The Québec Cap-and-Trade System for Greenhouse Gas Emission Allowances

User Manual – Volume 3

OPENING AN ACCOUNT

CITSS
Compliance Instrument Tracking System Service

December 2018

Québec
## HISTORICAL BACKGROUND OF NEW FEATURES

<table>
<thead>
<tr>
<th>Date</th>
<th>Section</th>
<th>Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 2018</td>
<td>Section 3.4</td>
<td>Text updated to reflect changes made to the Account Application with Attestation Form and the Structure and Business Relationships Disclosure Form</td>
</tr>
<tr>
<td>December 2018</td>
<td>Section 3.4</td>
<td>Changed the page titled “Account Application: Auction Participation” to “Account Application: Auction and Reserve Sale Information” and adjusted the text</td>
</tr>
<tr>
<td>December 2018</td>
<td>All</td>
<td>Adjustment of various sections of the text</td>
</tr>
<tr>
<td>December 2018</td>
<td>All</td>
<td>Updating of the contact information and email address of CITSS support service</td>
</tr>
<tr>
<td>December 2018</td>
<td>All</td>
<td>Updating of the figures</td>
</tr>
<tr>
<td>December 2018</td>
<td>All</td>
<td>Reorganization of the manual’s sections</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

1. INTRODUCTION ............................................................................................................. 1
   1.1 Access to CITSS ........................................................................................................ 1

2. SUMMARY OF C&T SYSTEM REGISTRATION ..................................................... 3
   1.2 Roles in the accounts ............................................................................................... 3

3. ACCOUNT APPLICATION ......................................................................................... 5
   3.1 Entering Electronic Data ......................................................................................... 6
       3.1.1 Jurisdiction and Account Type ........................................................................ 6
   3.2 Account Application for an Emitter ...................................................................... 8
       3.2.1 Jurisdiction and Account Type ........................................................................ 8
       3.2.2 Entity Information .......................................................................................... 8
       3.2.3 Identifiers ....................................................................................................... 9
       3.2.4 Contact Information ....................................................................................... 10
       3.2.5 Facility Management .................................................................................... 12
       3.2.6 Account Representatives and Alternate Contact Person ............................. 15
       3.2.7 Auction and Reserve Sale Information .......................................................... 18
       3.2.8 Review and Submit ........................................................................................ 19
       3.2.9 Terms and Conditions .................................................................................... 20
       3.2.10 Account Application Forms ........................................................................... 22
   3.3 Account Application for a Participating Natural Person ...................................... 23
       3.3.1 Jurisdiction and Account Type ........................................................................ 23
       3.3.2 Additional Information ................................................................................... 23
       3.3.3 Contact Information ....................................................................................... 24
       3.3.4 Account Representatives ............................................................................... 26
       3.3.5 Auction and Reserve Sale Information ............................................................ 29
       3.3.6 Review and Submit ........................................................................................ 29
       3.3.7 Terms and Conditions .................................................................................... 30
       3.3.8 Account Application Forms ............................................................................ 32
   3.4 Account Application for a Participating Legal Entity .......................................... 33
       3.4.1 Jurisdiction and Account Type ........................................................................ 33
       3.4.2 Additional Information ................................................................................... 33
       3.4.3 Identifiers ....................................................................................................... 34
       3.4.4 Contact Information ....................................................................................... 35
       3.4.5 Account Representatives and Alternate Contact Person ............................. 37
       3.4.6 Auction and Reserve Sale Information ............................................................ 41
       3.4.7 Review and Submit ........................................................................................ 43
       3.4.8 Terms and Conditions .................................................................................... 46
   3.5 Account Application Forms .................................................................................... 48
   3.6 Account Application Approval ............................................................................. 51

4. CITSS SUPPORT SERVICES .................................................................................... 52
FIGURES

Figure 1: User Home Page.............................................................. 6
Figure 2: Jurisdiction and Account Type........................................... 7
Figure 3: Entity Information.................................................................. 8
Figure 4: Identifiers............................................................................ 9
Figure 5: Contact Information............................................................ 10
Figure 6: User Home Page: Account Application................................... 11
Figure 7: Navigation Buttons .............................................................. 11
Figure 8: Facility Management ........................................................... 12
Figure 9: Facility Information ............................................................. 14
Figure 10: Facility Management ......................................................... 15
Figure 11: Account Representatives (upper portion).............................. 16
Figure 12: Account Representatives (lower portion).............................. 18
Figure 13: Auction and Reserve Sale Information................................. 19
Figure 14: Review and Submit............................................................. 20
Figure 15: Terms and Conditions ....................................................... 21
Figure 16: Account Application Submitted.......................................... 21
Figure 17: Additional Information....................................................... 24
Figure 18: Contact Information.......................................................... 25
Figure 19: User Home Page: Account Application................................. 25
Figure 20: Navigation Buttons ............................................................ 26
Figure 21: Account Representatives (upper portion).............................. 27
Figure 22: Account Representatives (lower portion).............................. 28
Figure 23: Auction and Reserve Sale Information ................................ 29
Figure 24: Review and Submit............................................................. 30
Figure 25: Terms and Conditions ....................................................... 31
Figure 26: Account Application Submitted.......................................... 31
Figure 27 Additional Information........................................................ 34
Figure 28: Identifiers........................................................................... 35
Figure 29: Contact Information.......................................................... 36
Figure 30: User Home Page: Account Applications............................... 37
Figure 31: Navigation Buttons ............................................................ 37
Figure 32: Account Representatives (upper portion) .................................................. 39
Figure 33: Account Representatives (lower portion) .................................................. 41
Figure 34: Auction and Reserve Sale Information ...................................................... 43
Figure 35: Review and Submit ..................................................................................... 46
Figure 36: Terms and Conditions .............................................................................. 47
Figure 37: Account Application Submitted ................................................................. 47
Figure 38: Account Application Checklist .................................................................. 48
Figure 39: Account Application with Attestation Form ............................................. 49
Figure 40: Structure and Business Relationships Disclosure Form .......................... 50
# ACRONYMS AND INITIALISMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVA</td>
<td>Account viewing agent</td>
</tr>
<tr>
<td>Emitter</td>
<td>Any person covered by section 2 or section 2.1 of the <em>Regulation respecting a cap-and-trade system for greenhouse gas emission allowances</em></td>
</tr>
<tr>
<td>GHG</td>
<td>Greenhouse gas</td>
</tr>
<tr>
<td>MELCC/Ministry</td>
<td>Ministère de l’Environnement et de la Lutte contre les changements climatiques</td>
</tr>
<tr>
<td>NEQ</td>
<td>Numéro d’entreprise du Québec</td>
</tr>
<tr>
<td>Participant</td>
<td>A participating natural person or legal entity</td>
</tr>
<tr>
<td>AR</td>
<td>Account representative</td>
</tr>
<tr>
<td>PAR</td>
<td>Primary account representative (resource person)</td>
</tr>
<tr>
<td>Regulation</td>
<td><em>Regulation respecting a cap-and-trade system for greenhouse gas emission allowances</em></td>
</tr>
<tr>
<td>NAICS</td>
<td>North American Industry Classification System</td>
</tr>
<tr>
<td>C&amp;T system</td>
<td>GHG emission cap-and-trade system</td>
</tr>
<tr>
<td>CITSS</td>
<td>Compliance Instrument Tracking System Service</td>
</tr>
<tr>
<td>WCI, Inc.</td>
<td>Western Climate Initiative, Inc.</td>
</tr>
</tbody>
</table>
1. Introduction

