
Public Utilities Commission State of Hawaii
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(electronic version contains hyperlinks)

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1. **DMS Overview**

The Document Management System or DMS is the Commission’s custom computer-based application, which the Commission uses to process all docketed filings and most non-docketed filings. The system allows the public to search for, view and print non-confidential documents and other information regarding Commission dockets via the Internet. This manual is intended to guide you through the publicly accessible portions of DMS.

1.1 **DMS Website**

The DMS website can be accessed through the following URL:

- [http://dms.puc.hawaii.gov/dms](http://dms.puc.hawaii.gov/dms)

Below is a screen shot of the DMS homepage. The homepage contains links to all of the features available to the public for monitoring and researching Commission dockets.
2. **DMS Navigation**

2.1 **Menu Bar**

The blue menu bar (circled below) appears on all DMS webpages (except reports) and can be used to quickly return to the DMS homepage and access the Commission’s and the Division of Consumer Advocacy’s homepages.

- **PUC Home**: this link will take you to the homepage of the Commission’s website.

- **CA Home**: this link will take you to the homepage of the Division of Consumer Advocacy’s website.

- **PUC-DMS Home**: this link will bring you back to the DMS homepage.

- **Login**: certain portions of the website are accessible only by Commission and Division of Consumer Advocacy staff, and access to those areas require a password issued by the Commission.

- **Feedback**: clicking on this link will open an email message directed to an email address that will be used by the Commission to receive comments, suggestions and questions regarding DMS. This email
address is NOT intended to be used for non-DMS related communication with the Commission. For all other communications with the Commission, please use the contact information that is available through the Commission’s website.

- **Help**: clicking on this link will open a separate window containing information about the page that you are currently viewing. For example, clicking on the Help link while on the DMS homepage will open a separate window with information about the functions available from the homepage.

### 2.2 Quick Navigator

The Quick Navigator, located on the left-hand side of every DMS webpage (circled below), allows you to quickly move to the most commonly used areas of the website. The links may change in the future to better accommodate the needs of system users. All of the links in the Quick Navigator appear as links in other portions of the DMS homepage.
• **Calendar, Active Motor Carriers, Active Utility Companies, New Applications and Tariffs** links are described in more detail below.

• **Docket Quick Link** allows you to quickly access documents and other information regarding a specific docket by entering the docket number and selecting *GO*.

> All doockets in DMS are assigned numbers in an 8 digit format, with the first 4 digits corresponding to the year in which the docket was opened (e.g., 2008-0100). For older doockets with 4 digit docket numbers (e.g., Docket No. 7702), DMS will automatically convert the docket number to the 8 digit docket number assigned for DMS purposes (which may not match the 4 digit docket number). You, therefore, can enter the 4 digit docket number in the Docket Quick Links field or other search fields and do not need to know the 8 digit docket number to retrieve the docket.

• **Advanced Search** link in the Docket Quick Link allows you to search for doockets using more detailed search criteria. The Advanced Search function is described in more detail below.

• **Help**: clicking on this link will open a separate window containing information about the page that you are currently viewing. For example, clicking on the Help link while on the DMS homepage will open a separate window with information about the functions available from the homepage.
3. Docket and Document Searches

DMS allows you to perform a number of different types of searches for specific dockets and documents.

![DMS Interface Diagram]

3.1 Dockets Search

The Dockets Search area allows you to search for dockets via Advanced Search (with multiple search parameters), By Year, By Status, or By Industry links.

Documents filed in dockets opened in 1997 and earlier are NOT available through DMS. In addition, motor carrier dockets opened in 2004 and earlier are not publicly accessible through DMS.
3.1.1 Advanced Search

This search allows you to search for a single docket or a series of dockets. You may search by the docket number, docket title, docket type (this criteria is available only for dockets opened in 2008 and later), company name, industry code, filing date, parties of record, and status (e.g., active, inactive, closed, etc.). You may use as many of the search fields as needed. You are NOT required to fill in more than one of the search fields.

