Electronic Monthly Operating Report (EMOR) User Guide

Contents

1.   EMOR Overview

1.1   Purpose

Water sources are susceptible to many forms of contamination. When contamination is detected at a public drinking water system (PWS), the DNR Representative (DNR Rep) assigned to the system may determine that one or more chemical treatments must be applied to ensure that the water supplied from the PWS meets the Safe Drinking Water Act (SDWA) standard. The PWS is then required to report back to the DNR to ensure that these treatments are being applied correctly.

The DNR Rep sets up the treatments required at each system component of the PWS in the Electronic Monthly Operating Report (EMOR) Portal. PWS representatives who are EMOR users use the EMOR Portal to enter, update and submit pumpage and water treatment data to meet their monthly operating reporting requirements.

The frequency with which data must be recorded varies according to the type of PWS: municipal systems (MCs) are required to determine daily values, "other than municipal systems" (OTMs) and non-transient non-community systems (NNs) are required to determine required treatment parameters no less than twice per week.

All data must be entered and submitted for each system no later than the end of the 10th day of the month for the previous month. For example, the January monthly operating report needs to be submitted by Feb. 10 of the same year.

1.2   Launching The EMOR Portal

Please see the EMOR Access Guide for information on how to gain access to EMOR. Users are provided access to EMOR through their PWS and a role in the DNR Switchboard.

1.3   Getting Help

Technical support is available for:

- **MYWISCONSIN Id account:** Click **Need Assistance**? on the DNR Switchboard.
- **EMOR portal**: Email DNRPUBLICWATERAPPLICATIONSUPPORT@wisconsin.gov with your question and details of the issue.
- **Completing EMOR reports**: Contact the DNR Rep for the system.

1.4   The EMOR Business Process

Reporting Items Set-up
- The DNR Rep sets up the system components and inventory items to be reported on via the **Setup Reporting Items** screen. These items correspond to the active treatment(s) established in the Drinking Water System (DWS).
- Once set-up is complete, the operating data can be entered and submitted by the water system operator.

Monthly Data Entry

- For each month operating data is required:
    - The data entry user or certified operator enters, saves and corrects daily and monthly data for the system components and inventory items. This can be done either manually via the **Data Entry** screen or by the **File Upload** screen.
    - The certified operator reviews and submits the operating data to the DNR.
    - The DNR Rep reviews and accepts or rejects the operating data in the DWS.
    - If the DNR Rep rejects the submitted data (a.k.a. requests resubmission), the DNR Rep will reach out to the certified operator to discuss any corrections needed.
    - The certified operator corrects the data in EMOR and resubmits to the DNR.
    - When an updated report is received, the DNR Rep reviews and accepts or rejects it. If rejected, then a further resubmission is requested.
    - Once the report has been accepted for the month, the process is complete until the next month.

2. EMOR Home Screen And Navigation

- The **EMOR Home** screen is the first one available upon login.
- This screen consists of two sections providing general instructions and help.
- The icon in top-right corner shows the name and email of the user who is logged in.
- Select from the menu on the left to access other screens.

2.1 EMOR Roles

Users will only see screens applicable to the role they have been granted in EMOR.

Role	Function	Who	Prerequisites
Data Entry Only	Enter, save and update system component and inventory data – via **Data Entry** screen or **File Upload**	PWS staff member	Must be approved by a certified operator associated with the PWS
Entry and Submit	Allows submission and resubmission of the EMOR as well as data entry	Certified operator	Must be a certified operator associated with the PWS
DNR Rep	Set up the items in EMOR to be reported	DNR Rep	Must be the DNR Rep for the PWS

- Go to **User Settings** on the menu on the left of the **Home** screen to see the role(s) assigned to you. The user in the example below has both the **DNR Rep** and **Entry and Submit** roles.

2.2 Help Buttons

Each screen has a [Help] button near the upper right corner of the screen that allows a user to see additional information about the current options.

2.3 Timeout

The user session is set to time out after 20 minutes. When you approach this threshold, a warning will appear with an option to continue your session without logging out.
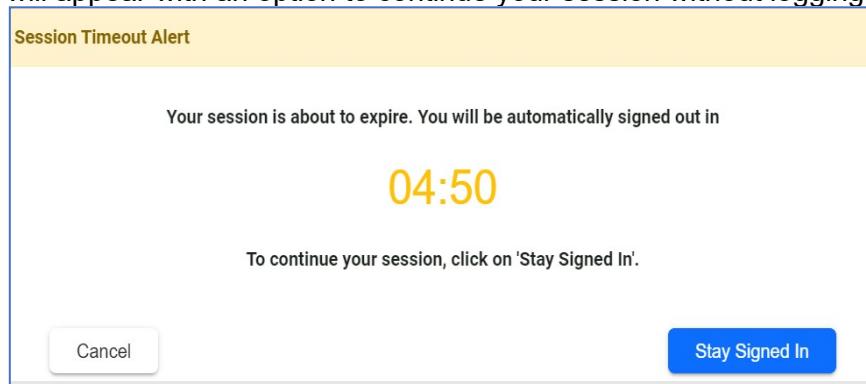
2.4 Exiting The EMOR Portal

