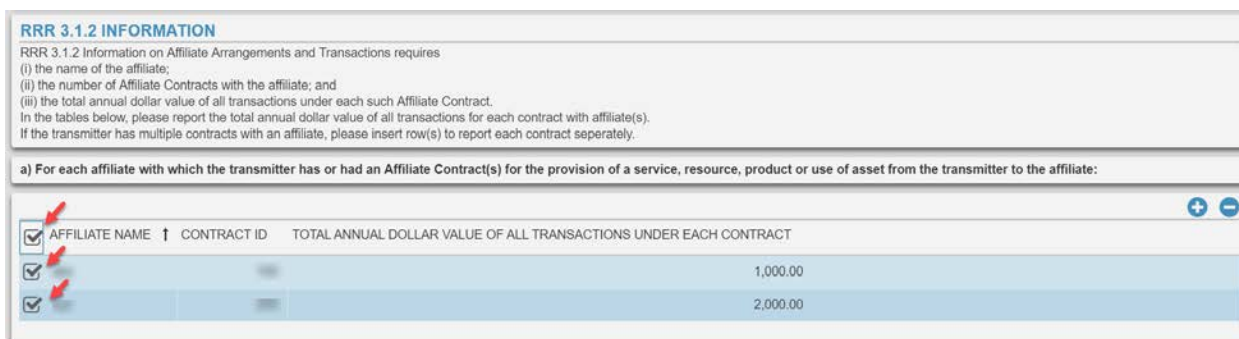
7.4.1. Export data:

In order to export data in MS excel using the export feature, the user will proceed with the following steps:

Step 1: Open the desired RRR form and scroll to bring the desired table from where the data is to be exported.

Step 2: Move the pointer over the selection box located on the header of the first column of the table, and click on it to select all the row entries (Note: you can make a custom selection by individually selecting or deselecting the rows from the first column). See Figure 20.
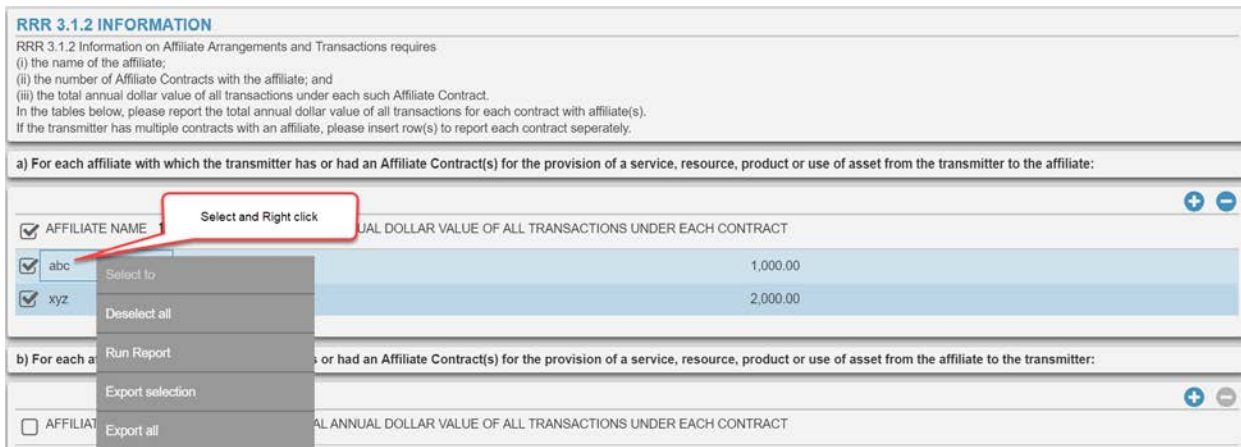
Figure 20: Selection Box

Step 3: Once the desired data are selected, right-click anywhere inside the highlighted table to open a right-click menu with options such as "export selection", "export all", etc. See Figure 21.

Figure 21: Export Selection

Step 4: Upon selecting the desired option (export selection in this example), the user can then assign a preferred filename and select a file type such as .xls, .csv or .xml. See Figure 22.

