

# Instructions: Accessing the PUC Portal

Why register for access to the Public Utility Commission of Texas' [Portal](#):

The [PUC Portal](#) is designed to facilitate communication and reporting between the PUC and the companies who do business with the PUC.

Currently, the following types of companies can use the Portal to complete their statutorily required Annual Reports online:

- Automatic Dial Announcing Device Companies (ADAD)
- Competitive Local Exchange Carriers (CLEC)
- Incumbent Local Exchange Carriers (ILEC)
- Interexchange Carriers (IXC)
- Pay Telephone Providers
- Retail Electric Providers (REP)

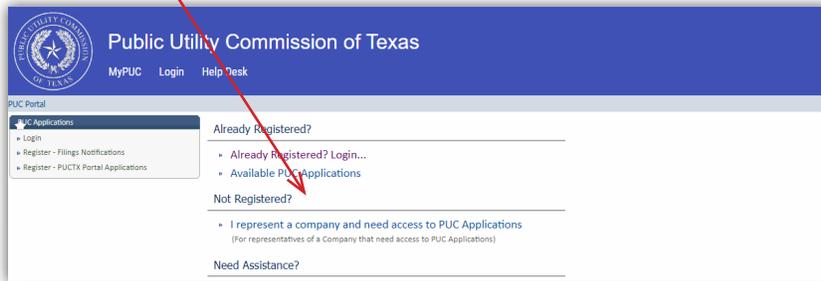
Companies can track informal complaint information and update the contact information they have on file with the PUC through the Company Complaints application as well.

To access the Portal from the main PUC Website, click on the hamburger icon to show the Portal Login link in the header OR click on Portal Login in the footer.

The screenshot shows the PUC of Texas website interface. In the header, a callout box on the left says "HEADER (top of site) Click on hamburger icon, then select PUCT Portal link" with an arrow pointing to a hamburger menu icon in the top right. Another callout box on the right says "FOOTER (bottom of site) Click on PUC Portal link" with an arrow pointing to the "Accessability" link in the footer menu. The footer menu also includes links for "Site Policies", "Email Subscriptions", "Sitemap", and "PUCT Portal".



To begin your registration, click on “I represent a company and need access to PUC Applications”.



Begin creating your account by filling out this form:

Username:  At least 5 to 25 chars long. Numbers, Alpha and Period chars only. No Spaces

Password:  Password expression: At least 8 to 15 chars long. Numbers, Alpha and ! # \$ chars only. No Spaces. Must include at least one upper case letter, one lower case letter, and one numeric digit. (A-Z, a-z, 0-9, ! # \$)

Confirm password:  Re-type your password

E-mail:  Valid email address up to 255 characters

Security question:  Up to 255 characters

Security answer:  Up to 128 characters

Salutation:  - select -  
Select from list of values

Gender:  - select -  
Select from list of values

First Name:  Enter your first name

Last Name:  Enter your last name

Phone:  Enter a contact number (###) ###-####

Enter the code from the image at the bottom of the form and click on submit to create your account. **Note:** The characters in the image are not case sensitive.



You should see the following message after you submit your registration.

**PUC Portal Registration**

Membership Successful

**Your account has been created.**

Your account has been created, but before you can login you must first verify your email address. A message has been sent to the email address you provided. Please check your email inbox (or spam folder) and follow the instructions in that email to verify your account.

If you do not receive the verification email within the next hour, contact the PUC Help Desk at [HelpDesk@puc.state.tx.us](mailto:HelpDesk@puc.state.tx.us) for assistance.

After verifying your account, you will have access to all of our public features.

To gain access to secure applications you will need to fill out your profile and request access.

You will receive an email in your inbox for the email account specified in the registration form. The final step to completing your registration is to click on the link that email

**Welcome to Public Utility Commission**

Hello, **testuser**. You are receiving this email because you recently created a new account at Public Utility Commission website. following link:

<https://portal.puc.texas.gov/portal/VerifyAccount.aspx?ID=672ba7e6-4969-4325-95f5-3b3a88e6a108>

Select the link, or copy the url into your browser address box. After visiting the above link you can log into the site!

