Ontario Energy Board

User Guide for Web-based

RRR Data Revision Requests

Prepared by Performance Assessment & Reporting

March 8, 2023

User Guide for Web-based RRR Data Revision Requests

Background

The quality of the data reported under the reporting and record-keeping requirements (RRR) to the OEB is critical to, among other things, the provision of reliable information published in scorecards, yearbooks and other documents and for monitoring the regulated energy sector. Regulated entities are the owners of their reported data, and as such, are responsible for the completeness, accuracy and quality of this data.

Accordingly, it is important that any issues arising with respect to data integrity including corrections to previously filed data be brought to the OEB's attention immediately. Approved changes to RRR data after data has been locked will not be included or reflected in documents such as the yearbooks or electricity distributors' annual total costs benchmarking. Please refer to the scorecard filing schedule for these important dates.

The web-based revision process permits for an automated record of the requested changes, communications tracking and allows regulated entities to include additional information (e.g., Excel, Word, PDF files to upload) to support their requested changes.

User instructions for using the web-based RRR data revision request form

The instructions in this document provide a step-by-step guide on how to the complete the online form and include an overview flowchart of the online form process.

Before filing due date

If a filing has been submitted before the due date, it can be revised and re-submitted again as long as the due date has not passed. The latest submission overrides all previously submitted filings.

After filing due date

The RRR portal is closed after the due date and no further submissions can be made. The last submitted filing is the filing on the OEB's record.

After the filing due date, if the contents of the input form are changed, these changes will appear in the input form, but on clicking "Checkmark" the following message appears below and changes will not be saved or submitted:

The expiry date is passed! You will not be able to change the form!

A regulated entity must seek the approval of the OEB in order to substantiate the requested changes and gain access to the Filing portal to make any changes.

A revision request can be submitted by selecting "RRR Data Revision Request" on the left-hand navigation bar in the RRR Filing System. The following steps provide further details on how to submit a web-based data revision request.
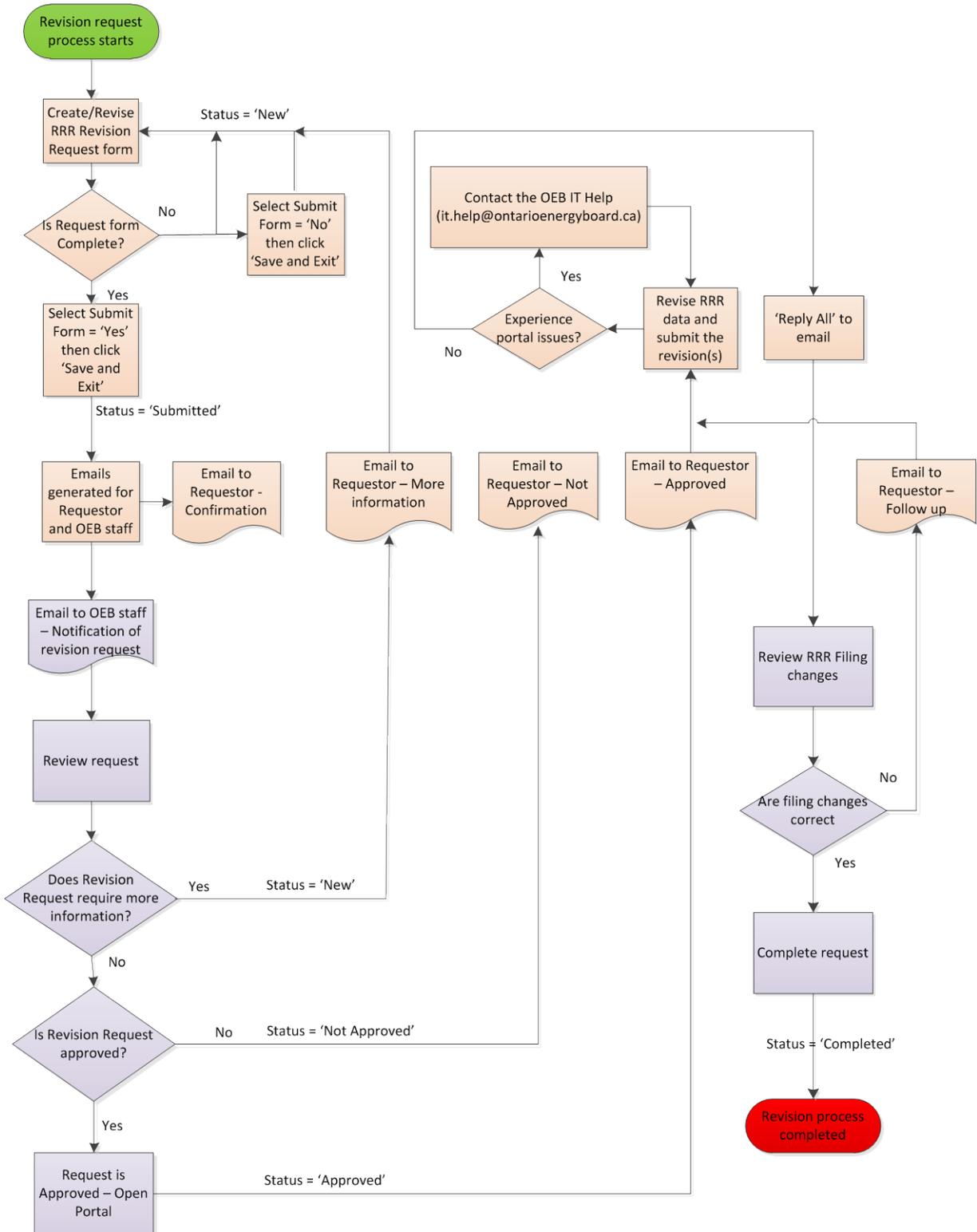
For any technical inquires on the web-based form, please contact the OEB's IT Help ithelp@oeb.ca.

