



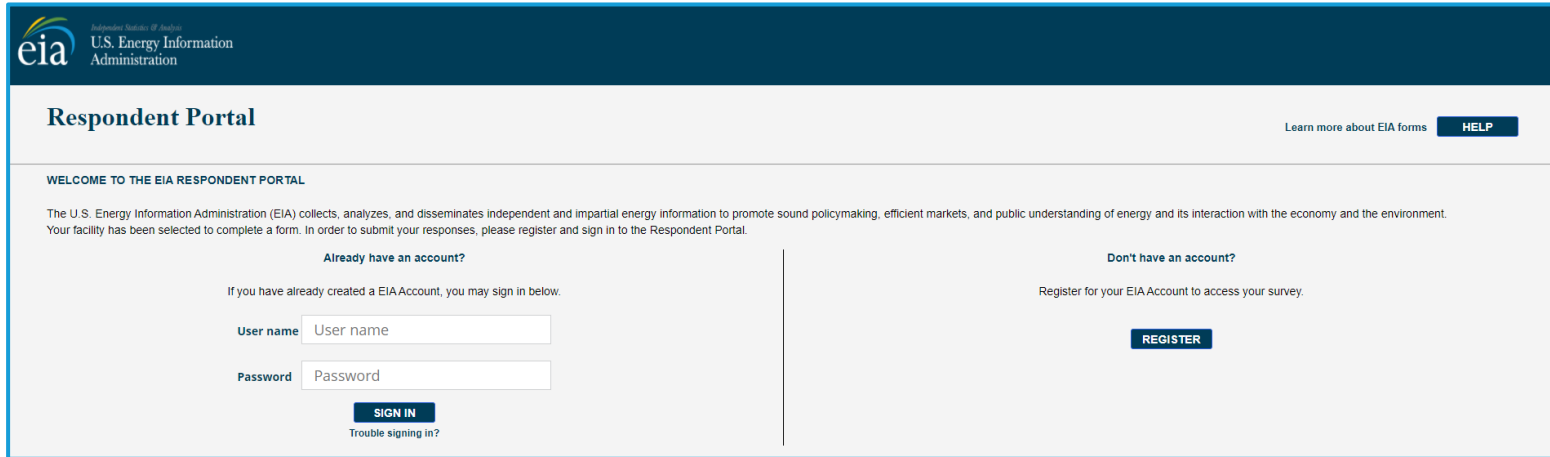
How to Register for and Use the EIA Respondent Portal

Form EIA-112 Residential Utility Disconnections Survey

January 2025

Key Concepts

- How to register for and use the new EIA Respondent Portal
- How to fill out your EIA-112 Webform
- Timeline for registering and reporting
- Best Practices & Advantages for using the EIA Respondent Portal



The screenshot shows the EIA Respondent Portal interface. At the top is the EIA logo and the text "Independent Statistics & Analysis U.S. Energy Information Administration". The main heading is "Respondent Portal" with a "HELP" button and a link to "Learn more about EIA forms". Below this is a "WELCOME TO THE EIA RESPONDENT PORTAL" section. A paragraph explains that the U.S. Energy Information Administration (EIA) collects, analyzes, and disseminates independent and impartial energy information to promote sound policymaking, efficient markets, and public understanding of energy and its interaction with the economy and the environment. It also states that the user's facility has been selected to complete a form and that they should register and sign in to the Respondent Portal. The page is divided into two columns. The left column is for users who "Already have an account?" and provides a sign-in form with fields for "User name" and "Password", a "SIGN IN" button, and a link for "Trouble signing in?". The right column is for users who "Don't have an account?" and provides a registration form with a "REGISTER" button.

Respondent Portal [Learn more about EIA forms](#) [HELP](#)

WELCOME TO THE EIA RESPONDENT PORTAL

The U.S. Energy Information Administration (EIA) collects, analyzes, and disseminates independent and impartial energy information to promote sound policymaking, efficient markets, and public understanding of energy and its interaction with the economy and the environment. Your facility has been selected to complete a form. In order to submit your responses, please register and sign in to the Respondent Portal.

Already have an account?

If you have already created a EIA Account, you may sign in below.

User name

Password

[SIGN IN](#)

[Trouble signing in?](#)

Don't have an account?

Register for your EIA Account to access your survey.

[REGISTER](#)

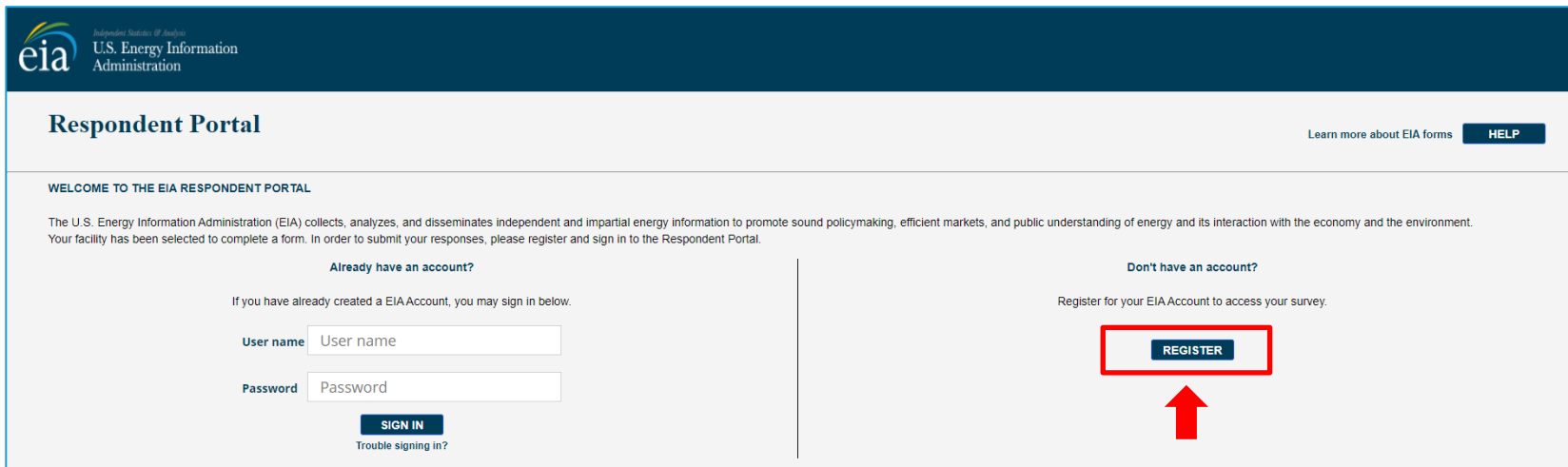


How to Access the EIA Respondent Portal

Access Instructions

All respondents must register for an account in the **EIA Respondent Portal** to access the EIA-112 survey. Respondents will receive a one-time email with a new Entity ID that will appear in the Respondent Portal. Once registered, respondents can use the **Sign In** section of this page.

