



Ontario Energy Board

Commission de l'énergie de l'Ontario



**REGULATORY ELECTRONIC SUBMISSION SYSTEM
(RESS)**

VISUAL HOW-TO GUIDE

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Introduction

The Regulatory Electronic Submission System (RESS) Visual How-To Guide provides you with basic, step-by-step instructions and a visual walk-through on how to submit documents electronically with the Ontario Energy Board.

However, before you submit your first document, you will need to prepare for online filing by:

- obtaining a User ID and password
- enabling your Internet browser pop-ups
- converting documents into a searchable, unrestricted PDF/A format and, in some cases, combining a number of PDF files into one consolidated PDF document
- naming your document using the Board's file naming conventions.

Sample: <from Org>_<Document Type>_<Document Subtype>_yyyymmdd.pdf

For more information on the file naming conventions, refer to the full "[RESS Document Guidelines](#)" document available under [e-Filing Services](#) on the Board's [website](#).

User ID and Password

In order to submit documents using RESS, a [User ID and password](#) is required. Complete the User ID request form found on the e-Filing Services page of the Board's website, then email this form to BoardSec@ontarioenergyboard.ca for processing.

This form may also be used to update records of your organization's RESS e-filers (i.e. changing the email address of an active regulatory contact). If you are informing the Board of a User ID retirement, then send an email to the Board Secretary's Office at BoardSec@ontarioenergyboard.ca. In addition, self-service updates on existing profiles are available through the main RESS log-in page under "Update Profiles."

If you have forgotten your User ID or Password, email your request to IThehelp@ontarioenergyboard.ca for assistance.

Key OEB Contacts

For information on **technical details** about RESS, contact OEB IT Help:

Email - ithelp@ontarioenergyboard.ca

Telephone - Local: 416-481-1967 ext. 555 (within the Toronto local calling area)
or Toll free: 1-888-632-6273 ext. 555.

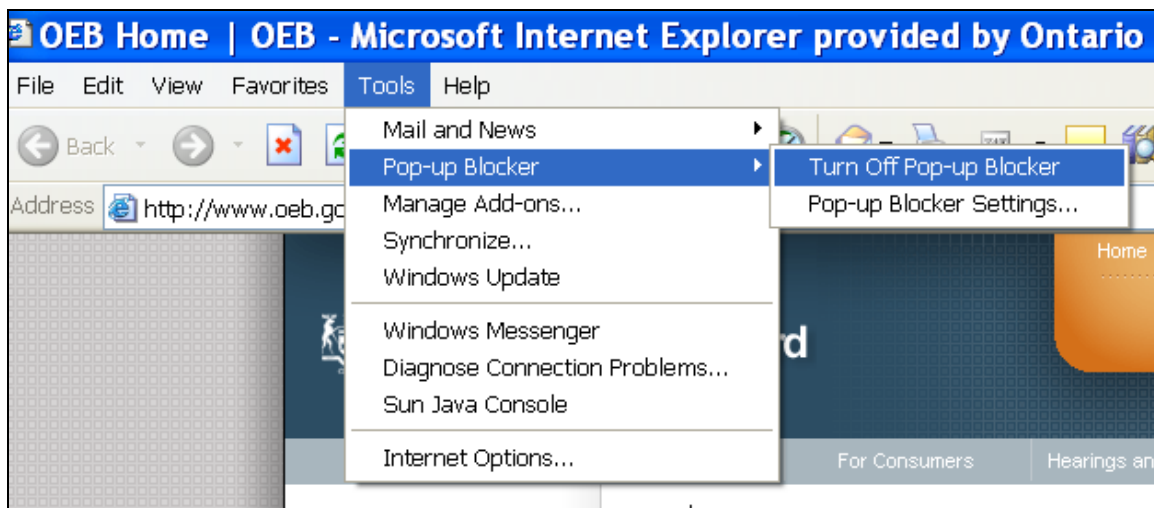
For **Business Support**, Contact the Board Secretary's Office at:

BoardSec@ontarioenergyboard.ca

Getting Started

Ensure that your pop-up blocker is off on your Internet browser. If your pop-up blocker is on, try this:

- On the Internet Explorer menu bar, click: (Tools->pop-up blocker ->turn off pop-up blocker).



- or consult your IT department for this setting.

After obtaining a User ID and password, you will be ready to e-file with the Board. The following pages are a visual walk-through of the submission process. Visit the [RESS portal](#) for access to the site and remember to bookmark this page. You may also access the RESS portal from the [OEB home page](#) by clicking on the [e-Filing Services](#) button.



Once you are in e-Filing Services, click on the link for the [Regulatory Electronic Submission System](#) (RESS).

OEB e-FILING SERVICES

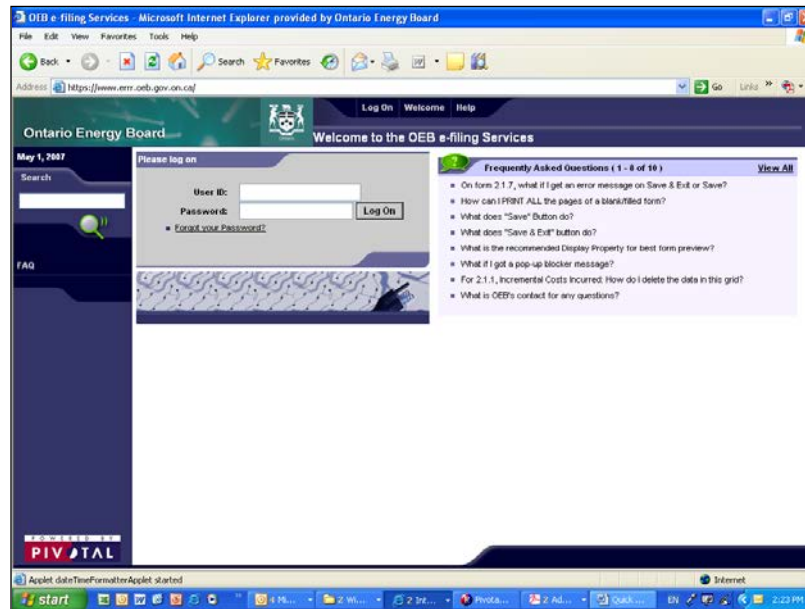
CASE FILINGS: (user ID & password required)

- [Regulatory Electronic Submission System](#) (RESS) - filings to the Board Secretary Office.
Please refer to the **RESS e-Filing Guides** before you file.

