Reliable Public Power Provider (RP$_3$) Application and Designation System User Guide

Primary Utility User

Contents

Introduction

The RP3 program recognizes utilities that demonstrate high proficiency in reliability, safety, work force development and system improvement. Criteria within each of the four RP3 areas are based upon sound business practices and recognized industry leading practices.

Getting Started

System Requirements

The web application is designed for Mozilla Firefox 31.0 or higher and Google Chrome 35.0 or higher. Both browsers are available for free download by following the links above. Additional web browsers (such as Internet Explorer 11.0 or higher) may work, but have not been tested and are not supported. Your computer should also meet the minimum system requirements provided by the manufacturer of the browser you are using.

The web application will perform best on computers with a high-speed internet connection similar to digital subscriber line (DSL), cable, or faster.

Launching the Web Application

To get started using the Reliable Public Power (RP$_3$) Application & Designation System, you will first need to request your utility be added to the system by emailing RP3@publicpower.org.

Once you have an account, you can access the Reliable Public Power (RP$_3$) Application & Designation System by going to:

<div align="center">

Rp3.publicpower.org

</div>

Logging In

Logging-in for first time

When you are added to the RP$_3$ Application and Designation System, you will receive a confirmation email listing your user name and URL to login.

Username:

Your username is automatically generated for you, and will be your "LastnameFirstname". Usernames are not case sensitive.

URL:

After selecting the URL from the email, a new browser window will open, and you will be prompted to set a password.

Password Generation:
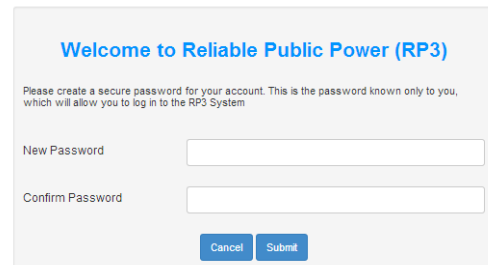
Please note that passwords **are** case sensitive.

Logging in
Username:

Your username is automatically generated for you, and will be your "LastnameFirstname". Usernames are not case sensitive.

Password:

Your password is case sensitive. If you can't remember your password, select "forgot password".

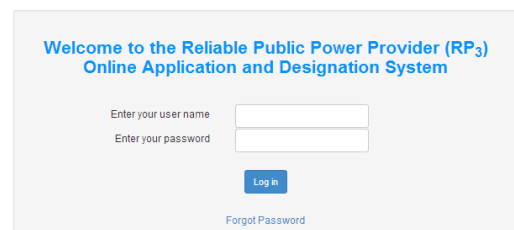**Welcome to Reliable Public Power (RP3)**

Please create a secure password for your account. This is the password known only to you, which will allow you to log in to the RP3 System

New Password

Confirm Password

Cancel   Submit

Login Screen for first time use

**Welcome to the Reliable Public Power Provider (RP$_3$)
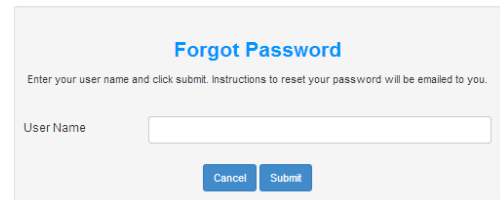Online Application and Designation System**

Enter your user name

Enter your password

Log in

Forgot Password

Forgot Password

Enter your user name and click "submit". Instructions to reset your password will be emailed to you.

Forgot Password

Enter your user name and click submit. Instructions to reset your password will be emailed to you.

User Name [   ]

Cancel Submit

Navigation - Header

The Header at the top of the web application contains the RP$_3$ logo and site navigation.

The RP$_3$ Logo:

   Will take you back to the landing page

Navigation:

Home

- Landing Page
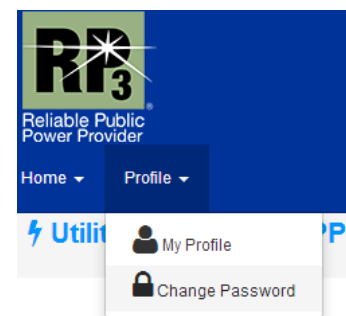
Profile

- My Profile
- Change Password

Change Password

Once you login to the application, you can change your password by going to: Profile > Change Password

My Profile

You can edit any personal information (title, address, phone, email, etc) by editing your profile

You can change your profile by selecting: Profile > My profile

Details		Save

Prefix		Login	APPAUser
First Name	User		Last Login: 7/22/2014 7:06:15 PM
Last Name	APPA	**Email**	testemail@publicpower.org
Title		Company	
Address 1		Preferred Methods of Contact (check all that apply)	
Address 2		☐ Phone ☐ Email ☐ U.S. Mail	
City		Best Time to Contact	
State		Is Active	◉ Yes ○ No
Zip Code			
Office Phone			
Other Phone			

Landing Page

When you login to the application, you will see three options.