The CITSS User Manual has been elaborated to support the users of the Compliance Instrument Tracking System Service (CITSS) who must carry out various actions under the Québec government’s GHG emission cap-and-trade (C&T) system.

The system’s numerous functions include the issuance by the government of emission allowances, recording the ownership of emission allowances and account information, performing and recording emission allowance transfers, and facilitating the verification of compliance.

The CITSS User Manual is divided into volumes elaborated specifically according to the types of operations that users will have to perform in the system. Seven volumes have been elaborated:

Volume 1 User Registration
Volume 2 User Profile Management
Volume 3 Opening an Account
Volume 4 Account Management
Volume 5 Emission Allowance Transfers
Volume 6 Compliance Management
Volume 7 Registration for Government Sales

Additional volumes and updated versions will be published where warranted.

1.1 Access to CITSS

You can directly access CITSS at https://www.wci-citss.org.

The CITSS home page is the point of entry to carry out any operation in the system. To have access to user profiles, open an account and access accounts linked to the users, the latter must, if they already possess a valid user ID, click on “Login” in the left-hand menu and enter their personal access information (user ID and password). To obtain a user ID, please refer to Volume 1 of the CITSS User Manual.
General guidelines

- CITSS is compatible with the main web browsers but certain functions differ slightly from one browser to the next. The CITSS website home page indicates the compatible browsers.

- As a security precaution, it is recommended to erase the browsing history if several people use the computer on which a profile has been created or on which a user navigates in CITSS. It is also recommended that you clear the browser’s cache upon completion of each CITSS session.

- CITSS is accessible 24 hours a day, seven days a week (except during periodic maintenance).
2. Summary of C&T system registration

To participate in the Québec government’s C&T system, an emitter or a participant must have one or a set of CITSS accounts that allow for the acquisition, possession, transfer and withdrawal of emission allowances. To open one or a set of accounts in CITSS, the emitter or the participant must follow a two-stage process, that is, user registration and the opening of accounts.

To obtain a CITSS user ID, the user must complete the online registration form directly in CITSS and submit the requisite paper documents. The user registration procedure is described in Volume 1 of the CITSS User Manual.

When the registration applications of at least two users are accepted, one user may request the opening of accounts on behalf of the emitter or the participant that is a participating legal entity who designated the user (only one user is required when a participating natural person applies to open an account). This manual describes the procedure for opening an account.

1.2 Roles in the accounts

Users whose registration applications have been accepted can play different roles in CITSS. The possible roles are indicated below.

Primary account representative and account representatives

An account representative is a user designated to act on behalf of an emitter or a participating legal entity pursuant to the Regulation, in particular to carry out on its behalf operations in CITSS and on the MELCC’s auction and sale by mutual agreement platform. An account representative can:

- update information on the emitter or the participating legal entity;
- propose additions to or changes in the account representatives or the account viewing agents;
- propose, approve and accept emission allowance transfers;
- register for government allowance sales;
- participate in such sales.

Except for accounts established by participating natural persons, each account must have at least two representatives, that is, a primary account representative (PAR), who will act as the resource person and contact, and another account representative (AR). The accounts can have up to four ARs. It is recommended that at least two ARs be proposed, in addition to the PAR, to ensure at all times a sufficient number of ARs in the event of absence. Accounts established by participating natural persons only require a PAR. The PAR and the AR of a given account must be different users and have an active user ID. The PAR and at least one AR must be designated when accounts are opened and representatives can be added, removed or modified after the application to open accounts is approved.
Account viewing agents

Account viewing agents (AVA) are users authorized to view an emitter’s account data or that of the account of a participating legal entity in CITSS. They can access the data relating to the emitter’s or the participating legal entity’s registration, the assets of the account(s) and information pertaining to emission allowance transfers in CITSS. However, the AVAs cannot update information on the emitter or the participating legal entity, propose additions to or changes in the account representatives or the account viewing agents, nor play an active role in emission allowance transfers. They can’t participate in government allowance sales. Each account, except for those of participating natural persons, can have up to five AVAs. The AVAs are only added once the opening of the accounts has been approved.

A user cannot be assigned several roles in a given account, although he can play different roles in different accounts. For example, a user can be the PAR of an emitter or a participant and the AVA of another emitter or participating legal entity.
3. Account Application

Users with an active CITSS User ID can apply for an emissions allowance account in their own name or on behalf of an emitter or a participating legal entity that has authorized them to do so.

To open one or more accounts in CITSS, the authorized user must submit information on the emitter or the participant through the online interface. Hard copy documentation must also be submitted by mail.

**General data input guidelines**

- CITSS ends the session after 10 minutes of inactivity.
- The use of the browser’s BACK command may terminate the secure session and/or result in loss of data. Use the CITSS commands.
- Within CITSS, switching between English and French will cause the application to return to the home screen and any information entered during that session may be lost.
- Clicking on the WCI, Inc. tabs redirects the user to the official WCI, Inc. website. Any step that has not be saved may then be lost.

