



Ohio Edison, The Illuminating Company, Toledo Edison

OH Web Portal User Administrator Guide



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Background

The web portal implementation was proposed in response to the desire expressed by the Commission in the March 26, 2014 Retail Market Investigation ("RMI") Order. Companies included as part of fourth Electric Security Plan ("ESP IV") application, filed August 4, 2014 based on the testimony of the utility. Commission decisions in this proceeding did not modify web portal proposal.

The portal requirements include:

- Customer Information (Customer Name, Service Address, Billing Address, Email)
- Account Information (20-Digit EDI Enrollment Number, Account Number, Meter Number/Cycle/Type/Interval Indicator, Rate Code & Load Profile, Voltage)
- Usage Information (12 months of Consumption/Demand/Interval data, Current & Future NSPL/PLC values)
- Other Information (Indicators for Shopping, Budget Billing, Smart Meter, Net Metering)
- Other Functionality (Need to collect and store letters of authorization for 3 years)

Web Portal Access

If you are a supplier with an active Ohio administrator, you will be given access to the portal at go-live, October 11, 2018. If you do not have an active administrator, then you will need to designate an Administrator to complete and submit the following forms:

- Request a New User ID and Password Form
- Non-Disclosure Agreement



The forms can be found online at the following web URL
<https://www.firstenergycorp.com/supplierservices/pa.html>.

Once the applicable Electric Distribution Company is selected then select the hyperlink titled 'Request New User ID and Password' to download the applicable forms.

Forms can be attached and submitted using the web form at the following URL

<https://www.firstenergycorp.com/supplierservices/contact-us-supplier.html>.

Please use Request Type "User ID and Password."

If the supplier operates in more than one state, each state will require a unique user id and password.

Note: If a new administrator will be assigned, it is important to request and submit new forms. This will prevent any confusion or security issues in the future.

Supplier Log In

To access the log in screen, the user should go to FirstEnergyCorp.com and select the 'Suppliers' option from the top right menu. From there, select Supplier Services, then supplier portal (Figure 1).

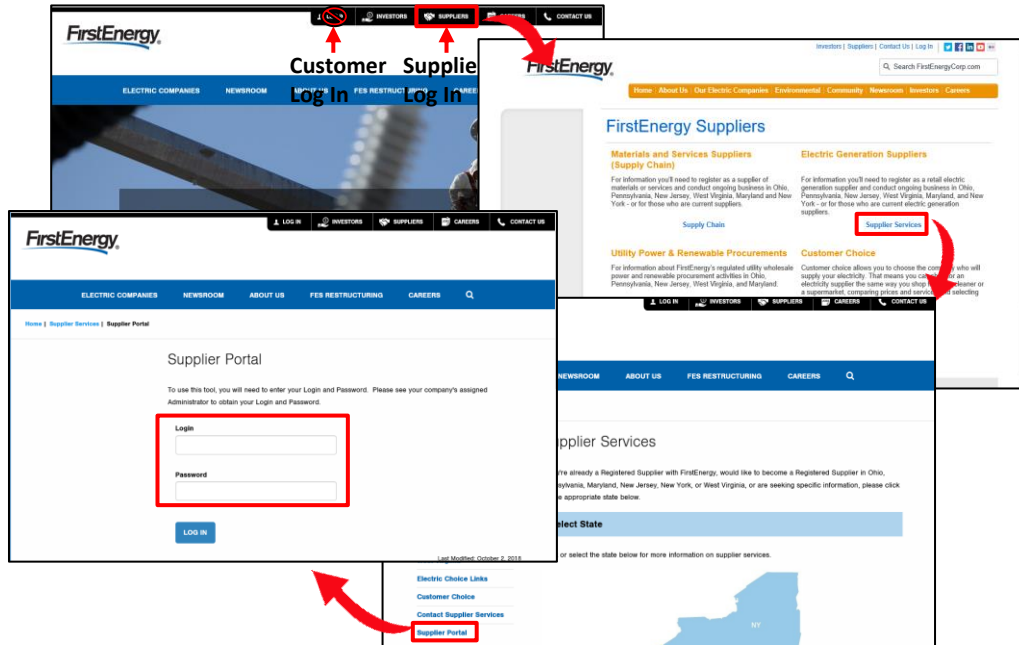


Figure 1 Supplier Log In

Tip: Do not select 'Log In' from the top right menu of the FirstEnergy home page. This log in is intended for customer access to online billing.

For any issues with the logging in, please contact your system administrator. If the admin is unable to resolve, they will contact FE Supplier Services at (330)761-4348. It is the responsibility of the administrator to make this contact.

Once logged in, the password can be reset at any time by select 'Reset Password' from the left navigation menu (Figure 2).

