Ontario Energy Board | Commission de l'énergie de l'Ontario

Ontario

RRR FILING GUIDE

FOR NATURAL DISTRIBUTORS' REPORTING AND RECORD KEEPING REQUIREMENTS (RRR)

PREPARED BY OEB STAFF

Effective

March 26, 2020

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1. Purpose

RRR Filing Guide

The purpose of this RRR Filing Guide is to aid natural gas distributors in completing their annual RRR filings due on April 30 and quarterly filings due on April 30, May 31, August 31 and November 30 of each year.

The RRR Filing Guide is also updated to provide guidance arising from distributors' enquiries on reporting requirements and/or new or modified forms in the RRR Pivotal UX system.

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.

2.   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

URL

Gas distributors can add the link to their preferred browser to access the RRR filing system login webpage.

Login

Existing registered RRR users can use their e-Filing Services user credentials for logging in to RRR filing system.
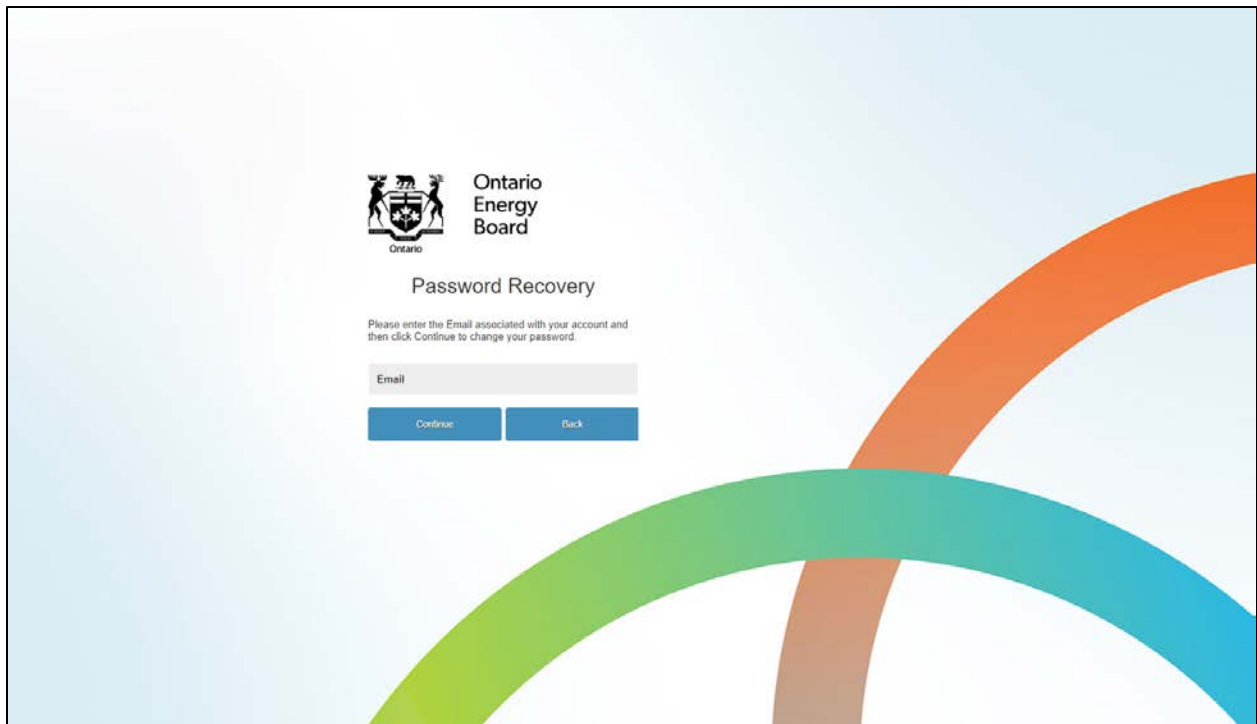
Change Password

Users can follow these steps to change the 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

    Step 3: Open the email sent to the registered email address for additional information on password reset. Click on the link provided in the email and proceed to change the password.

3. User Support

Users have access to support such as RRR Filing Guide and training videos in RRR filing system. All the user support materials can be viewed in the Action Center.

What is Action Center?

The purpose of Action Center for accessing user support materials and directly go to the desired filing company. The "Action Center" is the top most button located on the navigation bar. The purpose of navigation bar is explained in the following section.

By clicking on the relevant documents, a user can either view the web version of the RRR Filing Guide or watch the various training videos. See Figure 3.

