STATE OF MAINE
PUBLIC UTILITIES COMMISSION

Philip L. Bartlett, II
CHAIRMAN

R. Bruce Williamson
Randall D. Davis
COMMISSIONERS

Harry Lanphear
ADMINISTRATIVE DIRECTOR

CASD Memo 2020-03

To: All Maine Eligible Telecommunication Carriers (ETCs)

From: Kathleen Poetzsch, Kathleen Poetzsch
Secretary, Consumer Assistance and Safety Division (CASD)

Date: January 6, 2020

Re: Reminder to File 2019 Annual Credit and Collection Report / Procedure for Filing

****

This memo is a reminder that all Maine eligible telecommunication carriers must file the **2019 Annual Credit and Collection Report** by **April 1, 2020**. The period covered by the report would be from January 1 through December 31, 2019.

All utilities must file annual credit and collection reports using the Commission's Case Management System (CMS). In order to file the report, utilities must be registered users.

Included with this memo are the following:

- Instructions for becoming a registered user (if you are not currently registered)
- Instructions for filing your annual credit and collection report

A copy of the report form to submit is available on the PUC's website, at: http://www.maine.gov/mpuc/online/forms.shtml; listed under Forms for Utilities.

If you have any questions, please contact me, at 207-287-4940 or by e-mail at: kathy.poetzsch@maine.gov. Thank you.

KP

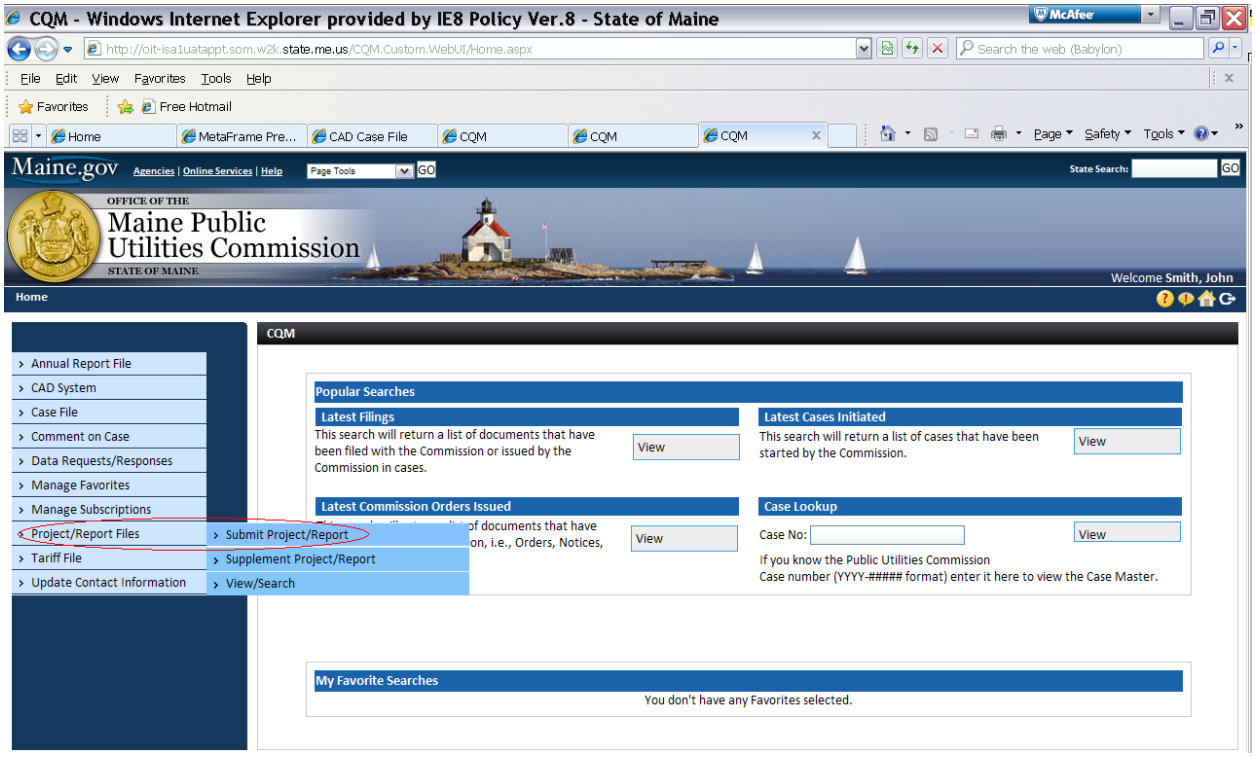
How do I Register to Participate in Cases in the PUC's Electronic Case Management System (CMS) Filing Application?

