

Truckee River Special Hearing Officer (TRSHO)
Electronic Filing System (EFS)
(v. 2/19/2021)

EFS Standards & Frequently Asked Questions (FAQs)

TRSHO EFS Registered Users (Users) are encouraged to review the tutorial on the [TRSHO EFS Home page](#) in addition to the information contained in these Standards and FAQs. The TRSHO may from time to time amend or update the information contained herein by posting notice of the same under the “Announcements” section on the TRSHO EFS Home page. It is the responsibility of the Users of the TRSHO EFS to check the site for updates. The 2019 Procedural Rules for Disputes Arising Under the Truckee River Operating Agreement (TROA) are incorporated herein by reference (TROA Procedural Rules).¹

EFS STANDARDS

- 1. Virus/Malware Contamination Protection.** User shall use reasonable efforts to protect against the contamination of its computer systems and files from software viruses, worms, or other malicious agents that may reside within messages sent through TRSHO EFS. At a minimum, such precautions shall include the installation, upgrading, and use of commercial virus detection software to scan files and documents transmitted via TRSHO EFS.

- 2. Document Format Standards.** You may access a link to a template pleading on the TRSHO EFS Home page on the right-side menu. Per TRSHO Procedural Rule 9–Form of Pleadings and Caption, all Pleadings filed or submitted by a party and intended to be part of the Hearing Officer’s record shall:
 - a. Be formatted as an 8½” by 11” document in 12-point font;
 - b. The caption and case number shall be included on all documents filed regarding the matter. If the document filed is a new Petition, leave the case number blank;
 - c. Include in the upper left corner of the first page of the pleading: the name(s), mailing address(es), telephone number(s), and email address(es) of the person(s) or entity filing the document or the person(s) to whom questions about the document can be directed;
 - d. Have at least one-inch margins unless the document is a map or other technical document; and
 - e. The body of the pleading shall be double-spaced.

¹ The Procedural Rules for Disputes Arising Under the TROA may be found at <https://www.troa.net/trsho/> or on the TRSHO EFS Home page (see FAQ no. 2 below).

3. Title of Documents. Any document submitted through the EFS must bear a document title that is fully descriptive of the contents of that document and reflects the caption of the document being filed. For example, a document titled “XYZ Plaintiff’s Motion for Declaratory Judgment Against Defendant ABC Corporation” is appropriate. That same document simply bearing the title “Motion” or “Motion for Declaratory Judgment” is not appropriate. Document names for exhibits, attachments, or proposed orders must reference the document to which they are attached (see below).

4. Signature Requirements. All pleadings filed with the TRSHO shall be signed by the party’s Legal Representative. See also TROA Procedural Rule 14.

5. Document Submission.

a. All documents relating to a single pleading or other filing shall be filed (uploaded) electronically as a single filing submission, although they must remain as **separate** documents. In other words, a filing submission is one or more related documents filed collectively at the same time. For example, for a single filing submission, a motion would be the primary document uploaded, with exhibits, a proposed order, and other related documents uploaded as exhibits to the motion.

b. **Oversize Documents:** Any document, pleading, attachment, or exhibit that is too large to be uploaded as a single document shall be separated into smaller electronic files. The title of each smaller electronic document shall reference the relation to the other pieces of the document and the primary pleading being filed. If any document, pleading, attachment, or exhibit cannot be separated, the document may be loaded on an electronic file storage device (thumb drive, memory stick, etc.) and served via overnight delivery.

c. Electronic files must be provided in a format that does not require any specialized computer hardware or software for viewing, with the exception of computer models used by the parties for the administration of the TROA. It is preferred that filed documents be uploaded in Portable Document Format (pdf), except for proposed Orders or other documents specified by the TRSHO which shall be uploaded in Microsoft Word format. Parties shall not upload documents into the EFS in any manner that prevents the TRSHO from copying/pasting text or employing enhanced search functionality within the document. Except as specified by the TRSHO, parties shall not upload documents into the EFS as scanned or graphic images.

6. Submission of Exhibits and Attachments. All exhibits or attachments are to be attached as separate documents to the primary document and submitted in a single submission through the EFS. The exhibits must be labeled in a manner that is legible when electronically filed. PDF scans that offers a true and correct representation of the exhibit may be submitted.

a. Exhibit/Attachment Naming Convention. Exhibits shall be titled according to the party’s designation in the case, such as:

[XYZ]'s Exhibit ___ to [Primary Pleading Name] – [Short Exhibit Description]

b. Exhibits/Attachments of Large Physical Size and Non-Documentary Exhibits.

