Information Session for the EIA Respondent Portal Quarterly Survey of Industrial, Commercial & Institutional Coal Users (EIA-3)

*Tuesday, September 14, 2021*

*Thursday, September 16, 2021*

*U.S. Energy Information Administration*

*Office of Energy Statistics*
This presentation addresses the following:

• What’s new & why
• How to register for and use the new EIA Respondent Portal
• How to sign in, navigate and submit the webform, including data validation
• Timeline for registering and reporting
• Ask questions and get answers
EIA has developed a **new** Respondent Portal to submit your EIA-3 form via a webform.

For reference, respondents can download the form and instructions at [https://www.eia.gov/survey/](https://www.eia.gov/survey/)

**Why the New Portal?**
- New interface - same look on survey form
- More user friendly; reduced respondent burden
- Respondent has more control in data validation
- More secure transmission of data
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-3 webform. 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.

• Follow the link to EIA’s online reporting system which will be provided
• First time users click on the Register button
• Please use the Google Chrome internet browser
• Use this link to access the EIA Respondent Portal: https://survey.eia.gov
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.
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 Customer Care Team member will contact you via email with instructions to obtain access to the 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.

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Registration Approved

To: testuser1@cesgroup@gmail.com, eiatesting.mod61@yahoo.com

Dear Cynthia Sirk,

In accordance with the U.S. Energy Information Administration's (EIA) survey selection and respondent identification process, it has been determined that eiatesting.mod61@yahoo.com meets the requirements for accessing the Respondent Portal.

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 (1-855-342-4873) Monday through Friday, 8:00 AM – 6:30 PM ET.

Below is a temporary password. Upon logging in you will be required to change your password.

**Password:** IMERE20

https://crmrgr.eia.doe.gov/8443/prweb/PRServletCustom

Thomas Leckey, Acting Director
Office of Survey Operations
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.

**Respondent Portal**

If you have already created an EIA Account, you may sign in below:

- **User name**: john.doe@yahoo.com
- **Password**: ********

Click **SIGN IN**.

If you don't have an account:

Register for your EIA Account to access your survey.
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:

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-3 webform.
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-3 webform.

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.

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-3 webform 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.
Accessing Your EIA-3 Webform

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

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 EIA-3 data via the webform, click on the **To Do** button.
Accessing Your EIA-3 Webform

**My Dashboard**

**Note:** If you submit multiple reports, use the drop down arrow to navigate.

Clicking on the desired name populates the **My Dashboard** landing page allowing access to the **To Do, Completed Surveys,** and **Message** links for each entity.
Accessing Your EIA-3 Webform

My To Do

The **To Do** tab provides a link to the webform(s) your company is required to file.

Click on the Entity ID number (hyperlinked in blue) to access the EIA-3 webform.
Best Practices Using the EIA-3 Webform

Browser

Google Chrome is the best option for optimal portal and webform 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

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

Utilize the print button within the webform rather than your browser’s print function. This button is located at the bottom of each screen.
Advantages of using the EIA-3 Respondent Portal & Webform

Accessibility
• Ability to access current cycles, enter data, and view previous submissions (beginning with the Q3 cycle)

Data Validation
• Webform contains interactive edits
• Exception Dashboard allows for data review and error resolution

Account Security
• Access to data and submissions only allowed by registered users
## Sections of the EIA-3 Form to File based on Type of Operation

All EIA-3 respondents will file Sections 1, 2, 3 and 4.

The Respondent Portal enables only the Sections that are required for your type of operation.

<table>
<thead>
<tr>
<th>Type of Operation</th>
<th>Sections to Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal Consumer</td>
<td>Complete Sections 1, 2, 3 and 4. Complete Section 9 (Comments) if applicable.</td>
</tr>
<tr>
<td>Coal Coking Plant</td>
<td>Complete Sections 1, 2, 3, 4 and 5. Complete Section 9 (Comments) if applicable.</td>
</tr>
<tr>
<td>Coal Gasification Plant</td>
<td>Complete Sections 1, 2, 3, 4 and 6. Complete Section 9 (Comments) if applicable.</td>
</tr>
<tr>
<td>Coal Liquefaction Plant</td>
<td>Complete Sections 1, 2, 3, 4 and 7. Complete Section 9 (Comments) if applicable.</td>
</tr>
<tr>
<td>Coal Refining Plant</td>
<td>Complete Sections 1, 2, 3, 4 and 8. Complete Section 9 (Comments) if applicable.</td>
</tr>
</tbody>
</table>
Section 1 contains pre-loaded respondent identification information.

