



# eFiling System Basics

The Alberta Utilities Commission's eFiling System is a web-based electronic filing tool used to manage, search and upload documents, including evidence filings, considered in applications filed with the AUC.

Anyone involved in, or interested in, a proceeding before the AUC should become familiar with and able to use the platform. It is designed to be used by all individuals and groups involved in AUC regulatory proceedings.

All applications are received and processed through eFiling and given a five-digit proceeding number. The public can access and use eFiling by setting up an account. This is a free service. Once an account is created, you will be able to view proceedings and register for any proceeding of interest. When you register for a proceeding you will receive notifications about the developments of the proceeding, such as documents uploaded, schedules and other participants' registrations.

More instructions and detailed information can be found on the AUC's website.



[www.auc.ab.ca](http://www.auc.ab.ca)

# REGISTERING AN ACCOUNT

The first step to utilizing the eFiling System from the AUC website is to set up a user account. Users have a choice between an organizational account or an individual account.

## Individual accounts

Individual accounts are intended for landowners or anyone with a personal interest in an application. They should not be used by individuals representing an organization such as an employee or lawyer.

## Organizational accounts

Organizational accounts are required for those who will be filing information with the AUC on behalf of an organization. These may include utility companies, law firms, Indigenous groups, etc. Organizations require an organizational form to be filled out and submitted to [info@auc.ab.ca](mailto:info@auc.ab.ca).



# INDIVIDUAL ACCOUNTS

Login

Login ID

Password

[New personal account](#)  
[New organizational account](#)

[Forgot password](#)

To create an individual account, select **New personal account** on the login page.

The information you fill in to create your account will go on the public record. An email address is required to complete the registration. If you do not have an email address, please contact the AUC by phone at 310-4282.

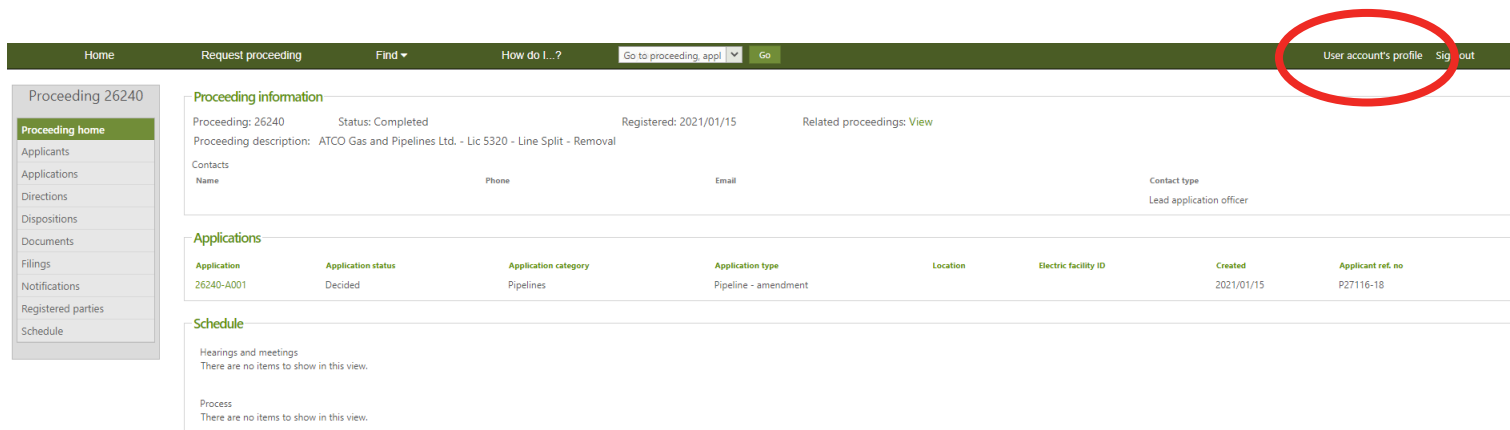
A temporary password will be emailed to you to complete the account set-up.

# CHANGING YOUR PASSWORD

You can change your password through your user profile located on the upper-right side of your screen at any time, including the first time you log in. The password sent to you should be changed once you are logged in. You can do this by clicking on your profile on the upper-right side of the screen.