If a party intends to submit an exhibit or document that cannot be submitted through the EFS because of its physical size or because it is non-documentary in nature, an image of the exhibit converted to a PDF shall be electronically filed for purposes of the record.

c. Audio and Video Exhibits. Audio or video exhibits, if or when requested by the TRSHO, shall be placed on an electronic file storage device (thumb drive, memory stick, flash drive, etc.) with copies provided by the filing party.

7. Rejection of Submitted Documents. Documents submitted through the EFS may be rejected; however, no electronically filed document will be rejected unless the reason is identified by the TRSHO. If a filing submission is not approved by the TRSHO, you will receive an email noting the error or requesting that you contact the TRSHO for more information. Reasons an EFS submission may be rejected include, but are not limited to:

a. Incorrect caption or case: Wrong court address; wrong parties; wrong case number; incorrect caption on proposed orders.

b. At filing attorney's request: Filing attorney calls the court and requests filing be rejected.

c. Incorrect or corrupt document submission: Multiple documents filed as one single document, including exhibits, proposed order and/or attachments; separately filed single pages of a multiple page document, except as required because of the size of the document; a document cannot be opened by the court because of an apparent corruption; a document quarantined by the system for having a virus.

d. Poor document quality: Document is illegible.

e. Filing on behalf of wrong party or improper third-party filing: Attorney filer represents one party, but incorrectly selects another party to file on behalf of; attorney filer does not represent any party but selects a party to file on behalf of to get a pleading filed; non-attorney filer is not a party to the case.

f. Incomplete or inappropriate documents: Certificate of service is missing or incomplete; missing or incorrect date or time on pleadings; documents with tracked changes showing; duplicate documents filed; documents that should not be filed with the TRSHO.

g. Pleading is not in compliance with TRSHO Procedural Rules: Missing caption; wrong font size, within reason; wrong margins.

- h. Wrong dates on a Notice of Hearing, Notice of Status Conference: An incorrect date or time in a notice of hearing or notice of status conference.
- i. Pleading is filed by someone other than a party's designated legal representative.
- j. A change in status of the attorney within the TRSHO EFS registration system.

FREQUENTLY ASKED QUESTIONS

1. What are the minimum system and software requirements to use TRSHO EFS:

A web browser that supports HTML5. You must also have (or create) a Microsoft account (i.e., an Office 365 account, or an account from Microsoft services such as Live.com or Outlook.com) as part of the User registration process. If you do not have a Microsoft account, you can register your email as a Microsoft account.

2. How do I become a registered User of TRSHO EFS?

a. Go to <https://www.troa.net/trsho/> and click on the "Fill Out Registration Form" button.

b. After submitting the User Registration form, you will receive an email requiring you to click on the provided link to "redeem your invitation." You will then be asked to log in to, or create, a Microsoft Office 365 account. Note that you will need your Microsoft account password for subsequent access to the site. Once you have logged in to your Microsoft Office 365 account, you will be automatically directed to the TRSHO EFS site Home page at:

<https://uswatermaster.sharepoint.com/sites/hearingofficer>

For ease of future access, you may wish to bookmark the TRSHO EFS Home page.

3. What is the site web address where registered Users can access the TRSHO EFS?

The TRSHO EFS Home page is at:

<https://uswatermaster.sharepoint.com/sites/hearingofficer>

4. How do I update my User and contact information?

Send an email to the TRSHO with your original information and the requested changes. (See TRSHO contact information below.)

If User is the designated legal representative for a party (counsel of record or other attorney in representative's firm), see FAQ no. 18 below.