**Account opening requirements**

- The account application must be filled out by someone with an active CITSS User ID.
- With the exception of natural person applications, which only require a PAR, any account application must include a PAR and at least one AR.
- With the exception of accounts created by natural persons, each account must have at least two representatives, a Primary Account Representative (PAR) and another Account Representative (AR). These accounts can have up to four ARs.
- Once the account(s) is opened, an account representative can add up to five AVAs who will be authorized to access the information in the account(s).
- In order to be designated a PAR, AR, or AVA, the person must hold an active CITSS User ID.
3.1 Entering Electronic Data

After logging in, the user can access the Account Registration section (Figure 1).

CITSS users can apply for accounts in their own names or on behalf of entities that have authorized them to do so. In the case of an emitter or a participating legal entity, the user applying for the account does not necessarily have to be the PAR or AR. If a user submits an application without being an account representative, the interface will show the application as pending; once the application is approved, the account(s) will only be visible on the representatives’ home pages.

**STEP 1** In the left navigation menu, click on “Account Registration” to go to the first page of the Account Application.

Figure 1: User Home Page

3.1.1 Jurisdiction and Account Type

Account Application: Jurisdiction and Account Type (Figure 2) is the first page to be completed.

The first step is to select the entity type corresponding to the type of participant for whom the user is opening the account. The entity type is determined by the nature of the entity's participation in the C&T system. The entity type determines what type of account will be opened.

**Emitter**

Only an emitter, including opt-in emitter, covered by the Regulation or an entity that has opted in to the C&T system should select “Covered Entity, Covered Source, or Opt-in Entity.” Once the application is approved, a general account and a compliance account will be opened in the emitter's name, allowing it to fulfill its compliance obligation.

**Participant – Natural person**

An individual who wants to participate voluntarily in the C&T system to purchase, hold, sell, or retire emissions allowances should select “General Market Participant – Individual.” A general account will be opened in their name.
Participant – Legal entity

Any legal entity that wants to participate voluntarily in the C&T system to purchase, hold, sell, or retire emissions allowances should select “General Market Participant – Organization.” A general account will be opened in their name.

A municipality must register as a legal entity unless it is considered an emitter because it owns a facility covered by the C&T system.

**Step 1** Select “Québec” in the drop-down Jurisdiction menu. Emitters covered by the Regulation and participants in Québec's C&T system must choose Québec as their jurisdiction even if they are located in another province or territory in Canada.

**STEP 2** Select the entity type in the drop-down menu.

**STEP 3** Click on “Continue.”

Please go to the appropriate section of this guide for instructions on filling out the electronic portion of the account application for your specific entity type:

- **Section 3.2** Account Application for an Emitter
- **Section 3.3** Account Application for a Participating Natural Person
- **Section 3.4** Account Application for a Participating Legal Entity

Figure 2: Jurisdiction and Account Type
3.2 Account Application for an Emitter

This section explains how to apply for an account for an emitter. If you are completing an account application on behalf of a participant, please skip this section and proceed to Section 3.3 for an individual and Section 3.4 for an organization.

3.2.1 Jurisdiction and Account Type

See Section 3.1.1.

3.2.2 Entity Information

On the “Account Application: Entity Information” page (Figure 3) the legal name and the operating name of the entity applying for an account should be entered.

**STEP 1** Enter the entity's legal name and operating name. Enter the legal name that appears on the registration filed with Registraire des entreprises du Québec.

If necessary, check the registry at www.registreentreprises.gouv.qc.ca. Enter the emitter's operating name as well. Fill out both fields even if the legal name and the operating name are identical.

**STEP 2** Click on the “Continue” button.

Figure 3: Entity Information
3.2.3 Identifiers

On the “Account Application: Identifiers” page (Figure 4), the user must provide information to identify the emitter. Fields marked with an asterisk are required (Country, Province/State, Date of Incorporation, and Québec Enterprise Number). The other information relates to requirements set by other jurisdictions and are not required.

**STEP 1**  
*Indicate the emitter’s incorporation date and location* in the appropriate fields.

**STEP 2**  
*Enter the Québec Enterprise Number (NEQ).* The NEQ can be checked at www.registreentreprises.gouv.qc.ca. If the participant is a public entity, enter “0” in the field.

**STEP 3**  
*Click on the “Continue” button.*

Figure 4: Identifiers
3.2.4 Contact Information

On the “Account Application: Contact Information” page (Figure 5), the user should enter the emitter’s contact information, including the physical address, mailing address, and any additional contact information for the entity. Fields marked with an asterisk are required.

**STEP 1** Verify the information entered in the previous step for the emitter. If anything is incorrect, click on the “Back” button to correct it.

**STEP 2** Enter the emitter’s physical address.

**STEP 3** Enter the emitter’s mailing address. If applicable, the physical address can be used for the mailing address by ticking the box “Is the mailing address the same as the physical address?”

**STEP 4** Enter the phone number for the contact person or department. Enter only digits, no spaces or dashes.

**STEP 5** Enter an email address for general communications about CITSS. Official notices about account operations WILL NOT BE SENT to this email address, unless it is also the address of one of the emitter's account representatives.

**STEP 6** Click on the “Continue” button.

Figure 5: Contact Information
At this point the data entered will be saved. You can go back to prior pages without losing any data. You can also change or add new information as needed. If you exit the application or are inactive for more than ten minutes, the session will close but the information entered will be saved and you can return later. Any account applications that have not been completed will show in the home page of the individual CITSS user who entered the data into the application under the “Account Applications” section as a “registration in progress” (Figure 6).

Figure 6: User Home Page: Account Application

On the “Account Application: Facility Management” page (Figure 7) are six navigation buttons: “Entity Data,” “Contact Information,” “Facility Management,” “Representatives,” “Auction,” and “Review and Submit.” The green text below the buttons shows the steps that have been completed, and the red text indicates steps that still require additional information. The first five buttons can be used to move between pages to review, complete, or change information. The sixth button is used to review and submit the application.

Figure 7: Navigation Buttons
3.2.5 Facility Management

On the “Account Application: Facility Management” page (Figure 8), enter the information about each facility operated by the emitter. Each emitter must be associated with at least facility in its CITSS accounts.