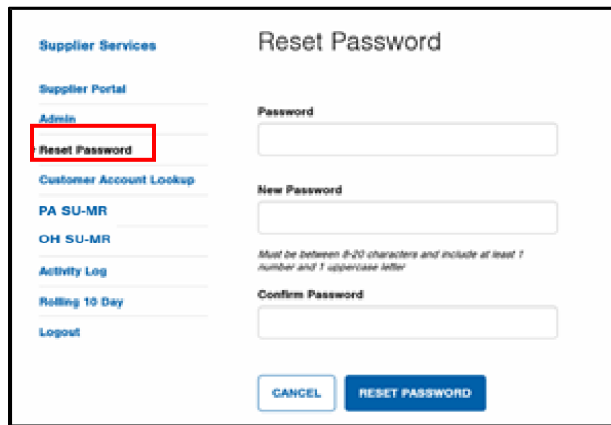


Figure 2 Reset Password

Administrator Responsibilities

The Administrator has certain responsibilities to ensure user lists are maintained and appropriate access is available. They will be able to:

- View, create, edit and remove users
- Deactivate user sessions if a user locks themselves out
- Attest that all users for their organization have proper access
- View an activity log of users and export the information to Excel

When an Administrator logs into the site they will be presented with the screen below (Figure 3). The 'View Users' button and 'Attest Access' button provide the administrator with the ability to perform the listed duties.

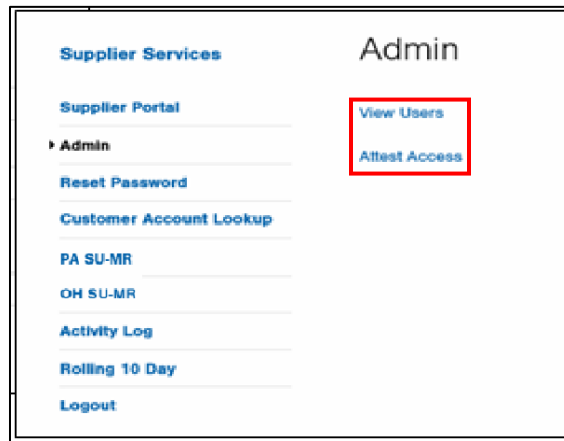


Figure 3 Admin Home Page

View, Create, Edit, Remove Users

View User

To view users for your organization, select 'View Users' from the Admin page. A table of users will be presented (Figure 4). This is where the administrator will add, edit, or remove users as needed.

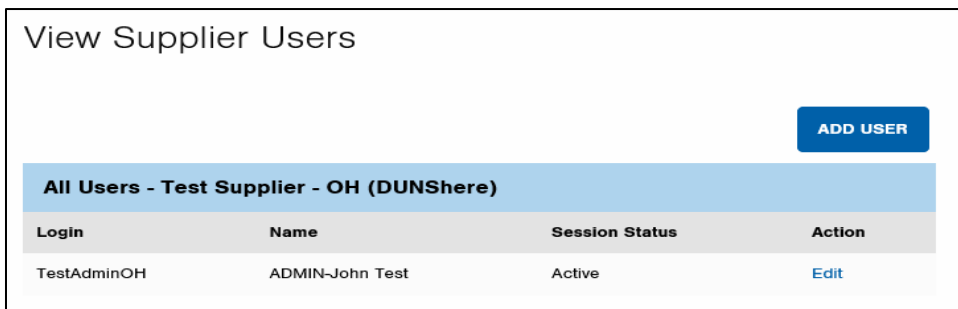


Figure 4 View Users

Create User

To add a new user, select  above the user table (Figure 4).

Add User

Supplier Test Supplier - OH	Name John Smith
Email JohnSmith@email.com	Login SmithJ
Password 1xxxxxxX <small>Must be between 8-20 characters and include at least 1 number and 1 uppercase letter</small>	Confirm Password 1xxxxxxX
Reset Password? No, keep password	

Figure 5 Add User

Fill in all the fields as shown in red above (Figure 5). The reset password option allows the admin to either keep the password entered or force the user to select their own (Figure 6):

Reset Password?

No, keep password
Yes, force password reset



Select 'No' if the admin will be setting the passwords
Select 'Yes' to force the new user to reset using their own password

Figure 6 Add User Reset Password

Edit User

Once the new user has been added, all fields can be updated by selecting 'Edit' from the user table (Figure 7). Make the necessary changes and select 'Save'.