# MANAGING YOUR ACCOUNT

To change your contact information, password, email address and security question, visit your user profile page located in the upper-right corner of the screen.



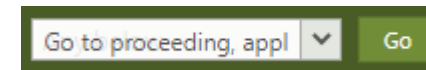
The screenshot shows the top navigation bar with the following items: Home, Request proceeding, Find, How do I...?, Go to proceeding, appl, Go, User account's profile, and Sign out. The 'User account's profile' link is circled in red. Below the navigation bar, the page displays details for 'Proceeding 26240'. The 'Proceeding information' section shows: Proceeding: 26240, Status: Completed, Registered: 2021/01/15, and Proceeding description: ATCO Gas and Pipelines Ltd. - Lic 5320 - Line Split - Removal. The 'Applications' section contains a table with one entry:

Application	Application status	Application category	Application type	Location	Electric facility ID	Created	Applicant ref. no
26240-A001	Decided	Pipelines	Pipeline - amendment			2021/01/15	P27116-18

The 'Schedule' section indicates there are no items to show in this view.



# FINDING A PROCEEDING



The search bar contains the text 'Go to proceeding, appl' and a dropdown arrow, followed by a green 'Go' button.

The easiest way is to log in and enter the proceeding number in the **Go to...** section and select **Go**. When an application is submitted to the AUC, a notification is sent out with the corresponding proceeding number. You may also find proceedings using the Find tab on the top toolbar to narrow down the information by categories, types or relevant AUC divisions (Facilities, Rates, Law etc.).

**A proposed project will not be considered by the AUC until an application has been received.** A proceeding will be initiated once the AUC receives an application. Comments and concerns will not be considered until a proceeding is under way.

Once an application has been submitted to the AUC, the AUC will provide notice to those in the area potentially affected by the project. This notification will contain the proceeding number for the application.

# REGISTERING TO PARTICIPATE IN A PROCEEDING

When you first access a proceeding you will be asked if you would like to register in it. If you do not want to register as a participant in the proceeding and you do not wish to be asked again, select the checkbox to indicate that you do not want to be reminded again.

If you are participating on behalf of a business or organization, please make sure you are logged into an organizational account. If not, please fill out the **organizational account form** and email it to info@auc.ab.ca.

You can register for a proceeding right away or later, at any time before the proceeding participation deadline.



The screenshot shows the eFiling System interface for proceeding 27633. At the top, there is a navigation bar with 'Home', 'Request proceeding', 'Find', and 'How do I...?' with a search dropdown. On the left, a sidebar menu lists various options: 'Proceeding home', 'Applicants', 'Applications', 'Directions', 'Dispositions', 'Documents', 'Filings', 'Notifications', 'Registered parties' (highlighted in green), and 'Schedule'. The main content area is titled 'Registered parties' and has two tabs: 'Participants' (selected) and 'Observers'. Below the tabs, there is a 'Filter criteria' section with a dropdown for 'Registration type' set to 'All', a text input for 'Name', and two buttons: 'Filter participants' and 'Reset'. At the bottom, a table header is visible with columns for 'Name', 'Registration type', 'Primary contact', and 'Secondary contact'. The 'Register to participate' link is circled in red in the top right of the main content area.

The **Register to participate** link is located above the participants and observers tabs found through the **Registered parties** left-menu item.

If the **Register to participate** pop-up message does not appear and the **Register to participate** link is not on the **Registered parties** page, it may mean the proceeding is closed or that the AUC is not accepting new participants at this time. If this button is not available on the **Registered parties** page and you need more information, please contact the AUC's Assistance and Information Services

group at info@auc.ab.ca or 310-4AUC or go to the Proceeding home page for the AUC staff contacts related to the proceeding.

Once you have decided to register in the proceeding you will be asked to agree to the AUC's privacy policy. You must agree to the privacy policy before you are able to register and participate in a proceeding. Questions about the privacy policy can be sent by email to the AUC's privacy officer at foip@auc.ab.ca or by phone at 403-592-4500.

# STATEMENT OF INTENT TO PARTICIPATE (SIP)

If a statement of intent to participate (SIP) form is required for the registration type you have selected, a form will be presented with some basic questions about your interest in the proceeding.

