

# 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 <u>https://www.firstenergycorp.com/supplierservices/pa.html</u>.

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

FirstEnergy	terester ( Segier ) Contact Ur ( Soph ) 🖉 🖓 🖸 🕐
Customer Supplie	StEnergy Q. Search FirstEnergyCorp.com
ELECTRIC COMPANIES NEWSROOM LOgs In resnestruct Log Innee	Home : About Us : Our Electric Companies : Environmental : Community : Neviescoon : Investors : Careers
	FirstEnergy Suppliers
	Materials and Services Suppliers Electric Generation Suppliers (Supply Chain)
	For information you'll need to equifar as a suppler of molecular or persons and conduct registry business in colling or the second structure of the s
LIDO N D NETONS D EVALUAS CALEDAS C CONTACT US	supplers. Supply Chain Supplier Services
sichergy	Utility Power & Renewable Procurements Customer Choice
	Fer information about Freit/Singry's regulated utility wholesale power and renewable procurament adulties in Ohio. Peensylvania, New Arsey, Weel Vieglina, and Margiand. Peensylvania
ELECTRIC COMPANIES NEWSROOM ABOUT US FES RESTRUCTURING CAREERS Q	L LOG IN Protections of service a solucing prices and service a solucing
Supplier Portal To use this lool, you will need to entire your Login and Password. Plasse see your company's assigned Assistantian's use user your care and Plasseord.	меняносни авситъля рез пезатистични самееля Q
Login	pplier Services
Passand	the almody a Registered Supplier with FintEnergy, would like to baccome a Registered Supplier in Ohio, systemic, Manyland, New Arriery, New York, or West Virginia, or are seeking specific information, please click e appropriate state below.
LOO IN	elect State
Last Madinet Galation 7, 2018	or select the state below for more information on supplier services.
Las Maries October 2, 2016	
Electric Choice Links Customer Choice	

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).

Supplier Services	Reset Password
Supplier Portal Admin Reset Password	Password
Customer Account Lookup	New Password
PA SU-MR	
OH SU-MR	Must be between 40.00 representation and institute of inset 4
Activity Log	number and 1 uppercase letter
Rolling 10 Day	Confirm Password
Logout	
	CANGEL RESET PASSWORD

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.

Supplier Services	Admin
Supplier Portal	View Users
▶ Admin	Attest Access
Reset Password	
Customer Account Lookup	
PA SU-MR	
OH SU-MR	
Activity Log	
Rolling 10 Day	
Logout	

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.

View Supplie	r Users		
			ADD USER
All Users - Test Su	upplier - OH (DUNShei	re)	
Login	Name	Session Status	Action
TestAdminOH	ADMIN-John Test	Active	Edit

Figure 4 View Users

#### Create User

To add a new user, select

ADD USER

above the user table (Figure 4).



Supplier	Name	
Test Supplier - OH	John Smith	
Email	Login	
JohnSmith@email.com	SmithJ	
Password	Confirm Password	
1xxxxxX	1ххххххХ	
Must be between 8-20 characters and include at least 1 number and 1 uppercase letter		
Reset 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):



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'.

View Supplie	er Users				
			ADD U		
All Users - Test S	upplier - OH (DUNShere	e)		Edit User	
Login	Name	Session Status	Act	Sumilar	Name
SmithJ	John Smith	Inactive	Edit   Remove	Test Supplier - OH	John Smith
TestAdminOH	ADMIN-John Test	Active	Edit	Email	Login
				JSmith@email.com	SmithJ
				New Password	New Password (Again)
				Must be between 8-20 characters and include at least number and 1 uppercase letter	
				Reset Password?	
				No, keep password	•
				CANCEL	

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

	ок		CANCEL	
(Figure 8). Select		to remove the user or		to keep the user.