- Use this link to access the EIA Respondent Portal: <https://survey.eia.gov>
- First-time users click on the **Register** button. *If you have already registered in the Portal, you can skip to slide 12.*
- Please use the **Google Chrome** internet browser



The screenshot shows the EIA Respondent Portal interface. At the top left is the EIA logo with the text "Independent Statistics & Analysis" and "U.S. Energy Information Administration". The main heading is "Respondent Portal". On the right, there is a link "Learn more about EIA forms" and a "HELP" button. Below the heading, a welcome message states: "WELCOME TO THE EIA RESPONDENT PORTAL. The U.S. Energy Information Administration (EIA) collects, analyzes, and disseminates independent and impartial energy information to promote sound policymaking, efficient markets, and public understanding of energy and its interaction with the economy and the environment. Your facility has been selected to complete a form. In order to submit your responses, please register and sign in to the Respondent Portal."

The page is divided into two columns. The left column is for users who "Already have an account?" and contains the text "If you have already created a EIA Account, you may sign in below." followed by input fields for "User name" and "Password", a "SIGN IN" button, and a link "Trouble signing in?". The right column is for users who "Don't have an account?" and contains the text "Register for your EIA Account to access your survey." followed by a "REGISTER" button. The "REGISTER" button is highlighted with a red rectangle and a red arrow pointing to it.

Registration via the EIA Respondent Portal

Access Instructions

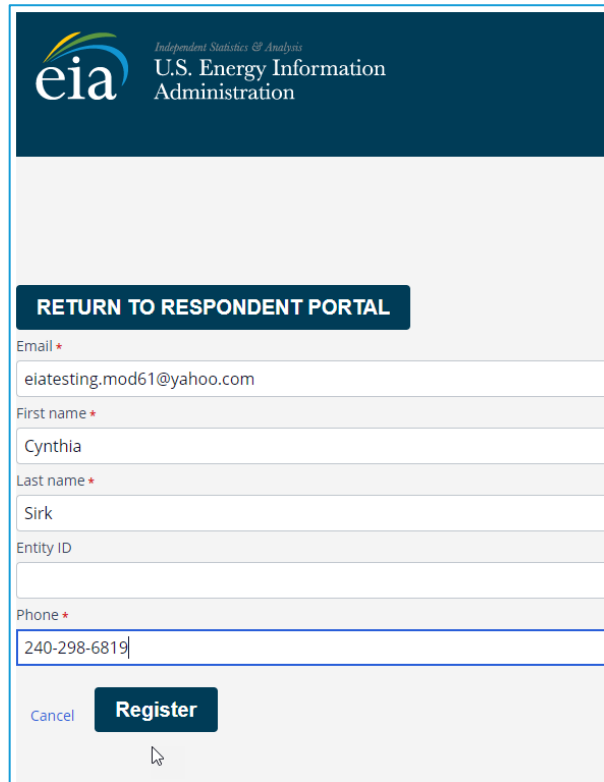
Enter the information provided to you via the invitation email to register:

- Email
- First and last name
- Entity ID
- Phone
- Company name

***Note: Please include all contact information provided in the invitation email, including Entity ID. We recommend using the copy/paste function to avoid mistakes.**

Optional information includes your job title and manager's identification information.

Click on the radial button yes/no to indicate if you are responsible for submitting data on behalf of your company.



The screenshot shows the EIA Respondent Portal registration form. At the top is the EIA logo and "U.S. Energy Information Administration". Below is a dark blue button labeled "RETURN TO RESPONDENT PORTAL". The form fields are: Email (with a red asterisk), First name (with a red asterisk), Last name (with a red asterisk), Entity ID, and Phone (with a red asterisk). The email field contains "eiatesting.mod61@yahoo.com", the first name field contains "Cynthia", the last name field contains "Sirk", and the phone field contains "240-298-6819". At the bottom are "Cancel" and "Register" buttons.



This screenshot shows the EIA Respondent Portal registration form with additional fields. At the top is the EIA logo and "U.S. Energy Information Administration". Below is a dark blue button labeled "RETURN TO RESPONDENT PORTAL". The form fields are: Company Name (with a red asterisk), Job Title, Manager's Full Name, Manager's Email, Manager's Phone No, and a question "Are you responsible for submitting data on behalf of your company?" with "Yes" (selected) and "No" radio buttons. The Company Name field contains "Paul's Pellets", the Job Title field contains "Office Manager", the Manager's Full Name field contains "John Doe", the Manager's Email field contains "johndoe@yahoo.com", and the Manager's Phone No field contains "240-298-6820". At the bottom are "Cancel" and "Register" buttons.

Registration via the EIA Respondent Portal

Access Instructions

Once the registration information has been entered, and the information matches what EIA has on file for your company, EIA will send an email with instructions for accessing the Respondent Portal.



Thank you for registering! Please check your email for further instructions.

[RETURN TO RESPONDENT PORTAL](#)

Registration via the EIA Respondent Portal

Access Instructions

Note: if the contact information entered on the registration page does not match the information provided in the invitation email, an EIA Survey Support Team member will contact you via email with instructions to obtain access to the Respondent Portal.



Thank you for providing this information. You will receive an email from no-reply@eia.gov once our Customer Care Team reviews the information provided.