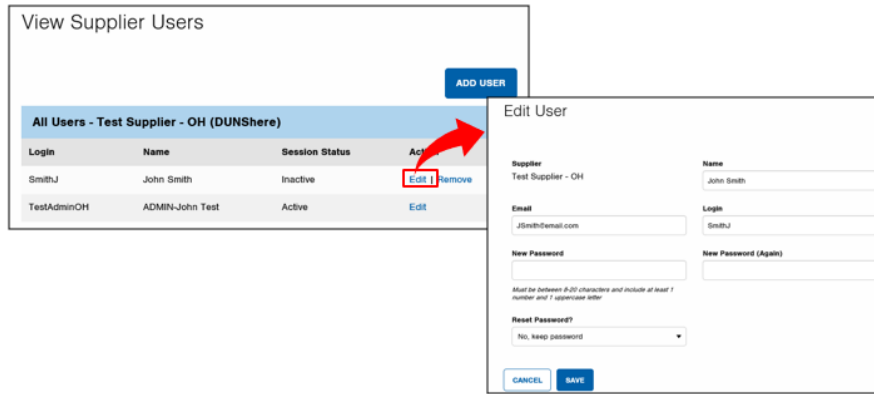




Figure 7 Edit User

Remove User

Selecting 'Remove' from the user table will result in a pop up asking if the user would like to proceed (Figure 8). Select  to remove the user or  to keep the user.

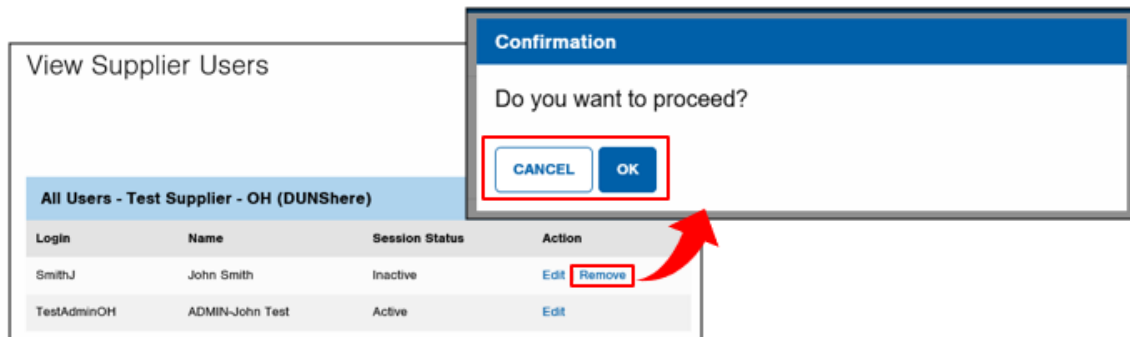


Figure 8 Remove User

Deactivate Users

If you forget to select logout at the end of a session the system will prompt a lock out of the user. If you have been inactive for 30 consecutive minutes the web portal will require the user to re-log in.

To deactivate a session because a user is locked out select 'View Users' from the admin page and you will be prompted with the option to Deactivate Session (Figure 9).

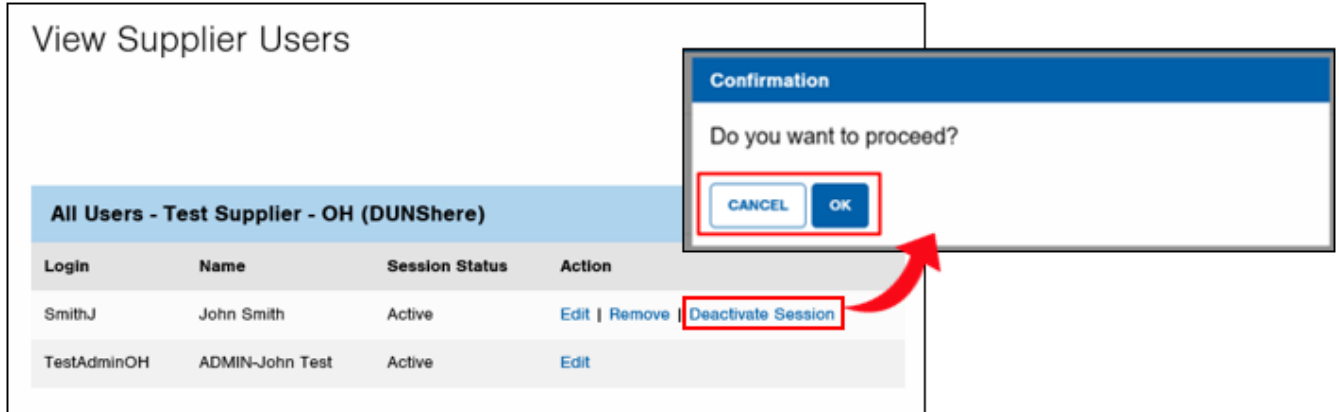




Figure 9 Deactivate Users

Select  to deactivate the session, allowing the user to log in, or .

Note: If an Administrator is locked out they will need to wait 30 minutes before attempting to log back in.