Filling out the form as accurately and with as much detail as possible will help AUC staff and Commission members considering the application more fully understand your position, your intended level of participation and, if applicable, the location of the property potentially affected by an applied-for utility development.

All areas that have a red asterisk require information to be filled in.

**Participant registration**

**Step 1: Registration type**

I am registering as: Intervener

Registration type description: You intend to submit a filing with the Commission with respect to the application(s).

**Step 2: Contacts**

My primary contact is:

**Step 3: Statement of Intent to Participate**

Please describe your interest in this proceeding. Tell us how our decision on the application(s) may affect you, your land, your business, or your activities. Additional information may be added after registering this form.

Briefly describe the issue(s) you would like the Commission to consider when making its decision and in your opinion, whether further process is required.

Briefly describe your intended participation:



# REGISTERING AS AN OBSERVER

As an observer or participant, you are automatically subscribed to receive email summaries about any new information or updates on the proceeding you are interested in when they're available.

Observers are not able to make any submissions to a proceeding until they have registered to participate. This may only be done while the period to register to participate is open.

You may unsubscribe to email notifications through your user profile located in the upper-right-hand corner of the screen. If you choose to unsubscribe, please check back regularly for up-to-date information on your login page, or for a full list through the **My notifications** page.

The most recent activities for proceedings you are associated with will still be automatically populated on your personal login (or home) page in the system.

In addition, you can subscribe to general notifications about all applications submitted or public notices issued by the AUC, through your user profile.

# SCHEDULES

The AUC's lead application officer sets schedules for certain documents to be filed for a proceeding and may schedule a hearing. Once schedules are set, notifications will be sent to those with a valid email address that are registered in the proceeding. When making a submission you can select the schedule item, or select no schedule item, as required.

Request proceeding Find ▼ How do I...? Go to proceeding, appl. ▼ Go

## Schedule

Status: All ▼

### Hearings and meetings

Title of schedule item	Type	Status	Start date
Oral argument and reply argument	Hearing	Not started	2023/03/09 10:00 AM

### Process

Title of schedule item	Type	Status	Start date
Participation closing date	Participation closing date	Completed	2022/09/09 03:14 PM
AUC information request round 1 to ARC and Sustainitech - SACO-AUC-2022NOV02-001 and 002	Information request	Completed	2022/11/02 08:00 AM
ARC and Sustainitech response to AUC information request round 1 - SACO-AUC-2022NOV02-001 and 002	Information response	Completed	2022/11/02 04:00 PM

# FILING A SUBMISSION

To further support your position and to file evidence to strengthen the information you provided in your initial submission, you can file reports, maps, spreadsheets, pictures and other material you feel the AUC should consider in its decision.

To file a submission:

1. Complete the filing information form with a brief description.
2. Upload your document.
3. Register your filing.

Once a filing is registered it becomes part of the public record. Additional resources and quick tips for filing submissions are available on our website.

If you wish to file additional information with your statement of intent to participate, or have other submissions later to file, go to the proceeding you have registered in and select **Filings**.

Select **Create filing** and follow the steps provided to create a file of information you would like to submit. Then you will be able to upload your document(s).

Some types of filings are associated with a schedule and must be submitted within a specified timeframe.

## Proceeding 27633

Proceeding home

Applicants

Applications

Directions

Dispositions

Documents

Filings

Notifications

Registered parties

**Schedule**

## Proceeding 27777

Proceeding home

Applicants

Applications

Directions

Dispositions

Documents

**Filings**

Notifications

Registered parties

Schedule

# ACCESSING DOCUMENTS

Regardless of whether or not you choose to participate in a proceeding, users can access all public documents in the proceeding once logged in to eFiling.

To access the filed documents within a proceeding, go to the **Documents** page found on the left-hand navigation panel and click on the exhibit number to view the document. Here you will be able to filter the information by document type, registered party or to simply look up a referenced exhibit number within the proceeding.

Files can be downloaded and saved to your computer for review while disconnected from the internet or when you are not logged in to the eFiling System.