If you are searching for a specific docket or types of dockets, you may reduce the number of dockets that the search returns by using more search criteria. For example, entering 2005-* in the Docket No. field will return 335 dockets; adding the term Application* in the Docket Title field reduces the number of dockets to 271; adding Open in the Status field further reduces the number of dockets to 8.
3.1.1.a  ALL of these fields/ANY of these fields

At the bottom of the page, directly above the blue Help link, there is an option to choose ALL of these fields or ANY of these fields (circled below). ALL of these fields (which is the default setting) will return only the results that match ALL of the criteria that you have selected. ANY of these fields will return results that match ANY one of the criteria that you selected.
3.1.1.b Open in New Window

Under the Reset button on the right side of the page, you have an option to select **Open in new window** (circled below). Selecting this option will cause the results of your search to appear in a separate window and allows you to more easily modify your search, if needed. The system does not allow you to use the Back button to return to your previous search. If the **Open in new window** feature is not selected, you will need to enter all of your search criteria again before running another search.
3.1.1.c  **Wildcard Characters (?, *)**

The ? and *(circled below) are wildcard characters that can be used in your search when you do not know certain search criteria or want to retrieve a group of dockets. Wildcard characters may be used in any of the search fields, except those with pull-down menus and date fields.

- The ? is a single character wildcard. For example, if you are looking for a docket opened in 2007 and know that the docket number ends with 1, type `2007-??1` in the docket number field, and the system will return all of the 2007 dockets that end with a 1 (e.g., 2007-0001, 2007-0091, 2007-0221).

- The * is a wildcard for any number of characters. For example, if you know the docket number ends with -0231 but you cannot remember the year, just type `*-0231` in the docket number field and the system will find all the dockets that end in -0231. Similarly, you can use the * wildcard to retrieve all of the dockets opened in a certain year. For example, if you want all of dockets opened in 2007, you would enter `2007-*`. 
3.1.2 By Year

This search allows you to retrieve dockets filed in a specific year. You can further refine your search to a specific industry (e.g., electric, gas, water, wastewater, etc.) and/or docket status (i.e., open, inactive, suspended, closed or unknown).

3.1.3 By Status

This search allows you to search for dockets that are open, inactive, suspended, closed or of unknown status. You can also limit your search to a specific docket year.
3.1.4  By Industry

This search allows you to produce a list of dockets for a specific industry (e.g., electric, gas, water, wastewater) and can further be refined by status (i.e., open, inactive, suspended, closed or unknown).
3.2 Documents Search/Advanced Search

This search allows you to search for a single document or a series of documents. You may search by the docket number, date and/or document title. You are also able to search for documents containing specific words or phrases. You may use as many of the search fields as needed. You are NOT required to fill in all of the search fields.
When you click on **Advanced Search**, you will see the following screen:

The keyword search will return documents containing words that include the word (or phrase) entered as well as similar words. For example, if Kapalama is entered, the system will retrieve documents containing the word Kapalama, Kapahulu, Kapalua, etc. You can refine your keyword searches by using + and -. Adding + in front of the search term means that the word must appear in the document exactly as entered. Adding - in front of the search term means that the word must NOT appear in the document. Adding quotation marks around multiple words or phrases, such as “Ala Moana Center”, will return documents containing all words (or similar words) where the words appear next to each other in the document. Without the quotation marks, the system returns documents containing any of the words (or similar word) found anywhere in the document. You can also use wildcards (?) and *) in the keyword searches.
Below are examples of different searches and the corresponding search results.

<table>
<thead>
<tr>
<th>Search Terms</th>
<th>Description of Documents Retrieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>kapalama</td>
<td>Documents containing <em>kapalama</em> (or similar)</td>
</tr>
<tr>
<td>+kapalama</td>
<td>Documents containing <em>kapalama</em> (exactly)</td>
</tr>
<tr>
<td>kapalama canal</td>
<td>Documents containing <em>kapalama</em> (or similar) AND <em>canal</em> (or similar)</td>
</tr>
<tr>
<td>+kapalama canal</td>
<td>Documents containing <em>kapalama</em> (exactly) AND <em>canal</em> (or similar)</td>
</tr>
<tr>
<td>+kapalama +canal</td>
<td>Documents containing <em>kapalama</em> (exactly) AND <em>canal</em> (exactly)</td>
</tr>
<tr>
<td>+kapalama -canal</td>
<td>Documents containing <em>kapalama</em> (exactly) but NOT <em>canal</em> (exactly)</td>
</tr>
<tr>
<td>&quot;kapalama canal&quot;</td>
<td>Documents containing the phrase <em>kapalama canal</em> (or similar)</td>
</tr>
<tr>
<td>+&quot;kapalama canal&quot;</td>
<td>Documents containing the phrase <em>kapalama canal</em> (exactly)</td>
</tr>
<tr>
<td>+&quot;kapa* canal&quot;</td>
<td>Documents containing the phrase <em>kapa</em> <em>canal</em> (exactly) where <em>kapa</em> represents any word beginning with <em>kapa</em></td>
</tr>
<tr>
<td>+&quot;kapa?? canal&quot;</td>
<td>Documents containing the phrase <em>kapa?? canal</em> (exactly) where <em>kapa??</em> represents any seven letter word beginning with <em>kapa</em></td>
</tr>
<tr>
<td>+&quot;kapa???? canal&quot;</td>
<td>Documents containing the phrase <em>kapa???? canal</em> (exactly) where <em>kapa????</em> represents any eight letter word beginning with <em>kapa</em></td>
</tr>
</tbody>
</table>
4. Viewing Dockets and Documents