Attest

Each administrator is required to validate the accuracy of the users of the portal. This is requested to ensure that the user list is complete and accurate. The administrator will be prompted on a quarterly basis to attest to the accuracy (Figure 10).

Welcome

For additional assistance, you can download our [Web Portal User Guide](#) document.

Welcome Supplier Admin ADMIN-John Test!

Your last logon time was 10/08/2018.

I, the user, acknowledge that as a licensed CRES in Ohio (or as an agent of a licensed CRES) that I agree to keep all Company and customer information supplied by the Company pursuant to the Company's Tariff confidential. Such information shall include, but shall not be limited to, customer names, account numbers, load research curves and other load information and passwords granting access to secured information. User further agrees to not divulge any customer information to other parties without the customer's authorization.

Choosing to proceed any further denotes acceptance of the above. Any violation of the above mentioned will be reported to the Public Utilities Commission of Ohio.

Please certify all users have the required access.

Last Attest Time:

I attest that all users for Test Supplier - OH have the proper access

[CONTINUE](#)

Figure 10 Attest

This prompt will be presented to the administrator upon initial login. Administrators can attest as frequently as they would like by selecting 'Attest Access' from the Admin page, however they will be prompted at login as they get close to the 3-month limit.

Note: If the administrator does not attest for a period of 3 months, both the administrator and all users of the tool will be locked out. The administrator must reach out to supplier services to unlock the portal.

Activity Log

The Activity Log is located on the left-hand side of the web page (Figure 11). The date, time, user ID, action code, and action text will be provided in the log and can be exported to Excel.

- Supplier Services
- Supplier Portal
- Admin
- Suppliers
- Supplier Master
- Companies
- Reset Password
- Customer Account Lookup
- PA SU-MR
- OH SU-MR
- Activity Log

Activity Log

Search for user by login or name then filter by clicking on the icons on each column. To retrieve a list of all users leave the search field blank and click search.

[Export to Excel](#)

Date/Time	User ID	Action Code	Action Text
2018/09/28 09:26 AM	FirstEnergy	Access	Login success for username: Firstenergy
2018/09/28 09:26 AM	FirstEnergy	Attest	Supplier Attested Access
2018/09/28 09:38 AM	FirstEnergy	Query	Account: _____ Message: Valid Account LOA Required: false
2018/09/28 09:38 AM	FirstEnergy	Result	Account: _____ LOA Provided: N/A
2018/09/28 09:58 AM	FirstEnergy	Access	Login success for username: Firstenergy
2018/09/28 09:58 AM	FirstEnergy	Query	Account: _____ Message: Valid Account LOA Required: false
2018/09/28 09:59 AM	FirstEnergy	Result	Account: _____ LOA Provided: N/A
2018/09/28 10:20 AM	FirstEnergy	Access	Login success for username: FirstEnergy
2018/09/28 10:20 AM	FirstEnergy	Query	Account: _____ Message: Valid Account LOA Required: false
2018/09/28 10:20 AM	FirstEnergy	Result	Account: _____ LOA Provided: N/A
2018/09/28 10:24 AM	FirstEnergy	User Logout	Successful logout for login: FirstEnergy

Figure 11 Activity Log

Single User – Multiple Request (SU-MR) Access

According to the Web Portal Working Group Technical Implementation Standards a Single User – Multiple Request (SU-MR) requires a web-based platform allowing for an authorized user to manually log into a secure portal, request, and receive usage data for one account number.

A user will log in using the following URL: SU-MR

https://www.firstenergycorp.com/supplierservices/supplier_portal.html

After successful log in, a welcome page will be presented (Figure 12). This page explains the importance of confidentiality and customer authorization when using the portal. A pdf version of this user guide can also be accessed from this page.