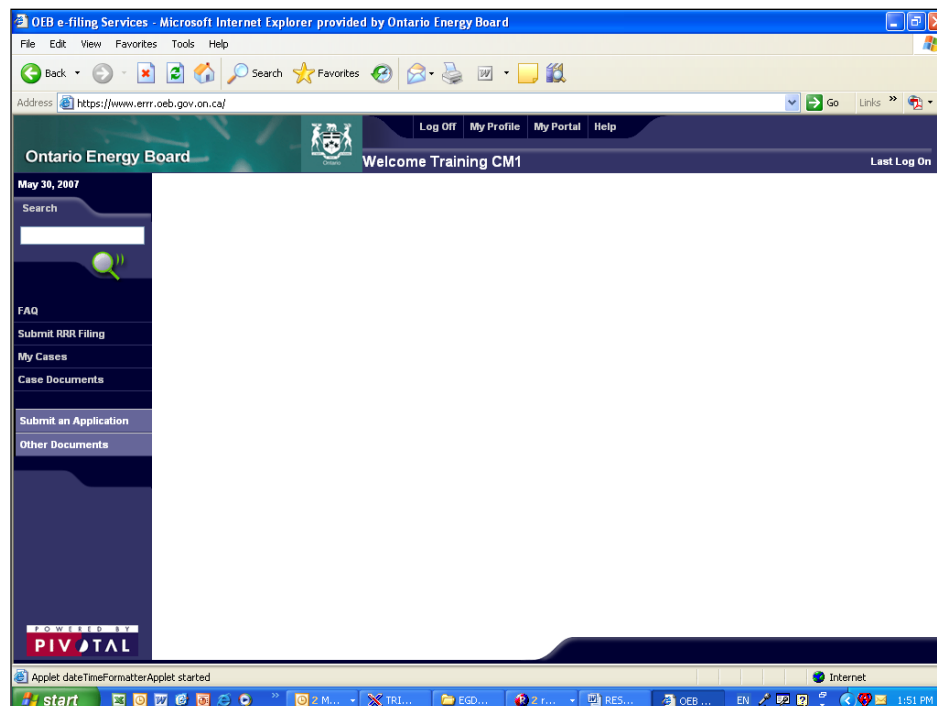
***Note:** The file upload time to file documents to the OEB online is approximately 2 MB per minute (e.g., a file of up to 35MB may take 35 minutes or more to be uploaded depending on your Internet connection speed).

Submitting Documents

Once you are on the main RESS portal page, enter your User ID and password and click the Log On button.

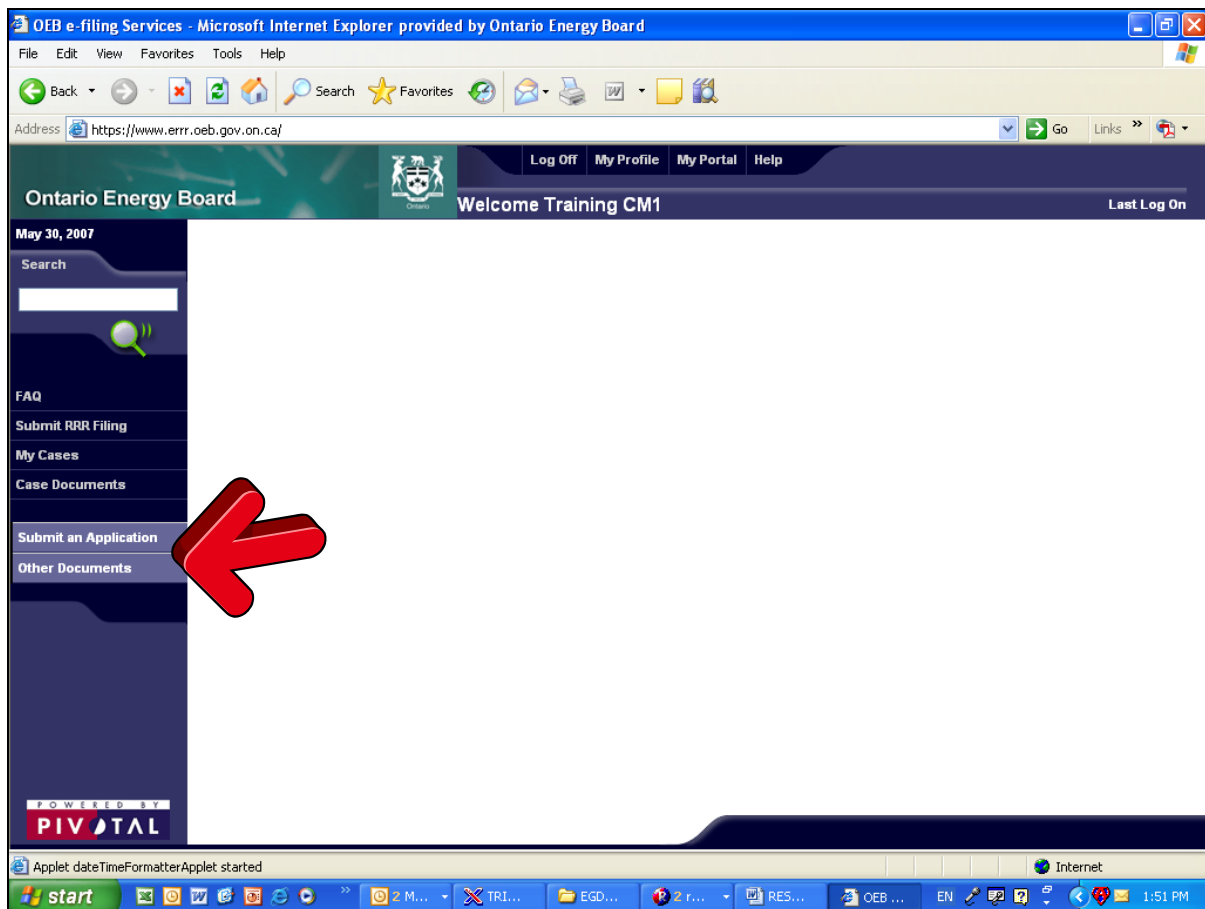


You will then see the following screen with your name on the Welcome bar at the top of the page. This means that you are now logged into RESS.



Click on “Submit an Application” or “Other Documents” on the left hand menu bar, depending on the type of document you are submitting:

- “Submit an Application” is for a new application
- “Other Documents” is for supporting documents in an active proceeding (i.e. an EB # has already been assigned)



Filing an Application

The following screen will appear when you select 'Submit an Application'.

Please enter the Applicant first. Required fields are indicated with an asterisk (*). Please include your pre-filed evidence if applicable.

1. Applicant

Applicant(*)

Board File No.

2. Submitter Contact Details

Submitter ?

Enter the name of the primary contact for this application if different from the submitter.

Primary Contact Name Confirmation Email Address (*)

3. Application Details

Energy Type(*)

Application Type(*)

Application Sub Type(*)

Document Type(*)

Use this space to provide: (a) a clear and concise statement of the facts; (b) the grounds for the application; (c) the statutory provision under which it is made; (d) the nature of the order or decision applied for.

* Application Description:

Note: An asterisk (*) in RESS denotes a mandatory field.

Fill in the Primary Contact Details:

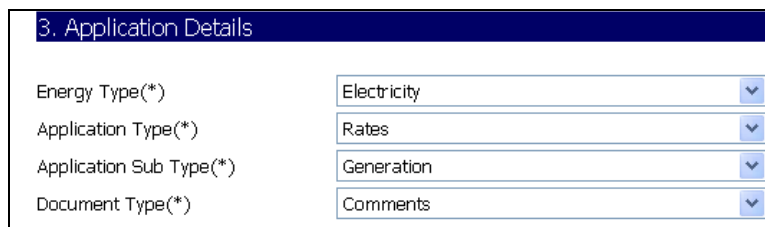
- Applicant – your organization's name or the organization that you are filing on behalf of – you may search for it by clicking on the drop-down arrow to the right of the field
- Board File Number – enter the number (i.e. EB-2009-0001) that the Board has already provided or leave it blank and a file number will be issued
- Primary Contact Name – this is the individual that the Board will correspond with throughout the proceeding
- Confirm the email address

Enter the name of the primary contact for this application if different from the submitter.