Whenever a specific docket is selected (either through a Docket Quick Link search or a Docket Search), you will see a screen similar to below. The top of the screen displays general information about the docket including, the docket title and date on which the docket was opened. The “tabs” directly below the general information (circled below) allow you to view more detailed information about the docket: the Details tab contains information such as the contacts for each party in the docket; the Dates tab will display hearing dates and other due dates relating to the docket (hearing dates are inputted into the system once a Notice of Hearing or other similar document has been issued by the Commission); and the Documents tab will display a list of the pleadings and other documents filed in the docket (see section 4.1 below).
4.1 Docket Documents

Once in the Docket Documents screen (pictured below), you will see the title or description of the document displayed in the column under the Details heading and, to the left, the date on which the document was filed with the Commission. You can view a document by selecting the icon to the left of the Date field.
4.1.1 Download Docket Documents/Printable Docket Index

At the top right of the *Docket Documents* screen are two links (circled above): *Download Docket Documents* and *Printable Docket Index*. The *Download Docket Documents* link allows you to select specific documents (or all) and download those documents to your computer or other electronic storage media (see below).

Selecting the *Printable Docket Index* link will open a report displaying a printable list of the documents filed in the docket (see below).
5. Reports

The DMS website allows you to view and print out reports of Active Motor/Water Carriers, Active Utility Companies, New Applications and Tariffs.

- **Active Motor/Water Carriers**: This report contains the names, contact information and PUC number for motor carriers and water carriers which are currently licensed by the Commission.

- **Active Utility Companies**: This report lists all of the public utility companies that are currently licensed by the Commission, sorted by industry type, and includes contact information for each utility.

- **New Applications**: This report lists the applications for **motor carrier** and **telecom certificates** filed with the Commission within the last 45 days. The motor carrier applications are sorted by the island on which the application seeks approval to operate.

- **Tariffs**: This report lists all of the public (i.e., non-confidential) tariff-related filings within the last 30 days.
6. **DMS Calendar**

The calendar (pictured below) displays the Commission’s public meetings and hearings, evidentiary and other docket-related hearings, and holidays.

![DMS Web Calendar](image)

### March 2009

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Weekend</th>
</tr>
</thead>
<tbody>
<tr>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26</td>
<td>27</td>
<td>28/1</td>
</tr>
<tr>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7/8</td>
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<td>9</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>13</td>
<td>14/15</td>
</tr>
<tr>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21/22</td>
</tr>
<tr>
<td>23</td>
<td>24</td>
<td>25</td>
<td>26/27</td>
<td>28</td>
<td>29</td>
</tr>
</tbody>
</table>

*9:00 A.M. Re-Open the Evidentiary Hearing held on Oct. 6-7, 2008.*
6.1 Viewing an Event

To get more information about a specific event displayed on the calendar, click on the event. The Calendar Event screen (pictured below) will display information about, for example, the event’s date, time and location.

![Calendar Event Screen](image-url)

6.2 Navigating Dates

By default, the DMS Public Calendar displays the Commission’s public events scheduled for the current month. This section describes how to navigate through the calendar to view specific events and/or dates about which you are interested. There are three navigators you can use to move through the calendar: Pick a Date, Calendar View and Prev/Next buttons.

6.2.1 Pick a Date

![Pick a Date](image-url)

This feature allows you to view events scheduled for a specific date. Either type in the date and press Go, or use the calendar icon to choose a specific date. If you type in the specific date, you must follow the date format MM/DD/YYYY.
that is illustrated in the parentheses below the input box (MM/DD/YYYY). By selecting the icon, a calendar is displayed:

![Calendar](calendar.png)

You can choose a date by selecting a day on the calendar. To display one year forward in the calendar, click on the >>, or for one year prior, click on the <<. To display one month forward, click on the >, or for the previous month, click on the <.