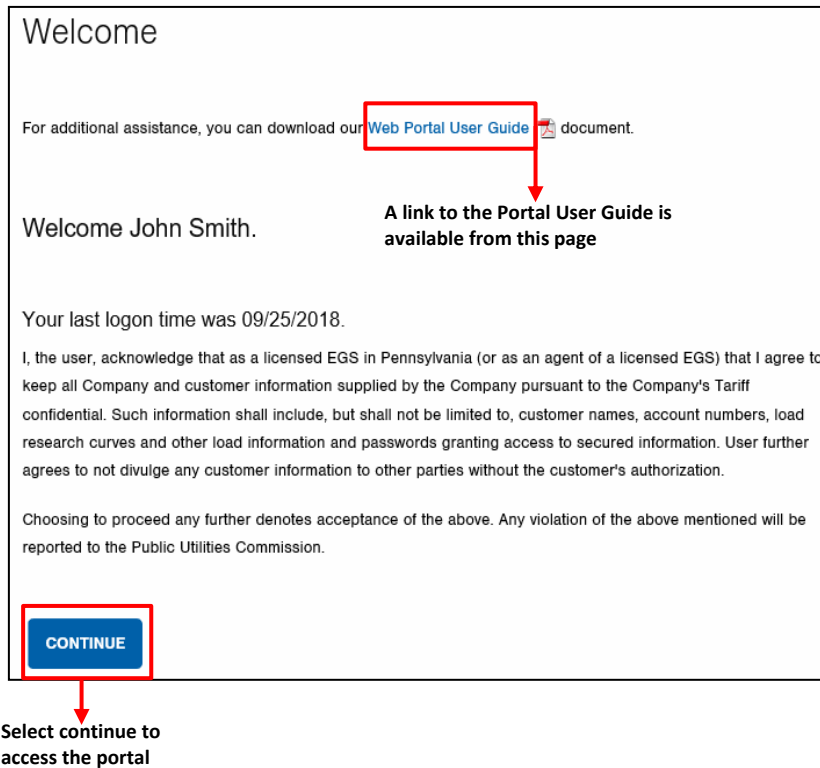


Figure 12 Welcome Page

Select the OH SU-MR transaction from the navigation menu to launch the initial screen (Figure 13):

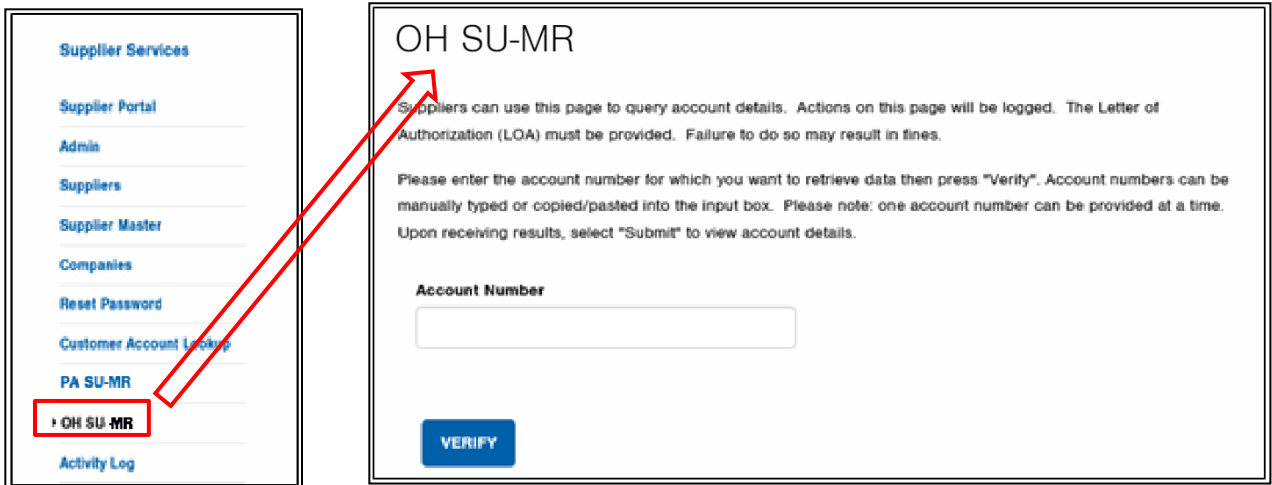


Figure 13 OH SU-MR

Once the account is entered the user would then select verify. This will allow the account to go through a verification and could prompt an error message (Figure 14).

Account Information		
Account	Status	Have LOA? ⓘ
undefined	Invalid account.	N/A

Figure 14 Account Table Error Message

The table below provides a list of rejection reasons:

Rejection Reason	Summary of Rejection
Missing Account Number	Input is missing 20-digits
Invalid Account	Input has 20-digits, but the account is not recognized
Accounts Exists but is not Active	Account is final or has a pending move out date
Unmetered Account	Account does not have metered usage
Account Pending Active	Request was made before the move in date
Historical Usage Unavailable	No historical usage is available

After verification a Letter of Authorization (LOA) must be attached (Figure 15). The user can use the Browse button to search their computer and attach the customer authorized letter.