**Note 1:** If a facility was previously registered in CITSS by its former operator, the facility will be reassigned to the new operator's account when the account application is approved by the registrar. Do not enter the facility at this point and check the box that says “Facility is in CITSS” (see bottom of Figure 8).

**Note 2:** In the case of a fuel distributor, the facility is the covered entity. Enter the facility information with the organization's data as described in Step 2.

**STEP 1** Click on the “Add Facility” button. Repeat this step for each facility that needs to be added.

Figure 8: Facility Management

The “Account Application: Facility Information” page (Figure 9) is used for information on facilities that will be added to the facility list.

**STEP 2** Enter the name and operating name of the facility. Make sure you enter the name exactly as it is used in the facility’s GHG reporting. If the name and operating name are the same, both fields must still be completed. The “Use Entity Data” button auto-populates the emitter's name, physical address, and mailing address if they are the same as the facility's.
the fields have been populated, the data can be changed if it is not exactly identical. For a fuel distributor, the facility name is the emitter's name.

**STEP 3** Enter the facility's physical address if it is different than the emitter's physical address. For a fuel distributor, the facility address is the company's address.

**STEP 4** Enter the facility's mailing address. You can use the facility's physical address as its mailing address by ticking the box “Is the mailing address the same as the physical address?”

**STEP 5** Enter the facility's NAICS Canada code. NAICS is the North American Industry Classification System and the code indicates in what industry the facility mainly operates. The complete list of NAICS Canada codes is available at: https://www.statcan.gc.ca/eng/subjects/standard/naics/2012/index

**STEP 6** Enter the facility's GHG emissions reporting ID. For facilities covered by the Regulation respecting mandatory reporting of certain emissions of contaminants into the atmosphere (Mandatory Reporting Regulation), this is the facility's 8-digit IQÉA ID number. If the facility does not have a number, it must be registered in the IQÉA system to obtain one. For fuel distributors, use the company's GHG emissions reporting ID. http://www.environnement.gouv.qc.ca/air/declar_contaminants/index-en.htm

**STEP 7** Click on the “Save” button.

**STEP 8** CITSS returns to the “Account Application: Facility Management” page and shows in green that the facility management process has been completed (Figure 10). The facility that was added appears in the facility list at the bottom of the page.

If you need to add other facilities, click on the “Add Facility” button as many times as needed. When finished, click on the “Continue” button.
Figure 9: Facility Information

Account Application: Facility Information

Each covered entity must associate at least one facility with their CITSS account. This page is used to enter information about that facility or facilities. If your entity consists of a single facility, and the entity information in CITSS is the same as the facility information requested on this page, you may select the "Use Entity Data" button to populate the facility fields. After entering the information for a facility, pressing "Save" will commit the information to CITSS and return to the previous menu, allowing users to re-select this page to enter information about additional facilities. Fields preceded by a single asterisk are required fields.

GHG Reporting ID
If this facility has reported emissions under your jurisdiction GHG reporting regulation, the GHG Reporting ID used in CITSS is the same as that used under the GHG reporting regulation. For numbers shorter than 6 digits, provide the ID number with zeros in order to have at least 6 digits, e.g. 001234. If you do not have a GHG Reporting ID or if you have not historically reported emissions under your jurisdiction GHG reporting regulation, you may enter all zeros in the field.

NAICS Code
Choose the appropriate NAICS code from the dropdown list. Some jurisdictions do not require selection of the NAICS code in CITSS. For those jurisdictions, users select "Not Applicable". The NAICS code should be the same as that used for reporting GHG emissions. If you have not historically reported emissions or are unsure of your NAICS code, refer to your jurisdiction website for instructions to determine the appropriate NAICS code.

Entity Information
Jurisdiction: Quebec
Entity Type: Covered Entity, Covered Source, or Opt-in Entity
Legal Name: Tremblay at associa Inc.
Operating Name: Tremblay at associa Inc.

Use Entity Data

Facility Information for Facility Management

Name
Operating Name

Physical Address
Address Line 1
Address Line 2
City
State/Province: <Select> (Current Selection: Quebec)
Postal Code
Country: <Select> (Current Selection: Canada)

Mailing Address
Is the mailing address the same as the physical address? [ ]
Address Line 1
Address Line 2
City
State/Province: <Select> (Current Selection: Quebec)
Postal Code
Country: <Select> (Current Selection: Canada)

Facility Identifiers
NAICS Code: <Select> (Current Selection: 2010)
GHG Emissions Reporting ID

Facility GHG Reporter Contact
Contact First Name
Contact Last Name
Contact Job Title
Contact Phone Number
Contact Mobile Phone Number
Contact Email Address

Save | Cancel
3.2.6 Account Representatives and Alternate Contact Person

The “Account Application: Account Representatives” page provides an overview of the information entered since the beginning of the process as well as a section to fill in with information about the emitter’s account representatives (Figure 11 and Figure 12).

Figure 11 shows the upper portion of the “Account Application: Account Representatives” page. At this point in the account application the “Representatives” button has red text below it indicating “PAR Required” and “AAR Required.”

Every emitter must have at least two representatives, a Primary Account Representative (PAR) and another Account Representative (“AAR” in CITSS, “AR” in Québec). Up to four ARs can be designated.

**NOTE:** It is strongly recommended to have three account representatives at all times. If there are only two account representatives, it is impossible to delete one until a third has completed the CITSS registration process, but if there are more than two, deleting one account representative is effective immediately. In addition, since any emissions allowance transfer requires the participation of two representatives, if a representative is absent, reassigned, or resigns you may need to have a third representative available.
Figure 11: Account Representatives (upper portion)

Account Application: Account Representatives

Account representatives are individuals with the authority to represent the entity in CITSS and can edit entity information, propose to change representatives, participate in the transfer of compliance instruments, and manage auction and reserve sale event applications for an entity. Each account must have at least two representatives, the Primary Account Representative (PAR) and at least one Alternate Account Representative (AAR). It is recommended that an account have three representatives. The PAR and the AARs must be different individuals. You must designate one PAR and between one and four additional AARs. Account Viewing Agents (AVAs), with limited view only access to your accounts, can be assigned to an account after the account application has been submitted and approved by the Jurisdiction Registrar. AVAs cannot modify entity information, modify account representatives, participate in transfers, or view the details of an entity’s auction or reserve sale application(s).