If you are participating in a case at the MPUC now, there are steps you should take when registering with PUC's Electronic Case Management System (CMS) filing application.

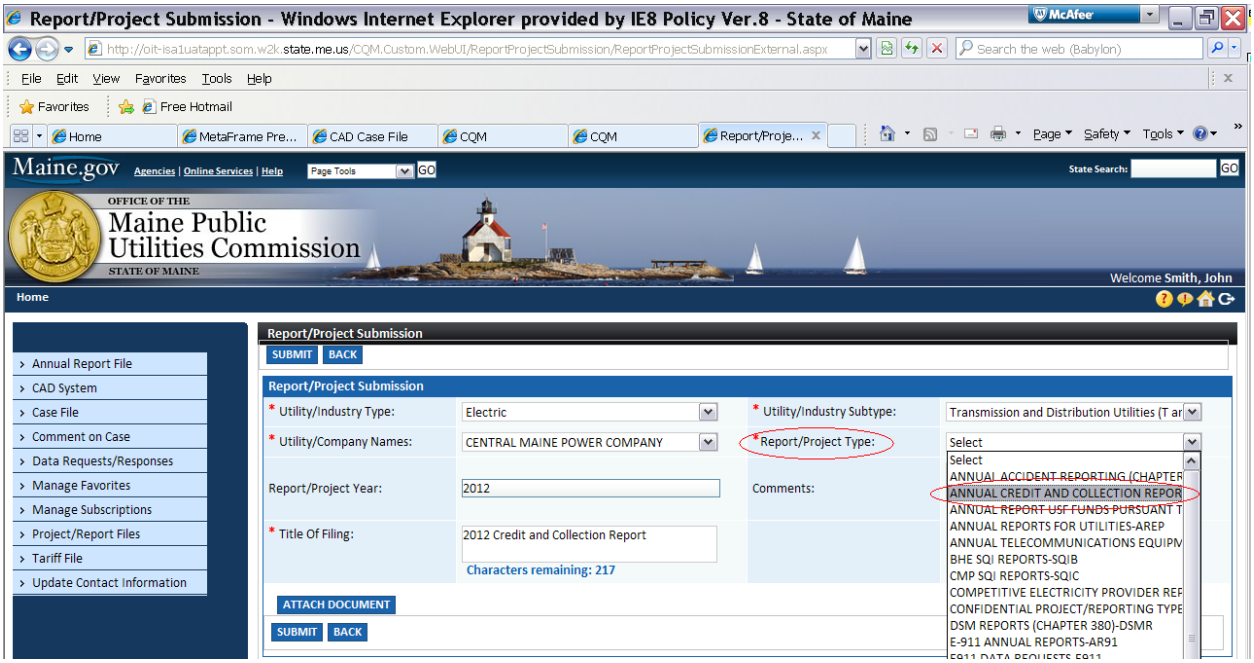
- First, register as a User. Click on the Registered Users button on the MPUC web page, then click on New User Registration. Fill in the fields, considering the following:
    - Required fields are denoted by red asterisks.
    - User IDs must be at least 8 characters long and cannot have spaces
    - Passwords must be at least 8 characters long and must include numbers, at least one Upper Case Letter, and at least one special character
    - The first Company/Organization field is the company you work for (which may not be the company you represent for PUC purposes)
- The Representing Company/Organization field is for the company you represent. This is not required except that if you will be filing in cases as representing a company or companies, then you will need to add those companies to your profile.
    - To populate your profile with the companies that you represent, click the "Add" hyperlink. All regulated utilities will be available to choose from. The window allows you to add criteria to shorten the list to select from, such as utility type, the first few letters of the company name, etc. Check the box next to the company(ies) you wish to add and click on the select button.
    - If you represent an organization that is not a utility, you may choose "Other" and "Other" as the Industry Type and Subtype, and search for your organization. If it is not present, call the Commission at 287-3831 and ask that it be added.
    - You may add more than one company or organization. You may return to the screen in the future to add more companies/organizations or to remove them.
- The Registration screen requires the use of SPAM proof software called reCAPTCHA, so you will have to enter the two odd words presented to you in order to complete the registration process. If you cannot read one or more of the words, click on the refresh icon on the top right to get a new pair of words until you can read both.
- After submitting your registration you will receive an email notification with a hyperlink and instructions. You must go to the hyperlinked page and confirm your registration. (if clicking on the hyperlink does not work in your email system, copy and paste it into your browser's URL field to go to the confirmation screen. Once this is done you will be registered to submit documents into the new application.
- Next, put yourself on the "Notification List" for each case you are participating in. To do this, again click on the Registered User button and log in using your User ID and password. Click on Manage Subscriptions. Partway down the screen, click on Subscribe to Case Notification List.
- On the next screen, enter the case number you are participating in. Click in all three boxes to receive notification of all filings made in the case. Hit Subscribe.
- The Lead MPUC staff person in the case will be alerted that you have completed this process.