Primary Contact Name Confirmation Email Address (*)

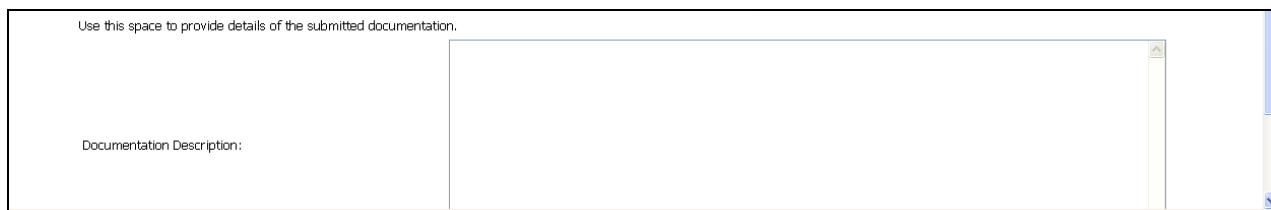
Fill in the Application Details:

- Click on the drop down arrow to the right of the fields and select the:
 - Energy Type
 - Application Type
 - Application Sub-Type



3. Application Details	
Energy Type(*)	Electricity
Application Type(*)	Rates
Application Sub Type(*)	Generation
Document Type(*)	Comments

- Add a brief synopsis in the Application Description open text field:



Use this space to provide details of the submitted documentation.

Documentation Description:

Note: What you add in the application description open text field is for internal use only and does not become part of the public record on a Board file.

Attach Your Application Documents

PDF Documents

All documents submitted electronically should be in a **searchable, unrestricted** PDF/A file format created using Adobe Acrobat 7.0 Professional version or higher.

PDF documents should be created directly from the software that created the document (e.g., Word to PDF or Excel to PDF). Scanning of documents to create a PDF is discouraged because of size limitations of RESS and email.

If you have to scan a document, select the OCR function on the document in order to make it a searchable PDF.

For further guidance on creating PDF files, refer to the PDF *File Creation Instructions* section of this guide.

Click the **Add Attachment** button

Document Type(*)

Use this space to provide: (a) a clear and concise statement of the facts; (b) the grounds for the application; (c) the statutory provision under which it is made; (d) the nature of the order or decision applied for.

* Application Description:

Add Attachment

for the following screen (allowing you to upload files into RESS):

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

Upload your documents here

Click on the "Add File" button to select a file from your computer, and then on the "Upload" button. To add a second or third file repeat the same steps after the selected file has finished uploading. An error message will be displayed if you try to upload a file with the same name twice.

Please try to limit the length of the file names selected for upload to no more than 70 characters.

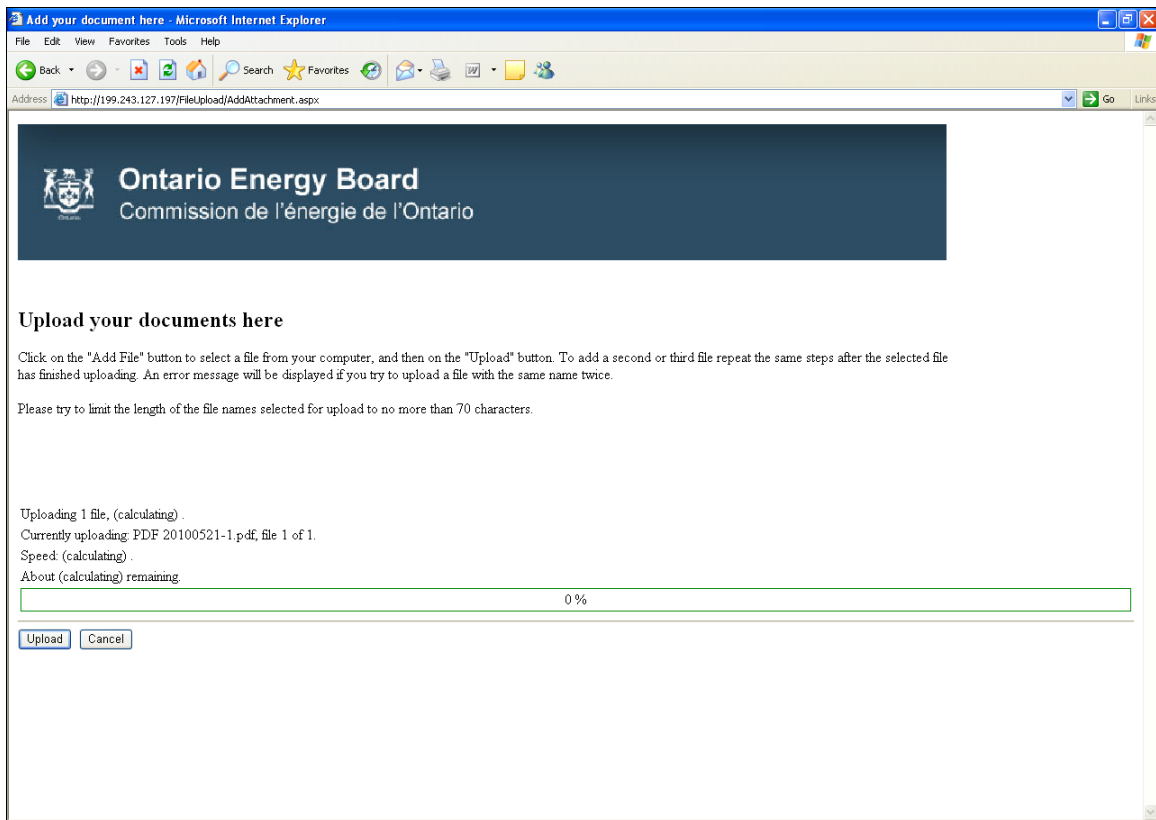
Add File

Upload

Use the **Add File** Button on the right to find the files you want to attach:

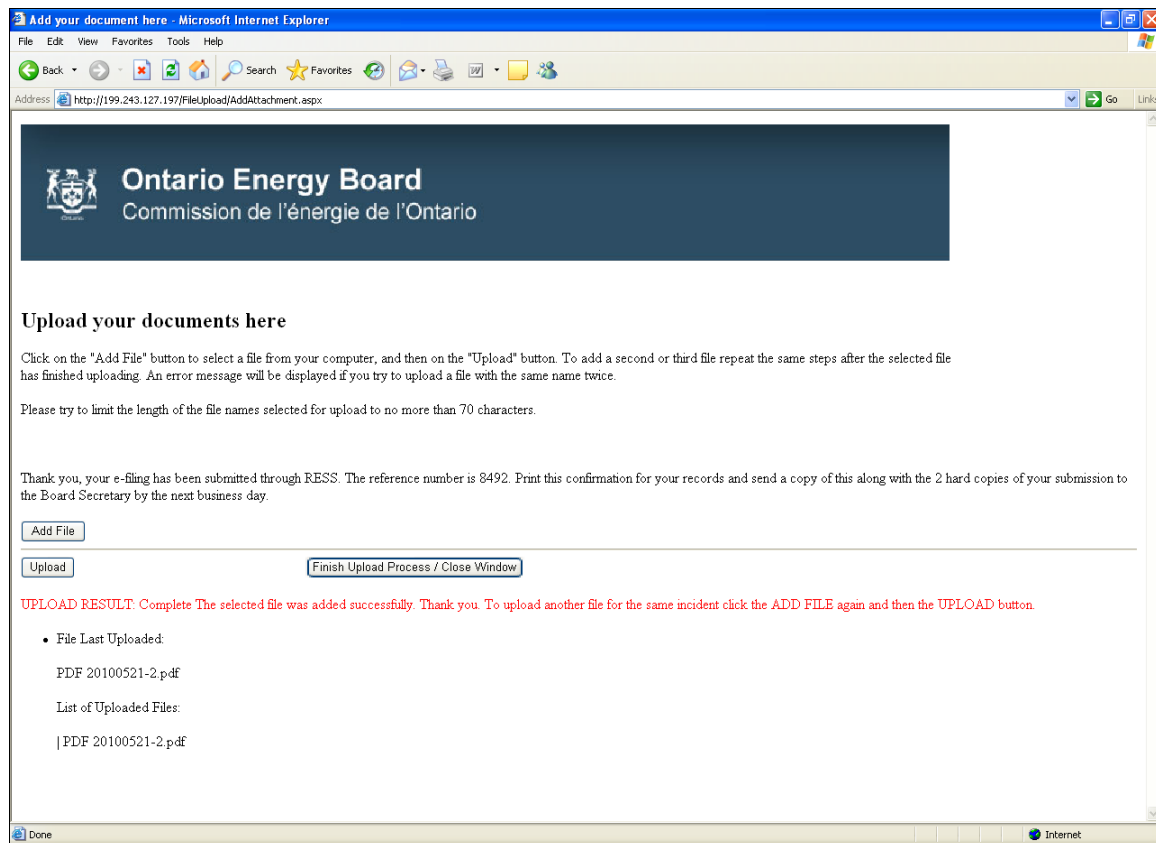
- Attach PDF, DOC or XLS documents only.
- Combine all PDF documents into one PDF document using the PDF-Combine feature and submit it. This is dependent on document size. Refer to "*RESS Document Guidelines*."
- Do not leave the system unattended (while the attach document is in progress) for more than 2 hours as it gets timed-out after that.

