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Frequently Asked Questions

Am I required to use the web portal or can I still submit my monthly utility report manually?

Although strongly encouraged, use of the PCE Web Portal is optional. However, if a utility chooses not to use the portal and continues to submit paper reimbursement requests, the utility will not capitalize on the benefits provided by web portal use. A few of the benefits of using the PCE Web Portal include:

- Eliminating the monthly costs associated with printing and mailing their reimbursement requests and supporting documentation;
- Receiving monthly reimbursements sooner by eliminating mailing transit time;
- The ability to quickly determine the status of a reimbursement request;
- On-line access to previously filed reports;
- On-line access to resource materials, forms, and training guides.

I received a message that there are issues with the data in my report and I am unable to “continue to attachments”. What should I do?

The web portal has built in validation checks to help ensure that the report data is as accurate as possible and to facilitate faster payment processing. If you receive a message that there are issues with the data in your report, it means something in the report did not pass the required validations. If there are issues with your input, a message will appear describing the error. Simply correct the data, resave your report, and continue to the Attachment portion. Once all data errors are corrected, the system will allow you to continue. If you do not understand the error explanation or are still unable to correct the error, contact the Alaska Energy Authority PCE Support Staff for assistance. AEA contact information is provided on the PCE Web Portal Home Page as well as the Help page.

My report shows as “rejected”. What should I do?

Rejected reports require corrective action by the utility. If a submitted report does not contain the information required for the Alaska Energy Authority PCE staff to approve the reimbursement, the report will be rejected. Rejected reports are clearly identified on the utility’s report listing to provide the utility with an opportunity to quickly make necessary corrections to avoid delays in reimbursement. Rejected reports will contain a brief explanation of why the report was rejected. If you still have questions regarding a rejected report, contact the Alaska Energy Authority PCE staff. AEA contact information is provided on the PCE Web Portal Home Page as well as the Help page.

My report shows as “on hold”. What should I do?

A report is placed in pending status when PCE staff requires additional information from the utility in order to process the reimbursement request. For example, if a utility has been suspended, reimbursement requests will be placed in pending status until the utility takes the necessary corrective actions. Held reports will contain a brief explanation of why the report was rejected. If you still have questions regarding a pending report, contact PCE staff. AEA Contact information is provided on the PCE Web Portal Home Page.

I already submitted my report. How do I make a change?

Once your PCE Monthly Report has been certified and submitted, it cannot be edited by the utility.

If the affected report has not been paid, you may contact the Alaska Energy Authority and they can correct the error for you during their review and approval process.

If the error is discovered after the affected report has been approved and submitted for payment by AEA staff, it cannot be edited from the portal. You must contact the Alaska Energy Authority directly. AEA contact information is provided on the PCE Web Portal Home Page as well as the Help page.

How do I request a payment adjustment for a previously filed period?

To request a payment adjustment for a previously filed report, you must contact the Alaska Energy Authority. AEA contact information is provided on the PCE Web Portal Home Page as well as the Help page.

Why is the data in the approved report different from what I submitted?

During the review and approval process, PCE staff may find it necessary to correct or make adjustments to the PCE data submitted by the utility. If you have questions about any changes made to your report, please contact the Alaska Energy Authority PCE staff.

How do I change my password?

At the bottom of the web portal logon page, click on "Forgot Username/Password?". The link will take you to a support request form. Complete the support request form and the Alaska Energy Authority will contact you to provide you with a new password.

You may also request a new password by clicking on the "Help Request" link at the bottom of the Help page. Both links take you to the same support request form. You do not need to be logged in to access the support request links.

It is the goal of the Alaska Energy Authority to reply to support requests promptly. If you have an emergency and are unable to wait for a support request response, please contact PCE staff directly at (907) 771-3929.

How do I request an additional user logon?

At the bottom of the web portal logon page, click on "Forgot Username/Password?". The link will take you to a support request form. Complete the support request form, noting that you would like an additional logon ID and the Alaska Energy Authority will contact you to provide you with the new logon.

You may also request an additional logon by clicking on the "Help Request" link at the bottom of the Help page. Both links take you to the same support request form. You do not need to be logged in to access the support request links.

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