Figure 3: User Support
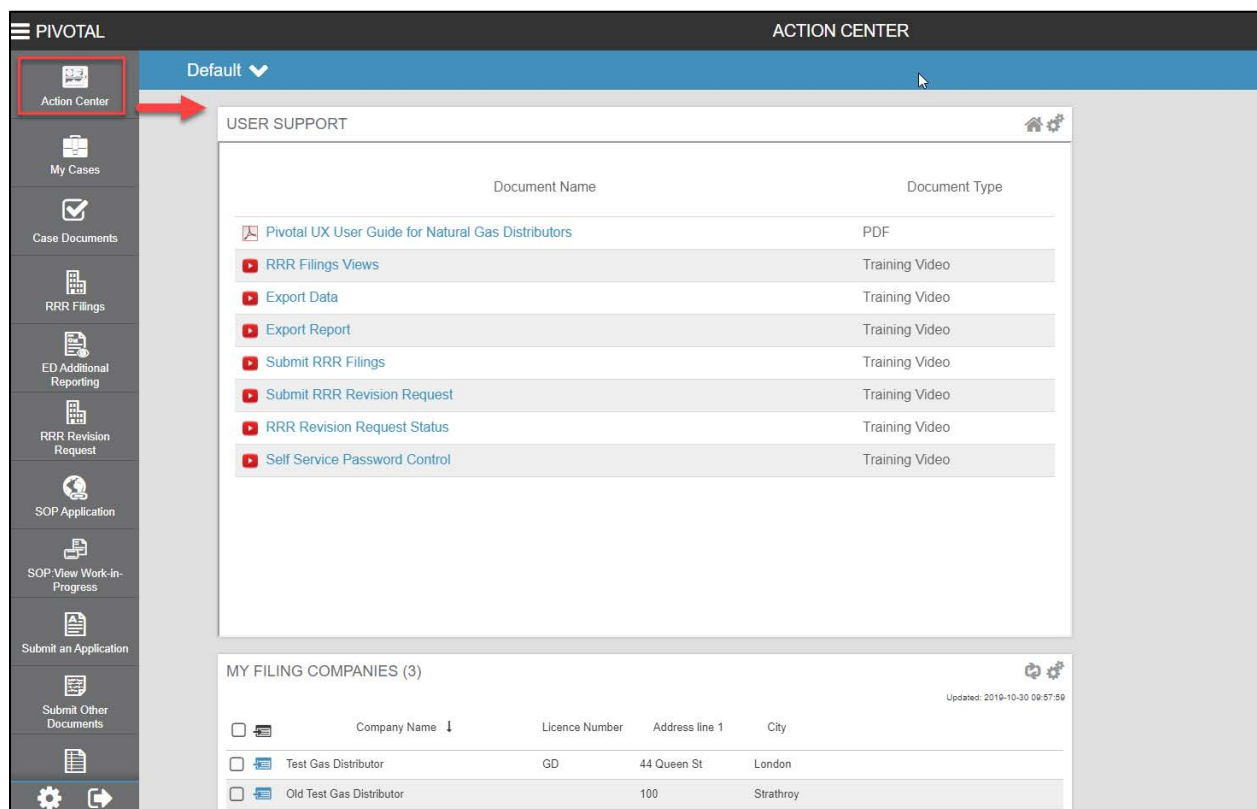
4. RRR Filings Views

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

4.1. Choose Reporting Period

After logging in with the registered username and password, click on the "RRR filings" button located on the navigation bar (#1). Click on the company name from the list of your filing company names. This will show the company details and reporting years as shown in Figure 4.

Figure 4: Choose Reporting Period
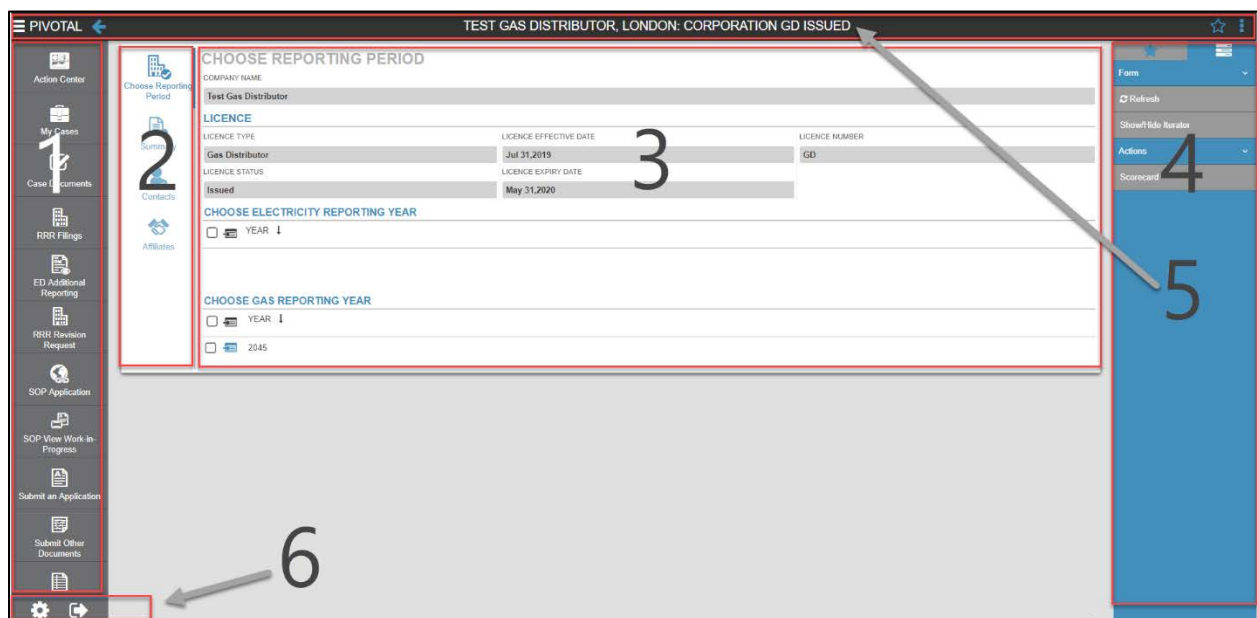
1. This is a navigation bar that will be present throughout the RRR filings or revision request process. Through this navigation bar, users can perform tasks such as RRR filing, RRR revision request, etc. At the top of the navigation bar, there is a feature titled "Action Center", which allows the users to create a custom dashboard to track any of their RRR data. Additionally, the Action Center also houses training videos on RRR filing system.