If you need to change any of the information in Section 1, you must contact EIA for assistance.

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

Click Continue to proceed.
Filing the EIA-3 Webform – Section 2 Company and Site Information

Section 2 captures
- NAICS code
- Product description
- Primary product and/or services
- Status of a coke oven, coal-fired electric generating nameplate capacity, information on use of other fuels for co-firing, and carbon capture equipment

Use the **Continue** button to proceed to the next section.

Question 3 is pre-populated and cannot be edited. Contact EIA if incorrectly coded.
Filing the EIA-3 Webform – Data Entry

A Note on Data Entry

As you enter data on the webform, edits will flag in addition to the full-form edits once all data are entered and submitted.

In this example, the respondent chose the NAICS code from the drop down menu and skipped the product description by mistake. Notice the red text under the empty data field (Value cannot be blank). If the respondent clicks Continue, a warning will appear on screen before advancing to the next section.

surveyuat.eia.gov says

Please correct flagged fields before submitting the form!
Filing the EIA-3 Webform – Section 3 Coal Consumption and Cost at this Site

Section 3 captures information on consumption and cost of coal. Ending coal stocks are auto-calculated based on information entered in Question 1. Use the adjustment field to make any necessary changes to ending coal stocks outside of known coal receipts and coal consumed.

Note: As you enter data on the webform, respondents can hover over the Tool Tips icon ( ) to assist with helpful information and guidance. Pop up screens will appear with helpful hints.
Section 4 captures characteristics of coal receipts for the reporting quarter. They include purchase information, coal characteristics and logistics. Where applicable, drop down menus are provided. Tool tips (     ) are hover features to view hints for reporting certain fields.

Click on the button to capture all the data entered. Once complete, click on the Continue button to proceed to the next Section applicable to your operation.
Filing the Webform – Section 4  Characteristics of Coal Receipts at this Site

Section 4

For each receipt entered, be sure to use the button.

Once you have entered a receipt, the data entered in Section 4 will collapse into a numbered row. To expand and view the content of that receipt, click on the right pointing triangle ( ) next to the row number.

The total quantity of coal received (green data field) is an auto-calculated field based on the receipts entered in Section 4.
Filing the Webform – Section 5 Coking Plants

Section 5

This section is enabled only for those respondents who operate coking plants.

Once complete, click on the Continue button to proceed to the next Section applicable to your operation.

Scroll down to view all fields
Filing the Webform – Section 6 Gasification Plants

Section 6

This section is enabled only for those respondents who operate gasification plants.

Once complete, click on the Continue button to proceed to the next Section applicable to your operation.

Scroll down to view all fields
Filing the Webform – Section 7  Liquefaction Plants

Section 7

This section is enabled only for those respondents who operate liquefaction plants.

Once complete, click on the Continue button to proceed to the next Section applicable to your operation.

Scroll down to view all fields

1) Are you reporting for a liquefaction plant?  
   Yes

2) What was the distribution of the liquefied coal produced at this liquefaction plant during the reporting quarter?

State or Country where the Liquefied Coal went to  
Quantity Distributed or Sold to each State or Country  
Type of Customer

Primary Mode of Transportation from Plant  
Secondary Mode of Transportation from Plant

No Items

3) What was the average sulfur content as a percentage of the liquefied coal produced at this liquefaction plant during the reporting quarter?

4) What was the average heat content of the liquefied coal produced at this liquefaction plant during the reporting quarter?

BTU per barrel

5) What were the byproducts of the liquefied coal produced at this liquefaction plant during the reporting quarter?
Filing the Webform – Section 8 Coal Refining Plants

**Section 8**

This section is enabled only for those respondents who operate coal refining plants.

Once complete, click on the **Continue** button to proceed to the next Section applicable to your operation.

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**Section 8: Coal Refining Plants**

This section is enabled by selecting Coal Refining Plant in Section 2, Question 4.

Please note that Ending Refined Coal Stocks from Previous Quarter in the table below have been pre-filled with the Refined Coal Stocks at End of Quarter values from last quarter.

1) Are you reporting for a coal refining plant?
   - Yes

2) What was the disposition of the refined coal stocks at this coal refining plant during the reporting quarter?
   - Ending Refined Coal Stocks from Previous Quarter
     - short tons
   - Refined Coal Produced
     - short tons
   - Quantity of Refined Coal Consumed
     - short tons
   - Quantity of Refined Coal Sold
     - short tons
   - Other Adjustments
     - short tons
   - Refined Coal Ending Stocks
     - short tons

Scroll down to view all fields.
Filing the Webform – Section 9  Overall Comments

Enter any overall comments pertaining to any data entered thus far, especially explanation for why operations were higher or lower than usual.