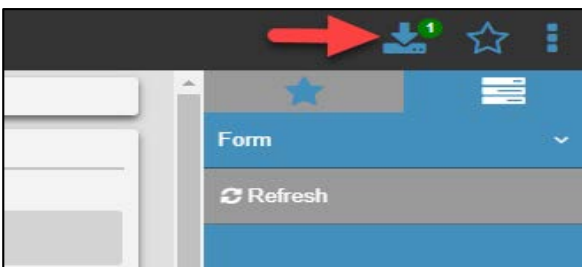**Figure 22: Export File**
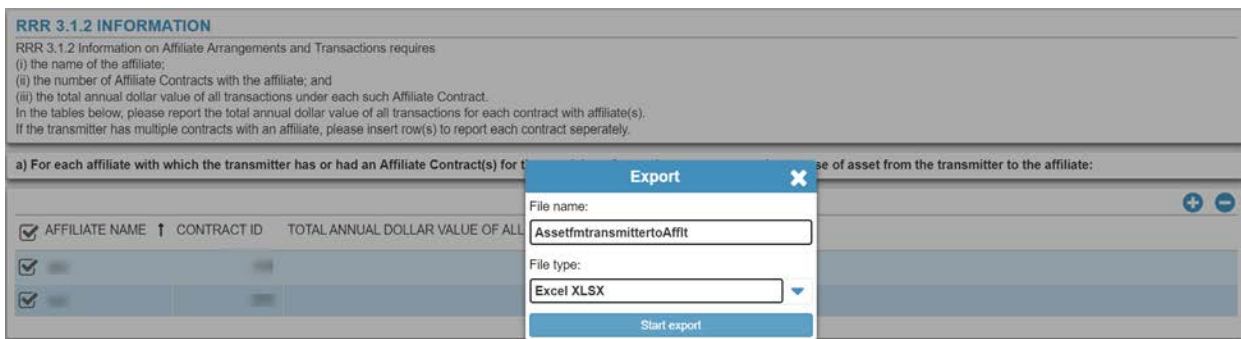
Step 5: Note a special icon () is visible on the top right of the screen. This is the location where all export data queries are saved for further download. Click on the "export data" icon to view and download the exported files as show in Figure 23.

Figure 23: Export File Download

Step 6: A window with all export file requests will open on the screen. Move the pointer over the download icon (on the right hand side) and click to start the download. The selected data is now exported in the desired file format on the user's computer. See Figure 24.

**Figure 24: Export File Lookup**

7.4.2. Export Report

The user can export submitted RRR forms (or select pages) by following procedures similar to those discussed in the export data section above.

RRR filing system allows the users to save and export a desired RRR form(s) in a file format on their computers:

Step 1: Click open the desired RRR form using the RRR filing system navigation bar and then select the desired RRR form page.
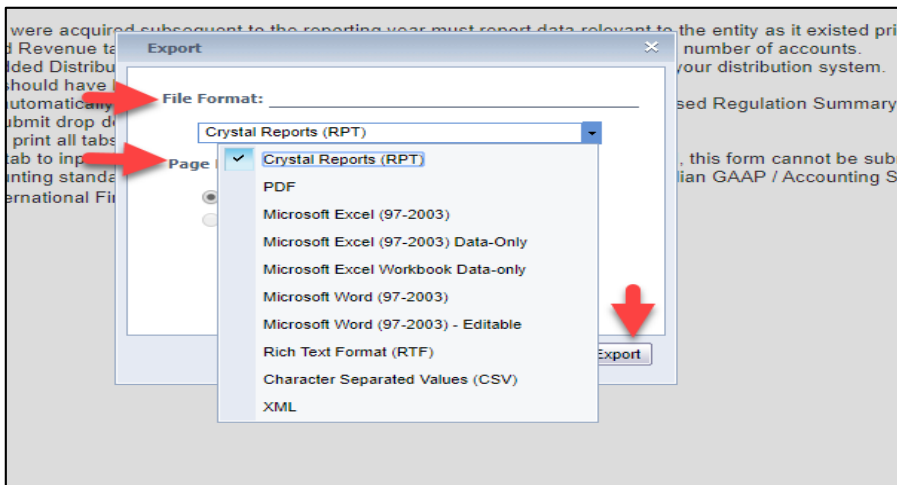
Step 2: Located on the right, the menu bar includes a "Print" button. Through the Print button, the user can create a report for a selected form by clicking on "export this report". See Figure 25.