2. This is a navigation bar and features four options namely 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 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. Click on "Choose Gas Reporting Year" for accessing RRR forms. As an example, click 2019 as Reporting Year for entering annual 2018 data.

4. This is a menu bar that will be present throughout the RRR filing or revisions request process. Through this menu bar users can perform tasks such as Add group, Form refresh and Print. The add group feature lets the user arrange favorites under a designated group title.

5. This is the header that will be present throughout the RRR filing or revision request process. The header mentions 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 the "Navigation" and "Back Arrow" option. The "add favorite" feature lets the user create a shortcut of the current view in the menu bar.

Also notice that an icon () appears when the export data feature is selected. Clicking on this icon will open a sub-window from where the exported data can be downloaded and saved externally. It is recommended to download and save the exported data externally since RRR filing system does not keep a cache of the exported files once the user has logged out of the session.

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.

4.2. RRR Reporting Schedule

After selecting a reporting year from "Choose Gas Reporting Year", the RRR reporting schedule will appear as shown in Figure 5. The purple callout boxes as shown in the figure below are provided here only for explanation.

Figure 5: RRR Reporting Schedule
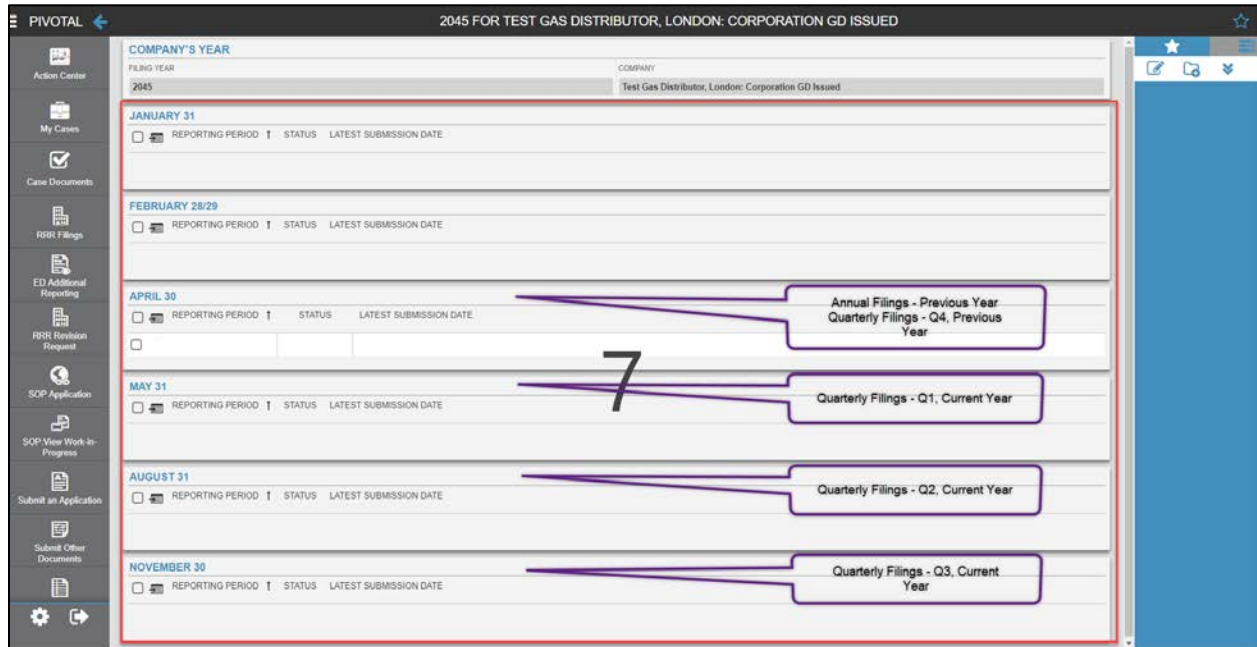
7. This section displays all the annual and quarterly reporting periods for the reporting year. This will also show the status of your RRR filings ("Not Started", "Work in Progress" or "Submitted") and latest submission date of the particular annual or quarterly RRR filings. Users can select the reporting period as follows:

    - The **April** folder to report the annual and Q4 filings for the previous year
    - The **May** folder to report the 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

4.3. RRR Forms

Once the required annual or quarterly filing is selected, a screen for RRR filings appears as shown in Figure 6. The navigation bar (#2) reappears to help navigate to the desired RRR form. Selecting one of the listed options will show the desired RRR filings (#8).