You must designate the account representatives below. An account representative is identified by their unique 12 character User Reference Code obtained during individual registration and can be attained on their My User Profile page. To ensure that the correct User Reference Code has been entered, you should review the names of the PAR and the AAR(s) on the Review and Submit screen.

Individual market participant accounts are only required to have a PAR. California allows individual market participants to also designate AARs, if desired.

Any questions regarding designation of account representatives can be addressed to the CITSS Support Services.

Upon reaching this screen, you have the ability to switch between the key pages required to complete account registration. The pages, represented by the six buttons below, are Entity Data, Contact Information, Facility Management, Representatives, Auction, and Review and Submit. CITSS will automatically progress to each page, but the buttons allow you to go back or skip forward as may be needed to complete or correct information. CITSS will show completed status (√) as you complete the information on each page.

At this point, you may exit the account application process and your information will be saved, but not submitted to the Registrar. This allows you to return at a later time to enter additional information, print documentation, and submit the completed application to the Registrar. Once the application has been submitted to the Registrar, it cannot be modified until the Registrar has acted upon the application.

Figure 12 shows the lower portion of the “Account Application: Account Representatives” page where you can designate the PAR and one or more ARs. All designated account representatives must have an active CITSS User ID. To enter the information for representatives, the person entering data in CITSS will need the User Reference Code for each representative. This is a 12-digit code issued to each user when they registered with CITSS. It can be found in a user’s “My User Profile” section in CITSS.

At this point, an additional point of contact that is not one of the account representatives can be designated. These are not required fields, but it may be helpful to have another individual to contact in the event that there is a question or issue and CITSS staff is unable to reach the official account representatives. No confidential information will be conveyed to the alternate contact, and no emails related to compliance instruments transactions will be sent to this email address.

**STEP 1**  **Designate the PAR.** If the person completing the application is the PAR, select “I am the Primary Account Representative (PAR).” To name another user, select “Select a different registered user as the Primary Account Representative (PAR)” and enter the person’s 12-digit User Reference Code in the appropriate field.
STEP 2  **Designate the AR(s).** If you are not designated as the PAR you can name yourself as the AR by selecting “I am one of the Alternate Account Representatives (AAR).” If designating a different registered CITSS user as the AR, select the second button and enter the 12-digit User Reference Code in the appropriate field. To designate one or more other users as ARs, select “I have indicated additional Alternate Account Representatives below” and enter the 12-digit User Reference Codes for each user in the appropriate field.

STEP 3  **Enter the name and contact information for the alternate contact person** in the appropriate fields (optional).

STEP 4  **Click on “Continue.”**

Once the account representatives have been selected, the text under the “Representatives” button will turn **green.** If an error message indicates that one of the User Reference Codes is invalid, the user’s registration may still be pending in CITSS or the 12-digit code may have been entered incorrectly. For any issues or questions regarding the designation of account representatives, call the CITSS Support Services.

**NOTE:** An emitter may add or change account representatives and authorize up to five AVAs once the application is approved.
3.2.7 Auction and Reserve Sale Information

The “Account Application: Auction and Reserve Sale Information” page (Figure 13) allows the user to indicate whether or not the entity wishes to share its information and its representatives' information with the Auction and Reserve Sale Administrator and Financial Services Administrator by ticking the appropriate box. Providing this consent does not oblige the entity to participate in an auction or reserve sale, it only transfers the entity's information to the auction platform. The entity can change its selection at a later time if it wishes to withdraw its consent (see Section 3.7.1 of Volume 4 of the CITSS User Manual).

**STEP 1** Choose the appropriate option.

**STEP 2** Click on the “Continue” button.
3.2.8 **Review and Submit**

The “Account Application: Review and Submit” page provides an overview of the information submitted in the entity’s account application. Verify that the information is accurate. The first five navigation buttons can be used to make any changes to the information submitted earlier, as needed (Figure 14). The sixth button is used to review and submit the application.

This page also indicates the CITSS Entity ID number assigned to the account application. This unique Entity ID number can be used to identify the application while in progress and will be associated with the organization’s account following approval.

**STEP 1** **Review the data.** If there is a need to make any edits, select the appropriate navigation buttons (“Entity Data,” “Contact Information,” “Facility Management,” “Representatives,” or “Auction”) to correct the information.

**Note:** If you have navigated to another page and made any changes, you will need to click on “Continue” at the bottom of the page where you have entered changes for those changes to be saved.

**STEP 2** **When all data has been reviewed, return to the “Account Application: Review and Submit”** page by either clicking “Continue” on all prior pages or clicking on the “Review and Submit” button at the top of any page.

**STEP 3** **Click the “Submit Application” button at the bottom of the page.**

Figure 14 shows an example of an “Account Application: Review and Submit” page displaying the CITSS Entity ID that has been assigned and the navigation buttons. The green text under these buttons shows that all the required information for the account application has been provided.
3.2.9 Terms and Conditions

The “Account Application: Terms and Conditions” page contains the Terms and Conditions that must be accepted prior to submitting the electronic portion of the account application (Figure 15).

**STEP 1** Read the Terms and Conditions statement on this page.

**STEP 2** To accept the Terms and Conditions, **re-enter your password in the appropriate field.** This entry is required, and you will not be able to submit the application without accepting the CITSS Terms and Conditions and re-entering your password.

**STEP 3** Click the “Submit Application” button.

At this point, the online submittal of information for an emitter account application has been completed (Figure 15).
The “Account Application Submitted” page indicates that the electronic data entry portion of your account application has been submitted to the C&T system registrar. This page contains the unique six-digit CITSS Entity ID number assigned to the application (e.g., QC2405). It is circled in Figure 16.

Email – An email confirmation will be sent to the user indicating that the account application was successfully submitted.
3.2.10 Account Application Forms

See Section 3.5.

The following sections of this manual (Section 3.3 et Section 3.4) are for individuals and organizations participating as part of the general market.
3.3 Account Application for a Participating Natural Person

This section describes how to apply for an account as an individual participant. Users who want to apply for an account on behalf of an emitter should go to Section 3.2 and those who want to apply for an account on behalf of a participating legal entity in the general market should go to Section 3.4.