Figure 25: Export Selection
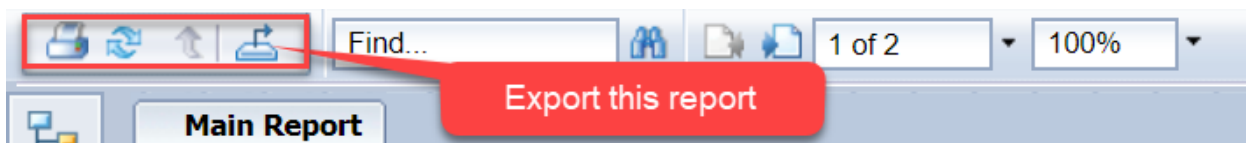
Step 3: For exporting a report, click on "export this report" icon. This will open a window with a dropdown selection for the desired file format and custom page range. RRR filing system has the following file formats PDF, RPT, RTF, XML, CSV and MS Word version. See Figure 26.
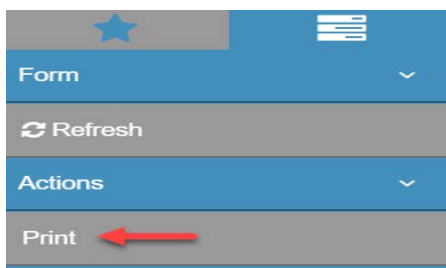
Figure 26: Export Report Formats

7.4.3. Print Report:

RRR filing system print feature allows the users to print RRR forms (or select pages):

Step 1: Click to open the desired RRR form using the UX navigation bar and then select the desired RRR form page(s).
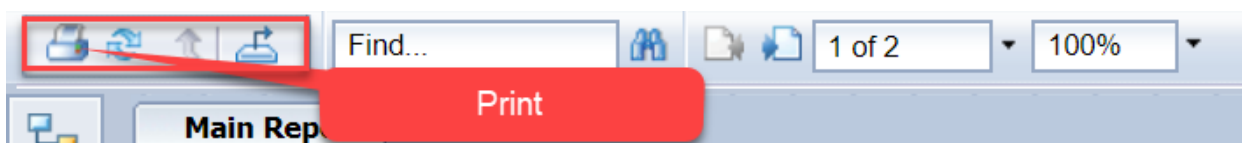
Step 2: Located on the right, the menu bar includes "Print" button. See Figure 27.

Figure 27: Print Report

Step 3: Through the Print button, the user will click on the print icon to generate a PDF file for printing. See Figure 28.

Figure 28: Print Selection

8. RRR Revision Request

The following topic provides instructions on submitting and viewing RRR Revision Request.

8.1. Submit RRR Revision Request

In this example, it demonstrates how to submit RRR Revision Request. The user will proceed with the following steps:

Step 1: Login to RRR filing system.

Step 2: Click on RRR Revision Request selection on the Navigation Bar (refer #1). This will open two tabs "Submit RRR Revision Request" and "RRR Revision Request Status". See Figure 29.

Figure 29: RRR Revision Request

Step 3: Selecting "Submit RRR Revision Request" will open a blank form. The user will have to ensure that all the mandatory fields marked in red asterisk (*) are filled in order to save the work-in-progress form.

Step 4: Select reporting entity name. Once all the required fields are entered, save the form first by clicking on the checkmark (√) on the top right of the screen. See Figure 30.

Figure 30: Enter Data in RRR Revision Request

Step 5: Only after the form is saved the user should proceed with uploading an attachment by clicking on the add attachment sign (+). See Figure 31.

**Figure 31: Add RRR Revision Request Attachment**

Step 6: Clicking on the add attachment will open another window where the user can select and upload a file as an attachment. Click checkmark to save your attachment. A prompt stating "Attachment Saved" will appear at the top-screen. See Figure 32.

Figure 32: Upload RRR Revision Request Attachment
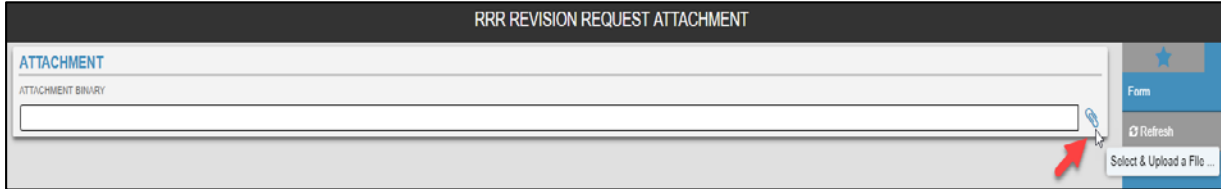
Step 7: To submit the revision request select Yes from the dropdown under the Submit table. Click checkmark to save and submit your revision request. See Figure 33.