Figure 6: RRR Forms
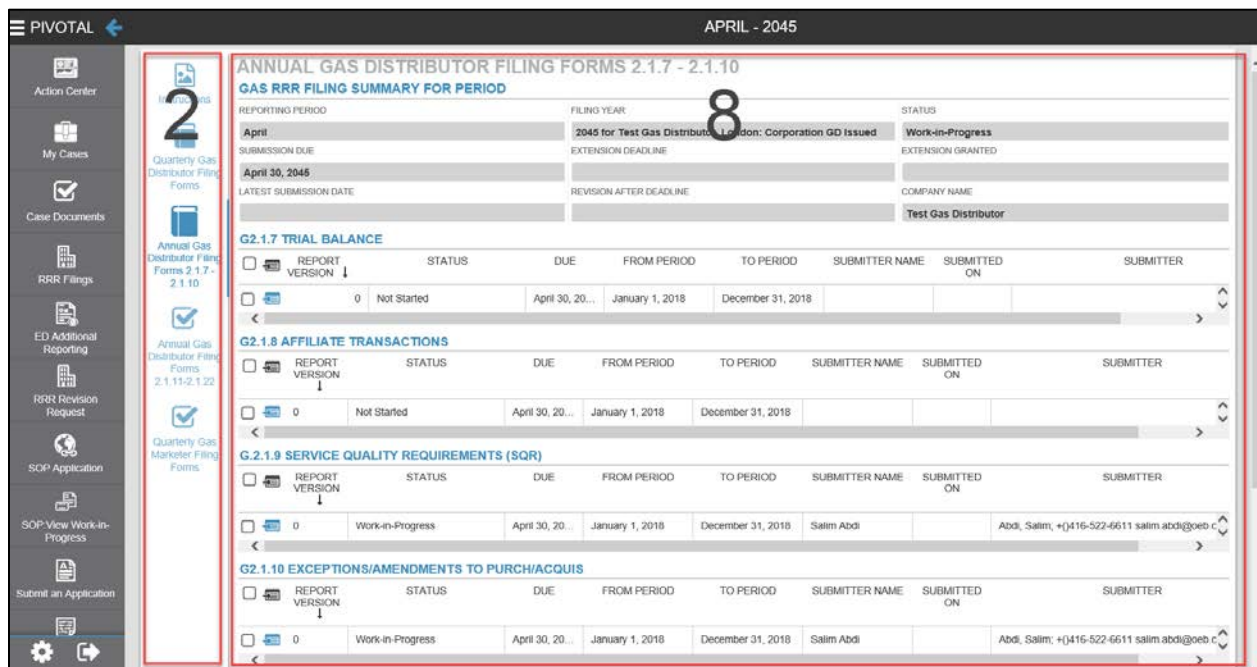
8. This is the section for accessing the desired form. For example, the above screenshot shows the "Annual Gas Distributor Filing Forms 2.1.7-2.1.10" from the navigation bar (#2). Clicking the enter form icon (see legend) under any of the desired RRR form titles will open the particular RRR form template for entering RRR data.

5.   Submit RRR Filings

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

5.1. Select Company Name

After logging in, the user has to select a company name from the list of companies and follow the steps given below.

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

Step 2: From the list of companies, select your company by clicking enter form icon (see legend) beside the company name. See Figure 7.

Figure 7: List of Companies
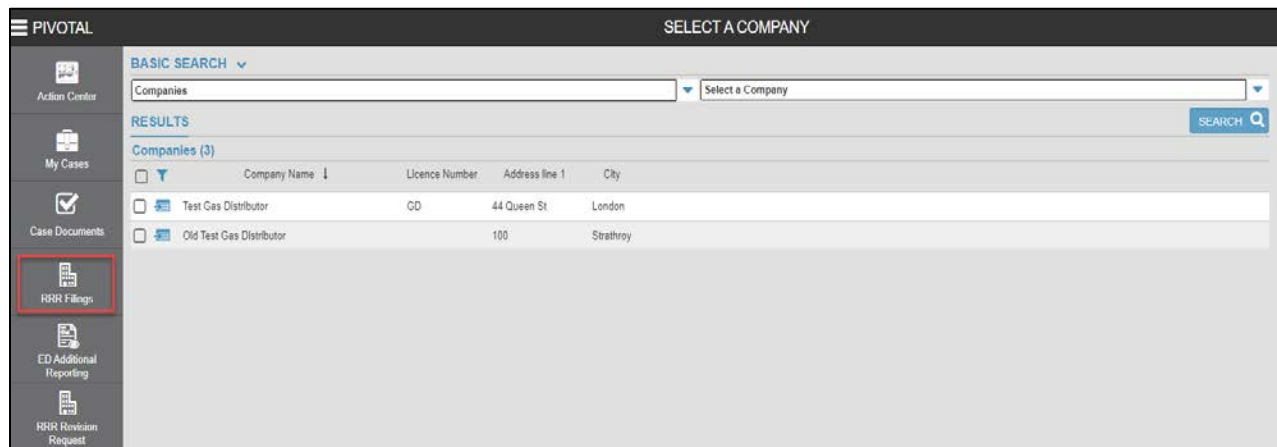
5.2. Access RRR Forms

The examples below cite quarterly and annual gas distributor filings G2.1.1 (NPV and Profitability Index) and G2.1.7 (Trial Balance) respectively due by April 30.

Please follow the steps given below to access any of the annual or quarterly filings.

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

Step 2: Select RRR reporting schedule as briefed in section 4.2.

Step 3: Select the desired filing type (annual or quarterly) from the navigation bar (refer Section #2). Depending on the filing type selected, the corresponding RRR forms would then appear on the RRR Forms Screen as shown in Figure 8.

In RRR filing system, the navigation options are shown vertically. The Annual Gas Distributor Filing Forms are grouped in two tabs: G2.1.7 – G2.1.10 and G2.1.11 – G2.1.22.

Figure 8: Annual and Quarterly Filings

Step 4a: Click the enter form icon (see legend) under G2.1.7 form title to access the form. The navigation bar shows all accounts grouped in three tabs 100 – 179, 180 – 290, 300 – 339 as well as Schedule 1 and Trial Balance Summary as shown in Figure 9. Or,

Figure 9: Sample Annual RRR Form

Step 4b: Click on enter form icon (⊟) under G2.1.1 form title to access the form. The navigation bar shows all the entry forms in three different tabs – Table A: Summary Info, Table B: NPV Negative Performance and Table C: PI Below 0.8 as shown in Figure 10.

Figure 10: Sample Quarterly RRR Form

Step 5: Click on the desired tab from the navigation bar to access the RRR reporting form template and enter the data.