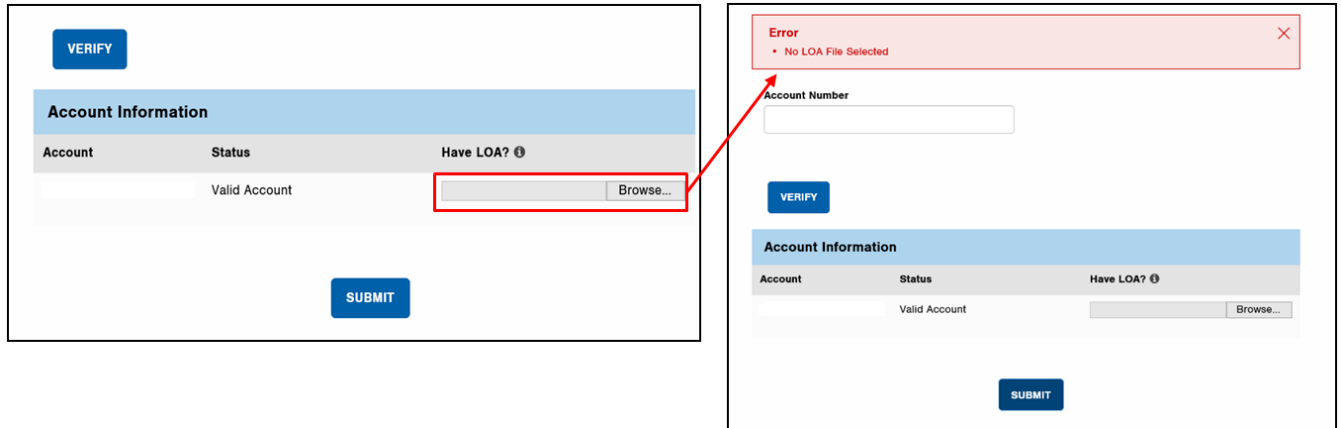


Figure 15 LOA

Note: An LOA must be attached each time account information is requested.

The customer authorization letter is located at the following link:

https://www.firstenergycorp.com/supplierservices/oh/request_account_information.html

Every account number requested must be included on the LOA. Each LOA must include the customer's signature. LOAs are required to be complete and correct in order to process requests.

Single User – Multiple Request (SU-MR) Usage Information

Once the letter is attached and submit is selected, the following online view of an account’s data response is presented (Figure 16):

The screenshot shows a web interface for account attributes. At the top, there is a blue header bar containing the text 'Account Number XXXXXXXXXXXXXXXXXXXX' and a 'Download' button. A red box highlights the 'Download' button, and a red arrow points from it to a callout box on the right that says 'Use download button to export file'. Below the header, the account details are listed in a key-value format:

Account Number	XXXXXXXXXXXXXXXXXXXX
Customer Name:	George Jones
Contract Account:	XXXXXXXXXXXXXXXXXXXX
Customer Address:	123 Main St. Akron OH
Billing Address:	123 Main St. Akron OH
Bill Cycle:	E05
Load Profile:	RS
Net Service Peak:	1.6696000
Peak Contribution:	1.9305000
Future Net Service Peak:	0.0000000
Future Peak Contribution:	0.0000000
Rate Class:	OE-RSD
Service Voltage:	29
SSO Customer:	Y
Budget Billing:	N
Interval Meter:	Y
Smart Meter:	Y
Net Meter:	N

Figure 16 Account Attributes

The following customer information will be presented, when applicable:

- Name
- Account number
- Service Address
- Billing Address
- Bill cycle
- Load profile
- Net service peak
- Peak contribution
- Future net service peak
- Future peak contribution
- Rate class
- Service voltage
- SSO customer
- Budget billing
- Interval meter
- Smart meter
- Net meter

12 months usage is also provided:

Account Usage							
Start Date	End Date	kWh	kWh QTY	Registered kW	Registered kW QTY	Billed kW	Scheduled MR Date
08/07/2018	09/05/2018	672	QD	0.0	QD	0.0	09/04/2018
07/04/2018	08/06/2018	816	QD	0.0	QD	0.0	08/03/2018
06/05/2018	07/03/2018	564	QD	0.0	QD	0.0	07/05/2018
05/03/2018	06/04/2018	426	QD	0.0	QD	0.0	06/05/2018
04/06/2018	05/02/2018	273	QD	0.0	QD	0.0	05/03/2018
03/06/2018	04/05/2018	382	QD	0.0	QD	0.0	04/04/2018
02/07/2018	03/05/2018	319	QD	0.0	QD	0.0	03/06/2018
01/09/2018	02/06/2018	403	KA	0.0	KA	0.0	02/05/2018
12/06/2017	01/08/2018	567	QD	0.0	QD	0.0	01/05/2018
11/03/2017	12/05/2017	564	QD	0.0	QD	0.0	12/05/2017
10/05/2017	11/02/2017	348	QD	0.0	QD	0.0	11/02/2017
09/01/2017	10/04/2017	380	QD	0.0	QD	0.0	10/04/2017

Figure 17 Usage Summary

If the account has multiple meters, 12 months of usage history will display for both meters.