How to File an Annual Credit and Collection Report

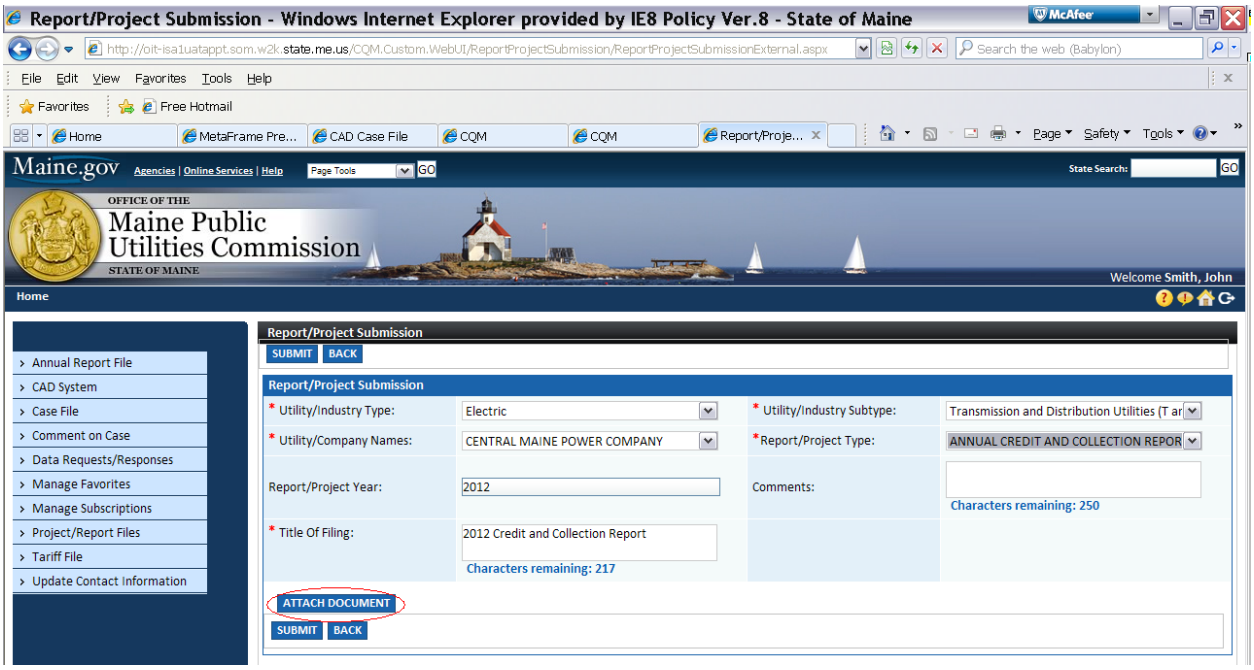
Once you have logged in using your Username and Password, the screen below will appear. Click on Project/Report Files then Submit Project/Report



After clicking Submit Project/Report, the screen below will appear. All of the required fields must be completed in order to file report. On this screen, you will choose Annual Credit and Collection Report