3.3.1 Jurisdiction and Account Type

See Section 3.1.1.

3.3.2 Additional Information

On the “Account Application: Additional Information” page (Figure 17), indicate the purpose of creating the account and the user category to which you belong.

STEP 1 Select the appropriate option to indicate the purpose of the emissions allowance account. Select “Commercial use” if the account will be used in the course of business activities, such as activity conducted by an independent broker. Select “Personal use” if the account is for your own personal use.

STEP 2 Select a classification for yourself from the available options. The classification should be related to the purpose for the allowance accounts for which you are applying.

STEP 3 If you select “Other,” you must enter more detail in the data field below the button.

STEP 4 Click on “Continue.”
3.3.3 Contact Information

The “Account Application: Contact Information” page will be pre-populated with the information provided during User Registration (Figure 18).

**STEP 2**  Review the information in the fields. These fields were filled automatically with the information provided by the user during the CITSS user registration process. If any are incorrect, you can correct them directly on the screen. That information will have to be changed later in the User Profile since it was pulled from there.

**STEP 2**  Enter any changes necessary.

**STEP 3**  Click “Continue.”
At this point the data entered will be saved. You can go back to prior pages without losing any data. You can also change or add new information as needed. If you exit the application or are inactive for more than ten minutes, the session will close but the information entered will be saved and you can return later. Any account applications that have not been completed will show in the home page of the individual CITSS user who entered the data into the application under the “Account Applications” section as a “registration in progress” (Figure 19).

Figure 19: User Home Page: Account Application
On the “Account Application: Account Representatives” page are four navigation buttons: “Entity Data,” “Contact Information,” “Representatives,” and “Review and Submit” (Figure 20). The green text below the buttons shows the steps that have been completed, and the red text indicates steps that still require additional information. The first four buttons can be used to move between pages to review, complete, or change information. The fifth button is used to review and submit the application.

Figure 20: Navigation Buttons

3.3.4 Account Representatives

The “Account Application: Account Representatives” page provides an overview of the information entered since the beginning of the process as well as a section to fill in with information about the account representatives (Figure 21 and Figure 22).

Figure 21 shows the upper portion of the “Account Application: Account Representatives” page. At this point in the account application the “Representatives” button has red text below it indicating “PAR Required” and “AAR Required.”

In Québec, users applying for an account as a participating natural person must designate themselves as the Primary Account Representative (PAR). They must designate themselves as the sole account representative. The PAR will have the power to propose and approve allowance transfer requests, accept transfers, and manage the account.
Figure 21: Account Representatives (upper portion)

**STEP 1**  Designate the PAR. You must designate yourself as the PAR in this application by ticking “I am the Primary Account Representative (PAR).” NO OTHER USER can be designated as the PAR.

**STEP 2**  Designate the AR(s). This step does not apply to Québec users applying for an account as a participating natural person. Make sure the option “I am an individual account holder and do not wish to add an Alternate Account Representative” is selected. This option is selected by default when the “Account Application: Account Representatives” window opens.

**STEP 3** If necessary, designate an alternate contact person who is not the participating natural person. These are not required fields, but it may be helpful to have another individual to contact in the event that there is a question or issue and the CITSS staff is unable to reach the PAR. No confidential information will be conveyed to the alternate contact, and no emails related to compliance instruments transactions will be sent to this email address.

**STEP 4**  Click on the “Continue” button. When this step is completed, the text under the “Representatives” button will turn **green**.

Figure 22 shows the lower portion of the “Account Application: Account Representatives” page where you designate yourself as the PAR.
Figure 22: Account Representatives (lower portion)
3.3.5 Auction and Reserve Sale Information

The “Account Application: Auction and Reserve Sale Information” page (Figure 23) allows the user to indicate whether or not they wish their information to be shared with the Auction and Reserve Sale Administrator and Financial Services Administrator by ticking the appropriate box. Providing this consent does not oblige the user to participate in an auction or reserve sale; it only transfers the user's information to the auction platform. The user can change this selection at a later time if they decide to withdraw their consent (see Section 3.7.1 of Volume 4 of the CITSS User Manual).

STEP 1 Choose the appropriate option.
STEP 2 Click on the “Continue” button.

Figure 23: Auction and Reserve Sale Information

3.3.6 Review and Submit

The “Account Application: Review and Submit” page provides an overview of the information submitted in the participating natural person's account application. Verify that the information is accurate. The first four navigation buttons can be used to make any changes to the information submitted earlier, as needed (Figure 24). The fifth button is used to review and submit the application.

This page also indicates the CITSS Entity ID number assigned to the account application. This unique Entity ID number can be used to identify the application while in progress and will be associated with the participating natural person's account following approval.

STEP 1 Review the data. If there is a need to make any edits, select the appropriate navigation buttons (“Entity Data,” “Contact Information,” “Representatives,” or “Auction”) to correct the information.

Note: If you have navigated to another page and made any changes you will need to click on “Continue” at the bottom of the page where you have entered changes for those changes to be saved.

STEP 2 When all data has been reviewed, return to the “Account Application: Review and Submit” page by either clicking “Continue” on all prior pages or clicking on the “Review and Submit” button at the top of any page.

STEP 3 Click the “Submit Application” button at the bottom of the page.
Figure 24 shows an example of an “Account Application: Review and Submit” page displaying the CITSS Entity ID that has been assigned and the navigation buttons. The green text under these buttons shows that all the required information for the account application has been provided.

Figure 24: Review and Submit

3.3.7 Terms and Conditions

The “Account Application: Terms and Conditions” page contains the Terms and Conditions that must be accepted prior to submitting the electronic portion of the account application (Figure 25).

**STEP 1**  Read the Terms and Conditions statement on this page.

**STEP 2**  To accept the Terms and Conditions, re-enter your password in the appropriate field. This entry is required, and you will not be able to submit the application without accepting the CITSS Terms and Conditions and re-entering your password.