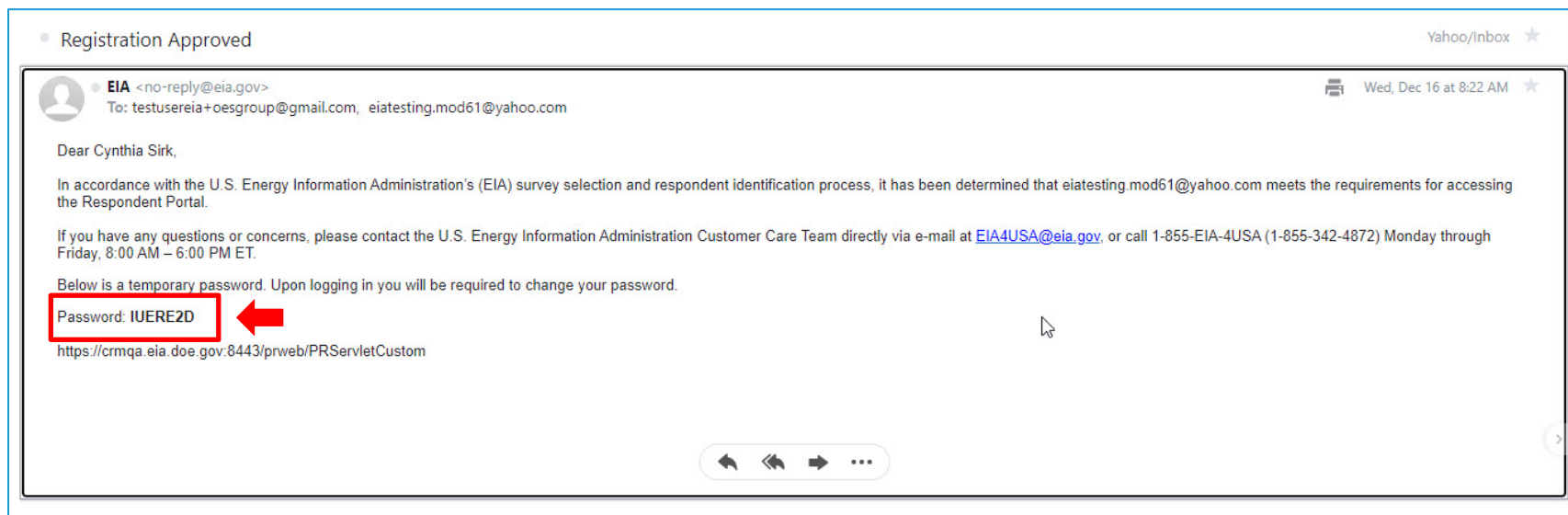
If you have any questions or concerns, please contact the U.S. Energy Information Administration Customer Care Team directly via e-mail at EIA4USA@eia.gov or call 1-855-EIA-4USA (1-855-342-4872) Monday through Friday, 8:00 AM – 6:00 PM ET.

RETURN TO RESPONDENT PORTAL

Registration via the EIA Respondent Portal

Access Instructions

Respondents will receive an email that confirms their registration approval with a temporary password and instructions on how to proceed. Once this email is received, return to the Respondent Portal to continue the registration process.



Registration via the EIA Respondent Portal

Access Instructions

On the Respondent Portal landing page, enter your email address as the **User name** and the temporary password provided in the registration approval email.

Click **Sign In** to continue the registration process. If you have any problems with your password, click on the **Trouble Signing in?** link for instructions to reset your password.

U.S. Energy Information Administration

Respondent Portal

[Learn more about EIA forms](#) [HELP](#)

WELCOME TO THE EIA RESPONDENT PORTAL

The U.S. Energy Information Administration (EIA) collects, analyzes, and disseminates independent and impartial energy information to promote sound policymaking, efficient markets, and public understanding of energy and its interaction with the economy and the environment. Your facility has been selected to complete a form. In order to submit your responses, please register and sign in to the Respondent Portal.

Already have an account?

If you have already created a EIA Account, you may sign in below.

User name

Password

[SIGN IN](#)

[Trouble Signing in?](#)

Don't have an account?

Register for your EIA Account to access your survey.

[REGISTER](#)

Registration via the EIA Respondent Portal

Access Instructions

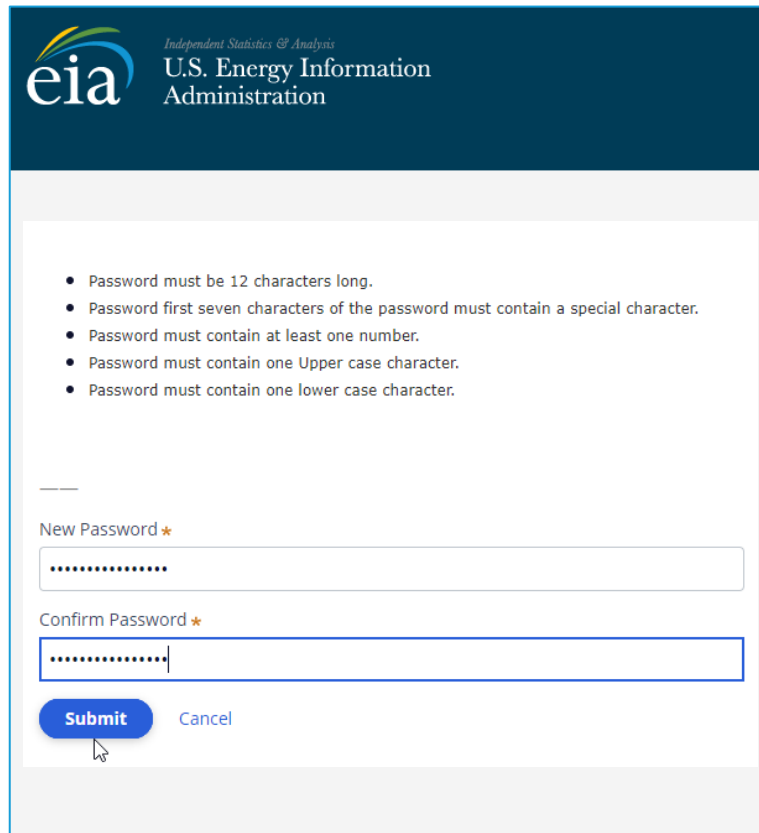
You will be required to reset your temporary password to a permanent one that meets the EIA security requirements. Click **Submit** to continue the registration process.

Once you have created a new password, you will receive a confirmation screen as follows:

Your password has been successfully changed!

RETURN TO RESPONDENT PORTAL

Click on the **Return to Respondent Portal** link to log in once more with your **User name** (email address) and new password to proceed to your EIA-112 Survey.



The screenshot shows the EIA Respondent Portal interface. At the top, the EIA logo and "U.S. Energy Information Administration" are displayed. Below the header, a list of password requirements is shown: Password must be 12 characters long, Password first seven characters of the password must contain a special character, Password must contain at least one number, Password must contain one Upper case character, and Password must contain one lower case character. Below the requirements are two input fields: "New Password" and "Confirm Password", both containing masked text (dots). At the bottom, there are "Submit" and "Cancel" buttons. A mouse cursor is pointing at the "Submit" button.

eia Independent Statistics & Analysis
U.S. Energy Information
Administration

- Password must be 12 characters long.
- Password first seven characters of the password must contain a special character.
- Password must contain at least one number.
- Password must contain one Upper case character.
- Password must contain one lower case character.