5. How do I file a document in a case?

a. You must be a registered EFS User ***and*** a TROA party's designated legal representative (attorney or authorized staff) to create a new case or file a document into an existing case. See FAQ no. 2 above. Also, review the EFS Standards above to make sure your document is appropriately formatted and named. In particular, Standard no. 7 above lists the reasons a document submission may be rejected, and is a good checklist to use to make sure your document is correct before submitting.

b. **To file the initial pleading (petition) in a new case:** From the Home page:

i. Click on "Create a new case" on the right-side menu, and complete the requested information. You will be able to upload the opening petition and other attachments from your local computer. See Standard no. 3 above to correctly name your petition and attachments.

ii. "Notify" field. TROA parties' designated counsel of record and staff who have registered as EFS Users will be automatically notified of filings in the new case. Only enter the name or email address of EFS Users that would not normally be associated with the case. Other persons wishing to **monitor** certain cases and receive notifications about documents filed in those cases should follow the instructions in paragraph 12.c. below.

iii. Once the opening petition is accepted/approved by the TRSHO, the EFS will automatically assign a case number, and you will receive an email informing you that your document(s) has/have been accepted. Note that you will receive a separate email for each document submitted (e.g., a separate email for the petition and each attachment).

c. **To file a document in an existing case:** From the Home page,

i. Click on the "File into an existing case" right-side menu link.

ii. Select the case number from the drop-down menu. Then attach your already **correctly-named** document(s) (upload from your computer) (see Standard no. 3 above). You may add as many separate documents as you need (e.g., pleading and individual exhibits). If desired, you may also add a comment.

iii. Press “Save” (at top of form) to submit. You will receive an automated email that your document has been submitted. Please note that you will receive a separate email for *each* document submitted (e.g., a separate email for the primary document and each attachment). You will receive one additional email when your document (with attachments) has been accepted/approved by the TRSHO. The document will not appear on the Case Documents page until it has been accepted.

6. How may I find TROA Party and Service List information?

All TROA parties are listed in [TROA](#) Section 14.P.1. All TROA parties, through their designated counsel of record, will automatically receive email notification of the petition in a new case.

From the Home page, click on the “Service List” button on the left-side menu. The designated legal representative (counsel of record) for each TROA party is listed on the “Service List” page. When you click on the radio button next to the relevant case number, you will see the counsel of record information for each party to the case.

After the initial pleading in a new case has been filed, you can identify which parties to include on your certificates of service by looking at the specific case from the “All Cases” or “My Cases” pages, under the “Counsel of Record” column.

7. How will I know if my e-filing submission has been accepted by the TRSHO?

You will receive an automated EFS-generated email when the TRSHO accepts your filing submission. A filed document will not be viewable until it is accepted/approved by the TRSHO.

If for some reason a document submission is not accepted (see Standard no. 7 above), you will receive an email noting the error or requesting that you contact the TRSHO for more information.

8. How will I know if my filing has been served on other parties?

When a document is submitted for filing via EFS and has been accepted by the TRSHO, an automated notification email is generated and sent to the other parties’ legal representatives with a link to the filed document. A notification email will also be sent to other persons listed in the “Notify” column of the “All Cases” page. The notification email constitutes notice of service. It is each User’s responsibility to view and/or download the document through the link provided.

If a party is not registered with EFS, that party must be served via U.S. mail or other commercial carrier. You will not receive a “read receipt” from EFS.

9. If I forgot to add a document to a filing, may I go back and add it later?

No. The additional document will need to be filed as a separate submission with a file name tying it specifically to the related document previously filed. (See Standard no. 3 above.)

10. Where do I view case documents?

Users may access case documents at any time from the Home page left-side menu My Cases > Case Documents page. These pages are also viewable by Users who have registered to monitor a specific case.

- a. The “My Cases” page allows Users to view all cases to which they are associated (by means of being listed as a case party’s designated representative), and
- b. The “Case Documents” page allows Users to view electronic filing activity and documents in associated cases.

11. How do I download a case document?

From the “Case Documents” link on the Home page left-side menu, you will click on the case number link, which will take you to the “Case Documents” page. Click the radio button to the left of the document you want to download; then click the “Download” button at the center of the top menu.

12. What notifications are provided by EFS?

The TRSHO EFS will generate automatic email notifications of certain case activities (listed below) to case parties’ registered legal representatives at the email address provided by such Users during registration. **It is the User’s sole responsibility to provide accurate email addresses and to ensure that email accounts are properly configured to receive emails from TRSHO EFS.** Email notifications will not function if the User’s email address is inaccurate, or if the User’s email account has security settings that prevent the User from receiving TRSHO EFS email notifications. The email notification will provide a link to the document; the User is responsible for logging on to their account and retrieving the document.