Click the **Upload** button after attaching the document. The document link will appear under Supporting Documentation. To attach more than one document, simply click on the **Add File** button and repeat the above process.



Note: You will notice a green line at the bottom of the screen that denotes the time required for the submission. The time required depends on various factors such as the Internet speed and traffic and the file size.

Verify that your documents are correctly attached at the bottom of the screen:



Note: Click **Finish Upload Process/Close Window** to submit your documents.

You will then receive the following e-mail confirming your RESS submission:

Thank you for using the Ontario Energy Board's online self-service for submitting supporting documentation.

Your electronic submission to the Ontario Energy Board has been received. Please consider this email and the e-filing reference number XXXX as your confirmation of receipt.

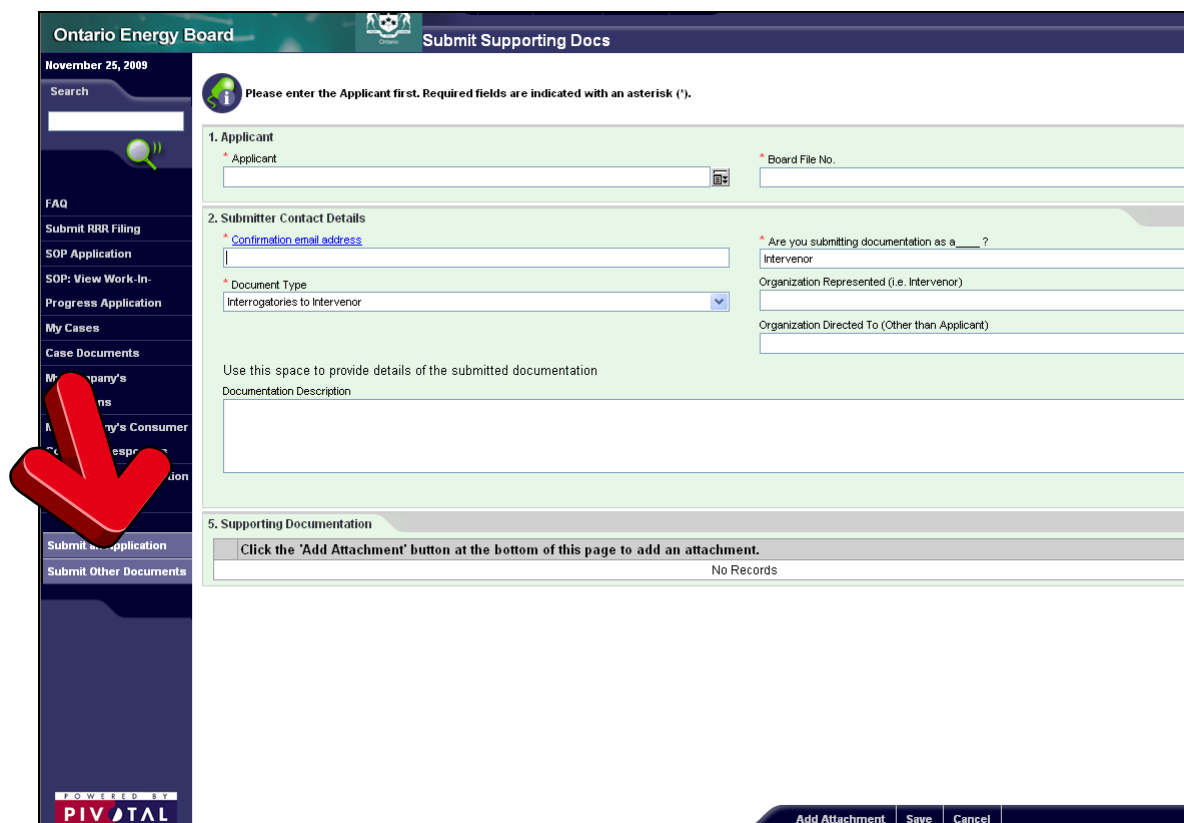
Please send two paper copies of your submission to the attention of the Board Secretary by the next business day.

Sincerely,
The Ontario Energy Board

Before you click OK, please print this confirmation and attach it with the two hard copies that you submit to the Board. **After you click on OK**, you will be returned to your original screen.

Submitting a file other than an Application

To submit a file to the OEB other than an Application, click on 'Submit Other Documents' from the left hand menu of your screen.



Ontario Energy Board

November 25, 2009

Search

FAQ

Submit RRR Filing

SOP Application

SOP: View Work-In-Progress Application

My Cases

Case Documents

My Company's

My Company's Consumer

My Company's Response

My Company's Application

Submit Application

Submit Other Documents

Submit Supporting Docs

Please enter the Applicant first. Required fields are indicated with an asterisk (*).

1. Applicant

* Applicant

* Board File No.

2. Submitter Contact Details

* Confirmation email address

* Are you submitting documentation as a _____?

Intervenor

* Document Type

Interrogatories to Intervenor

Organization Represented (i.e. Intervenor)

Organization Directed To (Other than Applicant)

Use this space to provide details of the submitted documentation

Documentation Description

5. Supporting Documentation

Click the 'Add Attachment' button at the bottom of this page to add an attachment.

No Records

POWERED BY PIVOTAL

Add Attachment Save Cancel


The following screen will appear:

Submit Other Documents - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites RSS Print Mail

Address <http://199.243.127.197/FileUpload/SubmitOtherDocs.aspx?UID=razame&PWD=123oeb> Go Links

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

Please enter the Applicant first. Required fields are indicated with an asterisk (*). Please include your pre-filed evidence if applicable.

1. Applicant

Applicant(*)

Board File No. (*)

2. Submitter Contact Details

Primary Contact Name Confirmation Email Address (*)

3. Application Details

Are you submitting documentation as a __ (*)

Organization Represented (i.e. Intervenor)

Organization Directed To (Other than Applicant or OEB)

Document Type(*)

Use this space to provide details of the submitted documentation.