New Password ★

.....

Confirm Password ★

.....

Submit Cancel

Registration via the EIA Respondent Portal with Two-Factor Authentication

Access Instructions

After your successful log in with a permanent password, EIA will send a one-time passcode via email. Enter the eight-digit passcode and click on **Verify One Time Passcode** to proceed to your EIA-112 Survey.

Note: this passcode expires within five minutes. If you mistype the code or pass the five-minute activation period, simply click on the Resend button and check your email for a new passcode. **This two-factor authentication step will be required for log in each time you access the Respondent Portal.**

Enter the One-Time passcode sent to this email address:
e****@yahoo*.com .

One Time Passcode *

Verify One Time Passcode

Resend One Time Passcode

Cancel

A note about two-factor authentication: The cybersecurity threat landscape is constantly changing and evolving. Cyber-attacks are becoming more sophisticated and require network and system defenders to deploy more advanced protection capabilities. Two-factor authentication is one such capability that decreases risk of compromise by creating additional complexity for the attacker to compromise a system.

Registration via the EIA Respondent Portal

Access Instructions

The final step to access the EIA-112 survey is to view and agree to EIA's Warning Privacy and Security Notice. Respondents can read the Rules of Behavior by clicking on the link provided then click on the **Agree** button to proceed.



Legal Notice

**** For Official Use Only ****

WARNING PRIVACY, AND SECURITY NOTICE

This is a Federal computer system and is the property of the United States Government. Users have no explicit or implicit expectation of privacy.

With the exception of individually identifiable data or information collected exclusively for statistical purposes under a pledge of confidentiality (i.e. data protected from disclosure by the Confidential Information Protection and Statistical Efficiency Act of 2002, Public Law 107-347), in accordance with applicable law any use of this system and all files on this system may be intercepted, monitored, recorded, copied, audited, inspected, and disclosed to authorized site, Department of Energy, and law enforcement personnel, as well as authorized officials of other agencies both domestic and foreign. By using this system, the user consents to lawful interception, monitoring, recording, copying, auditing, inspection, and disclosure at the discretion of authorized site or Department of Energy personnel.

Unauthorized or improper use of this system may result in administrative disciplinary action and civil and/or criminal penalties. By continuing to use this system you indicate your awareness of and consent to these terms and conditions of use.

Rules of Behavior

I abide by the following rules of behavior [Rules of Behavior](#)

AGREE

DISAGREE

Accessing Your EIA-112 Survey

My Dashboard

My Dashboard is a landing page that allows the respondent to (1) navigate to forms that needs to be filed, (2) view the completed surveys, (3) compose and/or view any messages between the respondent and EIA and (4) edit company/contact information.

The Dashboard will present the number of cycles needing to be filed, the number of completed surveys, and any messages to the Respondent. To begin filing the EIA-112 survey, click on the **To Do** button.

The screenshot shows the 'My Dashboard' interface for the EIA-112 Survey. The header includes the EIA logo and 'U.S. Energy Information Administration'. A search bar is on the right. The left sidebar contains navigation links: 'To Do', 'Completed Surveys', 'Messages', 'Edit Company/Conta...', and 'Contact EIA'. The main content area, titled 'My Dashboard', features four blue buttons stacked vertically: 'To Do: 0' (highlighted with a red rectangle), 'Completed Surveys: 0', 'Messages: 0', and 'Edit Company/Contact Info'. A 'Refresh list' button is in the top right corner of the main area.

Timeline for Registering and Reporting Your EIA-112 Data

January 6

Respondents receive invitation to register in the EIA Respondent Portal

January 13

Respondents receive training for using the Webform in the EIA Respondent Portal

February 3

EIA Respondent Portal opens for reporting Form EIA-112

March 28

Deadline for reporting the Form EIA-112

Best Practices for Accessing Your EIA-112 Survey

Browser



Google Chrome is the best option for optimal respondent portal performance. Other browsers will work; however, some visibility issues may occur.

Navigation



Click on the EIA logo at the top of any screen to return to the EIA Respondent Portal Dashboard at any time.

Navigation

A rectangular button with rounded corners, outlined in blue, containing the word "Back" in a blue, sans-serif font.

Back

Utilize the back button **within** the webform rather than your browser's back button. This button is located at the bottom of each screen.

Print

A rectangular button with rounded corners, outlined in blue, containing the word "Print" in a blue, sans-serif font.

Print

Utilize the print button **within** the survey rather than your browser's print function. This button is located at the bottom of each screen.

Advantages of using the EIA-112 Respondent Portal & Webform



Accessibility

- Ability to access current cycle, enter data, and view submissions



Data Validation

- Webform contains interactive edits
- Respondent can edit and verify contact info



Account Security

- Access to data and submissions only allowed by registered users

Filing the Webform – Part 1 Respondent Identification

PART 1

Part 1 contains pre-loaded respondent identification information.

Use the dropdown menu to choose the Respondent Type.

If you need to change any of the pre-loaded information in Part 1, you must contact EIA for assistance.

Email: eia4usa@eia.gov
Phone: 1-855-EIA-4USA
(1-855-342-4872)


Click **Continue** to proceed.

(S-91492) **IN PROGRESS**

eia **EIA-112: Residential and Multifamily Final Notices, Disconnections, and Reconnections** (December, 2024) OMB No. 1905-0214
Expiration Date: 12/31/2027
Burden: 2 hours

Part 1: Respondent Identification

Reporting Period:	December, 2024
Company Name:	TRAINING UTILITY COOP
Doing Business As:	—
Location:	WASHINGTON, DC
Respondent Type:	<div>Cooperative ▾</div> <div><div>Cooperative</div><div>Federal</div><div>Investor-Owned</div><div>Municipal</div><div>Other (specify)</div><div>Political Subdivision</div><div>Private</div><div>State</div></div>



Cancel Print Continue

Filing the Webform – Part 2 Definitions & Part 3 States & Services

PARTS 2 & 3

Part 2: Definitions provides a list of useful terms and definitions. Scroll down the screen to proceed to Part 3: States and Services.

Part 3: States and Services
Enter the number of states your establishment provides electricity and/or natural gas service to residential customers. Include DC and Puerto Rico, if applicable.

Use the dropdown menu to indicate what type of service your establishment provides.

Click **Continue** to proceed.

