FirstEnergy

Ohio Web Portal - Enhancements

Ohio Edison, Illuminating Company, Toledo Edison

TEAMs Meeting

Supplier Webinar   May 2021

Recap 2020 Enhancements

In 2020:

- **Added smart meter indicator to Sync List**

- **Added smart meter indicator to Eligible Customer List**

- **Smart meter data began to be sent via EDI by August, 2020**
  - Provided 867 IU (Non-residential accounts only)

Enhancements to be Made to Web Portal

- **SU-SR (Single User-Single Request) usage files will be replaced with SU-MR (Single User-Multiple Request)**

- **Rolling 10-Day usage files will become available**

- **StS HIU (System to System Historical Interval Usage)**

- **** Upgraded features will be available to all authorized users, and the company administrator must continue to attest that all users are eligible.**

SU-MR

- **The SU-SR (Single User-Single Request) has been replaced with SU-MR (Single User-Multiple Request).**

- **Log into the FirstEnergy secure portal, request, and receive summary & interval usage for up to 10 account numbers.**

- **FirstEnergy Ohio Utilities will accommodate account and meter level requests**

  - Supplier must enter the 20-digit customer number
  - Unmetered accounts are not eligible

- **We will allow up to 10 accounts to be loaded at a time**

  - Once logged in, usage can also be downloaded to a CSV file

Portal Access

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

WWW.FIRSTENERGYCORP.COM:

Log in with user id and password:

SU-MR

A welcome page similar to the one below will be presented when you first log in.

Welcome

For additional assistance, you can download our Web Portal User Guide 📄 document.

Welcome Supplier Admin ADMIN-John Test!

Your last logon time was 10/03/2018.

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.

CONTINUE

A link to the Portal User Guide is available from this page

Select continue to access the portal

Select the OH SU-MR transaction from the navigation menu:

Supplier Services

Supplier Portal

Admin

Suppliers

Supplier Master

Companies

Reset Password

Customer Account Lookup

PA SU-MR

▸ OH SU-MR

Activity Log
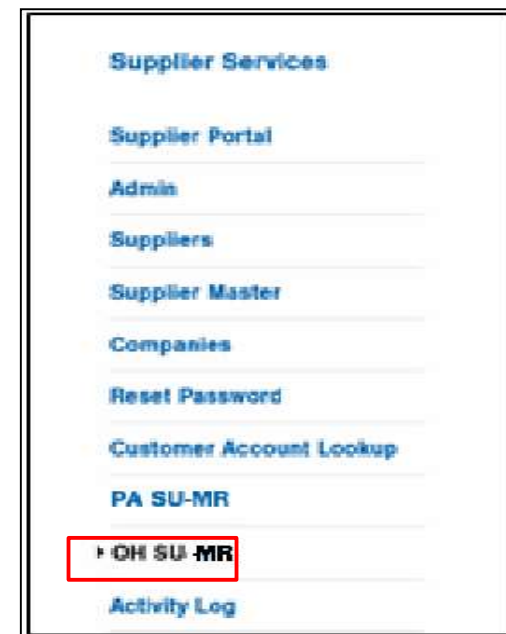
SU-MR Accessing Information