**STEP 3**  Click the “Submit Application” button.

At this point, the online submittal of information for a participant natural person account application has been completed (Figure 25).
The “Account Application Submitted” page indicates that the electronic data entry portion of your account application has been submitted to the C&T system registrar. This page contains the unique six-digit CITSS Entity ID number assigned to the application (e.g., QC2405). It is circled in Figure 26.

**Email** – An email confirmation will be sent to the user indicating that the account application was successfully submitted.
3.3.8 Account Application Forms

See Section 3.5.

The following section (3.4) of the guide applies to participating legal entities.
3.4 Account Application for a Participating Legal Entity

This section explains how to apply for an account for a participant that is a legal entity, including municipalities. Users who want to apply for an account on behalf of an emitter should go to Section 3.2, and those who want to apply for an account on behalf of a natural person should go to Section 3.3.

3.4.1 Jurisdiction and Account Type

See Section 3.1.1.

3.4.2 Additional Information

On the “Account Application: Additional Information” page (Figure 27), the legal name, the operating name, and the type of the organization applying for an account should be entered.

**STEP 2** Enter the organization’s legal name. Enter the legal name that appears on the registration filed with Registraire des entreprises du Québec.

If necessary, check the registry at www.registreentreprises.gouv.qc.ca. Enter the organization's operating name as well. Fill out both fields even if the legal name and the operating name are identical.

**STEP 2** Select the appropriate button to identify the type of organization. Multiple entries are not allowed. If more than one entry describes your organization, choose the most descriptive. If you select “Other,” you must enter more detail in the data field below the button. For a municipality, select “Other” and write “Municipality” in the field below the button.

**STEP 3** Click “Continue.”
3.4.3 Identifiers

On the “Account Application: Identifiers” page (Figure 28), the user must provide information to identify the participating legal entity. Fields marked with an asterisk are required (Country, Province/State, Date of Incorporation, and Québec Enterprise Number). The other information relates to requirements set by other jurisdictions and are not required.

STEP 1  Indicate the participating legal entity’s incorporation date and location in the appropriate fields.

STEP 2  Enter the Québec Enterprise Number (NEQ). The NEQ can be checked at www.registreentreprises.gouv.qc.ca. If the participant is a public entity, enter “0” in the field.

STEP 3  Click on the “Continue” button.

For a municipality, the required fields (marked by an asterisk) must be completed as follows: enter “0” (zero) in the “Québec Enterprise Number” field, “Québec” in the “Incorporation Province or State” field, “Canada” in the “Incorporation Country” field, and the date as it appears on the screen.
3.4.4 Contact Information

On the “Account Application: Contact Information” page (Figure 29), the user should enter the participating legal entity’s contact information, including the physical address, mailing address, and any additional contact information for the entity. Fields marked with an asterisk are required.

**STEP 1** Verify the information entered in the previous step for the participating legal entity. If anything is incorrect, click on the “Back” button to correct it.

**STEP 2** Enter the participating legal entity’s physical address.

**STEP 3** Enter the participating legal entity’s mailing address. If applicable, the physical address can be used for the mailing address by ticking the box “Is the mailing address the same as the physical address?”

**STEP 4** Enter the phone number for the contact person or department. Enter only digits, no spaces or dashes.

**STEP 5** Enter an email address for general communications about CITSS. Official notices about account operations WILL NOT BE SENT to this email address, unless it is also the address of one of the emitter’s account representatives.

**STEP 6** Click on the “Continue” button.
At this point the data entered will be saved. You can go back to prior pages without losing any data. You can also change or add new information as needed. If you exit the application or are inactive for more than ten minutes, the session will close but the information entered will be saved and you can return later. Any account applications that have not been completed will show in the home page of the individual CITSS user who entered the data into the application under the “Account Applications” section as a “registration in progress” (Figure 30).
On the “Account Application: Account Representatives” page are four navigation buttons: “Entity Data,” “Contact Information,” “Representatives,” and “Review and Submit” (Figure 31). The green text below the buttons shows the steps that have been completed, and the red text indicates steps that still require additional information. The first four buttons can be used to move between pages to review, complete, or change information. The fifth button is used to review and submit the application.

3.4.5 Account Representatives and Alternate Contact Person

The “Account Application: Account Representatives” page provides an overview of the information entered since the beginning of the process as well as a section to fill in with information about the participating legal entity’s account representatives (Figure 32 and...
Figure 33).

Figure 32 shows the upper portion of the “Account Application: Account Representatives” page. At this point in the account application the “Representatives” button has red text below it indicating “PAR Required” and “AAR Required.”

Every participating legal entity must have at least two representatives, a Primary Account Representative (PAR) and another Account Representative (“AAR” in CITSS, “AR” in Québec). Up to four ARs can be designated.
**NOTE:** It is strongly recommended to have three account representatives at all times. If there are only two account representatives, it is impossible to delete one until a third has completed the CITSS registration process, but if there are more than two, deleting one account representative is effective immediately. In addition, since any emissions allowance transfer requires the participation of two representatives, if a representative is absent, reassigned, or resigns you may need to have a third representative available.

Figure 32: Account Representatives (upper portion)
Figure 33 shows the lower portion of the “Account Application: Account Representatives” page where you can designate the PAR and one or more ARs. All designated account representatives must have an active CITSS User ID. To enter the information for representatives, the person entering data in CITSS will need the User Reference Code for each representative. This is a 12-digit code issued to each user when they registered with CITSS. It can be found in a user’s “My User Profile” section in CITSS.

At this point, an additional point of contact that is not one of the account representatives can be designated. These are not required fields, but it may be helpful to have another individual to contact in the event that there is a question or issue and CITSS staff is unable to reach the official account representatives. No confidential information will be conveyed to the alternate contact, and no emails related to compliance instruments transactions will be sent to this email address.

**STEP 1** Designate the PAR. If the person completing the application is the PAR, select “I am the Primary Account Representative (PAR).” To name another user, select “Select a different registered user as the Primary Account Representative (PAR)” and enter the person's 12-digit User Reference Code in the appropriate field.

**STEP 2** Designate the AR(s). If you are not designated as the PAR you can name yourself as the AR by selecting “I am one of the Alternate Account Representatives (AAR).” If designating a different registered CITSS user as the AR, select the second button and enter the 12-digit User Reference Code in the appropriate field. To designate one or more other users as ARs, select “I have indicated additional Alternate Account Representatives below” and enter the 12-digit User Reference Codes for each user in the appropriate field.