Part 2: Definitions

- CUSTOMER:** each utility-owned meter at a residential dwelling or building (except in cases where multiple metering is used for special services (for example, water heating, space heating, etc.) in the same dwelling/building, the customer is the dwelling/building to avoid the potential for duplicate reporting.
- TOTAL CUSTOMERS:** grand total sum of residential, including multifamily, customers served regardless of payment status, including non-delinquent customers.
- RESIDENTIAL, INCLUDING MULTIFAMILY:** single family dwellings, mobile homes, and individually and master-metered multifamily dwellings where energy is consumed primarily for space and water heating, air conditioning, lighting, refrigeration, cooking, and laundry.
- FINAL NOTICES:** the last notice sent to residential customers via mail, email, phone, and/or text a day or more before being disconnected (also called a final notice, disconnect notice, delinquent notice, late notice, shut-off or cut-off notice, or termination notice).
- DISCONNECTIONS:** the involuntary shut-off of a residential customer's electricity and/or natural gas service(s) (also called a service disconnect, cut-off or turn-off, or termination) due to bill nonpayment reasons; excludes voluntary disconnections.
- RECONNECTIONS:** the turning back on of electricity and/or natural gas service to a residential customer whose service was previously involuntarily disconnected (also called a service reconnect, reactivation, or turn-on).
- BILL NONPAYMENT REASONS:** situations when residential customers are unable to or fail to pay their account balance, are in arrears or debt, and their electricity and/or natural gas service will be, is, or has been disconnected as a result.

Part 3: States and Services

1) In how many **states** does your establishment provide electricity and/or natural gas service to residential customers? Please include the District of Columbia and Puerto Rico, if applicable.

2) Does your establishment provide only electricity service, only natural gas service, or both electricity and natural gas services to residential customers? (In any state?)

Electricity
Natural Gas
Gas and Electricity

Cancel Print Continue


Filing the Webform – Part 4 Residential Utility Total Customers, Final Notices, Disconnections, and Reconnections for Each State in Each Month of the Reporting Year

PART 4


Based on the number of states previously reported in Part 3, use Part 4 to (1) report the State(s) using the State dropdown menu and (2) report the monthly total customers, final notices, disconnections and reconnections. A separate table will be used for each state and each service provided (i.e., electricity and natural gas).

Enter any additional comments in the text box provided and click **Continue** to proceed.

(S-91012) IN PROGRESS

 **EIA-112: Residential and Multifamily Final Notices, Disconnections, and Reconnections** (December, 2024) OMB No. 1905-0214 Expiration Date: 12/31/2027 Burden: 2 hours

Part 4: Residential utility total customers, final notices, disconnections, and reconnections for each state in each month of the reporting year
[ADDITIONAL INSTRUCTIONS FOR SCHEDULE 2](#)

State: 

	ELECTRICITY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1	Total customers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2	Final notices	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3	Disconnections	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4	Reconnections	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Comments: Explain any reporting issues, concerns, barriers, or limitations, identify any unusual aspects or fluctuations in the information reported for the reference year (like a disconnection moratorium, etc.), or any other comments you want to provide.


Back Print Continue


Review Section

Review

The Review section provides a summary of all information entered for the entire webform. Scroll down the page to review all data entered. Make changes if needed, then click on the **Submit** button.

Clicking **Submit** will cause the EIA-112 submission to be checked for potential errors and submitted to EIA.

Use the  button to print a copy of the entire form.

(S-91012) **IN PROGRESS**  **EIA-112: Residential and Multifamily Final Notices, Disconnections, and Reconnections** (December, 2024) OMB No. 1905-0214 Expiration Date: 12/31/2027 Burden: 2 hours

✓ Schedule 1 ✓ Schedule 2 **Review**

Review

Part 1: Respondent Identification

Reporting Period: December, 2024

Company Name: TRAINING UTILITY COOP

Doing Business As: _____

Location: WASHINGTON, DC




Respondent Type:

Part 2: Definitions



- **CUSTOMER:** each utility-owned meter at a residential dwelling or building (except in cases where multiple metering is used for special services (for example, water heating, space heating, etc.) in the same dwelling/building, the customer is the dwelling/building to avoid the potential for duplicate reporting.
- **TOTAL CUSTOMERS:** grand total sum of residential, including multifamily, customers served regardless of payment status, including non-delinquent customers.
- **RESIDENTIAL, INCLUDING MULTIFAMILY:** single family dwellings, mobile homes, and individually and master-metered multifamily dwellings where energy is consumed primarily for space and water heating, air conditioning, lighting, refrigeration, cooking, and laundry.
- **FINAL NOTICES:** the last notice sent to residential customers via mail, email, phone, and/or text a day or more before being disconnected (also called a final notice, disconnect notice, delinquent notice, late notice, shut-off or cut-off notice, or termination notice).
- **DISCONNECTIONS:** the involuntary shut-off of a residential customer's electricity and/or natural gas service(s) (also called a service disconnect, cut-off or turn-off, or termination) due to bill nonpayment reasons; excludes voluntary disconnections.
- **RECONNECTIONS:** the turning back on of electricity and/or natural gas service to a residential customer whose service was previously involuntarily disconnected (also called a service reconnect, reactivation, or turn-on).
- **BILL NONPAYMENT REASONS:** situations when residential customers are unable to or fail to pay their account balance, are in arrears or debt, and their electricity and/or natural gas service will be, is, or has been disconnected as a result.

Part 3: States and Services

1) In how many states does your establishment provide electricity and/or natural gas service to residential customers? Please include the District of Columbia and Puerto Rico, if applicable.

Scroll down to view all Sections



Using the Exception Dashboard

Exception Dashboard

Once the EIA-112 form is submitted, the system will apply edit validation rules to the data. If there are errors, a **Review Errors** banner will appear. Click **Close** to continue. This will return the respondent to the Review tab.

The system will provide a list of potential errors found within the data submission via the **Exception Dashboard**.

The screenshot shows the 'Exception Dashboard' for a submission labeled '(S-100005) PENDING'. The dashboard header includes the 'eia' logo and the survey title 'EIA-112: Residential Utility Disconnections Survey (December, 2024)'. Below the header, there's a table with columns: 'Location of Error', 'Error Description', and 'Override Comment'. The table contains one entry: 'PART 4. (Alabama (Jan) - Final Electricity Notices)' with the description 'Final Notices should be greater than zero and less than 40% of Customers in any month. Please verify.' and a comment bubble icon. A 'Review Errors' modal is open, displaying the text: 'Please review the errors in your form. Before submitting this form, you must either update the values or provide override comments as to why the value is correct by clicking the comment bubble to the right of the error.' and a 'Close' button. A red arrow points from the modal to the comment bubble in the table entry. Below the dashboard, another 'Review Errors' modal is shown, also with a 'Close' button, and a red arrow points to it.