5.3. Submit and View RRR Filings

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

> **Step1:** Access the desired form as per the instructions in the previous topic. In this example, G2.1.9 Service Quality Requirement (SQR) is selected. The status shows "not started" as shown in Figure 11.

Figure 11: View RRR Filing Status

> **Step 2:** As an example, Figure 12 shows the following features available at the time of entering RRR data.

1. Sorting entries by month or based on 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
   - Sorting based on month – Click on the sort and select ascending to view the table in monthly order.
2. Totals in the "Total" row is an auto-calculated field.
3. All the horizontally calculated (read-only) fields will perform the calculation once the user clicks the "checkmark" button located at the top right hand of the screen.
4. RRR filing system differentiates between read-only and editable fields. Look for cells or column headers highlighted in grey, which denotes a read-only field.
5. The red flags on the editable fields denote an unsaved data entry that will disappear once the user clicks the "checkmark" button.

Figure 12: Enter RRR Data

Step 3: When saving an incomplete form, RRR filing system requires, at a minimum, completion of all mandatory fields (red *). Saving an incomplete form will result in a pop-up error message "Unable to save the form data. Provide a value for all required fields" as shown in Figure 13. Exiting an unsaved form will loose any entered data and the user has to start again.

**Figure 13: Incomplete Mandatory Field Error Message**

Step 4: Once all the mandatory 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 cells will disappear as shown in Figure 14.

Figure 14: Save Form

MONTH	NUMBER OF CALLS REACHING A DISTRIBUTOR'S GENERAL INQUIRY NUMBER ANSWERED WITHIN 30 SECONDS (1)	NUMBER OF CALLS RECEIVED BY A DISTRIBUTOR'S GENERAL INQUIRY NUMBER (2)	CALL ANSWERING SERVICE LEVEL (%) (3=1/2*100)	
April			0.00	
May			0.00	
June			0.00	
July			0.00	
August			0.00	
September			0.00	
October			0.00	
November	55	12	458.33	
December	100	67	149.25	
Total	155	79	196.20	

Red flags disappeared

Calculated fields

Step 5: For G2.1.9, RRR filing system has embedded data validation checks. If a user attempts to submit a form with data validation errors or missing entries, RRR filing system will display pop-up indicating the issue(s) to be addressed to submit the form. See Figure 15.

Figure 15: Validation Rules
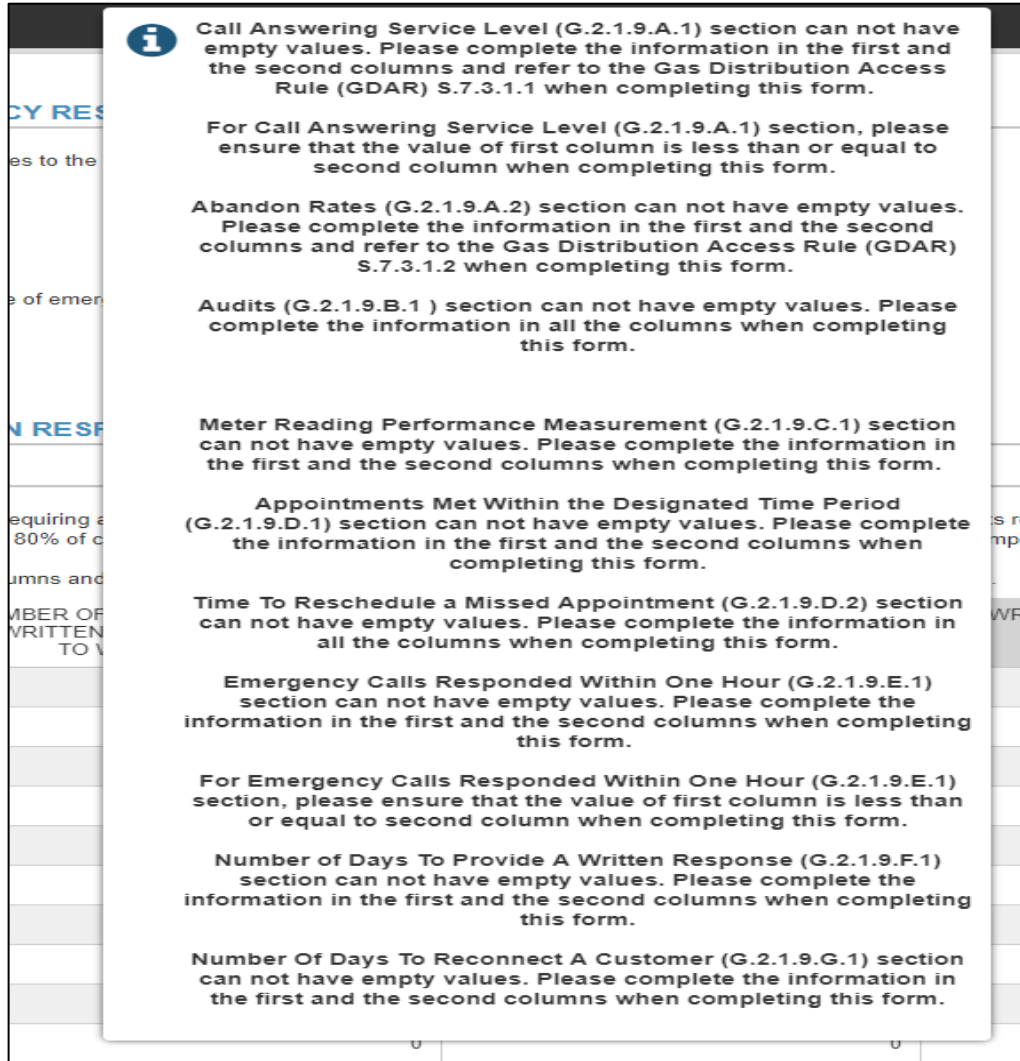
Step 6: Select "Yes" in the dropdown menu for submit form and then click checkmark to submit the form. See Figure 16.