Summary of the web-based RRR data revision request process

To complete the web-based revision request, the requestor must enter the details of the revision request on the online form including the RRR filing number, reporting period, original data, proposed revised data, materiality, and the reason for a revision. Once the request has been submitted, the requestor will receive a confirmation email that the revision request has been received by the OEB.

The requestor may be contacted to provide additional information or clarification where the online revision form requires it to be updated before it can be processed by OEB staff. Once approved by OEB staff, the requestor will receive an email that the portal is open for the revision and provide a revision filing deadline. The requestor can enter the portal, submit the necessary RRR data revisions and notify OEB staff via email that the revisions are completed. OEB staff will verify the RRR data revisions made and close the request.

An overview of the online form process is provided in the following flowchart:

```
                          ┌─────────────────┐
                          │ Revision request│
                          │ process starts  │
                          └────────┬────────┘
                                   │
                    Status = 'New' │
     ┌─────────────────┐           │
     │ Create/Revise   │◄──────────┴─────────────────────┐
     │ RRR Revision    │◄──────────────────────┐         │
     │ Request form    │                        │         │
     └────────┬────────┘                        │         │
              │                                 │         │
         ┌────▼─────┐      No   ┌──────────────┐│         │
         │ Is Request├─────────►│ Select Submit││         │
         │  form     │          │ Form = 'No'  ││         │
         │ Complete? │          │ then click   ││         │
         └────┬──────┘          │ 'Save and Exit'│        │
              │ Yes             └──────────────┘          │
         ┌────▼─────┐                                     │
         │ Select   │                                     │
         │ Submit   │                                     │
         │ Form='Yes'│                                    │
         └────┬─────┘                                     │
  Status = 'Submitted'                                    │
```