Utility:

Select the utility you want to complete an application for. If you only work for one utility, you will only have one option.

Lightning Bolt:

If you are a Primary User, the Lightning Bolt will take you to the "Edit Utility" page. If you are a General User you will not be able to select the Lightning Bolt.

Application:

Select the application you need to complete. All previously completed applications will also be accessible here. Applications are assigned to your utility by APPA.

Edit Utility

To edit your utility profile, from the landing page click the "lightning bolt" symbol.

Utility Information

Details					Save
Name	American Public Power	APPA Member?	Yes	APPA Date	01/01/1940
Aptify ID	00001				
Address 1	1875 Connecticut Ave NW	Status - Active?	Yes		
Address 2	Suite 1200	Status Comments	You can leave any comments regarding your APPA membership status here!		
City	Washington				
State	District of Columbia	Utility Size	Large Member		
Zip Code	20009	EIA ID			
Main Phone	(202) 467 - 2900				
Web Site	www.publicpower.org				
Number of Customers	47000000				

The top half of the edit utility page contains the contact information for your utility, as well as a few other important pieces of information.

Important Information:

- Please keep the number of customers as up-to-date as possible; the number of customers will determine your "utility size" which is assigned to you by APPA Staff.
- You **cannot** edit: Aptify ID, APPA Member, Status – Active, APPA Date, and Utility Size

Users

Primary User

There is only **one** Primary User per utility. This user is the primary point of contact for the RP$_3$ application and is the only user who has the ability to:

- Submit an Application
- Assign questions in an application
- Edit Utility information
- Add/Delete other users
- Receives communications regarding: notification of designation, requests for more information, and answers to questions

When viewing the list of users on the "Edit Utility Page" you can tell which user is the primary by the "check box" next to their name.

If you need to change the primary user of your utility please contact RP$_3$ Staff at RP3admin@publicpower.org and identify who the new primary user should be.

Adding New Users

On the "Edit Utility" page, Under **Utility Users** click "Add User"

Fill out the contact information for the user you want to add to your utility

Important Information:

- First Name, Last Name, and Email are required to create a new user.
- You **cannot** edit: Utility Name, Active Status, and Role.

After you click "save" an email will be sent to the new user allowing them to login to the

system and set up their account.

Deleting Users

On the "Edit Utility" page, under **Utility Users** there will be a list of users.

To delete a user simply click the "x" next to the user name

You will receive a pop-up confirming that you want to delete this user

Important information:

- You cannot delete the primary user

Editing Users

On the *'Edit Utility'* page, under **Utility Users** there will be a list of users.

Click on a User's last name (in blue) and it will take you to their User Profile.

Assigning Application Questions

As a Primary User you are automatically assigned to answer every question in the application. However, Primary Users can also assign questions to another user from the User's profile page.

Important information: You can also assign user's to a question, when viewing the Application itself – go to the '*Question Preview> Adding Users to Question*' section of this guide for more information.

At the bottom of the '*Edit Utility User'* Page, select your utility (it will highlight the utility in blue, as shown to the right).

Then choose the application that you want to assign them a question on (at this time, you will only have one application – in the future all application assigned to your utility will be displayed).

Next, click the '*Add*' button next to *'Assigned Questions'.* From the pop-up, you can select all the questions you want to assign to that user by checking the box to the left of the question.

After you press save, a list of all the questions that user is assigned to will now be displayed.

Applications

The final section on the *'Edit Utility'* page is the applications section. This area offers an overview of all the applications that have been assigned to your utility.

The fields included in the application overview are:

Application   Lists the Application Name – it will include the year in which the application was assigned

Phase   There are 6 phases that an application can be in:

- **Open**: You can currently edit your answers to an application
- **Submitted**: Your application has been submitted and you can no longer edit your answers but grading has not begun
- **Grading:** Grading is in progress
- **Determination:** Grading has been completed – you can now see your final score/designation level
- **Reconsideration:** If you requested "reconsideration", your application will be moved to this phase, so that grading can be reevaluated.
- **Closed:** If the application period is closed, and you haven't

completed your application.