Use the [clear] button to remove the miniature calendar and clear any dates previously selected, and use the [close] button to remove the miniature calendar.

### 6.2.2 Calendar View

![Calendar View](calendar_view.png)

By default, the calendar displays the events scheduled one month. By selecting the One Week, Two Weeks or One Month view, you can change the number of days displayed on the calendar.
6.2.3 **Prev/Next Buttons**

If the exact day is displayed (as shown above), you advance to the next day or move backward to the previous day in the calendar by pressing the *Prev* or *Next* button.

![Tuesday September 9, 2008](image)

If the month and the year are displayed (as shown above), you advance to the next month or move backward to the previous month in the calendar by pressing the *Prev* or *Next* button.

### 6.3 Filtering the Events on the Calendar

You can filter the events on the calendar to a specific industry or industries by using the industry filter at the bottom of the page. By default, all industries are displayed. For a single industry, select the industry you are interested in and press the *Refresh* button. The calendar will then refresh and only display events that are specified for that industry. To filter more than one industry, hold the *Ctrl* key while selecting the industries you are interested in. Once all of the industries have been selected, release the *Ctrl* key and press the *Refresh* button. The calendar will then refresh and display only the events that are specific to those industries.

You can also enter in a specific company in the *Company Name* field to return events that only involve that specific company. When searching for calendar events by company name, you must type the entire company name.
You may use wildcards ( ? and * ) in the Company Name field. For example, to find events relating to the Hawaiian Electric Company, you could type Hawaiian Elec* in the Company Name field.

7. Subscribing to the Distribution List

DMS is able to provide you with notifications via email when documents are filed with the Commission. Selecting the Subscribe to Distribution List link (circled below) will allow you to sign up for email notifications or to modify your existing subscriptions.
Daily Activity Report: You can receive the Daily Activity Report as a daily email message with an HTML attachment listing all of the public (i.e., non-confidential) documents filed with the Commission on the previous working day. The Daily Activity Report is described in greater detail below. To subscribe, you must enter the email address where you would like the Daily Activity Report sent (see below).

Daily Activity Report

Fill in your email address and click the Save button to receive a daily electronic mail message and HTML attachment of the complete Daily Activity Report which is sent when all DMS filings from the previous day have been indexed.

Email Address:  

Save
• **Dockets Filed:** This subscription will provide you with an email notification whenever a document filed in a specific docket is indexed and released into DMS. To subscribe, you must enter an email address where you would like the notification to be sent and the docket number of the docket (see below). You can subscribe to notifications for multiple dockets.

![Docket Filings](image)

- **Email Address:**
- **Docket No:**

  ![Save](image)

• **Unsubscribe:** Allows you to unsubscribe to any of the distribution lists. To unsubscribe, you must check the box next to the specific subscription to which you wish to unsubscribe (see below).

![Unsubscribe/Subscription Information](image)

- Daily Activity Report
- Docket: 2005-0027
- Docket: 2006-0003

  ![Remove](image)

*The reports provided through the DMS Subscription Services are sent to the specified email address at 4:30 p.m. and list the documents filed with the Commission on the prior work day. For instance, if you subscribe to the Daily Activity Report, the Daily Activity Report for Monday, February 9, 2009 will be emailed to you at 4:30 p.m. on Tuesday, February 10, 2009. Confidential filings do not appear on the Daily Activity Report. The DMS subscriptions are not the official record of the Commission and are provided only for informational purposes.*
8. Daily Activity Report

The Daily Activity Report (circled below) is a list of all public (i.e., non-confidential) documents, such as applications opening new dockets, docket filings, decisions and orders, and tariffs, that were filed with the Commission during a specific business day. The report contains links to the documents listed therein.

- **Rolling Five Business Days of Reports**: For easy of access, DMS provides links to the Daily Activity Reports for the past five business days.

- **Pick a Date**: To view the Daily Activity Report for a date more than five business days previous, type in the date and press **Go**.
9. Decisions and Orders Report

Like the Daily Activity Report, the Decisions and Orders Report (circled below) contains the Decisions and Orders filed by the Commission on a specific day. The report contains links to the documents listed therein.

- **Rolling 5 Days of Reports**: For ease of access, this link provides the Decisions and Orders Reports for the past five business days.

- **Pick a Date**: To view the Decisions and Orders Report for a date more than five business days previous, type in the date and press *Go*. 