- Revision request process starts
- Create/Revise RRR Revision Request form — Status = 'New'
- Is Request form Complete? — No → Select Submit Form = 'No' then click 'Save and Exit'
- Yes → Select Submit Form = 'Yes' then click 'Save and Exit' — Status = 'Submitted'
- Emails generated for Requestor and OEB staff → Email to Requestor - Confirmation
- Email to OEB staff – Notification of revision request
- Review request
- Does Revision Request require more information? — Yes → Status = 'New' → Email to Requestor – More information
- No → Is Revision Request approved? — No → Status = 'Not Approved' → Email to Requestor – Not Approved
- Yes → Request is Approved – Open Portal — Status = 'Approved' → Email to Requestor – Approved
- Review RRR Filing changes
- Are filing changes correct? — No → Email to Requestor – Follow up → 'Reply All' to email → Revise RRR data and submit the revision(s)
- Experience portal issues? — Yes → Contact the OEB IT Help (it.help@ontarioenergyboard.ca) — No
- Yes → Complete request — Status = 'Completed'
- Revision process completed

Please follow the instructions below to complete and submit a RRR data revision request using the Filing System.
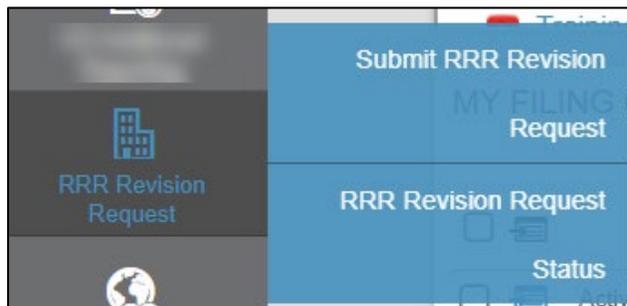
1. To complete an online revision request form to the OEB

1. Login to RRR Filing System.

Click on RRR Revision Request selection on the Navigation Bar.
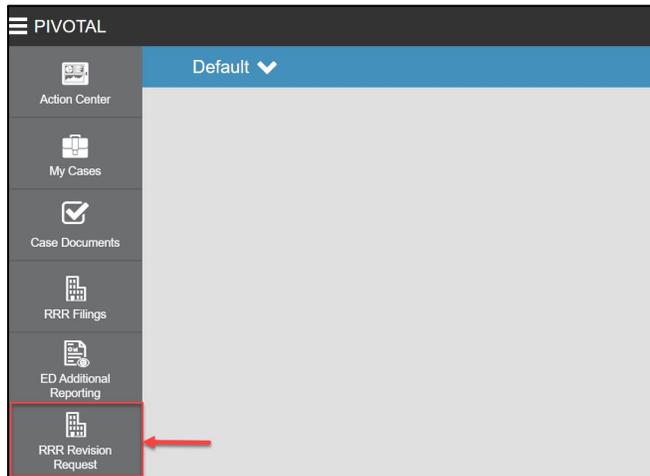
This will open two tabs "Submit RRR Revision Request" and "RRR Revision Request Status".

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, in order to save the work in progress form.

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.

Only after the form is saved should the user proceed to upload any applicable attachment(s) by clicking on the add attachment sign (+). Please note that attachments (e.g., Excel or Word) should be provided to show the "As Filed" and "As Revised" details where the revision request is in relation multiple data changes or a large data set.

Clicking on the add attachment will open another window where the user can select and upload a file as attachment. Click checkmark to save your attachment. A prompt stating "Attachment Saved" will appear at the top-screen.
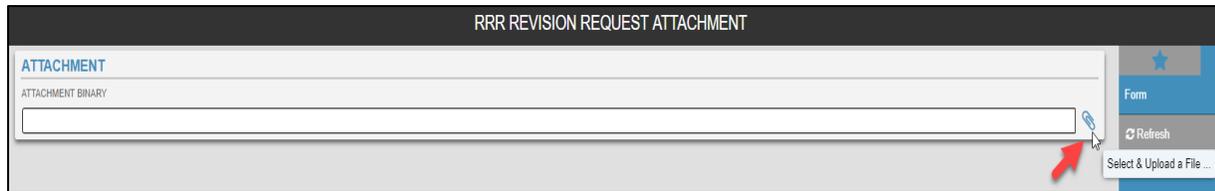
To submit the revision request select Yes from the dropdown under the Submit table. Click checkmark to save and submit your revision request.