- **Inactive:** If you've told APPA that you no longer are interested in completing an application, it will be marked inactive.

Determination   This will list what designation level you received for your application:

Not Designated: Less than 80% of possible points

Gold: 80% - <90% of the possible points

Platinum: 90 - <98% of the possible points

Diamond: 98 - 100% of the possible points

Score   How many points you received on the application

Expiration   The date your designation expires

Application Page

Application Dashboard

The top part of the application is the "Application Dashboard" and provides you an at-a-glance overview of how you're application is progressing.

Phase:

There are 6 phases an application can be in:

- **Open**: You can currently edit your answers to an application
- **Submitted**: Your application has been submitted and you can no longer edit your answers but grading has not begun
- **Grading:** Grading is in progress
- **Determination:** Grading has been completed – you can now see your final score/designation level
- **Reconsideration:** If you requested "reconsideration", your application will be moved to this phase, so that grading can be reevaluated.
- **Closed:** If the application period is closed, and you haven't completed your application.
- **Inactive:** If you've told APPA that you no longer are interested in completing an application, it will be marked inactive.

Submitted:

This status refers to whether or not the application has been submitted for grading. There are two statuses that can appear here:

No: While you are still working on the application (ie, answering questions), this status should say "No".

Yes: Once you have completed the application (ie, have answered all questions), and primary user has pressed "submit application", this status will say "Yes".

Question Status

The question status helps you keep track of your utility's progress in answering all the questions, as shown via progress bars. More information on Question Status' is given in the "Question Preview" section of this guide.

Important Information:
The status of each question is reflective of the utility as a whole, and not just your own individual progress on questions.

Unanswered: Questions are "unanswered" if you've never pressed "save" while answering a question. This means that, even if you've gone through and looked at all the questions, 100% of the questions haven't had an answered saved, so they are 100% unanswered.

In-progress: Questions are "in-progress" if you've pressed saved on an answer for a question, but you haven't completed answering the question.

Submitted: Questions change to "submitted" status from "in-progress" after a user "approves" the answer to a question. All questions must be "submitted" in order to submit your application.

Utility

This will display the name of the Utility's Application that you are currently working on. For multi-utility users, please check that you are working on the correct Utility's application before answering questions.

Return to Landing Page

Utility: American Public Power

Utility Size: Large Member

Utility Size

RP$_3$ applicant utilities are divided into three size categories based on your number of customers. If your utility size is incorrect, please contact APPA Staff at RP3admin@publicpower.org and we will change your profile accordingly.

Return to Landing Page

Utility: American Public Power

Utility Size: Large Member

- **Small**: Less than 5,000 meters
- **Medium**: 5,000 - >30,000 meters
- **Large**: 30,000 and more meters

Application Actions

Application Actions

Preview and Print   Submit Application

The second section of the application page is called "Application Actions".

There are two actions you can take from this section: Preview/Print your application or submit the Application.

Preview and Print

The "preview and print" page will display the entire RP$_3$ application, including all questions, any responses you've completed, and will list any attachment file names you've added. (To view the complete attachment you will need to go to the individual question and preview it there).

2014 Sample RP3 Application

Printed:
8/15/2014 1:26 PM

Utility: American Public Power

Printed by: User APPA

Application Status: Open

Application Due: 9/29/2014 8:00 PM

Discipline: Reliability	Subsection: Reliability Indices Collection

Question I.A.1:

What method(s) does your utility use to monitor and track reliability data?
- ☐ Hand calculations
       (Attach Sample)
- ☐ APPA's eReliability Tracker Program
- ☐ Alternate software program
       (Attach Sample Screenshot)
- ☐ Other method
       If **other**, describe in detail the process your utility uses and/or attach a screenshot.

After Designation

After grading has been completed, you can view you entire application, as well as all grades for each question, and any comments from the RP$_3$ Review Panel in the preview screen.

Saving a Copy of Your Application

At this time, our software does not support saving a pdf copy of your application, however you can save a pdf version of the preview screen using the Google Chrome Browser.

To do so, go to File>Print

On the far left column, under "Destination" select "change".