A user can access an account by entering the Customer Number:
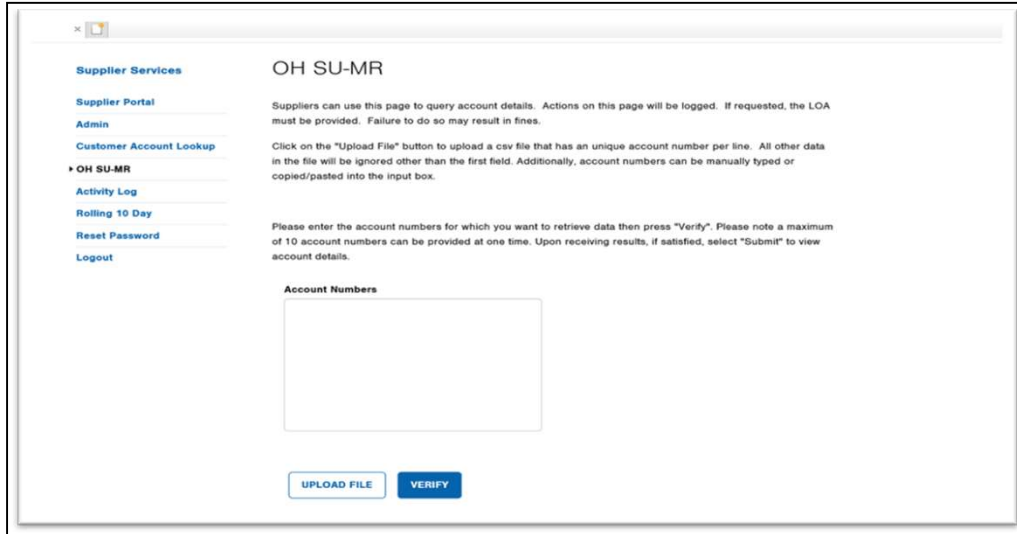
An error message will be presented if the account information entered is not acceptable:
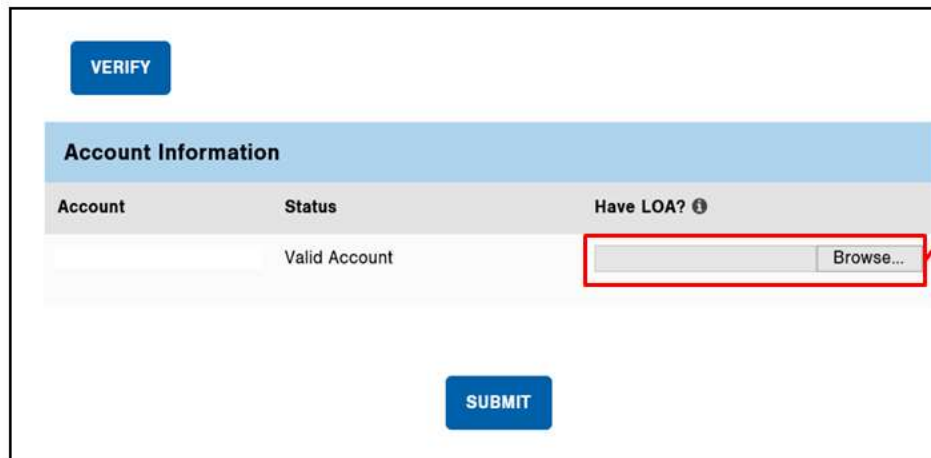
Error Messages:

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

SU-MR Letter of Authorization

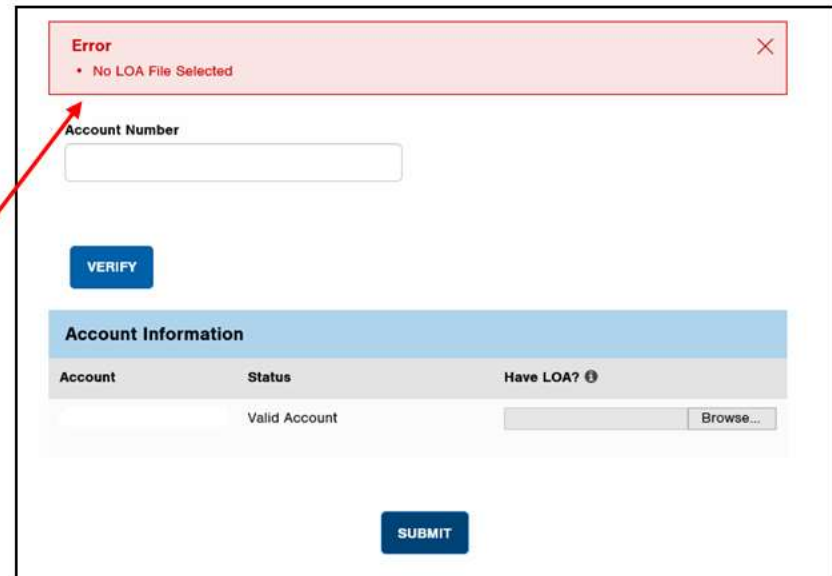**Once the verify button is selected, the screen below is presented.**

Use the Browse feature to attach a Letter of Authorization (LOA):

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

The user will not be able to submit if the LOA is not attached:

SU-MR Letter of Authorization

The customer authorization letter is located at the following link:

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

- **Each customer must provide a separate signed LOA.**

- **LOA must include the customer's signature.**

- **LOAs are required to be complete and correct in order to process requests.**

- **LOA must be current version and cannot be an expired version**

Letter of Authorization

Letter of Authorization for Release of Customer's Electric Utility Account Number/SDI and/or Residential Historical Interval Data

FORM NO. X-4428 (04-16)

FirstEnergy®

Ohio Edison • The Illuminating Company • Toledo Edison

CUSTOMER NAME _____   PHONE NUMBER _____

CUSTOMER ADDRESS _____

CITY _____   STATE _____   ZIP CODE _____

AUTHORIZED PERSON/TITLE _____

ACCOUNT/SDI NUMBER _____

For multiple account/SDI numbers, please attach a spreadsheet in Microsoft Excel format containing the accounts/SDI(s) for which you are requesting usage.

Competitive Retail Electric Service (CRES) Provider (Includes Brokers, Power Marketers)

CRES NAME _____   PHONE NUMBER _____

ADDRESS _____

E-MAIL ADDRESS _____

Letter of Authorization

Initial Box for release of specific account information to CRES provider listed above:

☐   **Account/SDI Number Release:** The above named customer authorizes the release of their Account Number/Service Delivery Identification Number. This information is to be used for one or all of the following: enrollment in a product or service; and/or obtaining usage data for pricing of a product or service.

☐   **Residential, Interval Historical Energy Usage Data Release:** The above named residential customer authorizes the release of up to 24 months of _____ kwh data, if available (Please fill in the blank with your request, e.g., Hourly, 30-minute, 15-minute, etc.). This information is to be used for pricing of a product or service.

I realize that under the rules and regulations of the Public Utilities Commission of Ohio, I may refuse to allow (Choose Your Provider) ▾ **to release the information set forth above. By my signature, I freely give** (Choose Your Provider) ▾ **permission to release the information designated above.**

_____   _____
Signature   Date

This authorization will expire one year from the date of the customer signature **or** on the date listed below.

Expiration Date: _____.

SU-MR Information

Once submission is successful, the customers information is presented

Account Number	xxxxxxxxxxxxxxxxxxxxx	Download

Customer Name:	George Jones
Contract Account:	xxxxxxxxxxxxxxxxxxxx
Customer Address:	123 Main St. Akron OH 44308
Billing Address:	123 Main St. Akron OH 44308
Bill Cycle:	E05
Load Profile:	RS
Net Service Peak:	1.6696000
Peak Contribution:	1.9305000
Future Net Service Peak:	0.0000000
Futore Peak Contribution:	0.0000000
Rate Class:	OE-RSD
Service Voltage:	29
SSO Customer:	Y
Budget Billing:	N
Interval Meter:	N
Smart Meter:	N
Net Meter:	N

Use download button to export file

SU-MR Usage History

This screen also presents 12 months of usage history:

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

SU-MR Multiple 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

When a multi-metered account is entered, a 12 month summary is provided for all meters

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

Using the Download button here will provide the usage summary for a single meter

SU-MR Download File View

	A	B	C	D	E	F	G	H
1	Customer Identifier	94						
2	Customer Name	George Jones 'H						
3	Customer Address	123 Main St. Akron OH 44308			39			
4	Billing Address	123 Main St. Akron OH 44308			39			
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	S123456789 8						
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 Di	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							