An acknowledgement email will be sent to the Requestor to confirm that the revision request has been received and will be processed by the OEB.
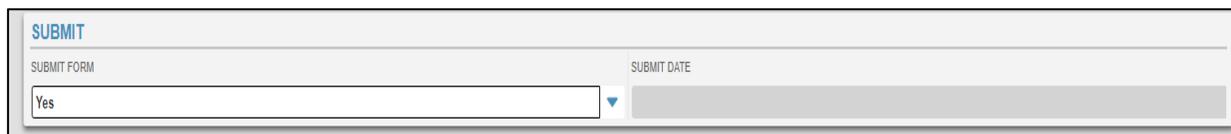
The below steps outline viewing the revision request status.

Click on RRR Revision Request selection on the Navigation Bar and select "RRR Revision Request Status".
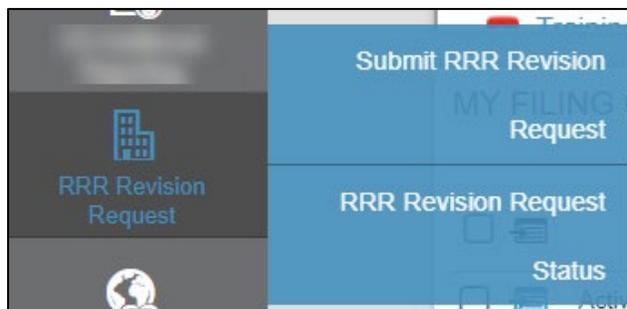
A window will show the status of all submissions.

The status categories are as followed:

- **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.

Please note that revisions should only be completed in the RRR Filing System for requests that have been approved by OEB staff. If additional revisions are required, please submit a new request for OEB staff approval.

Extension for filing

If you know in advance that you will be unable to meet the due date, you can request an extension to the filing date by emailing Industry Relations at industryrelations@oeb.ca.

a) Alternatively, if the Requestor does not wish to submit the form at a particular time, but would like to save the changes instead, the Requestor could select 'No' from 'Submit Form' dropdown box and click the checkmark located in the top right corner of the form screen and the revision request status will remain '**New**'.

Please note that requests that have a status of '**New**' are editable and have not been submitted to the OEB.

The following are examples of the types of communications that are generated from the system when making a RRR data revision request.

3.1 OEB staff requires more information related to your revision request

a) The status of the request will be changed back to '**New**' and an email will be sent to the Requestor to request for more information.

b) The Requestor can enter the Filing System, select the revision request and make the changes to the request form and submit the revised form by selecting 'Yes' from 'Submit Form' then clicking the checkmark in the top right corner of the form.

c) The status is changed back to '**Submitted**' and the OEB staff will review the revised request.

3.2 OEB staff has approved the revision request

a) If the revision request is approved, the OEB staff will open the RRR filing portal and set the Revision Filing Deadline date.

   The status of the request is changed to '**Approved**'.

b) An email is sent to the Requestor to notify that the request has been approved along with the revision filing deadline.

c) The Requestor is required to click 'Reply All' to the approval email to notify the OEB staff when the revision(s) are completed and the filing is revised and submitted in the Filing System.

d) Once the notification from the Requestor is received, OEB staff will review the submitted RRR filing changes. If the RRR data has been revised as requested in the revision request, the OEB staff will update the revision request status to '**Completed**'. An email will be sent to the Requestor to notify that the revision has been successfully submitted and the request is closed.

e) If the RRR filing changes do not align with the revision request, the OEB staff will inform the Requestor of the next steps.

3.3 OEB staff has not approved the revision request

a) If the request is not approved, the OEB staff will send an email to the Requestor to provide the reasons the request is not approved. The status will change to '**Not Approved**'.