Documentation Description:

Fill in the Primary Contact Details:

- Applicant or OEB –organization name of the case applicant (you may search for it) by clicking on the icon to the right of the field. If this is a Board-initiated file, then select Ontario Energy Board
- Board File Number – enter the file number (i.e. EB-2009-0001) that the Board has already provided or leave it blank if you do not know it
- Confirm the email address of the Submitter (in order to receive the confirmation email from RESS with the four-digit reference number)
- Document Type (select this from the drop-down list – i.e. Submission)
- Identify your role when submitting the documentation (select from drop down list – i.e. Applicant)
- Organization Represented (i.e. Intervenor) – select the organization that is involved in the proceeding
- Organization Directed to (Other than Applicant) – **Note:** this only applies to Interrogatories (IRs)

- Enter details about what you are submitting in the Documentation Description Field.
- Follow the instructions for uploading a document to RESS beginning on page 9 of this guide.

When Not to Submit through RESS

Confidential Documents

Confidential material is not to be submitted via online RESS submission unless directed by the Board. The Board requires a hard copy of the confidential material in a sealed envelope marked as “Confidential”. Please refer to the Board’s [Practice Direction on Confidential Filings](#) found on the OEB website.

Exceptions to the RESS Submission

Email should only be used in the following situations to submit documents:

- the web portal RESS is not available
- Intervention Request Letter if the intervenor does not have a RESS User ID and password
- Observer Letter
- Letters of Comment
- General Letters to the Board Secretary (non-case specific)

Note: In addition to a RESS submission, interrogatories and Interrogatory responses require service by email to all intervenors.

Email attachments follow the [same standards](#) as documents submitted through RESS.

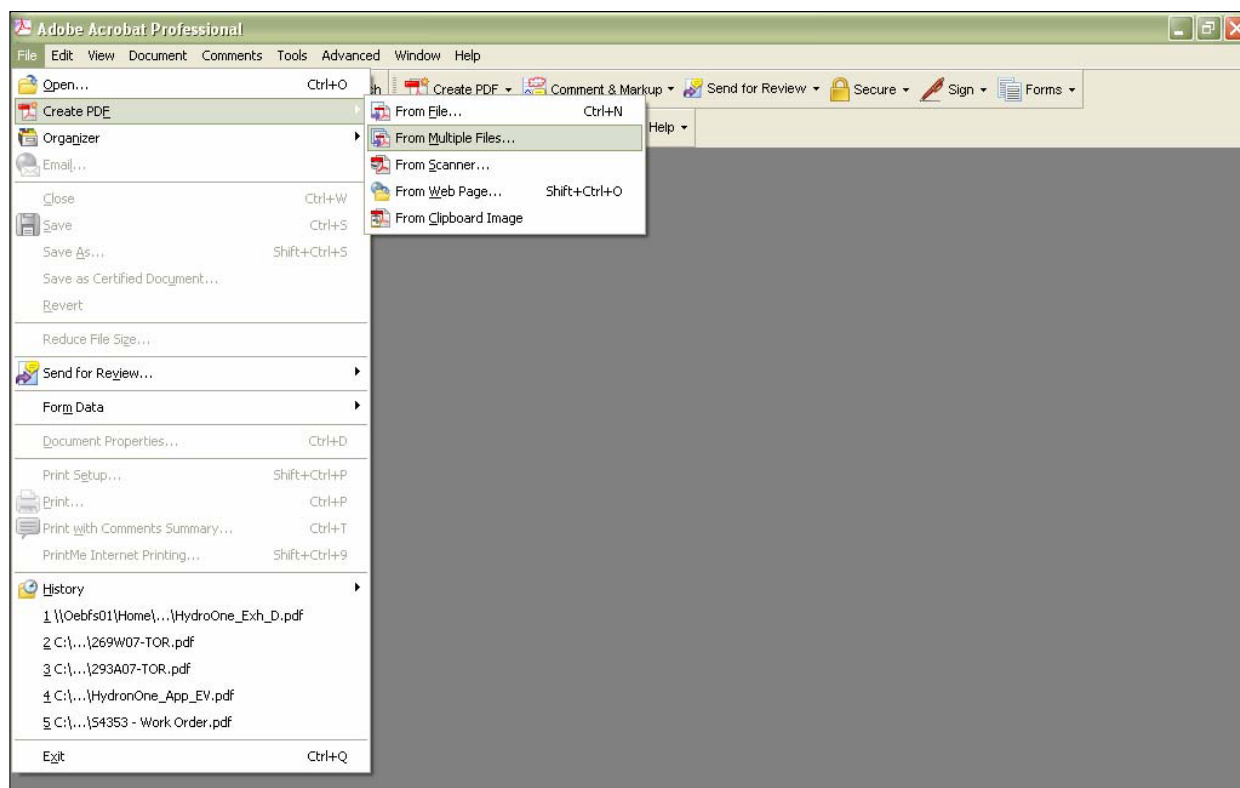
Using RESS Effectively

Creating a PDF file from Multiple PDF Files

The Board requires PDF/A files in a searchable, unrestricted format. The software required for this is Adobe Acrobat Professional version 7 or higher.

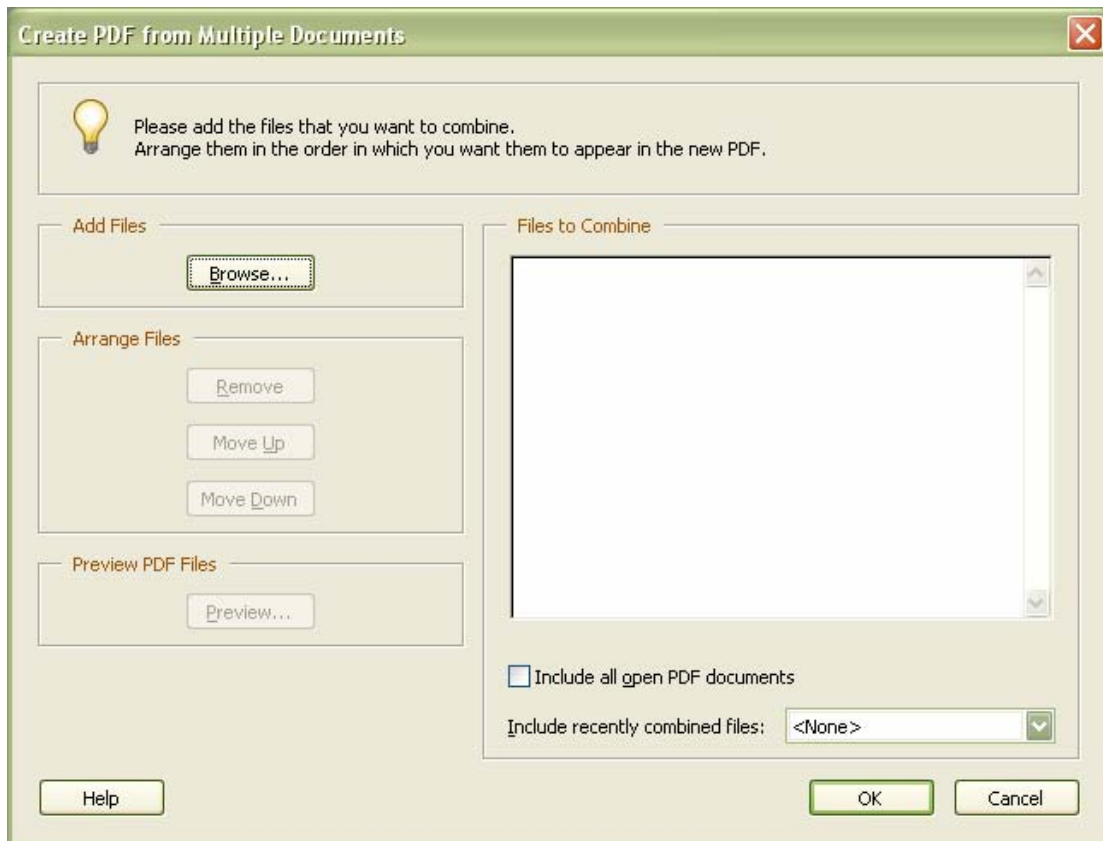
Open Acrobat Version 7 (or higher) Professional then follow this procedure:

1. From the menu bar select **File\Create PDF\From Multiple Files**

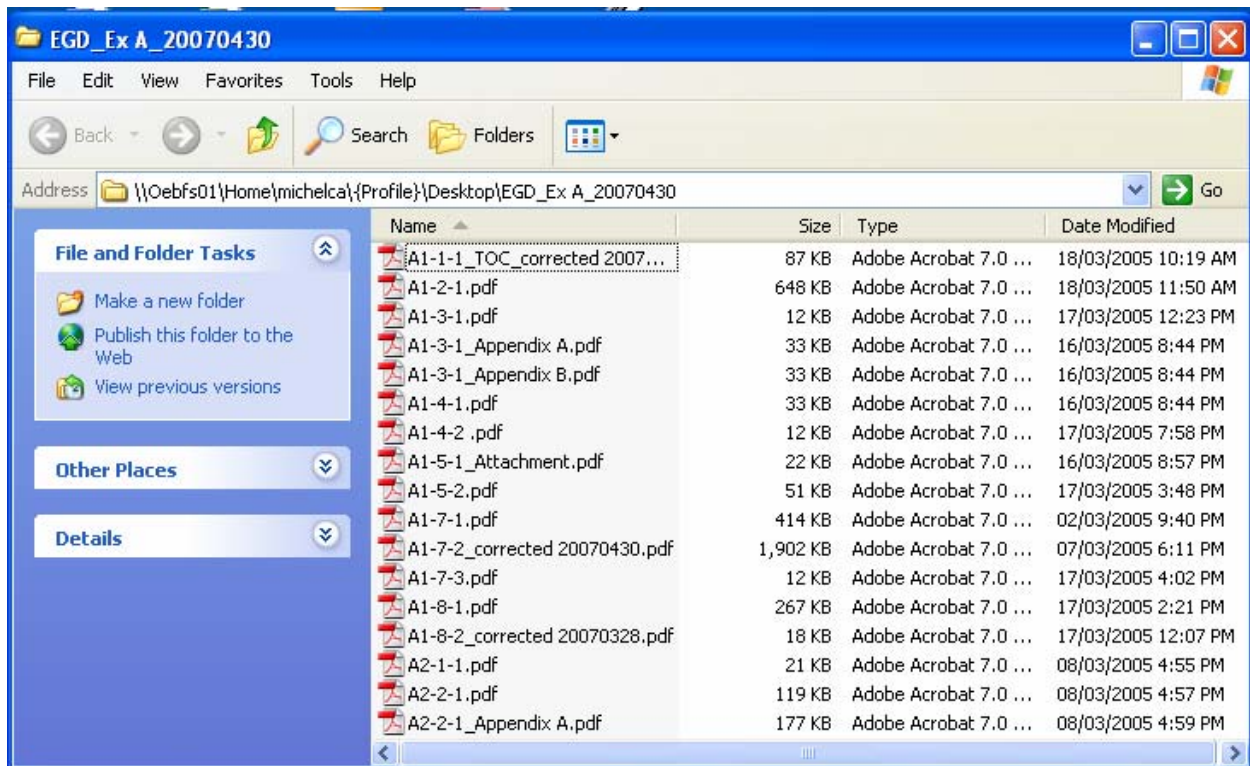


The next screen will ask you to **Browse** for the multiple files

Note: If your files are scattered in various different places (Directories) then you may be required to create one directory and save all your files there, or alternatively hold down the Control key to make your file selections.

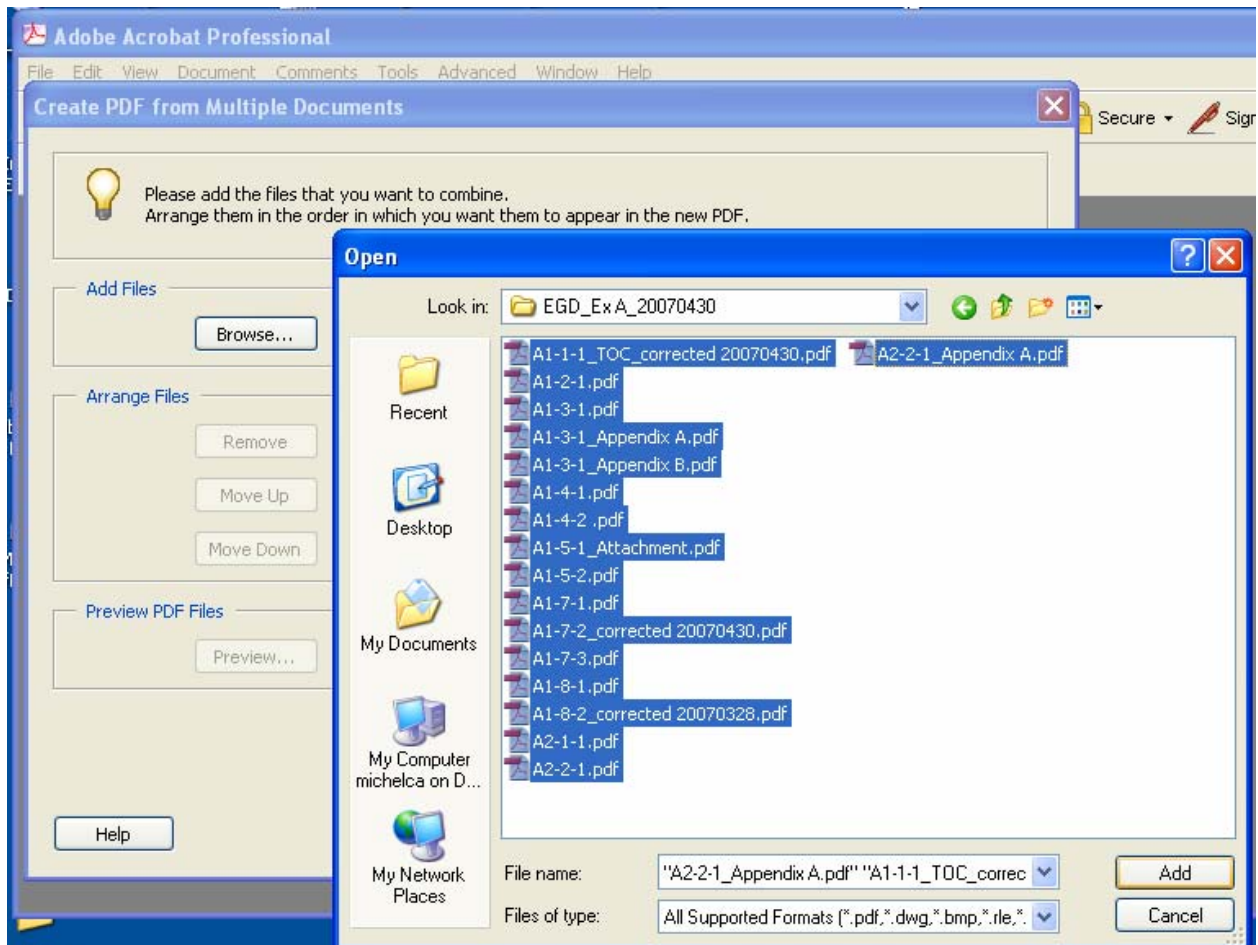


Once you have located the correct directory, select all (by clicking the 'Ctrl' + 'A' key) or as many of the files (by pressing down the 'Ctrl' key and selecting the various file names) that need to be converted into one single PDF file.

