

NCUC E-Filing Requirements

The North Carolina Utilities Commission offers electronic filing of documents to the public. All users of the NCUC Electronic filing system must register for an account in the state central identity management system, NCID. The same NCID account can be used for both electronic filing and electronic subscriptions. The NCUC Electronic filing system supports the following web browsers:

Microsoft Edge
Google Chrome
Apple Safari
Mozilla Firefox

If you wish to file electronically with the Commission, the following information is required:

- An NCID account (see instructions below to setup an account)
- Docket numbers must be displayed on all electronic correspondence in accordance with Commission rules. Electronic Filings received without docket numbers will be rejected: **Rule R1-8. DOCKET NUMBERS REQUIRED ON PLEADINGS AND PAPERS** All pleadings, papers and correspondence relating to formal proceedings to which docket numbers have been assigned shall refer to such docket numbers.
- The filing must be for a company that is regulated by the Commission. If you are unsure of this or if you are a company that is requesting to be registered with the Commission, please contact the NCUC Chief Clerks Office at 919-733-7328.
- If the filing requires a fee but does not have an existing docketed case, you must contact the NCUC Chief Clerks Office at 919-733-7328 to open a case and obtain a docket number or fill out the 'request for docket number' online form (<https://www.ncuc.gov/reservedocket.html>). If your filing does not require a fee, you can file online with or without a docketed case.
- If your electronic filing requires a fee, you are required to pay this fee at the time the filing is made. The only accepted payment method is e-check/ACH. You will need to have your bank routing number and bank account number available. Information about filing fees can be found at: http://www.ncleg.net/enactedlegislation/statutes/html/bychapter/chapter_62.html. Refer to § 62-300.

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Creating an NCID account:

To use the Commission's electronic filing system, you must first create an account in the state's central identity management system, NCID. This should be done for each filer, even within the same company. To create an account, please go to:

<https://ncid.nc.gov>, click Register! and follow the prompts to create an account.

NOTE: You must keep track of your challenge question answers to reset this account at any time in the future. NCUC does not maintain user accounts. Any future account maintenance (password resets, etc.) can be done at <https://ncid.nc.gov>.

Once account creation is complete, this user ID and password can be used to log into the NCUC Online Filing System.

For more information about creating an NCID account as well as other support questions, visit <https://it.nc.gov/support/ncid/ncid-user-help>

Important Electronic Filing Information:

1. In general, documents should be prepared using an easily readable font and when printed should fit on an 8 ½ x 11-inch page.
2. The file size upload limitation is 50MB. If your document is larger than this, please split it into multiple documents for uploading. There is no limitation to how many documents may be added per filing if each document is under 50MB. The size of the original document and subsequent PDF will depend on the number of pages and features, such as formatting and images (color or B/W) included in the document.
3. If the Commission requires additional documentation, the company must use the NCUC Citrix Share file site to upload these documents. Contact the Commission's Chief Clerks Office at 919-733-7328 to receive an email invitation to this site.
4. Confidential filings are accepted online but must be marked as such during the electronic filing process. You will need to file both a redacted and non-redacted version of a filing. They must be filed as two separate filings and you must be sure to file the non-redacted version as confidential. The word "confidential" should be included in the description of the confidential filing and the word "redacted" should be included in the description of the redacted filing.
5. The Commission only accepts PDF type documents for electronic filing.

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6. Docket numbers must be written on all electronic correspondence per Commission rules. Electronic Filings received without docket numbers will be rejected.
7. Preparing the files: All files must be text-searchable regardless of whether the document was scanned or produced directly from a native electronic file. This may require a program able to create searchable documents, such as Adobe Acrobat Pro.

To convert documents to a text-searchable format with Adobe Acrobat Pro:

- Open the scanned document with Adobe Acrobat Pro
- Select Scan and OCR from the right-side menu, then click Recognize Text in this file.
- Click the Recognize Text blue button.
- Once complete, save the document.
- Close Adobe Acrobat.
- To verify that the document is correctly prepared, open the document and make sure that you can select the text line by line in the document. If you click on the document and the entire document is selected (it will turn blue) then it is not searchable and will be rejected.

***NOTE:** If you are using a different version of Adobe Acrobat or a different PDF program, the process may be different. Search the help information in your version to find instructions on how to use Text Recognition (OCR) to properly prepare the document.

8. The Commission cannot accept PDF forms that have fillable form fields. This is usually indicated by a bar at the top of Adobe Acrobat that indicates there are fillable fields. The document must be saved as a standard PDF before it is electronically filed. This can be done using Adobe Acrobat Pro and the following method:
 - Save a copy of the document to the desktop.
 - Open with Adobe Acrobat Pro.
 - 'Print' to the Adobe PDF printer (change the pulldown for the printer). This creates another PDF document in a non-fillable format. This PDF version can then be electronically filed.
 - Run the OCR process as noted above.
 - Save the file.

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9. Filing fees must be paid at the time of the electronic filing. The only accepted payment method is e-check/ACH. You will need to have your bank routing number and bank account number available. Information about filing fees can be found at:
http://www.ncleg.net/enactedlegislation/statutes/html/bychapter/chapter_62.html. Refer to § 62-300.
10. Electronic Filings are still subject to date and time deadlines required by the Commission.