Location of Error	Error Description	Override Comment
PART 4. (Alabama (Jan) - Final Electricity Notices)	Final Notices should be greater than zero and less than 40% of Customers in any month. Please verify.	

Using the Exception Dashboard

Exception Dashboard

The **Exception Dashboard** provides a list of any flagged edits found in the data submission, the location, a description, and an option to enter an override comment (if allowed).

The Exception Dashboard is a scrollable banner found at the top of the page. Use the scroll bar on the far right to view all potential errors.

(S-100005) PENDING

EIA-112: Residential Utility Disconnections Survey (December, 2024) ⋮

Exception Dashboard ⚠

Errors without Override: 3

Location of Error	Error Description	Override Comment
PART 4. (Alabama (Jan) - Electricity Disconnections)	Disconnections should be greater than zero and less than 10% of Customers in any month. Please verify.	

Part 1: Respondent Identification

Reporting Period:

December, 2024

Company Name:

TRAINING UTILITY COOP

Doing Business As:

—

Location:

WASHINGTON, DC

Respondent Type:

Cooperative ▼

Part 2: Definitions

- **CUSTOMER:** each utility-owned meter at a residential dwelling or building (except in cases where multiple metering is used for special services (for example, water heating, space heating, etc.) in the same dwelling/building, the customer is the dwelling/building to avoid the potential for duplicate reporting.
- **TOTAL CUSTOMERS:** grand total sum of residential, including multifamily, customers served regardless of payment status, including non-delinquent customers.
- **RESIDENTIAL, INCLUDING MULTIFAMILY:** single family dwellings, mobile homes, and individually and master-metered multifamily dwellings where energy is consumed primarily for space and water heating, air conditioning, lighting, refrigeration, cooking, and laundry.
- **FINAL NOTICES:** the last notice sent to residential customers via mail, email, phone, and/or text a day or more before being disconnected (also called a final notice, disconnect notice, delinquent notice, late notice, shut-off or cut-off notice, or termination notice).
- **DISCONNECTIONS:** the involuntary shut-off of a residential customer's electricity and/or natural gas service(s) (also called a service disconnect, cut-off or turn-off, or termination) due to bill nonpayment reasons; excludes voluntary disconnections.
- **RECONNECTIONS:** the turning back on of electricity and/or natural gas service to a residential customer whose service was previously involuntarily disconnected (also called a service reconnect, reactivation, or turn-on).
- **BILL NONPAYMENT REASONS:** situations when residential customers are unable to or fail to pay their account balance, are in arrears or debt, and their electricity and/or natural gas service will be, is, or has been disconnected as a result.

Cancel

Print

Submit



Using the Exception Dashboard


EXAMPLE 1: RANGE EDIT

In this example, the respondent entered a figure that exceeds the limit allowed by EIA. Upon review, the respondent miskeyed the quantity.

The Exception Dashboard identified this error, and the actual data field describes the error flag in **red** text.

Once the error is fixed by entering valid data, click **Submit** and the exception dashboard error will disappear.

(S-100005) PENDING

 **EIA-112: Residential Utility Disconnections Survey** (December, 2024)

Location of Error	Error Description	Override Comment
PART 4. (Alabama (Jan) - Final Electricity Notices)	Final Notices should be greater than zero and less than 40% of Customers in any month. Please verify.	
PART 4. (Alabama (Jan) - Final Electricity Notices)	Final Notices must be less than or equal to Total Customers in any month.	
PART 4. (Alabama (Apr) - Total Electricity Customers)	Number of Total Customers should be between 1 and 12,000,000.	

State: Alabama

	ELECTRICITY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1	Total customers	10,000	10,000	10,000	102560000 <small>Number of Total Customers should be between 1 and 12,000,000.</small>	10,254	10,001	10,250	10,444	10,520	10,258	10,525	10,257
2	Final notices	50000 <small>Final Notices should be greater than zero and less than 40% of Customers in any month. Please verify. Final Notices must be less than or equal to Total Customers in any month.</small>	243	374	952	134	357	834	256	527	444	320	186

Cancel

Print

Submit

Using the Exception Dashboard


EXAMPLE 2: DATA MUST BE FIXED

In this example, the respondent entered 50,000 final notices when there are only 10,000 total customers. Upon review, the respondent miskeyed the quantity.

Notice on the Exception Dashboard, there is no bubble icon (💬) under the Override Comment column. The error must be fixed to submit the form.

Once the error is fixed by entering valid data, click **Submit** and the exception dashboard error will disappear.

(S-100005) PENDING

 **EIA-112: Residential Utility Disconnections Survey** (December, 2024) ⋮

Location of Error	Error Description	Override Comment
PART 4. (Alabama (Jan) - Final Electricity Notices)	Final Notices should be greater than zero and less than 40% of Customers in any month. Please verify.	💬
PART 4. (Alabama (Jan) - Final Electricity Notices)	Final Notices must be less than or equal to Total Customers in any month.	💬
PART 4. (Alabama (Apr) - Total Electricity Customers)	Number of Total Customers should be between 1 and 12,000,000.	💬

State: Alabama ▼

	ELECTRICITY	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1	Total customers	10,000	10,000	10,000	102560000 Number of Total Customers should be between 1 and 12,000,000.	10,254	10,001	10,250	10,444	10,520	10,258	10,525	10,257
2	Final notices	50000 Final Notices should be greater than zero and less than 40% of Customers in any month. Please verify. Final Notices must be less than or equal to Total Customers in any month.	243	374	952	134	357	834	256	527	444	320	186

Cancel Print Submit

Using the Exception Dashboard

EXAMPLE 3: HOW TO OVERRIDE (1 of 2)

In some cases, the data entered are valid even though they were flagged on the exception dashboard. In this example, the respondent entered zero disconnections in January. While the system flagged the edit, it is valid data.

To override an edit, click on the speech bubble (🗨️) on the exception dashboard row. Enter the explanation in the Override Comment field and click **submit**.

The screenshot displays the EIA-112 Exception Dashboard for a respondent (S-91492) with a 'PENDING' status. The dashboard title is 'EIA-112: Residential and Multifamily Final Notices, Disconnections, and Reconnections (December, 2024)'. It shows 'Errors without Override: 1'.