Meter: 1xxxxx Usage Download						
Start Date	End Date	kWh	kWh QTY	Registered kW	Registered kW QTY	Billed kW
08/23/2018	09/21/2018	153	QD	12.4	QD	12.4
07/26/2018	08/22/2018	32	QD	12.4	QD	12.4
06/22/2018	07/25/2018	105	QD	12.4	QD	12.4
05/22/2018	06/21/2018	99	QD	12.4	QD	12.4
04/21/2018	05/21/2018	204	QD	12.4	QD	12.4
03/24/2018	04/20/2018	145	QD	12.4	QD	12.4
03/13/2018	03/23/2018	83	QD	12.4	QD	12.4
02/22/2018	03/12/2018	119	QD	12.4	QD	12.4
02/13/2018	02/21/2018	54	KA	2.0	KA	2.0
02/12/2018	02/12/2018	0	QD	0.0	QD	0.0

Meter: 2xxxxx Usage Download						
Start Date	End Date	kWh	kWh QTY	Registered kW	Registered kW QTY	Billed kW
08/23/2018	09/21/2018	1107	QD	0.0		0.0
07/26/2018	08/22/2018	878	QD	0.0		0.0
06/22/2018	07/25/2018	1080	QD	0.0		0.0
05/22/2018	06/21/2018	872	QD	0.0		0.0
04/21/2018	05/21/2018	1067	QD	0.0		0.0
03/24/2018	04/20/2018	1118	QD	0.0		0.0
02/22/2018	03/23/2018	1305	QD	0.0		0.0
01/26/2018	02/21/2018	1153	QD	0.0		0.0
12/27/2017	01/25/2018	925	QD	0.0		0.0

Figure 18 Usage Summary Multiple Meters

Tip: To navigate back to the SU-MR homepage to enter another account simply select OH SU-MR from the navigation menu.

Exporting SU-MR Data

A file of the usage data can be downloaded by selecting the Download button at the top of the screen.

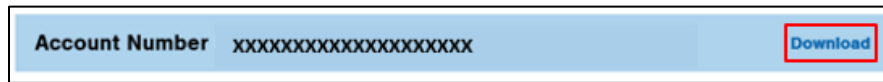


Figure 19 Account Level Download

If the account has multiple meters, selecting the download button listed near the usage history will return information for the specified meter only. To see usage for all meters, select the download button shown above.



Figure 20 Meter Level Download

Downloading information is useful if interval data is available as this will not show on the portal page (Figure 21). Additional information on this page includes:

- Meter number
- Meter type
- Meter multiplier

If the user needs the information saved or organized differently than what's presented, they may wish to download to Excel also.

Interval data is presented only if available

	A	B	C	D	E	F	G	H
1	Customer Identifier							
2	Customer Name	George Jones						
3	Customer Address	123 Main St. Akron OH 44308						
4	Billing Address	123 Main St. Akron OH 44308						
5	Email Address	SmithG@email.com						
6	Report Title	Account-Level Usage						
7	Current Capacity PLC	1.9305						
8	Current Transmission NSPL	1.6696						
9	Future Capacity PLC	0						
10	Future Transmission NSPL	0						
11	Current Rate Class	OE-RSD						
12	Service Voltage	29						
13	Current Bill Cycle	E05						
14	Current Load Profile	RS						
15	SSO Customer	Y						
16	Budget Billing	N						
17	Interval Meter	N						
18	Smart Meter	N						
19	Net Meter	N						
20	Meter Number	5123456789						
21	Meter Type	1PH 3W FM2S 240V CL200;NO KYZ						
22	Meter Multiplier	1						
23								
24	Summarized Monthly Billed Usage							
25	Reading From Date	Reading To Date	kWh	kWh QTY	Registerec	Registerec	Billed kW	Scheduled MR Date
26	8/7/2018	9/5/2018	672 QD		0 QD		0	9/4/2018
27	7/4/2018	8/6/2018	816 QD		0 QD		0	8/3/2018
28	6/5/2018	7/3/2018	564 QD		0 QD		0	7/5/2018
29	5/3/2018	6/4/2018	426 QD		0 QD		0	6/5/2018
30	4/6/2018	5/2/2018	273 QD		0 QD		0	5/3/2018
31	3/6/2018	4/5/2018	382 QD		0 QD		0	4/4/2018
32	2/7/2018	3/5/2018	319 QD		0 QD		0	3/6/2018
33	1/9/2018	2/6/2018	403 KA		0 KA		0	2/5/2018
34	12/6/2017	1/8/2018	567 QD		0 QD		0	1/5/2018
35	11/3/2017	12/5/2017	564 QD		0 QD		0	12/5/2017
36	10/5/2017	11/2/2017	348 QD		0 QD		0	11/2/2017
37	9/1/2017	10/4/2017	380 QD		0 QD		0	10/4/2017
38								
39	No Interval Data Found							