- The icon in the top-right corner shows the name and email of the user who is logged in.
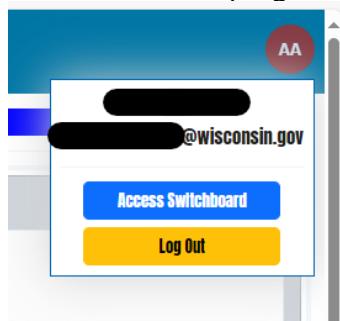
- Exit the portal from this icon or via the **Log Out** left-hand menu item.
- Users may fully log out of EMOR or exit to the DNR Switchboard.

3.   Data Entry Screen

This screen allows the PWS to manually enter and submit system data to the DNR by system component and inventory item for each month.

3.1   Navigation

- The systems a user has access to are listed on this screen as **System Name - PWS ID Status**.
- Navigate to the month you need to enter data using the forward and back arrows or the calendar drop down.

- **View Report** displays the full monthly report data for the system.
- **Print Report** generates a downloadable copy of the full monthly report.
- The **Submit Report** button only appears when the status for all system components is marked as **Complete**.
- The **Report Template** button provides an empty data entry form for the system and components and is visually the same as the **Inventory Items** screen.

3.2   Select Inventory Items For Data Entry

- View the system details by selecting the **+** button.
- This shows the components (e.g., Source Water Service Zone, Combined Entry Point and Source, Treatment Points) and inventory items requiring data entry.
- Select the blue text link for the inventory items to bring up the **Data Entry** screen which must be completed.
- Black text links (if any) are items listed for the component that do not have any data entry requirements.
- The status of each inventory item is shown. All items must be completed.

3.3 Inventory Item Data Entry

- Enter data in any cell that has a white background.
- Use the arrow or tab keys to move around the screen.
- Boxes with grey backgrounds are calculated for you.
- Data can be saved at any time (without validation rules being run) using the **Save** or **Save and Exit** button.
- Once all data is entered, please select the **Complete** button. The data will be validated, and any known bad data will be flagged using red text or red boxes. Correct any invalid data and select **Complete** again.
- Once all data are valid, then the status of the inventory Item is updated to **OPERATOR COMPLETE** or **DATA ENTRY COMPLETE**.

3.4 Submit Data

- Once all inventory items for all system components have **OPERATOR COMPLETE** status, a **Submit** button will appear to the right of the system name.
- Select **Submit** to send the report to DNR. This triggers a confirmation email to the DNR Rep and all users with the **Entry and Submit** role.

3.5 DNR Response

- After the DNR Rep reviews the submitted report, the status of the system will be updated automatically to **DNR ACCEPTED** or **DNR REQUEST RESUBMIT**.

3.6 Additional Actions

- Please correct the system component and inventory items if needed and resubmit the report.
- If any systems, system component or inventory item is missing, please contact your DNR Rep for assistance.

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4. Set Up Reporting Items

The **Setup Reporting Items** screen is used by the DNR Rep to create the system components and inventory items to be reported against according to the treatment prescribed for the system in the DWS application.

Adjustments are required when new treatments are needed or to account for seasonal variations.

4.1 Add Inventory and Regenerate Buttons

4.1.1 System New To EMOR Reporting

1. If the system is new to EMOR reporting, the **DNR Rep** will first configure the reporting items for the system by using the **Add Inventory Items** button to add components to the system and inventory items to the components.
2. Select the **Regenerate** button to enter the month and year when reporting starts.
3. Navigate to the **Data Entry** screen to view the reporting items for the system for the chosen month.
4. If needed, add further inventory items and regenerate again to refresh the **Data Entry** screen.

4.1.2 System Currently Doing EMOR Reporting

The **Regenerate** button can also be used to adjust the inventory items to be reported for a previous EMOR report for a specific month.

For example, imagine that it is September 2024 and we have discovered that a new inventory item was added to PWS "XYZ Waterworks" in June 2024. The new inventory item was missed on their EMOR report. June's EMOR report has the status of **DNR ACCEPTED**.

1. Use the **Add Inventory Items** button to add the reporting item.
2. Select **Regenerate** entering the month as June 2024.
3. The new inventory item will be added to the **Data Entry** screen for June 2024. Please note that no existing data will be erased.
4. Repeat steps 1-3 above to add any other new inventory items for June.
5. Once complete, unlock the report by selecting **DNR REQUEST RESUBMIT**.
6. The system can enter the additional data into the re-opened reports and resubmit as normal.
7. To add the inventory items for other months (e.g. July, August, September) repeat steps 2-5.