Location of Error	Error Description	Override Comment
PART 4. (Maryland (Jan) - Gas Disconnections)		
1 Total customers	5,000	5,000
2 Final notices	100	100
3 Disconnections	0	Disconnections should be greater than zero and less than 10% of Customers in any month. Please verify.
4 Reconnections	20	20

The 'Disconnections' row (row 3) is highlighted with a red box, and the 'Override Comment' column for this row is circled in red. A red arrow points from the speech bubble icon in the 'Override Comment' column to the 'Comment for Error Override' modal.

Comment for Error Override

You may override the selected error if you provide a comment:

Location of Error

PART 4. (Maryland (Jan) - Gas Disconnections)

Error Description

Disconnections should be greater than zero and less than 10% of Customers in any month. Please verify.

Override Comment:

No customers were disconnected in January due to winter embargo.

Buttons: Cancel, Submit


Using the Exception Dashboard



EXAMPLE 3: HOW TO OVERRIDE (2 of 2)

Once an override comment is submitted, the row will change to yellow.


The error has been addressed with a comment and accepted by EIA for further review.

(S-91492) PENDING

 EIA-112: Residential and Multifamily Final Notices, Disconnections, and Reconnections (December, 2024)

 **Exception Dashboard** 


Errors without Override: 0

Location of Error			Error Description								Override Comment
PART 4. (Maryland (Jan) - Gas Disconnections)			Disconnections should be greater than zero and less than 10% of Customers in any month. Please verify.								
1	Total customers	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>	<input type="text" value="5,000"/>
2	Final notices	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>	<input type="text" value="100"/>
3	Disconnections	<div><input type="text" value="0"/><div>Disconnections should be greater than zero and less than 10% of Customers in any month. Please verify.</div></div>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>
4	Reconnections	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>	<input type="text" value="20"/>

Cancel

Print

Submit




Form EIA-112 Submission

REVIEW & SUBMIT

When the submission passes all edits, the respondent will see the green banner indicating that the submission was successfully received.

At this stage, if you need to re-submit the survey with revised data, use the button [Re-Submit Survey](#) under the green banner.

✓ Your submission for the production month of December, 2024 was received on January 08, 2025 at 9:35 AM.

 EIA-112 (S-100006)

[Re-Submit Survey](#)

Urgency
0

Deadline
—

Status
Resolved-Accepted

⋮

Review

Part 1: Respondent Identification

Reporting Period:	December, 2024
Company Name:	TRAINING UTILITY COOP
Doing Business As:	—
Location:	WASHINGTON, DC
Respondent Type:	Cooperative

Part 2: Definitions

- CUSTOMER:** each utility-owned meter at a residential dwelling or building (except in cases where multiple metering is used for special services (for example, water heating, space heating, etc.) in the same dwelling/building, the customer is the dwelling/building to avoid the potential for duplicate reporting.

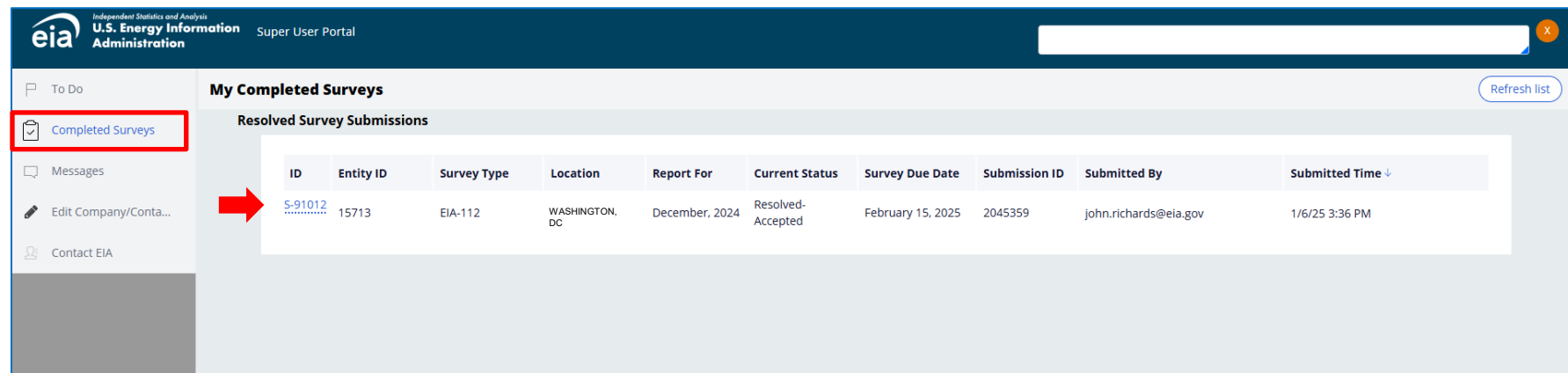
Navigating the Respondent Portal – Completed Surveys

My Completed Surveys

Once a form is successfully submitted to EIA, the **Completed Surveys** tab will populate with a list of all resolved and accepted survey submissions.

Access to Surveys submitted using the Webform

Use the **Completed Surveys** tab to access surveys previously submitted via the webform but may require revision. Click on the blue ID hyperlink to access the webform, print and re-submit as needed.



The screenshot displays the EIA Super User Portal interface. The top navigation bar includes the EIA logo, the text 'Independent Statistics and Analysis U.S. Energy Information Administration', and 'Super User Portal'. A search bar is located on the right. The left sidebar contains a list of navigation options: 'To Do', 'Completed Surveys' (highlighted with a red box), 'Messages', 'Edit Company/Conta...', and 'Contact EIA'. The main content area is titled 'My Completed Surveys' and features a 'Resolved Survey Submissions' table. A red arrow points to the first row of the table.

ID	Entity ID	Survey Type	Location	Report For	Current Status	Survey Due Date	Submission ID	Submitted By	Submitted Time ↓
S-91012	15713	EIA-112	WASHINGTON, DC	December, 2024	Resolved-Accepted	February 15, 2025	2045359	john.richards@eia.gov	1/6/25 3:36 PM

Navigating the Respondent Portal - Messages

Messages

The Messages tab will house all correspondence between the respondent and EIA.

To send a message to EIA, click on the **New Message** button to compose a message.

The screenshot shows the EIA Respondent Portal interface. On the left sidebar, the 'Messages' tab is highlighted with a red box. In the main content area, the 'My Messages' section is visible, featuring a 'New Message' button with a red arrow pointing to it. Below this, there are three sections: 'All Open Messages', 'All Open Messages Pending with EIA', and 'Resolved Messages'. Each section contains a table with columns for ID, Message Initiated, Message Subject, and Last Updated (or Closed Date for resolved messages). The 'All Open Messages' and 'All Open Messages Pending with EIA' sections show a 'Work queue is empty' message with an envelope icon. The 'Resolved Messages' section shows 'No Items' with an envelope icon. The top right of the portal displays 'EIA Training Company: Washington, DC' and a 'Refresh list' button.