If you have any problems verifying your account, please reply to this email to get assistance.

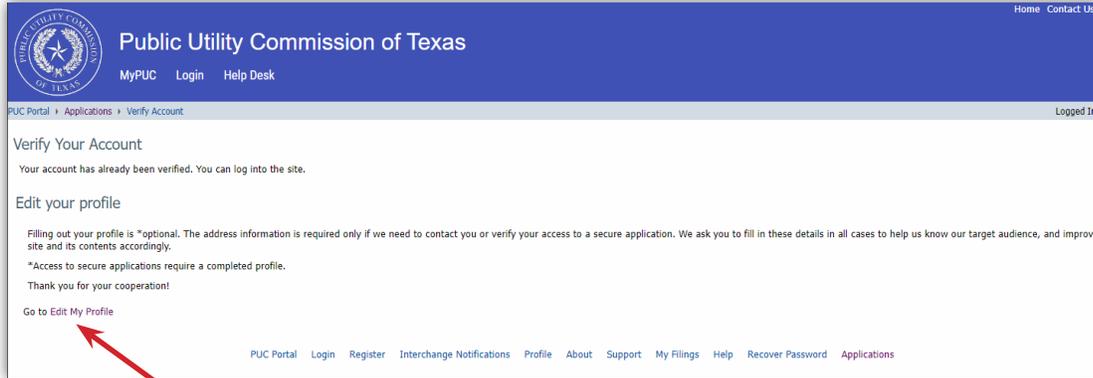
Thank you

Public Utility Commission of Texas  
1701 N. Congress Avenue  
PO BOX 13326  
Austin, TX 78711-3326  
[helpdesk@puc.texas.gov](mailto:helpdesk@puc.texas.gov)  
(512) 936-7100

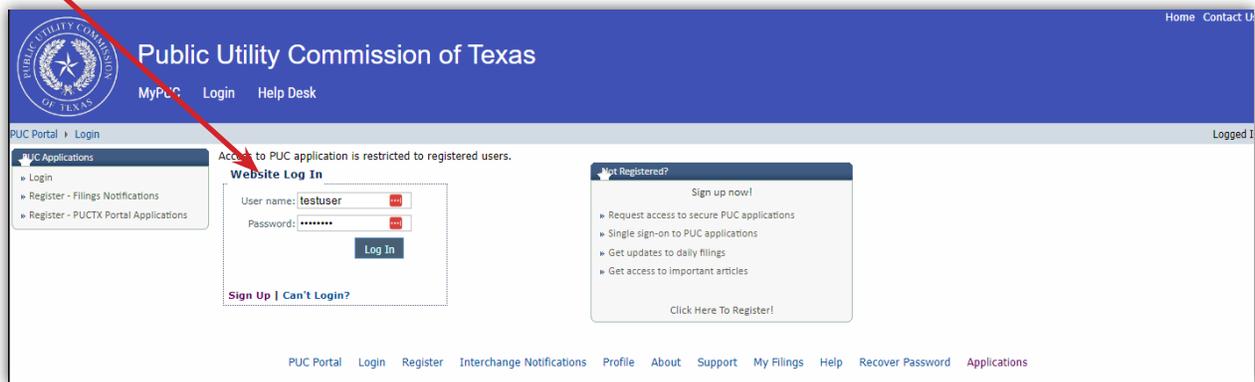
**Note:** *If you don't see the email in your inbox, please check your spam folder. You may need to add the email address [helpdesk@puc.texas.gov](mailto:helpdesk@puc.texas.gov) to your safe sender's list.*