**STEP 3** Enter the name and contact information for the alternate contact person in the appropriate fields (optional).

**STEP 4** Click on “Continue.”

Once the account representatives have been selected, the text under the “Representatives” button will turn green. If an error message indicates that one of the User Reference Codes is invalid, the user's registration may still be pending in CITSS or the 12-digit code may have been entered incorrectly. For any issues or questions regarding the designation of account representatives, call the CITSS Support Services.

**NOTE:** A participant may add or change account representatives and authorize up to five AVAs once the application is approved.
3.4.6 **Auction and Reserve Sale Information**

The “Account Application: Auction and Reserve Sale Information” page (
Figure 34) allows the user to indicate whether or not the entity wishes to share its information and its representatives' information with the Auction and Reserve Sale Administrator and Financial Services Administrator by ticking the appropriate box. Providing this consent does not oblige the entity to participate in an auction or reserve sale, it only transfers the entity's information to the auction platform. The entity can change its selection at a later time if it wishes to withdraw its consent (see Section 3.7.1 of Volume 4 of the CITSS User Manual).

**STEP 1**  Choose the appropriate option.

**STEP 2**  Click on the “Continue” button.
3.4.7 Review and Submit

The “Account Application: Review and Submit” page provides an overview of the information submitted in the participating legal entity’s account application. Verify that the information is accurate. The first four navigation buttons can be used to make any changes to the information submitted earlier, as needed.
Figure 35). The fifth button is used to review and submit the application.

This page also indicates the CITSS Entity ID number assigned to the account application. This unique Entity ID number can be used to identify the application while in progress and will be associated with the participating legal entity’s account following approval.

**STEP 1** Review the data. If there is a need to make any edits, select the appropriate navigation buttons (“Entity Data,” “Contact Information,” “Representatives,” or “Auction”) to correct the information.

**Note:** If you have navigated to another page and made any changes you will need to click on “Continue” at the bottom of the page where you have entered changes for those changes to be saved.

**STEP 2** When all data has been reviewed, return to the “Account Application: Review and Submit” page by either clicking “Continue” on all prior pages or clicking on the “Review and Submit” button at the top of any page.

**STEP 3** Click the “Submit Application” button at the bottom of the page.
Figure 35 shows an example of an “Account Application: Review and Submit” page displaying the CITSS Entity ID that has been assigned and the navigation buttons. The green text under these buttons shows that all the required information for the account application has been provided.
3.4.8 Terms and Conditions

The “Account Application: Terms and Conditions” page contains the Terms and Conditions that must be accepted prior to submitting the electronic portion of the account application (Figure 36).

STEP 1 Read the Terms and Conditions statement on this page.

STEP 2 To accept the Terms and Conditions, **re-enter your password in the appropriate field.** This entry is required, and you will not be able to submit the application without accepting the CITSS Terms and Conditions and re-entering your password.

STEP 3 Click the “Submit Application” button.

At this point, the online submittal of information for a participating legal entity account application has been completed (Figure 36).
The “Account Application Submitted” page indicates that the electronic data entry portion of your account application has been submitted to the C&T system registrar. This page contains the unique six-digit CITSS Entity ID number assigned to the application (e.g., QC2405). It is circled in Figure 37.

Email – An email confirmation will be sent to the user indicating that the account application was successfully submitted.
3.5 Account Application Forms

When an account application is submitted electronically, CITSS generates the following documents:

1. Account Application Checklist (Figure 38)
2. Account Application with Attestation Form (Figure 39)
3. Structure and Business Relationships Disclosure Form (Figure 40).

REMEMBER: After completing the electronic portion of the account application, you can exit CITSS and return later to access and print these forms.

**STEP 1** Click on the button with the form’s name on it to access it. Each form opens in a new window or browser tab.

**STEP 2** Save or print the Account Application Checklist for future reference.

**STEP 3** Print the Account Application with Attestation Form and have it signed.

**STEP 4** Fill out the Structure and Business Relationships Disclosure Form (use the “Corporate Associations and Structure Form” button). The form can be sent electronically through the secure file sharing platform (to access the platform, contact the CITSS Support Services).

Figure 38: Account Application Checklist
Figure 39: Account Application with Attestation Form
Figure 40: Structure and Business Relationships Disclosure Form
The C&T system registrar will examine the account application when all the required documentation has been received:

1. **Account Application with Attestation Form**
   
   This form includes the information entered into CITSS and the CITSS Entity ID issued during the account application process. In the case of an emitter or a participating legal entity, it must be signed by one of the organization’s directors or officers. Alternatively, a resolution by the organization’s board of directors can be provided. In the case of a participating natural person, it must be signed by the individual.

   Once the form is signed it must be mailed to the C&T registrar.

2. **Structure and Business Relationships Disclosure Form**

   This form allows the emitter or participant to share information about their business relationships, any professionals they have hired to advise them on the Regulation, and the entities which have received such advisory services.

   Once completed, this form can be printed and mailed to the C&T system registrar or it can be sent electronically through the secure file sharing platform. To access the platform, call the CITSS Support Services.

3.6 **Account Application Approval**

   At this point the account application has been submitted online and the hard copy forms have been completed with the required information and sent to the C&T system registrar. The amount of time it takes to review an account application and then approve it, deny it, or ask for modifications varies depending on the complexity of the application and the volume of applications received. Incomplete information or documentation will delay the application process. The registrar will notify the person who submitted the application in such a case.

   Once the account application is approved, the relevant account(s) will be created and will appear on the User Home Pages of the users designated as the PAR and ARs in CITSS.

   For help with the account application process, contact the CITSS Support Services.
4. CITSS Support Services

For questions concerning the GHG emission cap-and-trade system (C&T system) or to obtain assistance regarding CITSS or user registration, you can consult the carbon market section of the Ministère de l’Environnement et de la Lutte contre les changements climatiques website devoted to the system:


You can also contact the CITSS user support service at 418-521-3868, ext. 7074, toll-free at 1-800-561-1616, ext. 7074, or by email (registraireqc-spede@environnement.gouv.qc.ca).