Navigating the Respondent Portal - Messages

Messages

To send a message to EIA, click on the button

New Message

This function will initiate a secure message to EIA's support staff. The subject and message fields are required. Respondents can use the **Add** button to send attachments if necessary.

Click the **Send Message** button and a tracking number will be provided for the successful transmission of your message.

Initiate Messaging (ME-7002)

Subject *

Resubmissions

Message *

How can I modify a previously submitted form?

Add

- Attach A Note
- Attach file(s)
- Attach a link

Attachments

Time	Description	Operator	Attachment type	Delete
No matching data was found.				

Displaying 0 records

Cancel

Send Message

✓ You have successfully submitted your Message. Your message tracking number is ME-4001.

Close

Navigating the Respondent Portal – Edit Company/Contact Information

Edit Company/Contact Information

The **Edit Company/Contact Info** tab enables the respondent to edit current contact information, including company information, parent entity information and contact name, address, phone and email.

The screenshot shows the 'Edit Company/Contact Information' page in the EIA Respondent Portal. The page has a dark blue header with the 'eia' logo and 'Independent Statistics and Analysis U.S. Energy Information Administration'. A sidebar on the left contains navigation links: 'To Do', 'Completed Surveys', 'Messages', 'Edit Company/Conta...' (highlighted with a red box), and 'Contact EIA'. The main content area is titled 'Entity Management' and contains a form for editing company information. The form is divided into sections: 'Company Information', 'Physical Address', and 'Mailing address'. Each section has a 'Name' field and a 'Physical Address' section with fields for 'Street', 'PO BOX 130', 'State/Province', 'County', 'City', and 'Zip/Postal code'. The 'Physical Address' section is currently populated with 'OH', 'County Unknown', 'NORTH BALTIMORE', and '43413'.

Company Information

Entity Name

Facility Name

Physical Address

Street

PO BOX 130

State/Province County City Zip/Postal code

OH County Unknown NORTH BALTIMORE 43413

Mailing address

Street

PO BOX 130

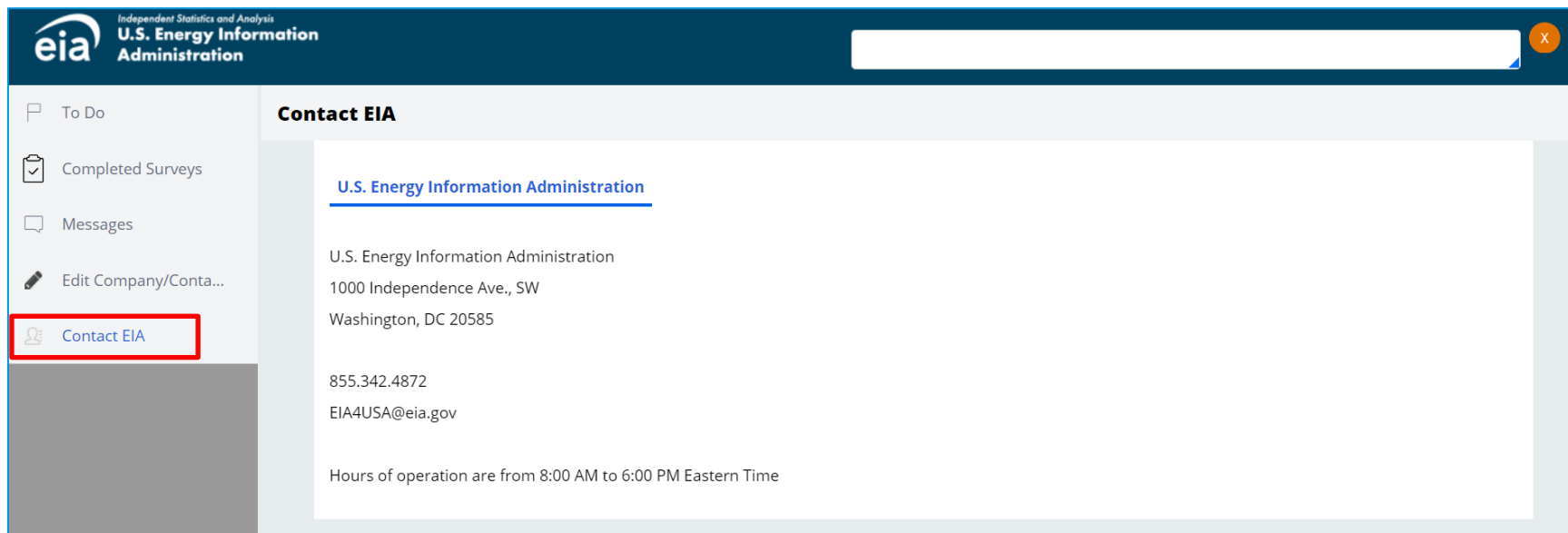
State/Province County City Zip/Postal code

OH County Unknown NORTH BALTIMORE 43413

Navigating the Respondent Portal – Contact EIA

Contact EIA

Contact information is provided for respondent support via mail, phone and email.



The screenshot displays the EIA Respondent Portal interface. At the top, the EIA logo and "Independent Statistics and Analysis U.S. Energy Information Administration" are visible. A search bar is located in the top right corner. On the left sidebar, navigation options include "To Do", "Completed Surveys", "Messages", "Edit Company/Conta...", and "Contact EIA", which is highlighted with a red rectangle. The main content area is titled "Contact EIA" and contains the following information:

[U.S. Energy Information Administration](#)

U.S. Energy Information Administration
1000 Independence Ave., SW
Washington, DC 20585

855.342.4872
EIA4USA@eia.gov

Hours of operation are from 8:00 AM to 6:00 PM Eastern Time

Benefits of Using the Webform

- ✓ The webform incorporates data validation edits allowing respondents to submit more accurate data with less follow up
- ✓ The webform is a secure method of transmission and ensures that only registered users submit data for your company
- ✓ Respondents can easily access and revise data in one central location
- ✓ Respondents can communicate securely and directly with EIA

For more information

EIA Survey Support Team | eia4usa@eia.gov | 1-855-EIA-4USA (1-855-342-4872)

EIA Respondent Portal | <https://survey.eia.gov>

U.S. Energy Information Administration home page | www.eia.gov