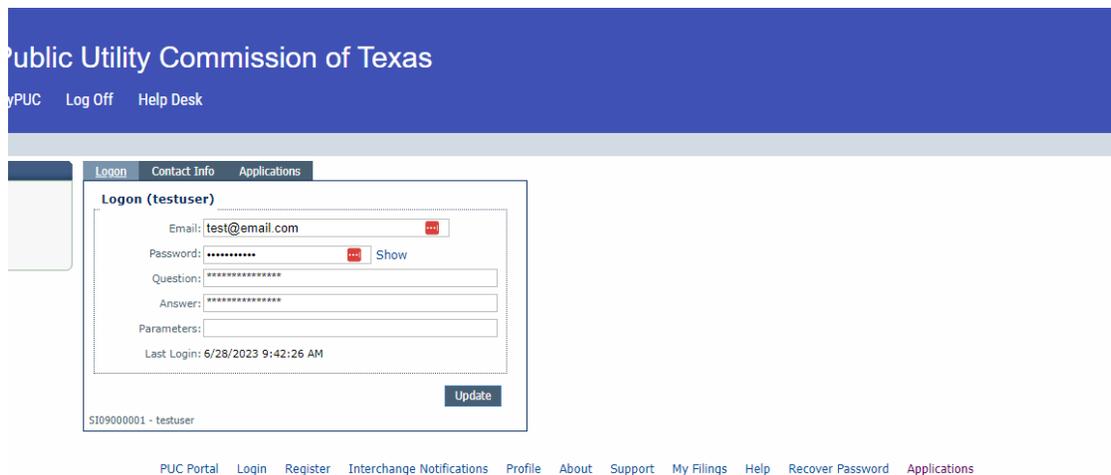
When you click on the link in the registration email, you should see a screen on the Portal letting you know that your account has been verified.



Click on the link to “Edit My Profile”, to login to the Portal for the first time. Enter the username and password that you just created to gain access to your account.



The first time you login, you will see your account profile page.



Click on the Contact Info tab to complete your profile. You must have completed this portion before you will be granted access to any of the applications on the Portal.

The screenshot shows a web form with two main sections: 'Contact Information' and 'Mailing Address'. The 'Contact Information' section has dropdown menus for 'Salutation: Mr.' and 'Gender: Male', and text input fields for 'First Name', 'Last Name', 'Occupation: Electric Company', and 'DOB:'. The 'Mailing Address' section has text input fields for 'Title 1: CEO', 'Title 2:', 'Address 1: Telecom Avenue', 'Address 2:', 'City: Austin', 'State: Tx', 'Zip Code: 78701', 'Country: United States', 'Phone: 512-555-1234', 'Fax:', and 'Mobile:'. A blue 'Update' button is located at the bottom right of the form, with a red arrow pointing to it.

When you have completed the Contact Info section, click **Update** to complete your registration.

This concludes creating your account for accessing the PUC Portal. The remainder of this document provides instruction for accessing applications on the Portal. The applications provide electronic methods for companies required to register with the PUC or to file annual reports.

**Access to applications requires approval and will be verified with PUC staff.**



# Instructions: Requesting Access to PUC Application

Currently PUC Applications are available for the companies doing business with the commission. The available applications are for company registrations and filing of annual reports.

Login to the Portal with your newly created account. You will be at the main Portal Page:

**Public Utility Commission of Texas**  
MyPUC Log Off Help Desk

PUC Portal

**PUC Applications**

- My Profile
- My Filings
- All Applications
- PUCTX Website

**Welcome back testuser to the PUC Portal**

What would you like to do?

- Request access to a PUC Application**  
(Register for access to PUC Applications)
- Help with PUC Applications  
(Read more info about the PUC Portal)
- Get Support! Email the PUC Help Desk  
(Email the PUC Help Desk support)

PUC Portal Login Register Interchange Notifications Profile About Support My Filings Hel

At this point, you may click on “Request Access to a PUC Application.” You will see the list of applications available to companies.

**Public Utility Commission of Texas**  
MyPUC Log Off Help Desk

UC Portal > Applications

**PUC Applications**

These applications are intended for users that represent companies the PUC does business with. Access will only be granted to users that can verify their relationship with the company they wish to gain access for. When requesting access you are required to specify the company you represent.