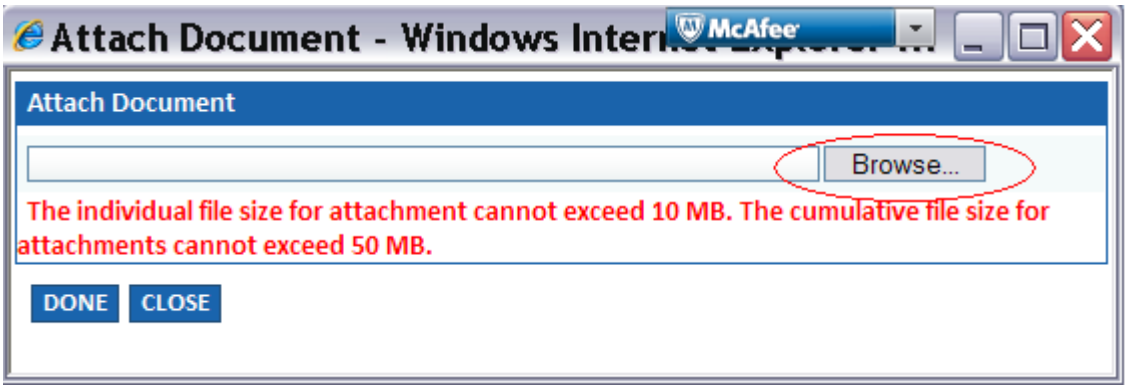


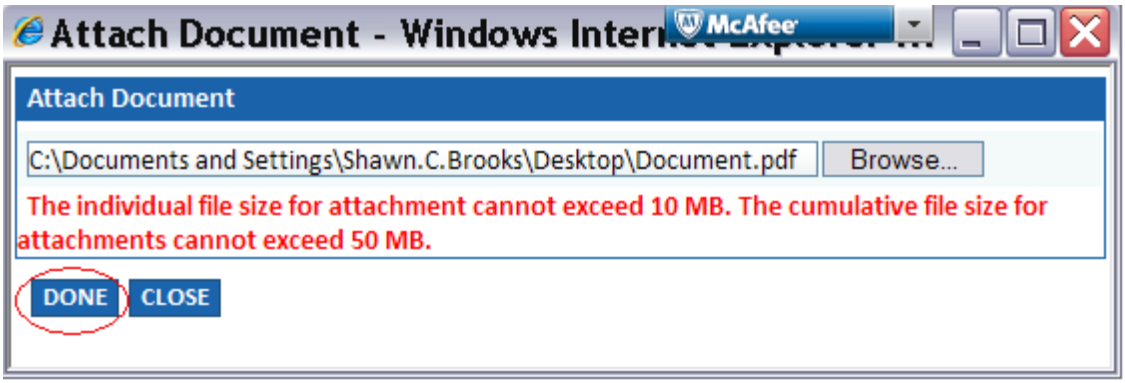
You must attach your saved report on this screen.