Figure 16: Submit RRR Form
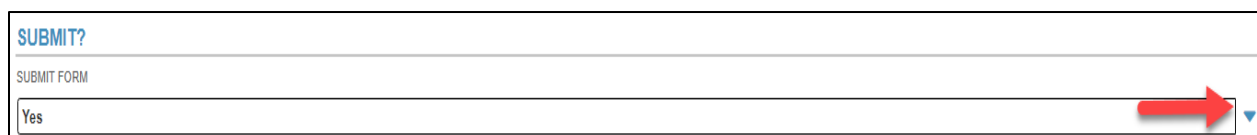
5.4. Export Data or Reports and Print

The following topic outlines key steps to export RRR data or reports from a submitted form and make prints of the exported reports if needed.

5.4.1. Export data

Please follow the steps given below to export data in MS Excel or other file types using the export feature.

Step 1: Open the desired RRR form and 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 17.

Figure 17: 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 18.
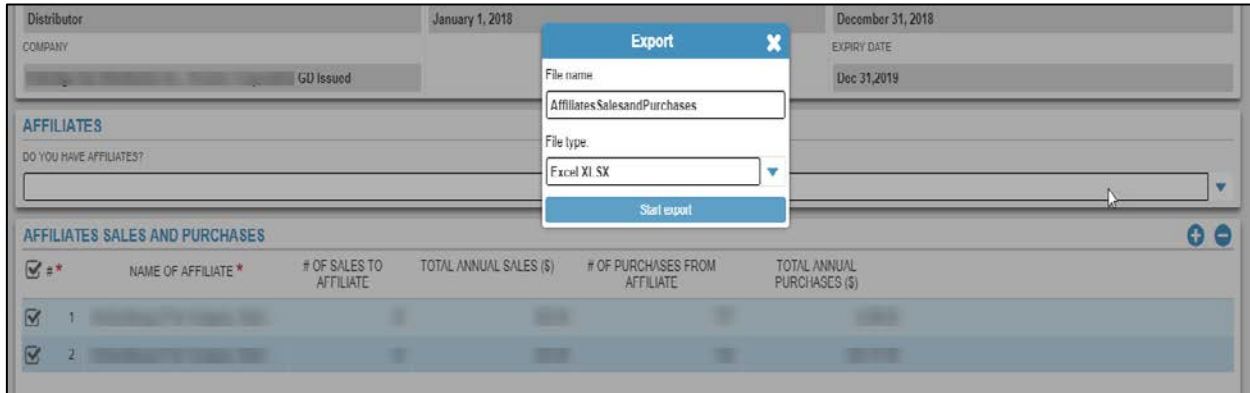
Figure 18: Export Selection

Step 4: Click the desired option (export selection in this example). Enter a preferred filename and use the dropdown menu to select a file type such as Excel XLSX, CSV or XML. See Figure 19.
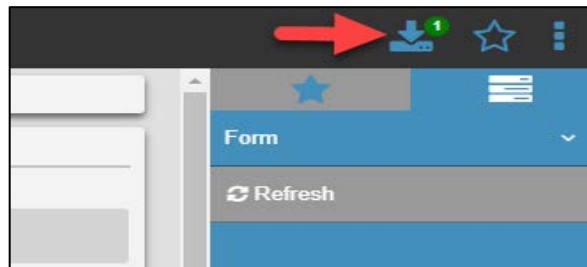
Figure 19: Export File

Step 5: Notice a special icon ( ) 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 icon to view and download the exported files externally. RRR filing system does not keep a cache of exported files; hence, the exported files are only available in the particular session. See Figure 20.

Figure 20: 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 data is now exported in the desired format on the user's computer. See Figure 21.

Figure 21: Export File Lookup

5.4.2. Export report

RRR filing system allows the users to save and export the desired RRR form(s) in a file format on their computers. Please follow the steps provided below.

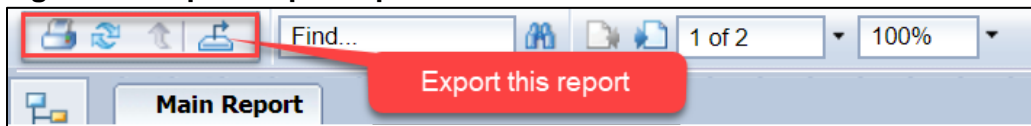**Step 1:** Click open the desired RRR form using the navigation bar.

Step 2: Click on the "Print" button located on the menu bar to access the export option. See Figure 22.

**Figure 22: Export Report via Print Button**
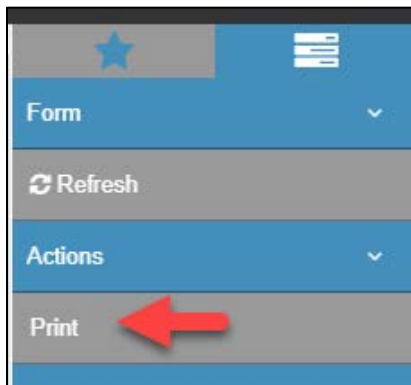
Step 3: The user can generate a report for the selected form by clicking on "export this report" icon. See Figure 23.