Interval data is presented only if available

SU-MR Interval Meter

Exported usage with interval data

Detailed Interval Usage									
Reading Date	15 0015 QTY	30 0030 QTY	45 0045 QTY	100 0100 QTY	115 0115 QTY	130 0130 QTY	145 0145 QTY	200 0200 QTY	215 0215 Q
3/8/2021	0.321 KA	0.147 KA	0.012 KA	0.457 KA	0.287 KA	0.012 KA	0.228 KA	0.223 KA	0.012 KA
3/7/2021	0.752 KA	0.967 KA	0.581 KA	0.557 KA	0.996 KA	1.016 KA	0.304 KA	0.668 KA	1.173 KA
3/6/2021	1.048 KA	1.078 KA	0.935 KA	0.625 KA	1.109 KA	1.092 KA	0.324 KA	0.788 KA	2.26 KA
3/5/2021	0.012 KA	0.65 KA	0.576 KA	0.084 KA	0.707 KA	0.764 KA	0.184 KA	0.818 KA	0.769 KA
3/4/2021	0.253 KA	0.776 KA	0.026 KA	0.741 KA	0.708 KA	0.807 KA	0.717 KA	0.348 KA	0.801 KA
3/3/2021	0.433 KA	0.755 KA	0.077 KA	0.845 KA	0.747 KA	0.145 KA	0.801 KA	0.219 KA	0.497 KA
3/2/2021	0.386 KA	0.012 KA	0.389 KA	0.066 KA	0.012 KA	0.479 KA	0.292 KA	0.19 KA	0.342 KA
3/1/2021	0.822 KA	0.156 KA	0.661 KA	0.805 KA	0.038 KA	0.996 KA	0.765 KA	0.051 KA	0.862 KA
2/28/2021	0.852 KA	0.718 KA	1.765 KA	1.046 KA	0.635 KA	1.092 KA	1.937 KA	0.628 KA	1.208 KA
2/27/2021	0.887 KA	0.948 KA	2.112 KA	0.915 KA	0.969 KA	1.733 KA	1.036 KA	1.696 KA	1.354 KA
2/26/2021	0.012 KA	0.012 KA	0.876 KA	0.2 KA	0.242 KA	0.492 KA	0.02 KA	0.479 KA	0.171 KA
2/25/2021	0.012 KA	0.012 KA	0.247 KA	0.012 KA	0.012 KA	0.012 KA	0.012 KA	0.012 KA	0.012 KA
2/24/2021	0.012 KA	0.013 KA	0.012 KA	0.012 KA	0.012 KA	0.013 KA	0.012 KA	0.012 KA	0.187 KA
2/23/2021	0.012 KA	0.012 KA	0.252 KA	0.012 KA	0.012 KA	0.013 KA	0.012 KA	0.012 KA	0.012 KA
2/22/2021	0.039 KA	0.746 KA	0.013 KA	0.692 KA	0.581 KA	0.416 KA	0.739 KA	0.055 KA	0.697 KA

Rolling 10 Day

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

Rolling 10 Day

Rolling 10-Day files will provide the applicable intervals for each account, by date for each of your non-residential customer accounts.

0.384	0.377	0.395	0.419	0.385	0.381	0.402	0.392	0.461	0.386	0.402	0.394	0.403	0.428	0.373	0.39	0.374
1.095	1.533	1.294	1.361	1.241	1.525	1.132	1.492	1.194	1.305	1.344	1.221	1.35	1.597	1.177	1.655	1.276
1.405	2.105	1.609	2.129	2.252	1.506	2.397	2	1.119	2.093	2.053	1.623	2.157	1.845	1.992	2.329	1.33
0.559	0.544	0.556	0.544	0.584	0.597	0.566	0.561	0.563	0.553	0.55	0.568	0.589	0.579	0.56	0.555	0.566
0.394	0.427	0.476	0.363	0.474	0.473	0.385	0.482	0.475	0.399	0.456	0.459	0.365	0.461	0.458	0.376	0.45
4.415	4.845	3.893	4.283	4.695	3.85	3.74	3.835	3.505	4.132	4.363	3.69	3.894	5.19	4.222	3.908	4.345
0.96	1.32	1.76	1.36	1.36	1.12	1.2	1.32	1.24	1.24	1.28	1.48	1.2	1.28	1.28	1.32	1.16
0.48	0.48	0.48	0.48	0.56	0.48	0.44	0.52	0.56	0.48	0.48	0.52	0.52	0.48	0.44	0.6	0.6

StS HIU

System to System Historical Interval Usage (StS HIU) is a method that utilizes a platform which allows an authorized user's IT systems to communicate directly with the web portal system of the EDC without requiring a user to manually log into the web portal itself

The following information is necessary to call FirstEnergy's StS HIU service:
- **All IP addresses of all servers from which you will be accessing FirstEnergy**
- **The email and phone number of a technical contact from your organization**

Further information is in the Web Portal User Guide, including how your system can call the Sts HIU service, and which setups are necessary.

You may contact Supplier Support if assistance is required, and we will coordinate with our IT team to assist you.

Implementation Plan

- **Webinars scheduled for May 25th and May 26th.**

- **SU-MR is currently available.**
  - All suppliers with active admins will have access to SU-MR
  - User Guide will be posted to our portal after June 13th.

- **Webinar presentation will be posted to the website for reference after May 26th**

- **Enhancements will become available after June 13th[th].**

Questions

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