Note: No violation will be created because of this process as the requirement to submit EMOR was met by the original submission.

Data can be regenerated from 12 months in the past to the next month.

5. File Upload

A PWS may choose to provide their monthly data via a file rather than use the manual entry screens.

- At this time, the file can contain data for only one system.
- The file must be in a valid format. XML is currently the only approved format.
- Browse to the file using the **Choose File** button.
- **Review File** enables the user to confirm the contents of the file are as expected.

5.1   How File Errors Are Handled

- Errors in uploading the file are shown to the user on the **Review File** pop-up window.

5.2   XML File Format

- The XML template to be followed for your system can be seen by generating an example (template) XML file, entering the PWS ID and clicking **Download Example File**.
- The inventory list to be provided in the XML file can also be generated.

5.3   Reviewing And Submitting File Data

Once the file has been uploaded successfully, the certified operator should review the data via the **Data Entry** screen for the system, expanding each inventory item to confirm that all inventory items are automatically populated with the file contents and selecting **Complete** for each item to mark the status as **OPERATOR COMPLETE**. The certified operator can then submit the data in the normal manner.

6. Reports

The **Reports** screen provides reports that are available related to EMOR content. The individual report can be accessed by selecting its button. A description of the report content is provided.

7.   User Settings

7.1   User Roles

This section shows the role(s) the user has been provided access.

Contact the DNR Rep if a role needs to be removed or added.

7.2   Notifications

Notifications are provided to allow EMOR users to choose to receive informational emails about important EMOR events. Events include changes to status, updates made to a report that has already been submitted, the approaching deadline or late submission.

- Users can determine which notifications they receive by opting-in or opting-out of the notifications via a toggle switch.
- However, users may NOT opt-out of the **Submitted**, **Reminder** or **Late** Notifications and users with the **Entry and Submit** role may not opt out of the **Resubmit** Notification.
- All notifications are sent from **DNRPublicWaterApplicationSupport@wisconsin.gov** email.
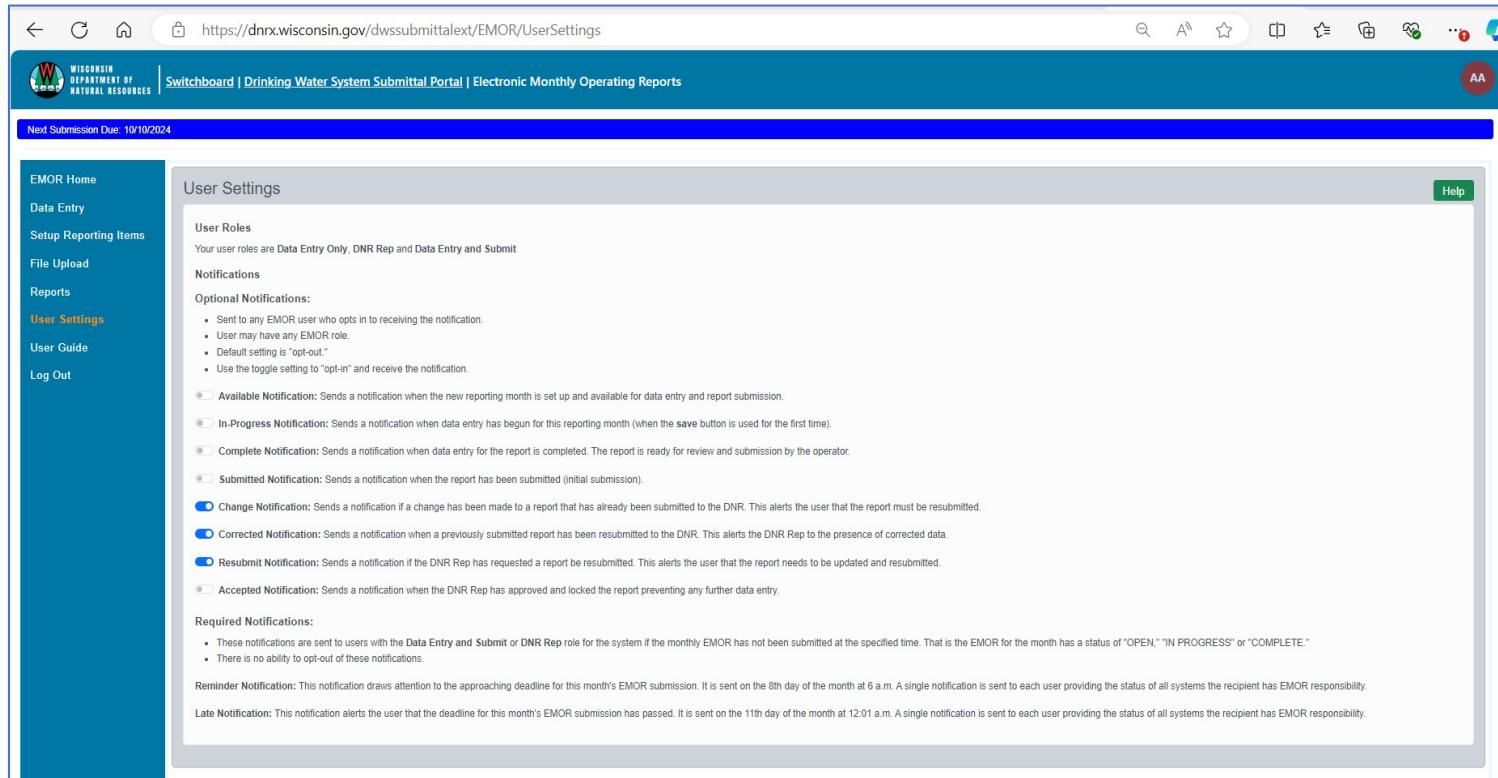
7.2.1 Optional Notifications