Figure 23: Export Report Option

Step 4: Use the dropdown to select the desired file format and custom page range. RRR filing system has the following file formats PDF, Crystal Reports (RPT), RTF, XML, CSV, Microsoft Excel and Microsoft Word. See Figure 24.
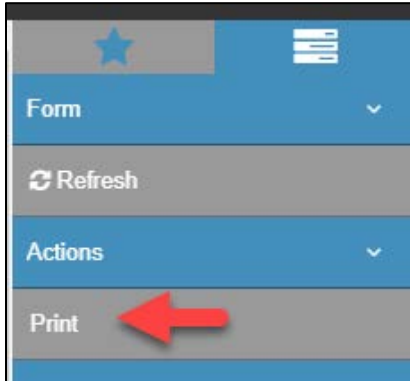
Figure 24: Export Report Formats
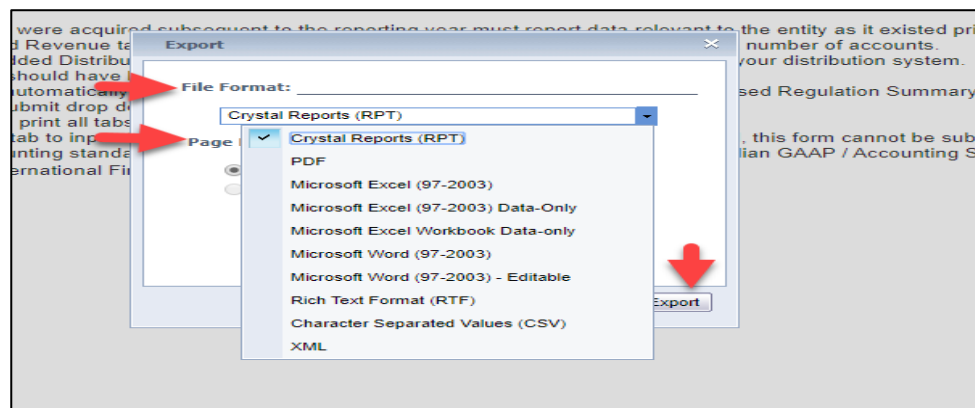
5.4.3. Print report

RRR filing system print button on the menu bar allows the users to print a PDF report. To print a report, please follow the steps provided below.

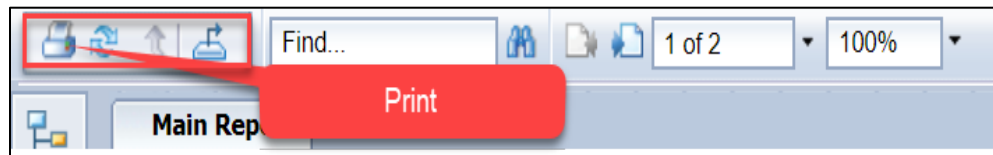**Step 1:** Click open the desired RRR form using the navigation bar

Step 2: Click on the "Print" button located on the menu bar. See Figure 25.

Figure 25: Print Report

Step 3: The user may now print a PDF file by clicking on the print icon to generate a PDF report and then take a print as desired. See Figure 26.

Figure 26: Print Report Option

6. RRR Revision Request

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

6.1. Submit RRR Revision Request

Please follow the steps given below to submit the RRR Revision Request.

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 27.

Figure 27: RRR Revision Request
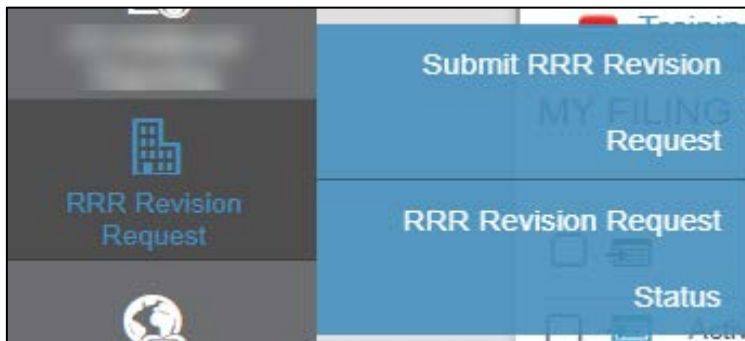
Step 3: Selecting "Submit RRR Revision Request" will open a blank form. Users will have to ensure that all the mandatory fields marked in red asterisk (*) are filled to save the work in progress form.

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 28.

Figure 28: 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 29.

**Figure 29: 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 the checkmark to save your attachment. A prompt stating "Attachment Saved" will appear at the top-screen. See Figure 30.

Figure 30: Upload RRR Revision Request Attachment
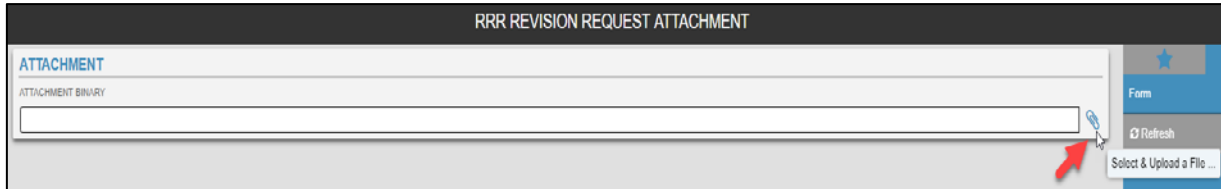
Step 7: To submit the revision request select Yes from the dropdown under the Submit table. Click the checkmark to save and submit your revision request. See Figure 31.