On location Destinations, select "Save as PDF"

Select a destination   Showing destinations for [▼]   ✕

🔍 Search destinations

Recent Destinations
🖨 \\APPA-PRNT08\HP_Policy_PCL

Local Destinations   Manage...
📄 Save as PDF
🖨 \\APPA-PRNT08\HP_Policy_PCL
🖨 Send To OneNote 2010
🖨 Multi-Tech FaxFinder
🖨 Microsoft XPS Document Writer
🖨 Fax
🖨 Adobe PDF
🖨 \\APPA-PRNT08\TOSHIBA_HR_PCL
🖨 \\APPA-PRNT08\HP_ENG_PCL

Google Cloud Print   Setup...
✳ Print to FedEx Office
☁ Save to Google Drive

Submit Application

When you all your answers are 100% complete, the Primary User will be able to submit your application. You will be given a pop-up screen where you will verify that all information is accurate to the best of your ability.

If you haven't completed every question you will not be able to submit the application, and you will receive an error message telling you how many questions you have left.

If you are not the Primary User, you will not be able to submit the application. Only one user per utility is given that ability to ensure the application is complete.

Question Table

The bottom section of the Application Page displays a search feature and table listing all questions in the RP₃ application.

Application Question Search

You can find a specific question you want to work on, assign to another user, or review by filtering for specific criteria.

These are the search filters that you can apply:

Discipline   These are the four disciplines that make up the RP₃ application:

- Reliability
- Safety

- System Improvement
- Workforce Development

Subsection Within each discipline there are a variety of subsections that each question falls under, including:

- Reliability Indices Collection
- Reliability Indices Use
- Mutual Aid
- Disaster Plan
- Physical Infrastructure
- Cyber Security
- Safety Manual
- Benchmarking
- Succession Planning and Recruitment
- Employee Development
- Education, Participation, and Service
- Research and Development
- Energy Conservation and DSM
- System Maintenance and Betterment

Question Text This is a general text search to find a question based off any word included in the question text.

RFI Status Requests for Information (RFIs) can have 3 statuses:

- **Answered**: You have completed your answer to an RFI and submitted it.
- **In-Progress:** You have started working on your answer to an RFI, but have yet to submit.
- **Proposed:** An RFI has been issued on a question, but you have yet to start answering it.

Assigned To Using this filter you can select one or more utility users that have been assigned to answer a question.

*Primary Users are automatically assigned to answer all questions.

Question Status There are 3 statuses that a question can be in:

Unanswered: Questions are '*unanswered'* if you've never pressed '*save'* while answering a question. This means that, even if you've gone through and looked at all the questions, 100% of the questions haven't had an answered saved, so they are 100% unanswered.

In-progress: Questions are '*in-progress'* if you've pressed saved on an answer for a question, but you haven't completed answering

the question.

Submitted: Questions change to '*submitted'* status from '*in-progress*' after a user '*approves'* the answer to a question. All questions must be '*submitted'* in order to submit your application.

Filter You can search for any text included in the question table below by typing it into the filter.

Important Information:
In order to clear the text filter, you must delete the text. Hitting the "clear" button will not remove this text.

Application Question Table

As indicated above, the search filters correspond to the variables displayed in the Question Table.

To select a question displayed in the table, click the *blue arrow* icon to the left of the question.

Discipline These are the four disciplines that make up the RP_3 application:

- Reliability
- Safety
- System Improvement
- Workforce Development

Subsection Within each discipline there are a variety of subsections that each question falls under, including:

- Reliability Indices Collection
- Reliability Indices Use
- Mutual Aid
- Disaster Plan
- Physical Infrastructure
- Cyber Security
- Safety Manual
- Benchmarking
- Succession Planning and Recruitment

- Employee Development
- Education, Participation, and Service
- Research and Development
- Energy Conservation and DSM
- System Maintenance and Betterment

Caption The caption is used to number the questions in the application.

Question Title The question titles are unique names used to describe each question included in the application.

Question Status This will display what the status of each question is in your application, providing you an at-a-glance view of which questions

you still need to work on, and which are already completed.

The question statuses are:

- Unanswered
- In-Progress
- Submitted

More details about question statuses are available in the "Question Preview" section of this guide.

Discussion   If someone has left a comment in the discussion area of a question, this checkbox will be marked.

Points Available   This column tells you how many points each question is worth.

Grade*   *This column is not visible until after you application has been graded.*

After your utility's application has been graded, and you have received notice of your designation status, this column will tell you how many points your utility received on each question.