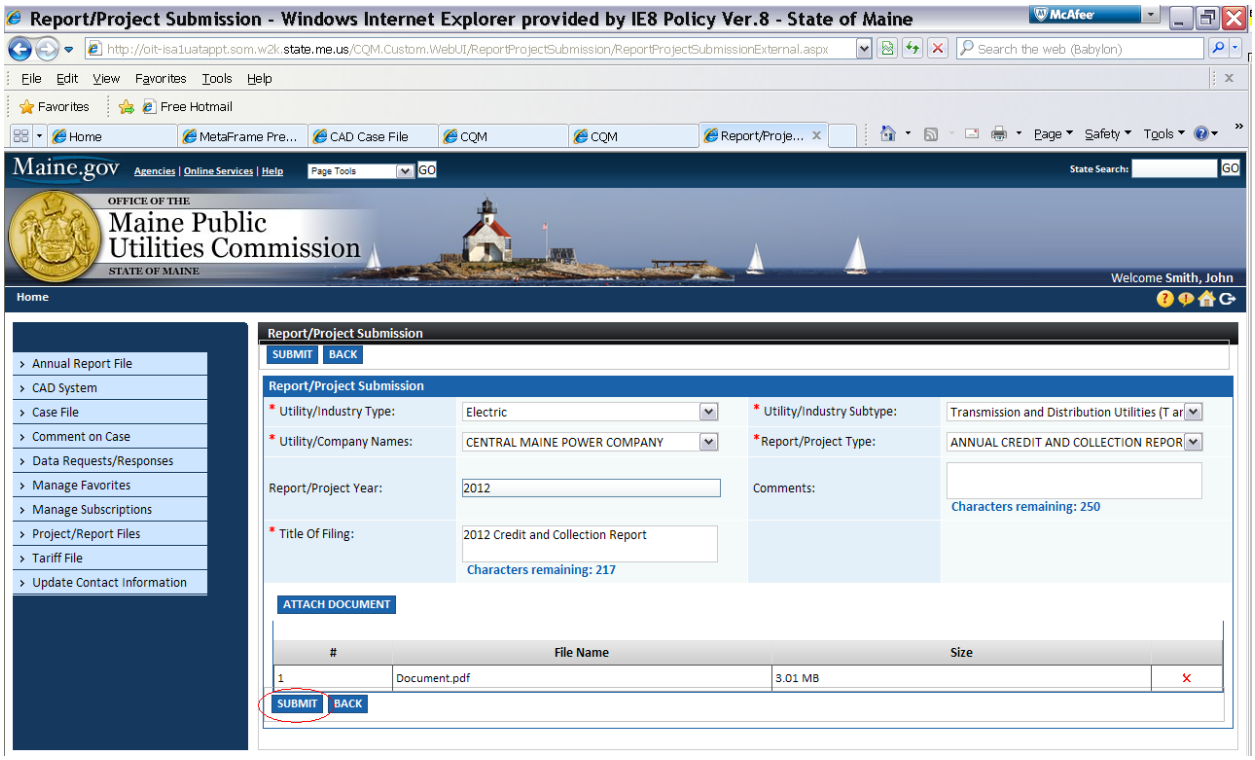
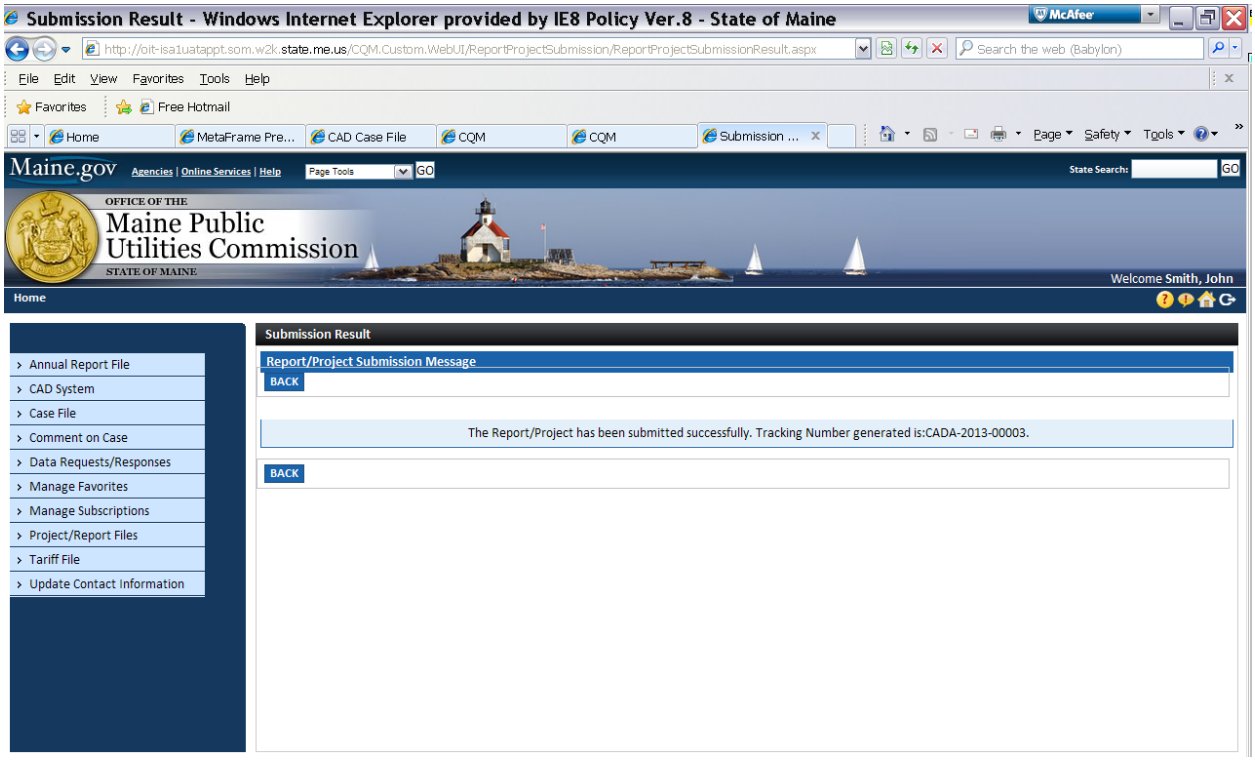
After clicking Attach Document, the following pop up window will appear. By clicking Browse, you will be allowed to search the documents on your computer for the saved

Annual Credit and Collection Form. Once you have located the form and clicked open, you will click Done on the Attach Document Window.





Once your attached form is showing in the grid on the screen, click Submit.



Once you click Submit, you will get the following confirmation message.