- a. E-Service: TROA Signatory Parties have agreed to receive service through their designated Legal Representative via TRSHO EFS. Per [TROA](#) Procedural Rule 7.d, proof of service will be in the form of an automated EFS-generated email message, or the receipt for overnight delivery. When a User electronically files a document and the TRSHO has accepted the filing submission, the EFS will generate an automated email notice to the case parties’ registered designated legal representatives (counsel of record) that the document has been e-filed and they have been electronically served. The email notification will provide a link to the document;

the User is responsible for logging on to their account and retrieving the document.

- i. **E-Service excludes service on parties who have not registered with the TRSHO EFS.** Such parties must be served by U.S. certified or registered mail or other trackable third-party mail service.
- ii. Service of documents by U.S. Mail or other third-party mail service on parties who have not completed the EFS User registration process is not provided through TRSHO EFS.
- b. The TRSHO EFS will also generate automatic notification emails to parties' designated legal representatives (counsel of record) for:
 - i. New case-originating documents accepted by the TRSHO. All TROA parties, through their designated counsel of record, will automatically receive email notification of the petition in new cases filed with and accepted by the TRSHO. To receive notification of later pleadings filed in a specific case, persons not a party to that particular case must request to monitor the case (see paragraph c. below).
 - ii. TRSHO-originated documents.
 - iii. Case documents uploaded/submitted for filing to EFS and accepted/approved by the TRSHO.
- c. Monitoring Users: An individual who is not a party's Legal Representative who desires to **monitor** that case and receive notifications about documents filed in that case must first register as an EFS User (see FAQ no. 2 above). After successful EFS User registration, the User must then complete the Notification Form on the Home page. Please note that monitoring EFS users are not authorized to e-file in Contested Cases.
- d. The TRSHO EFS notification feature will **not** retroactively notify a User of a document that was e-filed before the User completed the EFS User registration process.
- e. A notification is not immediate and may take up to, or exceed, 24 hours to process. If a User is uncertain of a document's filing and/or service status, the status should be verified by logging in to the TRSHO EFS and checking the Case Documents page.

13. What should I do if I am not getting TRSHO notification emails?

If you suspect that you are not receiving automated notification emails,

- a. Check your junk/spam folder.
- b. Log on to the TRSHO EFS site and manually verify whether or not documents have been filed in the case.
- c. Check to see whether the email address you provided is listed under the case “Notify” column (Home page> All Cases). If you do not see your name and/or email listed, go to the Home page and click the “Notification Form” button on the right-side menu, and complete and submit the form.
- d. Contact the TRSHO (see below).

14. How do I “opt-out” of receiving automatic case notifications if I am a TROA Signatory Party or Scheduling Party, but not a party to a specific case for which I have gotten notification of service of originating case documents?

From the Home page, click on the “Notification Form” link on the right-side menu, fill out and submit your request. The removal will not be complete until you respond to the email generated when you complete and submit the “Notification Form.”

15. Does the TRSHO EFS track or calculate case deadlines?

No. Users are responsible for tracking and calculating any case deadlines. The TRSHO EFS does not track, calculate, or notify Users of case deadlines.

16. How do I add a new employee to my firm?

Have your new employee follow the steps in FAQ no. 2 above.

If you want the new User to get notifications for specific cases, they will have to submit a “Notification Form” for each case. From the Home page, click on “Notification Form” on the right-side menu.

17. How do I delete an employee from my firm (the employee no longer works there)?

To remove a User, send an email to the TRSHO (see FAQ no. 19 for TRSHO contact information).

18. What happens to a party’s case when a designated legal representative (counsel of record or another attorney with that firm) leaves the firm?

a. If the attorney leaving keeps the case: When the attorney leaves, they should file a “Notice of Change of Address and Firm Affiliation – Attorney” in the case. The TRSHO will update the attorney’s information.

b. If the current firm keeps the case: An attorney in the firm should file a “Substitution of Counsel.” The filing will keep the case at the existing firm. The new counsel should also register as a new User to the EFS (see FAQ no. 2 above).

c. If neither the transferring attorney nor the existing organization will continue representation: The attorney currently listed as counsel of record should file a “Notice of Withdrawal” or “Motion to Withdraw.” This will also notify the TRSHO to remove the attorney and his/her firm from the EFS.

19. TRSHO Contact Information.

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