View Supp	lior Lloore		Confirmation
view Supplier Users			Do you want to proceed?
All Users - Tes	st Supplier - OH (DUNS	ihere)	CANCEL
Login	Name	Session Status	Action
SmithJ	John Smith	Inactive	Edit Remove
TestAdminOH	ADMIN-John Test	Active	Edit

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).

View Su	pplier Users		Confirmation Do you want to proceed?		
All Users -	Test Supplier - OH	(DUNShere)	CANCEL OK		
Login	Name	Session Status	Action		
SmithJ	John Smith	Active	Edit   Remove   Deactivate Session		
TestAdminOH	ADMIN-John Test	Active	Edit		
Figure 9 Deactivate Users Select $\mathbf{\hat{o}}$ to deactivate the session, allowing the user to log in, or $\mathbf{C}$ .					
Note: If an	Administrator is l	ocked out they	will need to wait 30 minutes before attempting to log back in.		



#### <u>Attest</u>

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).



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		Activity Log				
Supplier Portal		Search for user by login leave the search field b	n or Iank	name then filter by and click search.	clicking on the icons on eac	h column. To retrieve a list of all users
Admin		Export to Excel				
		Date/Time	$\odot$	User ID 🐨	Action Code 🐨	Action Text 🕤
Suppliers		2018/09/28 09:26 AM		FirstEnergy	Access	Login success for username: Firstenergy
Supplier Master	K I	2018/09/28 09:26 AM		FirstEnergy	Attest	Supplier Attested Access
Companies		2018/09/28 09:38 AM		FirstEnergy	Query	Account: Message: Valid Account LOA Required: false
Reset Password		2018/09/28 09:38 AM		FirstEnergy	Result	Account: LOA Provided: N/A
Customer Account Lookup		2018/09/28 09:58 AN	1	FirstEnergy	Access	Login success for username: Firstenergy
PA SU-MR		2018/09/28 09:58 AN	1	FirstEnergy	Query	Account: Message: Valid Account LOA Required: false
HOH SU MR		2018/09/28 09:59 AN	1	FirstEnergy	Result	Account: LOA Provided: N/A
Activity Log		2018/09/28 10:20 AN	1	FirstEnergy	Access	Login success for username: FirstEnergy
	1	2018/09/28 10:20 AM		FirstEnergy	Query	Account: Message: Valid Account LOA Required: false
		2018/09/28 10:20 AN	1	FirstEnergy	Result	Account: LOA Provided: N/A
		2018/09/28 10:24 AN	1	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.

Welcome	
For additional assistance, you can download ou	r Web Portal User Guide 🛃 document.
Welcome John Smith.	A link to the Portal User Guide is available from this page
Your last logon time was 09/25/2018.	
I, the user, acknowledge that as a licensed EGS keep all Company and customer information sup confidential. Such information shall include, but research curves and other load information and agrees to not divulge any customer information	in Pennsylvania (or as an agent of a licensed EGS) that I agree to oplied by the Company pursuant to the Company's Tariff shall not be limited to, customer names, account numbers, load passwords granting access to secured information. User further to other parties without the customer's authorization.
Choosing to proceed any further denotes accep reported to the Public Utilities Commission.	stance of the above. Any violation of the above mentioned will be
CONTINUE	
Select continue to	
access the portal	

Figure 12 Welcome Page



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

Supplier Services	OH SU-MR	
Supplier Portal	Suppliers can use this page to query account details. Actions on this page will be logged. The Letter of	
Admin	Authorization (LOA) must be provided. Failure to do so may result in tines.	
Suppliers	Please enter the account number for which you want to retrieve data then press "Verify". Account numbers can be manually bread or copied (maded into the input her. Blease pole, are account number can be previded at a time	I.
Supplier Master	Upon receiving results, select "Submit" to view account details.	
Companies		
Reset Password	Account Number	
Customer Account Lyokup		
PA SU-MR		
OH SU MR	VERIFY	
Activity Log		

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 Info	rmation		
Account	Status	Have LOA? 🛈	
undefined	Invalid account.	N/A	



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.