- These notifications are sent to any EMOR user who opts in to receiving the notification.

- Use the toggle setting to "opt-in" or "opt-out" of any of these notifications.

Notification	Purpose	System (Report) Status	Components Status	When
Available Notification	Advises that the month is now set up and available for data entry and EMOR submission.	"OPEN"	All components are "OPEN"	1st of the month at 6:00 a.m.
In-Progress Notification	Alerts the user that data entry has begun for this reporting month.	"OPEN"	One of the components has a status of "IN- PROGRESS"	Data is saved for any component for the first time.
Complete Notification	Advises that all data for the report has been entered and the report is ready for review and submission by the operator.	"OPEN"	All components are "COMPLETE"	All components of the system are set to "COMPLETE" status.
Change Notification	Advises when a change has been made to a report that has already been submitted to the DNR. This is to alert the operator that the report must be resubmitted.	"OPEN"	One of the components has the status of "IN- PROGRESS"	A component with the status "OPERATOR SUBMITTED" is opened, edited and saved, resetting the status of the component and system. Viewing the submitted EMOR without making change(s) will not trigger this notification. The specific change made is not identified.
Corrected Notification	Advises when a previously submitted report has been resubmitted to the DNR. This alerts the DNR Rep of the corrected data.	"OPERATOR SUBMITTED"	All components are "OPERATOR SUBMITTED"	"Submit" button is selected for second or subsequent time. The correction made to the previously submitted report is not specifically identified.
Resubmit Notification	Advises that the DNR Rep has requested resubmission of a report.	"DNR REQUEST RESUBMIT"	All components are "OPERATOR SUBMITTED"	DNR Rep has updated the report status to "DNR REQUEST RESUBMIT."
Accepted Notification	Advises that the DNR Rep has accepted the report.	"DNR ACCEPTED"		DNR Rep has updated the report status to "DNR ACCEPTED" and locked the report.

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- Default notification settings, which can be changed by each user (settings apply to all systems associated with the user), are preset according to role as follows:

Notification	DNR Rep (default)	Entry and Submit (default)	Data Entry Only (default)
Available Notification	Opt OUT	Opt IN	Opt OUT
In-Progress Notification	Opt OUT	Opt OUT	Opt OUT
Complete Notification	Opt OUT	Opt OUT	Opt OUT
Change Notification	Opt OUT	Opt IN	Opt OUT
Corrected Notification	Opt IN	Opt IN	Opt OUT
Resubmit Notification	Opt IN	REQUIRED (unable to opt out)	Opt OUT
Accepted Notification	Opt OUT	Opt OUT	Opt OUT

7.2.2   Required Notifications

- These email notifications are sent to all users with the **Data Entry Only** or **Entry and Submit** roles and to the **DNR Rep** role for the system.

- The default setting is "opt-in." Users are unable to opt-out of the following notifications.

- A single notification is sent to each user providing the status of all systems for which the recipient has an EMOR role.

Notification	Purpose	System (Report) Status	When
Reminder Notification	Draws attention to the approaching deadline for this month's EMOR submission.	"OPEN," "IN- PROGRESS" or "COMPLETE"	8th of the month at 6:00 a.m.
Late Notification	Alerts the user that the deadline for this month's EMOR submission has passed.	"OPEN," "IN PROGRESS" or "COMPLETE"	11th of the month at 12:01 a.m.
Submitted Notification	Advises that the operator has submitted the report for the month (first submission).	"OPERATOR SUBMITTED"	"Submit" button is selected.

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