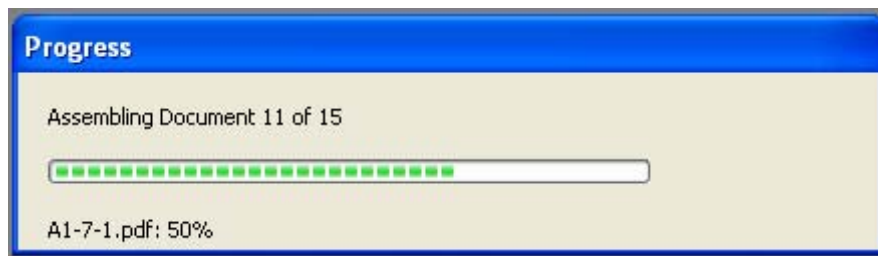


When you have completed selecting the files that need to combine, click on the **Add** button.

You will see all the selected files in a window, and can actually move the files either up or down in the arrangement by selecting Move Down or Move Up.

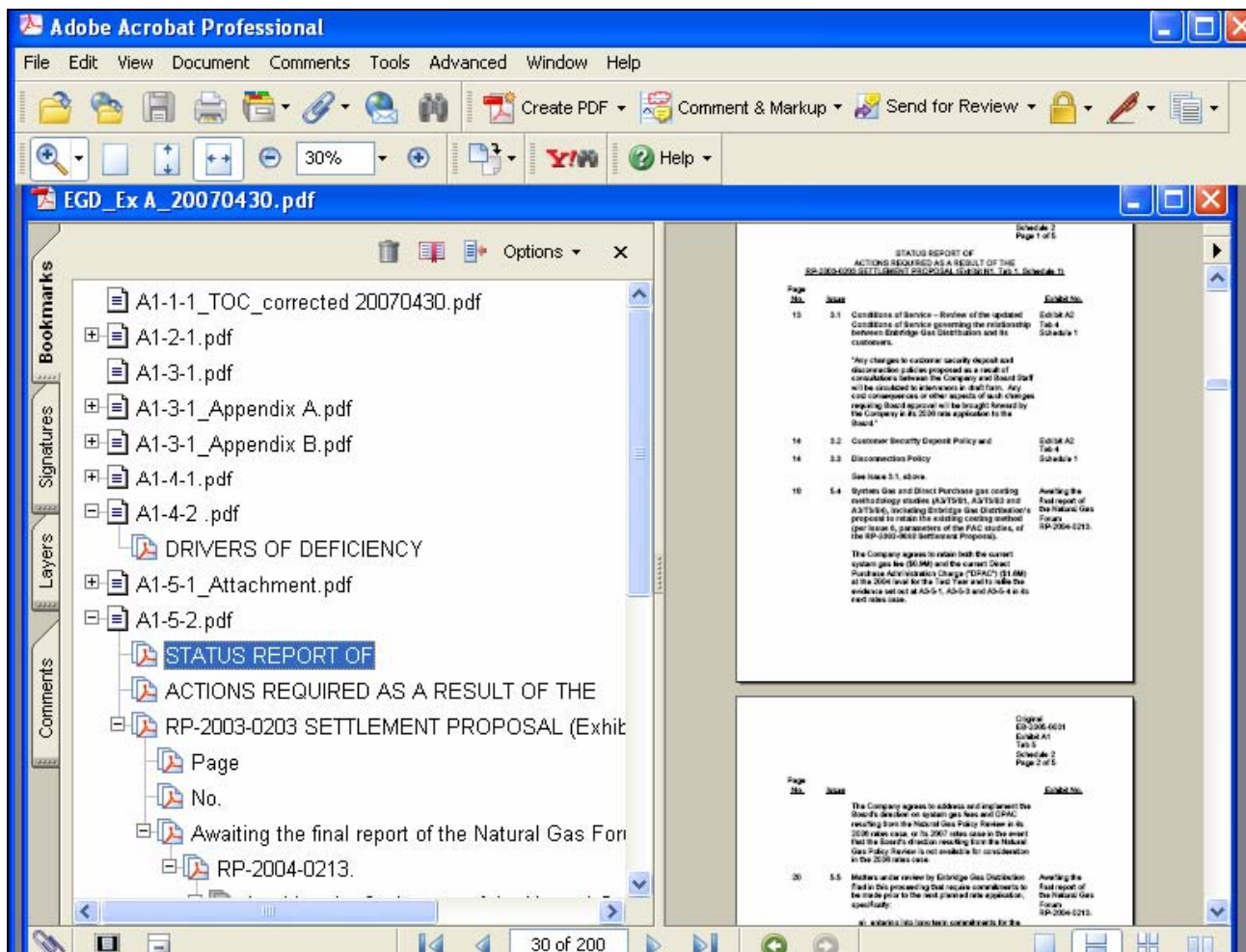


When you are satisfied with the necessary files, and their sequence, click on **OK**, and Adobe will begin combining the files.



Upon completion, do the following:

1. From the menu bar, Select **File\Save As**
2. Save the file with the correct naming convention then place it in a directory.



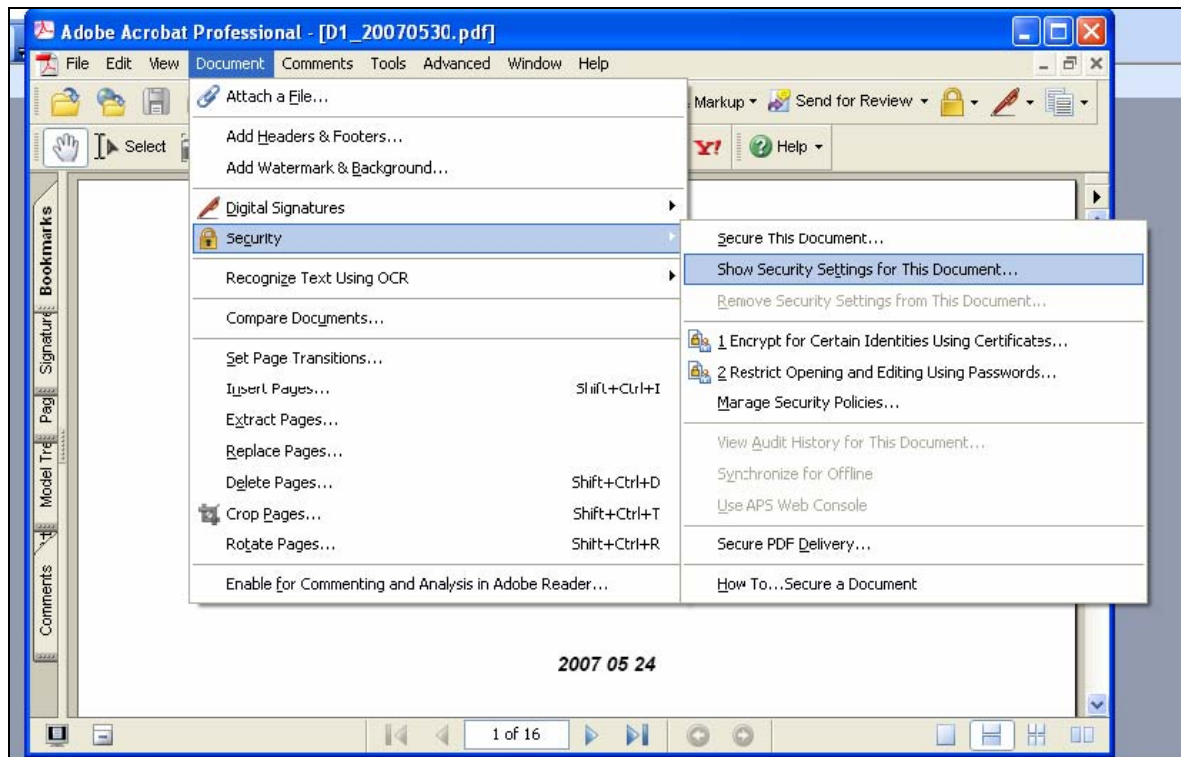
Open the saved combined PDF document. If you click on Bookmark, you will notice the individual files used in the creation of the consolidated PDF File listed as 'BookMarks'. Clicking on any one file will take you to that content location within the combined PDF file.