\*\*\* NOT FOR BILL PAYMENT ASSISTANCE \*\*\*

Application	Type	Application Status	Membership
ADAD Renewal	Membership Application	Available	More Info
COA/SPCOA Annual Report	Membership Application	Available	More Info
Company Complaints	Membership Application	Available	More Info
Company Contacts	Membership Application	Available	More Info
Daily Outages	Membership Application	Available	More Info
Electric Annual Updates	Membership Application	Available	More Info
EMRT Application	Membership Application	Available	More Info
ILEC Annual Report	Membership Application	Available	More Info
IXC Annual Re-Registration	Membership Application	Available	More Info
Pay Phone Re-Registration	Membership Application	Available	More Info
REP Annual Report	Membership Application	Available	More Info

PUC Portal Login Register Interchange Notifications Profile About Support My Filings Help Recover Password Applications

**List of applications**

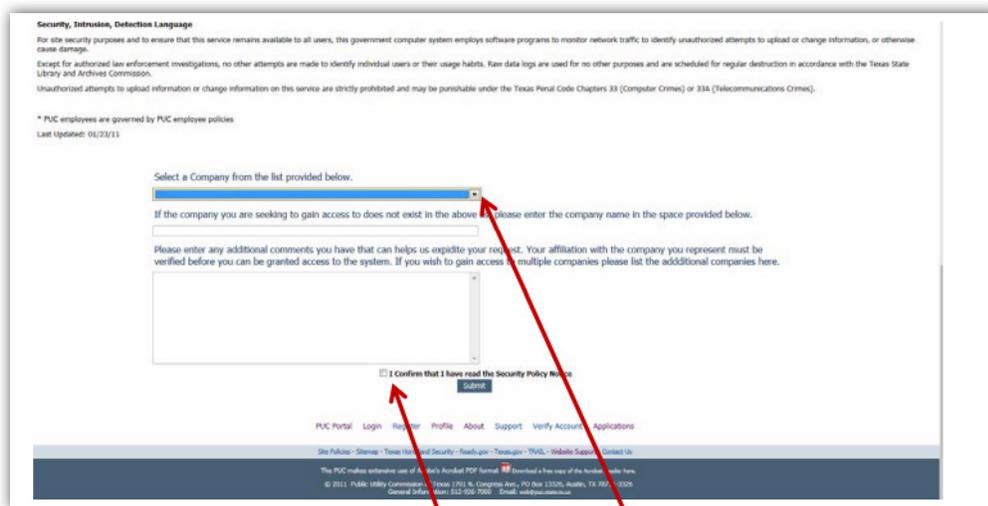


To request access to an application, click the title of the application. You will see a screen similar to this one for ADAD Renewals.



Simply click on the Request Access to (Application Name.)

The ensuing screen will have important regarding the PUC Privacy and Security policy. At the end of this page, you will be asked to provide criteria based on the Application for which you are requesting access.



Select the company that you represent from the drop down box. If the company is not listed, the next line is provided for you to manually enter your company's name. The comment box is provided if you need to request access to multiple companies or if you would like to provide additional information.

When you are ready to submit, check the box confirming that you have read the privacy and security information and click Submit.

After you submit your request, an email is sent to the department responsible for confirming you have the authority to represent the company for which you are requesting access. When your access has been approved, you should receive an email letting your know that you now have access to the application.



If you have any questions or experience any problems associated with the PUC Portal or a PUC Application, please contact the [PUC Help Desk](#). The Help Desk may be reached by phone at (512) 936-7100, or use the link on the Portal Login page to [email](#) us.

### Welcome to the PUC Portal

What would you like to do?

- » [Login to portal](#)
- » [Register for access to the PUC Portal](#)
- » [View available PUC Applications](#)
- » [Find out more about the PUC Portal](#)
- » [Get Support! Email the PUC Help Desk](#)



**Note:** Questions regarding the filing procedures and rules should be addressed by the Division you would normally contact for your Reports and Registrations.