Account Information   Account   Status   Valid Account	VERIFY							Error • No LOA File Select	əd			×
Account Status Have LOA?  Valid Account Usuburt Usubur	Account Informa	ation					/	Account Number				
Valid Account Browse  SUBMIT  URINFY  Account Information  Account Information  Account Mark LOA? ®  Ualid Account  SUBMIT  Ualid Account  SUBMIT  SUBMIT  SUBMIT	Account	Status		Have LOA?		Ϊ						
SUBMIT       Account Information         Account Information       Account Information         Valid Account       Have LOA? (9)         Valid Account       Browse         SUBMIT       SUBMIT		Valid Account			Browse	1		VERIFY				
SUBMIT Account Status Have LOA?  Valid Account Browse SUBMIT								Account Informat	ion			
Valid Account Browse			CUDMIT					Account	Status		Have LOA? ()	
SUBMIT			SUBMIT						Valid Account			Browse
SUBMIT						1						
										SUBMIT		

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):

Account Number 2000	00000000000000000000000000000000000000	Download	Use download button to
Customer Name:	George Jones		export file
Contract Account:	300000000000000000000000000000000000000		
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		
Futore 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

13 | P a g e



12 months usage is also provided:

Start Date         End Date         kWh         QTV         Registered kW         Registered QTY         Billed QTY         Scheduler kW           08/07/2018         09/05/2018         672         QD         0.0         QD         0.0         09/04/201           07/04/2018         08/06/2018         816         QD         0.0         QD         0.0         08/03/201           06/05/2018         07/03/2018         564         QD         0.0         QD         0.0         02/05/2018
08/07/2018         09/05/2018         672         QD         0.0         QD         0.0         09/04/201           07/04/2018         08/06/2018         816         QD         0.0         QD         0.0         08/03/201           08/05/2018         0.0         0.0         QD         0.0         08/03/201
07/04/2018 08/06/2018 816 QD 0.0 QD 0.0 08/03/201
06/05/2018 07/03/2018 564 OD 0.0 OD 0.0 07/05/201
05/03/2018 06/04/2018 426 QD 0.0 QD 0.0 06/05/201
04/06/2018 05/02/2018 273 QD 0.0 QD 0.0 05/03/201
03/06/2018 04/05/2018 382 QD 0.0 QD 0.0 04/04/201
02/07/2018 03/05/2018 319 QD 0.0 QD 0.0 03/06/201
01/09/2018 02/06/2018 403 KA 0.0 KA 0.0 02/05/201
12/06/2017 01/08/2018 567 QD 0.0 QD 0.0 01/05/201
11/03/2017 12/05/2017 564 QD 0.0 QD 0.0 12/05/201
10/05/2017 11/02/2017 348 QD 0.0 QD 0.0 11/02/201
09/01/2017 10/04/2017 380 QD 0.0 QD 0.0 10/04/201

Figure 17 Usage Summary

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

Meter: 1xxx	xx Usa	ge				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	ка	2.0
02/12/2018	02/12/2018	0	QD	0.0	QD	0.0
Meter: 2xxx	xx.		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.

Account Number	****	Download
	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.

Meter: 2xxx	xx	l	Usage			Download
Start Date	End Date	kWh	kWh QTY	Registered kW	Registered kW QTY	Billed kW
		Figu	ire 20 Mete	er Level Downlo	oad	

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.