Figure 31: Submit RRR Revision Request
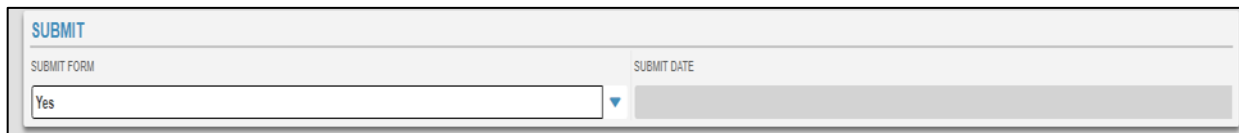
6.2. RRR Revision Request Status

Begin with **Step 2** from section 6.1 and then click on "RRR Revision Request Status" to view the status of all submissions. See Figure 32.

Figure 32: RRR Revision Request Status

The status categories are listed below:

6. New: RRR Revision Request that is saved but not submitted to OEB.
7. Submitted: RRR Revision Request that is submitted to OEB.
8. Approved: Submitted RRR Revision Request that has been approved by OEB.
9. Not Approved: Submitted RRR Revision Request not approved by OEB.
10. Completed: Approved RRR Revision Request marked as completed by OEB.

7. Cyber Security Readiness Report (RRR G2.1.22)

As per OEB's letter dated April 25, 2019, all rate-regulated gas utilities are required to annually submit the Cyber Security Readiness Report (Cyber Report) along with an executive self-certification statement signed by the Chief Executive Officer (CEO) and the Chief Information Security Officer (CISO).

The following sections provide instructions on saving, submitting and revising (if required) the G2.1.22 form in RRR Filing System.

7.1. Save G2.1.22 form with RRR filer credentials

A registered user with RRR filer credentials can complete the form and save it as a work in progress. Note that RRR Filing System only allows the user with executive credentials to submit G2.1.22 form.

Please follow the steps given below to complete and save the form:

Step 1: Login to RRR filing system (please reference section 2 within this guide for additional instructions on login and password).

Step 2: Click on G2.1.22 form using the navigation bar (please reference section 5.2 within this guide for additional instructions on accessing RRR forms). See Figure 33.

Figure 33: Access G2.1.22 Form

Step 3: Complete the form by entering the information requested in Part 1&2 – General Information section and selecting the appropriate response using the drop down menus in Part 3 – Request for Information section. See Figure 34 and Figure 35.

Figure 34: View G2.1.22 Form (Part 1&2 – General Information)

Figure 35: View G2.1.22 Form (Part 3 – Request for Information Section)

Step 4: Once all the information requested is entered, click checkmark (√) to save the form as work-in-progress. The form is ready for executive self-certification by the CEO and CISO.

7.2. Self certify and submit G2.1.22 form using executive credentials

The self-certification and submission of G2.1.22 form can only be performed using executive credentials. Please follow the steps given below to self certify and submit G2.1.22 form:

Step 1: Login to RRR filing system (please reference section 2 within this guide for additional instructions on login and password).

Step 2: Click on the G2.1.22 form using the navigation bar (please reference section 7.1 within this guide for additional instructions on accessing G2.1.22 form).

Step 3: Complete the self-certification statement by clicking on the checkbox for signature next to the appropriate credential type i.e. CEO or CISO. See Figure 36.

Figure 36: Complete G2.1.22 Form Self-Certification Statement

Step 4: Upon completion of the self-certification statement as per step 1 to 3 by both CEO and the CISO, the user with executive credentials will select "Yes" from the dropdown menu provided under the Submit Form and then click checkmark (√) to save and submit the form. See Figure 37.

Figure 37: Submit G2.1.22 Form

7.3. Revise G2.1.22 form

The steps for submitting and viewing the revision request status are the same as any other RRR form (please reference section 6 within this guide for additional instructions on submitting RRR revision request).

Note: Whenever a G2.1.22 form is revised, the executive self-certification provided in the original submission would reset and a fresh executive self-certification will be required from both CISO and the CEO credential users. Similar to the original submission, the revised form can only be submitted using executive credentials. The process for entering revised data and submitting the revised form remains the same as explained in section 7.1 and section 7.2 within this guide.

8. Frequently Asked Questions (FAQs)

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

   Yes, the login and password remain valid. RRR filing system provides self-service password reset option to the registered. For further instructions, please reference section 2 within this 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 RRR filing system be able to show me all my earlier filings?**

   Yes. All RRR filings from previous years 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 reference section 5.3 step 4 within this 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 a red asterisk (*) are filled. Once all the mandatory fields are entered click on the "checkmark" sign (√) to save your work-in-progress form as explained in FAQ #5.

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 indicates 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 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 export saved data externally. Is there a way I can copy the entered data?**

    In RRR filing system, the saved data can be exported in multiple user-friendly formats. For further instructions, please reference section 5.4.1 within this guide.

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

    Use the "Print" function located within the menu section of RRR filing system for printing forms. For further instructions, please reference section 5.4.3 within this guide.

13. **After clicking export the following message appears on the screen, "Your export <filing title.xlsx> is ready for download". I want to know, where the exported file is saved once it is exported.**

    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 reference section 5.4 within this guide.

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

9. Contacts

Issue Type	Contact	Email
Technical Support	IT help	IT.help@oeb.ca
RRR Filings or RRR Revision Request	Performance Analytics & Reporting	performance_reporting@oeb.ca

10. Legend

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