Figure 33: Submit RRR Revision Request
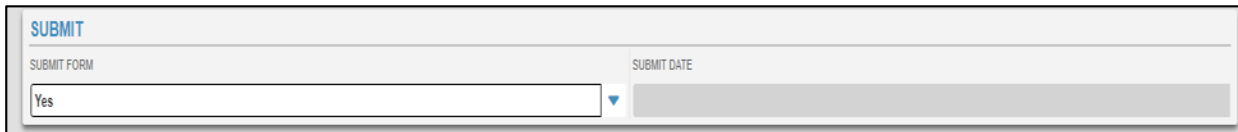
8.2. RRR Revision Request Status

To review the revision request status, click on "RRR Revision Request Status" as shown in **Step 2** in section 8.1. See Figure 34.

Figure 34: RRR Revision Request Status

The status categories are listed below:

- **New:** RRR Revision Request that is saved but not submitted to OEB.
- **Submitted:** RRR Revision Request that is submitted to OEB.
- **Approved:** Submitted RRR Revision Request that has been approved by OEB.
- **Not Approved:** Submitted RRR Revision Request not approved by OEB.
- **Completed:** Approved RRR Revision Request marked as completed by OEB.

9. Frequently Asked Questions (FAQs)

1. **Can I use my existing e-Filing Services login credentials to enter the RRR filing system?**

    Yes, the login and password remain valid. RRR filing system, allows the users to also renew or change the password at their end. For further instructions, please follow section 4 of the guide.

2. **Will the e-Filing Services portal cease to exist once the RRR filing system goes live?**

    Yes. The e-Filing Services will be deactivated once RRR filing system goes live.

3. **I want to view my previous RRR filing submissions. Will the RRR filing system be able to show me all my earlier filings?**

    Yes. All the previous year's RRR filings have moved to RRR filing system and accessible by registered users. Please contact IT.help@oeb.ca for assistance if you have any difficulties accessing your historic data.

4. **I want to submit a data revision for a form that I submitted in e-Filing Services. Can I submit a Data Revision Request for a filing that was done on e-filing services?**

    Yes. All previously reported data is carried over to RRR filing system.

5. **Will the RRR filing system auto save my work-in-progress?**

    No, but the forms can be saved manually. Once an incomplete form is saved, the status will be shown as work-in-progress. For further instructions, please follow section 7.3 of the guide.

6. **Why am I unable to save a work-in-progress form?**

    Before saving a work-in-progress form please ensure that all the mandatory fields marked with red asterisk (*) are filled. Once all the mandatory fields are entered click on the "checkmark" sign (√) to save your work-in-progress form. For further instructions, please follow section 7.3 of the guide.

7. **While entering data I see a red mark on the data entry cells. Is this an error message?**

    A red mark displayed on data entry cells indicate that the data is not yet saved. The red mark will disappear once the form is saved by clicking the "checkmark" sign (√).

8. **How do I distinguish between a read only and writeable cell in the RRR filing system?**

A read only cell (either fixed or auto-calculated field) has a grey background colour, whereas, an editable cell has a white background colour. Within a table, a calculated cell has the column header in a grey background colour.

9. How do I view the auto-calculated fields once I enter data in the editable fields?

To view these fields, you will need to save the work-in-progress in your form to allow the system to run background calculations in order to display results in the auto-calculated fields.

10. How do the auto-calculated fields show the calculated output once the data is entered?

To view these fields, you will need to save the work-in-progress in your form to allow the system to run background calculations in order to display results in the auto-calculated fields.

11. I want to select text and data to copy and paste in a document for my use. Is there a way I can copy the data entered in UX?

The RRR filing system interface features an export function that allows for the extraction of the data selected by the user. Upon selection, the data can be extracted and saved in multiple user-friendly formats for exporting. For further instructions, please follow section 7.4 of the guide.

12. I want to print a form. What should I do?

Use the print function located in the menu section of RRR filing system for printing forms. For further instructions, please follow section 7.4.3 of the guide.

13. After clicking export the following pop up appears on the screen, "Your export <filing title.xlsx> is ready for download". I want to know where is the exported file saved in the system for download?

Once the start export is clicked, the selected data is then saved in the exports tab located on the top right side of the window. Click on the exports tab to view the current and any previously exported selections for download in the desired format. For further instructions, please follow sections 7.4.1 and 7.4.2 of the guide for export data and export reports, respectively.

14. Have general IT related questions?

For any general IT related questions, please get in touch with OEB's IT Help at IT.help@oeb.ca

10. Legend

	Action Center		Mandatory field
	Add attachment		Menu Option (Show/Hide)
	Add/Remove row		Navigation Option (Show/Hide)
	Back button		Save data (checkmark) and Cancel data
	Enter form (single click)		Selection (export data/order rows)
	Export data		Logout
	Favourite (Add/Remove)		Unsaved data entry