

Frequently Asked Questions

Import/Export Authorization Portal for Natural Gas

1. What is the Portal?

The Import/Export Authorization Portal for Natural Gas is a tool for interacting with the Department of Energy's (DOE) [natural gas regulatory program](#). An authorization holder can file the monthly reports required under its order, change or update who can use the Portal on its behalf, and view its authorizations and past monthly reports. Users can also file short-term ("blanket") applications to import and/or export natural gas for terms of two years, and work with existing authorizations.

2. Why did the Department of Energy add this Portal?

DOE is modernizing its capabilities for interacting with our user community. We're leveraging information technology to be more efficient and simplify users' interactions with DOE for routine matters, reducing the time burden for users.

3. Do authorization holders have to use the Portal?

All authorization holders are encouraged to file short-term / blanket applications and monthly reports, and work with authorizations, through the Portal. DOE is ready to help users learn the system.

4. How do I get started using the Portal?

Users must complete a registration process to access the Portal. If your company isn't already set up to use the Portal, and/or if you're a new user, please contact Portal@hq.doe.gov for assistance.

5. If I make filings through the Portal, do I have to send in duplicate information by email as I may have done in the past?

No. Portal filings will be entered directly into our database, so there is no need to send duplicates via email. The system will send you an email confirming DOE has received your submission.

6. I'm used to using DOE's E-Filing system. Can I just keep using that?

DOE is retiring the E-Filing system at the end of July 2019. Users are encouraged to start using the Portal as soon as practical. The Portal is a straightforward, secure interface, and DOE will be happy to assist you in making this transition.

7. Can I file Long-Term Import/Export applications through the Portal?

No, not at this time. Please continue filing long-term applications as you have in the past. Please click [here](#) for information about relevant procedures.

8. What happens if I have a problem making filings through the Portal?

If you have any issues working in the Portal, you can contact us (see below) to help you resolve the issue so you can use the Portal. If you wish, you can use an alternate method to transact your business while the issue is being resolved – just contact us and we'll work it out with you.

9. Who can I contact with questions about the Portal?

Please contact Portal@hq.doe.gov with any questions or issues about using the Portal. If you have a questions about monthly reporting in general, please contact us at NGReports@hq.doe.gov. If you have questions about how to fill out a short-term / blanket application, please send an email to fergas@hq.doe.gov.