Question Preview

You are the primary user for this utility.   You are assigned to answer this question.

| Discipline: Reliability | Subsection: Reliability Indices Collection | *Status: In Progress* Additional Instructions ? |

Question Information

Above the question is displayed a few pieces of information to help you identify which question you are working on, what the status of the question is, and provide help to answer the question.

Discipline   These are the four disciplines that make up the RP$_3$ application:

- Reliability
- Safety
- System Improvement
- Workforce Development

Subsection   Within each discipline there are a variety of subsections that each question falls under, including:

- Reliability Indices Collection
- Reliability Indices Use
- Mutual Aid
- Employee Development
- Education, Participation, and Service

- Disaster Plan
- Physical Infrastructure
- Cyber Security
- Safety Manual
- Benchmarking
- Succession Planning and Recruitment

- Research and Development
- Energy Conservation and DSM
- System Maintenance and Betterment

Status The status will automatically update as your progress on the question continues. When you first view the question, and you have not saved any work the status will be '*unanswered*'.

After you have saved any work to the question, the status will be '*in-progress'*.

Once you have submitted your completed answer, the status will be '*submitted'*.

Additional Instructions The additional instructions will provide you with help text for how to fill in your answer to a question, or how to troubleshoot problems you may have with saving an answer.

Help - "?" The "?" will take you to help text that tells you more information about what content to include in your answer to a specific question, how many points that question is worth, and what the panel is looking for in an answer.

This information is originally from the RP$_3$ Application Guide, which can be found at http://www.PublicPower.org/RP3.

If you have a question about the help text you want to ask APPA staff, use the '*Submit Question'* feature at the bottom of the help text pop-up.

Navigating Questions
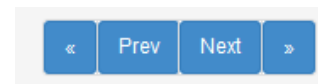
<< Will take you to the very first question in the application.

>> Will take you to the very last question in the application.

Next Will take you to the next question in the application. If you are on the last question of the application, "next" will not be visible.

Previous Will take you to the previous question in the application. If you are on the first question of the application, "previous" will not be visible.

Answering a Question

Depending on the type of question, you may be required to take a few different actions.

Most questions will require you to first select '*yes'* or '*no'.*

Some questions may have additional requirements if you answer '*yes'*, including: selecting additional checkboxes, attaching an example, or providing an explanation. If you are unable to "approve" your answer, be sure to check that '*yes'* or '*no'* has been selected, and that any additional requirements have been met.

Import Response   If you have previously submitted an application in the RP_3 online system, you may be able to import your previous answer.

In order to be able to import a previous answer, you must have been assigned the same question on the previous application.

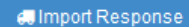When you click '*import response'* you will be taken to a pop-up that will display any previous applications (if applicable) that your utility previously answered this question in.

By selecting an application, you can:

- View your previous answer
- View attachment file names
- See what score you earned on the question
- See any comments the RP_3 Review Panel left

After previewing your response, if you want to import that answer, including any attachments, select the application you want to import from and click '*import response'*.

Save   Answers do not save automatically in this application system. In order to save any work-in-progress, be sure to press '*save'* when you exit a question.

Approve*   Pressing '*approve'* changes the status of a question to '*submitted'*.

Disapprove*   After a question is in '*submitted'* status, to edit and save any modifications, you will first need to press '*disapprove'* – this will change the question back to '*in-progress'*, enabling you to make modifications to the question again.

** Approve & Disapprove are **only** available to Primary Users*

Multiple Users Answering a Question

This application system allows for multiple users to work on the same question at the same time. As a Primary User, you can assign as many users to a question as you want. Any work on a question

that has been '*saved'* will be visible to all users viewing that question, including attachments. Since all users assigned to a question are working on composing one answer together, the first user to hit *'save and propose'* will lock in that answer for all other users – disabling any other users from continuing to make changes to the answer.

General User View

While General Users have the similar options to the Primary User for how to save an answer to a question, there is one significant difference. A General User **cannot** '*approve'* their own answers to a question. Instead, a General User will see a button that says, 'save and propose' an answer.

When a User believes their answer is complete, they will *'save and propose* their answer, and the Primary User will receive an email notification that an answer has been proposed as the final response. At this point, the User can no longer make any edits to their answer.

Primary User View

When the General User presses '*save and propose'*, the question of the status will change to '*submitted'*, and no one can save any additional changes to their answer for that question.

The only way for the answer to become editable again is for the Primary User to '*disapprove'* the answer to the question.