If you have questions and/or comments that require a reply, do not use this comment section. We recommend using the Message feature so that the EIA Customer Care Team can follow up directly.

Once complete, click on the Continue button to proceed to the Preview screen.
The Preview 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-3 submission to be checked for potential errors and submitted to EIA.

Use the Print button to print a copy of the entire form.
Using the Exception Dashboard

Once the EIA-3 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 Preview tab.

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

**EXAMPLE 1: DATA OUT OF RANGE**

In this example, the respondent entered a heat content value outside of an acceptable range for the given state and coal type.

The Exception Dashboard identified this error and the actual data field in Section 4 also 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.
Using the Exception Dashboard

EXAMPLE 1: HOW TO OVERRIDE

In some cases, the data entered are valid even though they were flagged on the exception dashboard.

To override an edit, click on the speech bubble (💬) on the exception dashboard line. Enter the reasoning for why the data are correct in the Override Comment field and click submit.

Once the override is accepted, the exception dashboard will convert the row error from pink to yellow.
EXAMPLE 1: HOW TO OVERRIDE

Notice the flagged error with an override comment is now yellow. The error has been addressed with a comment.

Also, notice that once the edit is cleared, the receipt data collapses and is labeled as receipt 1 in the left margin. To edit any data entered for a receipt, click on the triangle (верхний) to expand the data fields.
EXAMPLE 2: FIXING AN ERROR THAT CANNOT BE OVERRIDEN

In the second example, the respondent has reported data that cannot be overridden. The total quantity of coal received reported in Section 4 for receipts must equal the quantity of coal received as reported in Section 3.

Section 4 receipts totaled 1,490 short tons

Section 3 Quantity of Coal Received = 1,500 short tons

To edit or verify a receipt, click on triangle on the left of the receipt. Click again on the triangle to save your changes.
Using the Exception Dashboard

**EXAMPLE 2: FIXING AN ERROR THAT CANNOT BE OVERRIDEN**

To correct this error, revise the quantity of coal received during this quarter in Section 3 to 1,490. The respondent also enters an adjustment of 10 short tons and has added an explanation for the adjustment.

Then click the **Submit** button to re-edit the data.
Form EIA-3 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 under the green banner.

If you have revisions to prior quarters, please contact the EIA Customer Care Team for assistance.

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Your submission for the production month of January - March, 2023 was received on August 30, 2021 at 9:44 AM.

**Section 1: Respondent Identification**

- Reporting Period: January - March, 2023
- Company Name: EIA Training - Coal Consumer
- Doing Business As: 
- Location: WASHINGTON, DC

**Section 2: Company and Site Information**

1) Provide the North American Industry Classification System (NAICS) code and a brief product description of the company's primary products and/or services.

- NAICS Code: 322 - Paper Manufacturing
- Product description: Paper product manufacturing

2) Does this site operate a coke oven?

- No

3) Which of the following options best describes your company's primary product and/or services?

- Manufacturing Facilities (Skip to 5)

4) Does this site have a coal-fired electric generating nameplate capacity of 1MW or greater?

- Yes
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.
Navigating the Respondent Portal - 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.
Navigating the Respondent Portal - Messages

To send a message to EIA, click on the button

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.
Navigating the Respondent Portal – Contact EIA

Contact EIA

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

U.S. Energy Information Administration

1000 Independence Ave., SW
Washington, DC 20585

855.342.4872
EIAUSA@eia.gov

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

Respondents are encouraged to register for the new EIA Respondent Portal now with instructions provided in the invitation email sent this week.

EIA will launch the new EIA Respondent Portal on October 1st for the 3rd Quarter collection cycle.

For any resubmissions or revisions to previous quarters, please contact the EIA Customer Care Team for assistance:
Email: EIA4USA@eia.gov
Phone: 1-855-EIA-4USA (1-855-342-4872)
Benefits of Using the Webform

- The new webform incorporates more data validation edits allowing respondents to submit more accurate data with less follow up.
- The webform is a more 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.
Thank you for joining our Information Session today!

If you have further questions, please contact us at:

- Email: EIA4USA@eia.gov
- Phone: 1-855-EIA-4USA (1-855-342-4872)
- Link to the new EIA Respondent Portal: https://survey.eia.gov