	A	B	C	D	E	F	G	н
	1 Customer Identifier		1					
	2 Customer Name	George Jones						
	3 Customer Address	123 Main St.	Akron OH 4	14308				
	4 Billing Address	123 Main St.	Akron OH 4	14308				
	5 Email Address	SmithG@em	ail.com					
	6 Report Title	Account-Leve	Usage					
	7 Current Capacity PLC	1.9305						
	8 Current Transmission NSPL	1.6696						
	9 Future Capacity PLC	0						
	10 Future Transmission NSPL	C						
	11 Current Rate Class	OE-RSD						
	12 Service Voltage	29						
	13 Current Bill Cycle	EOS						
	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	\$123456789						
	21 Meter Type	1PH 3W FM2	S 240V CL	200;NO KY2	z			
	22 Meter Multiplier	1						
	23							
	24 Summarized Monthly Billed U	sage						
	25 Reading From Date	Reading To D	kWh	kWh QTY	Registered	Registered	Billed kW	Scheduled MR Da
	26 8/7/20	18 9/5/2018	672	QD	0	QD	0	9/4/2018
	27 7/4/20	18 8/6/2018	816	QD	0	QD	0	8/3/2018
	28 6/5/20	18 7/3/2018	564	QD	0	QD	0	7/5/2018
	29 5/3/20	18 6/4/2018	426	QD	0	QD	0	6/5/2018
	30 4/6/20	18 5/2/2018	273	QD	0	QD	0	5/3/2018
	31 3/6/20	18 4/5/2018	382	QD	0	QD	0	4/4/2018
	32 2/7/20	18 3/5/2018	319	QD	0	QD	0	3/6/2018
	33 1/9/20:	18 2/6/2018	403	KA	0	KA	0	2/5/2018
	34 12/6/20	17 1/8/2018	567	QD	0	QD	0	1/5/2018
nterval data is	35 11/3/20	17 12/5/2017	564	QD	0	QD	0	12/5/2017
	36 10/5/20	17 11/2/2017	348	QD	0	QD	0	11/2/2017
presented only	37 9/1/20	17 10/4/2017	380	QD	0	QD	0	10/4/2017
	38							
it available	The later of Date Cound							

Figure 21 Export Information



Downloaded information with interval data:

39	Detailed Interval U	Jsage										
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	0/0/2019		200.16		207 72		200.24		200 00		200.16	

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

ELECTRIC COMPANIES	NEWSROOM	ABOUT US	COMMUNITY	CAREERS	۹
Supplier Services	Rolling 10	Day			
Supplier Portal	Supplier Cust	omer File Dowr	head		
Admin	Supplier Suarc	Siller The Down	lioad		
Suppliers	Download Custome	r File -			
Supplier Master	007900293_012756	1240000_P2021031	8_IU20210309_15_1.z	P	
Companies	007900293_012756	1240000_P2021031	8_IU20210308_15_1.zi	p	
Reset Password	007900293_012756	1240000_P2021031	8_IU20210307_15_1.zi	p	
Customer Account Lookup	007900293 012756	1240000 P2021031	8 820210306 15 1 7	0	
PA SU-MR				F	
OH SU-MR					
Activity Log					
Rolling 10 Day					
Logout					

### **StS Historical Interval Usage**

According to the Web Portal Working Group Technical Implementation Standards the StS Historical Interval Usage (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 and leverage the user interface. The requestor connects to the EDC's system exchanging data via XML transactions.

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

In turn, we have set up an account for you to use to call our HIU web service via https:

- Username:
- Password:

If you have not received our WSDL\* file for this service, please let us know and we'll make it available.

Once you've set up your SOAP client using the WSDL, and security requirements are complete, you can use the service to request Historical Interval Usage data on one of two ways\*, depending on the operation specified in the XML payload:

- GetAccountLevelIntervalUsage
- GetMeterLevelIntervalUsage

We ask that you give us a few days' notice before your initial use of the service, so that we can be prepared.

In the event that you need support, please contact Supplier Services:

- https://www.firstenergycorp.com/supplierservices/contact-us-supplier.html.
- Supplier Services Hotline 8AM 4PM EST (330)761-4348



# **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).

Supplier Services
Supplier Portal
Reset Password
Customer Account Lookup
▶ OH SU-MR
Activity Log
Logout

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:

Error	×
Another active session was found. Please wait 30 minutes or contact your system administrator	
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.

