

January 28, 2026

## Frequently Asked Questions related to reporting changes

### **Q. Why are you shutting down the current IBEW Local 353 employer reporting system called MERIT?**

Our IT modernization exercise is aimed at creating a more effective and efficient reporting system. The new reporting system (Horizon Connect) is incorporated into TEIBAS's new administration database so there is one source of information instead of dealing with two different databases. Replacing the current two-system administration will result in fewer errors, quicker processing, and therefore more efficient processes.

### **Q. What is the last possible date/time to input hours for IBEW Local 353 members into the MERIT system for the January 2026 work month?**

Hours for the January 2026 work month must be input into MERIT no later than 4:30 p.m. on Friday, February 20<sup>th</sup>. Employers will not be able to make any changes in MERIT after that time.

Access to the new system, Horizon Connect, will be available starting Monday, March 9, 2026, for inputting the February work month.

### **Q. What do I do if I miss the deadline for reporting hours for the January work month in MERIT?**

Please contact TEIBAS's Employer Services Department if you require assistance at 416-637-6789 or email [employers@teibas.com](mailto:employers@teibas.com).

### **Q. Will I be able to access MERIT to review history, generate reports, and/or upload information, even if I can't input new information into the system?**

Yes. Access to MERIT will continue but in "read only" mode only. This means that you will be able to view information but will not be able to change it. You will also be able to generate reports and download information contained in MERIT.

## **Q. How long will I be able to access “view only” information in MERIT?**

Access to MERIT in “read only” mode will be available until Monday, August 31, 2026. You will be able to generate reports and download information for any information contained in MERIT until that date. Please ensure that you download any information you require before that date as you will not be able to access MERIT after August 31, 2026.

## **Q. Will I still be able to upload my report, even if I can't add new information in MERIT for the January 2026 (and previous) work months?**

No. After February 20, 2026, please hold any reports that you were unable to enter to MERIT. When you have access to Horizon Connect on March 9, 2026, you will be able to upload those reports.

## **Q. When will I have to start using the new system, HORIZON CONNECT?**

Horizon Connect will be mandatory to use starting Monday, March 9, 2026. Inputting for the February 2026 work month can be commenced starting this date.

## **Q. Will the usernames and passwords be the same in HORIZON CONNECT?**

All users who have access to MERIT will be granted access to Horizon Connect, however, your current password will not work in the new system.

You will receive an email prior to March 9, 2026, with a temporary password and instructions on how to log into the new system. Please ensure that we have a current email address on file for you. Please send an email to [employers@teibas.com](mailto:employers@teibas.com) to verify the email on file.

Note: You will only be able to access Horizon Connect after March 9, 2026.

## **Q. Will there be training on HORIZON CONNECT provide before March 9, 2026?**

Yes. TEIBAS is holding 18 training sessions throughout the months of January, February and March. Please sign up for a session by visiting the [Employers Overview](#) page at [teibas.com](http://teibas.com) and clicking on the session you wish to attend.

Simply provide us with your name and phone number and hit send, and when we receive your email, we'll send you a Teams link for the session. Please note that you do not require Teams on your computer to attend a Teams training session.

#### **Q. What if I can't attend a training session?**

We've got you covered. We will be recording a training session and posting it to the [teibas.com/employers](http://teibas.com/employers) website for review, and we also have the User Guide for your reference.

#### **Q. Who do I contact if I am having problems with the new HORIZON CONNECT reporting system?**

Contact our Employer Services Department at 416-637-6789, email [employers@teibas.com](mailto:employers@teibas.com) or create a task in Horizon Connect and one of our helpful staff will assist you.

#### **Q. Is there a big difference between MERIT and HORIZON CONNECT?**

No. The reporting process is very similar to the reporting process in MERIT. However, there is now a new data collection point which is overtime hours. These should be reported separately, and the system will automatically calculate the hours earned. There is no change to regular hours and shift hours reporting.

#### **Q. Will TEIBAS be importing employee information into Horizon Connect or will employers need to enter it manually?**

No employee information will be seen in Horizon Connect for the first report. There are two ways you can populate the entry grid in Horizon Connect with your employees' information:

1. You can manually enter your employees' information into the grid the first time you use the new system, or
2. You can export your employees' information from your last MERIT report into an excel file. Modify the excel file into the new template format, then upload the template into Horizon Connect.

If you normally upload into MERIT, you will do the same thing in Horizon Connect. However, you will need to use the updated report template as the new system is gathering additional data points.

**Q. Are there enhanced security features in HORIZON CONNECT?**

Yes. Horizon Connect has multi-factor authentication so that your account, including your employees' data remains secure and less susceptible to malicious attacks.

**Q. I want to provide feedback about HORIZON CONNECT. Who do I contact to pass along my comments?**

Please send your comments via email to [employers@teibas.com](mailto:employers@teibas.com).