Proceeding 27633

Documents

Public

To submit documents, please go to the Filings page to create, upload and then register your filing. Application documents can be uploaded and registered from the details page for an application.

Zip and download Document index

Filter criteria

Document status: Active

Document type: All

Registered party: All

Exhibit number: [input field]

Start date: [input field]

End date: [input field]

Uploaded date Modified date

Filter documents Reset

Proceeding 27633

- Proceeding home
- Applicants
- Applications**
- Directions
- Dispositions
- Documents
- Filings
- Notifications
- Registered parties
- Schedule

Request proceeding Find How do I...? Go to proc

## Applications

Application	Application status	Application category
27633-A001	Registered	Distribution facilities, areas and boundaries

# REVIEWING APPLICATIONS

A proceeding may have more than one application. To view the applications associated with a proceeding click on **Applications** in the left navigation pane.

Then, to review the application documents for each application, click on the application number in the left column.

Select the Application documents tab to view the list of documents submitted to the AUC. The document type should help guide you quickly to the type of information you are looking for, such as maps, diagrams, approvals, permits or the primary application submission.

Home Request proceeding **Find** How do I...? Go to proceeding, appl Go

Find proceedings

**Filter criteria**

Proceeding:

Description:

Restricted proceedings:  Yes  No  Either

Confidential proceedings:  Yes  No  Either

Registration type:

Proceeding participant: [Select participant](#)

Include historical name

Proceeding date range filter:  Registration  Completion  Hearing

Start date:  End date:

Proceeding Status:

Proceeding type:

Division:

Application categories: [Select application category](#)

Application types: [Select application type](#)

## SEARCH AND FIND

The system is equipped with advanced search and find capabilities, which are valuable tools for researching information related to topics considered by the AUC or to find an application that you do not have the associated proceeding number for.

In this example, Proceedings was selected from the Find drop-down menu accessed through the top toolbar. All active proceedings have been selected. When selecting the Find button the results will be listed below this filter

by registered date in reverse chronological order. This information can be narrowed down further by date, category and participant (which includes applicants). The list can also be exported directly to an Excel spreadsheet.

You may also use the search feature to locate the proceeding you are interested in or to conduct research.

The search tool can be found on the top-right corner of your screen above your user profile.

## ADVANCED SEARCH

You can search all AUC proceedings and documents filed in proceedings for a specific word or phrase. Enter the word or phrase in the search field and hit enter. Documents that contain that word or phrase will then appear on the lower half of your screen. You can refine your search using

the categories on the left side of your screen or using the advanced search feature. Further details about using Boolean or other specialized search features can be found by accessing Search Help found on this screen.

Advanced search

Home Request proceeding Find How do I...? Go to proceeding, appl Go

FILE TYPE

Email

Excel

PDF

Web page

Word

**All sites**

*About 10,235 results*

**DOCUMENT TYPE Results display only files you are authorized to view.**

Draft independent system op...

Enquiry

ISO direction letter

Municipal by-law

Evidence - AUC sponsored [23656\\_X0001\\_Cover\\_Letter\\_for\\_Default\\_Tariffs\\_July\\_1\\_\\_0001](#)

SHOW MORE [, RE: ENMAX Energy Corporation Default Supplier Rate Schedules ... The Heat Rate in the Default Supplier formulae will remain the same as it was in June 2018 ...](#)





### Contact us

310-4AUC  
1-833-511-4282 (outside Alberta)  
1-403-592-4500 (outside Canada)  
info@auc.ab.ca  
www.auc.ab.ca

Eau Claire Tower  
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For more complete instructions we recommend using the *eFiling System User Guide* or our eFiling quick tips which can be found on the AUC's website: [www.auc.ab.ca](http://www.auc.ab.ca).

For assistance with the eFiling System contact the AUC's Assistance and Information Services group at [info@auc.ab.ca](mailto:info@auc.ab.ca) or call 310-4AUC. AUC staff are available to help users through various processes and assist with uploading documents and submissions to participate in proceedings.

For questions about access to personal information and protection of privacy under the *Freedom of Information and Protection of Privacy Act* contact the AUC's privacy officer at 403-592-4500 or [foip@auc.ab.ca](mailto:foip@auc.ab.ca).