Figure 21 Export Information

Downloaded information with interval data:

39	Detailed Interval Usage											
40	Reading Date	15	30	45	100	115	130	145	200	215	230	245
50	9/29/2018		222.84		223.56		221.76		221.04		222.84	
51	9/28/2018		110.52		110.52		109.8		110.52		110.52	
52	9/27/2018		113.4		111.96		114.48		110.88		113.04	
53	9/26/2018		303.48		299.88		300.24		302.04		302.4	
54	9/25/2018		252		252.36		250.92		252.72		250.56	
55	9/24/2018		109.8		112.32		109.08		109.44		110.88	
56	9/23/2018		246.24		244.08		244.44		245.16		244.08	
57	9/22/2018		302.04		303.12		301.32		300.6		299.52	
58	9/21/2018		314.64		314.64		314.28		314.64		313.92	
59	9/20/2018		299.16		297.72		297		295.2		185.4	
60	9/19/2018		304.56		305.64		303.84		305.28		303.48	
61	9/18/2018		306.36		308.52		306.72		305.64		305.28	
62	9/17/2018		301.68		304.56		301.68		301.32		303.12	
63	9/16/2018		304.56		303.84		302.76		302.04		302.04	
64	9/15/2018		307.8		303.84		303.12		304.92		304.2	
65	9/14/2018		308.52		307.08		305.64		307.8		303.12	
66	9/13/2018		305.28		301.68		305.28		303.12		304.92	
67	9/12/2018		306		307.08		303.12		306.36		303.84	
68	9/11/2018		258.12		259.56		258.84		255.96		253.8	
69	9/10/2018		299.52		297.72		298.44		298.08		298.44	
70	9/9/2018		299.16		297.72		299.24		298.08		299.16	

Figure 22 Export with Interval Data

Rolling 10-Day Interval Usage

Rolling 10-Day files will provide 10 days of interval data for Commercial and Industrial accounts with any specific supplier.

You can find your Rolling 10-Day files by clicking on the Rolling 10-Day link after you have logged in



Supplier Services

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[Admin](#)

[Suppliers](#)

[Supplier Master](#)

[Companies](#)

[Reset Password](#)

[Customer Account Lookup](#)

[PA SU-MR](#)

[OH SU-MR](#)

[Activity Log](#)

▶ Rolling 10 Day

[Logout](#)

Rolling 10 Day

Supplier Customer File Download

Download Customer File -

[007900293_0127561240000_P20210318_IU20210309_15_1.zip](#)

[007900293_0127561240000_P20210318_IU20210308_15_1.zip](#)

[007900293_0127561240000_P20210318_IU20210307_15_1.zip](#)

[007900293_0127561240000_P20210318_IU20210306_15_1.zip](#)

Logging Out

You should log out at the end of each working session to disconnect with the portal. To do this, select Logout from the left navigation menu (Figure 23).

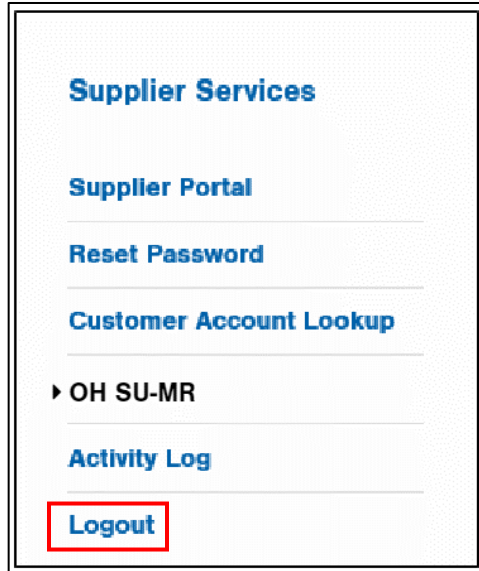


Figure 23 Log Out

If you forget to select logout at the end of a session the system will lock you out if you try to go back in (Figure 24). The following message will display:

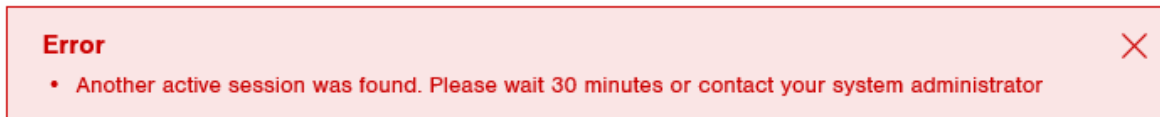


Figure 24 Locked Out Error

If you have been inactive for 30 consecutive minutes the web portal will require you to log in again. A user can contact your organizations Administrator to 'deactivate session' or wait 30 minutes.