This means that following the Primary User's receipt of an email notification saying an answer has been proposed. The Primary User will review the response:

- If the response is good as is,

no action needs to be taken.

- If the Primary User believes the answer needs to be changed, they will *disapprove* the response, and the Utility User can once again make edits to their answer and re-propose a final answer.

Adding Attachments

Below the question preview, is a table displaying all attachments for the question. To add an attachment click the "add" button in the upper right hand corner of the table.

Attachment file types supported by this software include:
- Word
- Excel
- Powerpoint
- PDF
- Images

Fields included in the upload form or attachment table are:

Title This should be the name of the file. The Title is what will be displayed in the print preview version of an application.

*This field is required to upload a document

Description Although not required, the description field gives you an opportunity to provide any additional information to identify/describe the attachment.

Uploaded By Displays the username of your utility user that added the file.

Uploaded Date Will display the date the document was first added to the application.

Requests for Information (RFI)

Requests for information are sent to utilities during the grading period if the RP$_3$ Review Panel needs more information in order to grade a question (ie, prior to your application being submitted, this table will remain empty). Examples for requests for information could be: an explanation or attachment was not included, or a clarification on language used in a response. This process is meant to help utilities ensure that they are being graded as accurately as possible.

Viewing RFI

RFIs are only issued during the grading period. If an RFI is proposed on a question(s), the Primary User will receive an email notification telling them an RFI has been issued.

To find the question with the RFI from the *Application Dashboard* use the question filter titled '*RFI Status'* – select the option "proposed" and press search.

Discipline	
Subsection	
Question Text	
RFI Status	Proposed
RFI Approval	

Q Search   C Clear

If you have RFIs on different questions, all will questions with an RFI will return as search results. It is also possible to receive more than one RFI on an individual question.

Use the blue arrow to the left of the question you want to view the RFI on.

After you select the question, scroll to the RFI Table below the Question Preview.

RFI Table Information

RFI This will be the title of the proposed RFI.

Status The "status" will display your utility's progress in answering the RFI. There are three statuses that can appear:

- **Answered**: You have completed your answer to an RFI and submitted it.
- **In-Progress:** You have started working on your answer to an RFI, but have yet to submit.
- **Proposed:** An RFI has been issued on a question, but you have yet to start answering it.

Due This is a due date assigned to the RFI. In order to ensure that the RP_3 Review Panel has enough time to review your response to the RFI and finish grading your application, due dates for when your response is needed by are assigned.

Attachments This is a checkbox that will be marked if you have included an attachment in your response to the RFI.

Responding to an RFI

Any User that has been assigned to answer a question can respond to the RFI issued on the question.

To respond to an RFI, click the "edit" symbol to left of the RFI information in the table. A pop-up will display the Request that RP_3 review panel has asked for. To respond to this request, use the text

box in the pop-up screen and the attachment feature below.

You can save your work as you develop your response. Press "Save and Propose" when your RFI response is complete.

Adding/Removing Users to Question

Although all users can see all questions in the application, and answers in progress, only Users that have been added to a question by the Primary User can submit an answer to a question

Adding Users
Primary Users can add other users from their utility by selecting the "add" button in the upper right hand corner of the Users Table. All Users belonging to the Utility will appear.

Users that are inactive or already assigned to a question will not be able to be added to the question.

Removing Users
Primary Users can also remove other Users from a question by selecting the "delete' icon to the left of the User Name in the User Table.

Discussion

The discussion feature is for users to communicate with each other about how to answer a question. Every question has its own discussion thread enabling users to keep conversations associated with the question they are viewing.

To add to a topic to a discussion:

To add a new topic to the discussion table click the "add" button located in the upper right hand corner of the Discussion Table.

A pop-up will appear with the following fields:

Topic   The topic is a brief subject line for what the comment you want to make is.

Comments   Comments are where you write a more detailed description of the item you want to discuss.

To respond to a topic on the discussion:

You cannot comment directly on another user's topic, but you can add another comment to the discussion table in response by following the instructions above.

Question Score & Comments

After grading is complete, and the Primary User has received notice of their utility's designation, all final scores and any comments by the panel will be visible on each question underneath the RFI table.

Grading	
Grading Status:	Graded
Final Grade:	4.00
Final Grade Notes:	

Technical Assistance

For any technical assistance needed contact RP₃ Staff at:

Email: RP3admin@publicpower.org

Phone: 202-467-2900