When submitting into RESS, follow the guidelines in submitting associated files such as the cover letter and table of contents.

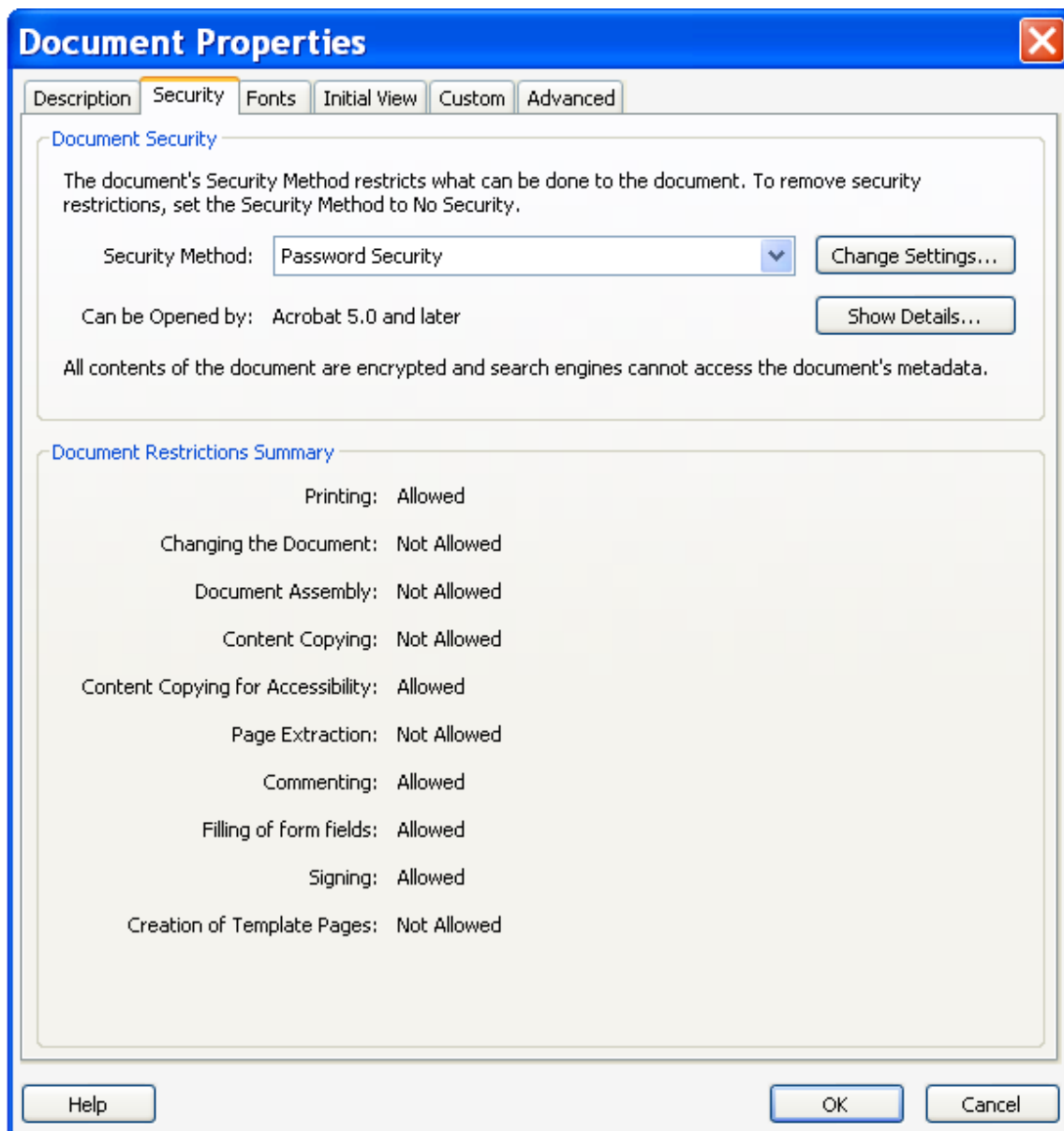
Unrestricting the PDF Document

Ensure your PDF document is unrestricted. Follow these steps to do this.

1. With the PDF document open, choose Document > Secure > Show Security Settings for this Document.
(Adobe 9 – choose Advanced>Security>Show Security Properties...)



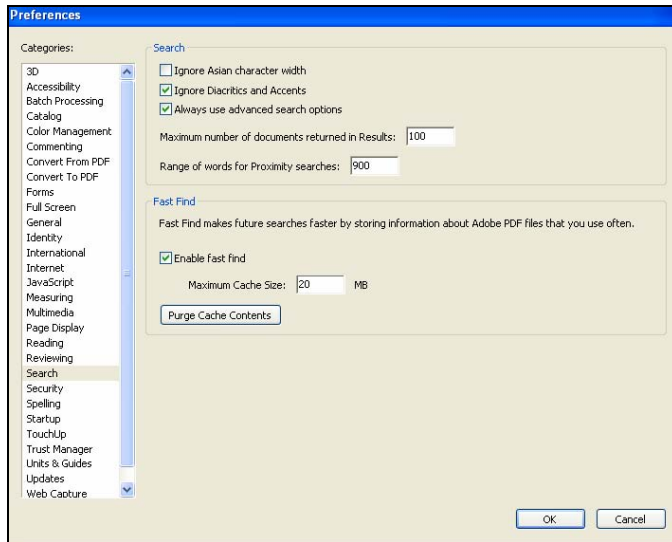
2. Under Document Restrictions Summary, ensure the following is allowed: printing, document assembly, content copying or extraction, content extraction for accessibility, and commenting. Select the appropriate security method to do this.



Setting Search Preferences to the PDF Document

The search preferences should be set to display the Advanced Search window as the default for the Search PDF window. Follow these steps to do this:

1. From the menu bar, Choose Edit\Preferences.
2. From the Categories list on the left, choose Search, then check off 'Always use advanced search options'.
3. Select OK.



Conversion of Document with Multiple Worksheets into PDF Format

When an opened file with multiple worksheets (e.g., Excel file) is converted into PDF format, each worksheet within the original file must be individually converted into a PDF file and named appropriately, with different names for each PDF file. Ensure the print area of each worksheet is correctly specified prior to converting it into a PDF file. Worksheets converted into PDF files should then be combined to become several bookmarks of a larger PDF file.

When right clicking on a PDF file name, the properties of the PDF file under the General tab must have the appropriate document name. If there is a different title under the PDF tab of properties, this title will be adopted for public viewing instead of the title specified under the General Tab. Ensure they are the same document title. The fields within Tabs of Description and Summary of document properties should be left blank.