

# Missouri Public Service Commission

## EFIS – Complaint/Inquiry, Reply to PSC

During the course of processing the complaint, PSC staff may route the task to the company or consumer for a response.

To respond to a complaint:

1. Log on to EFIS.
2. From the *Welcome* screen, click the '**Complaint/Inquiry**' menu option
3. Select the '**Reply to PSC**' link to continue to the *Consumer Complaint/Inquiry – Reply to PSC* screen.



4. In the '**Complaint/Inquiry No.**' field, input the complaint number.
5. The following fields will auto-populate with information:
  - a. Expected Response Date
  - b. Reply To
  - c. Utility Type
  - d. Utility Company
  - e. Utility Account Number
  - f. Complaint/Inquiry Description
  - g. Requested Information – Consumer (if any)
  - h. Requested Information – Utility (if any)
6. In the '**Utility/Consumer Response**' field, input a response to the question or request listed beside either 'Requested Information – Consumer or Requested Information - Utility.'
  - *If the response is too large or is on an attachment, then input 'See Attached' in the text box and attach a summary of the response.*

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On the *Consumer Complaint/Inquiry – Reply to PSC* screen, scroll to the bottom of the screen to proceed.

7. If attaching a document, select the '**Attach**', button to continue to the *Attachment Screen*.

Reporting Party	
Business Name	
Contact Name	
Address	
City	
State	Missouri
Zip	
Consumer Phone	573-634-1234
Contact Phone	
Fax	
Email	
Preferred Contact Time	From To

Sl.No.	Attachment(s)
1	COMPLAINT-INQUIRY - New

Submit Attach Exit

On the *Attachment Screen*, complete the following steps.

8. Click the '**Browse**' button to select the document(s) for attaching.
  - File names and file paths cannot contain special characters (% '& ^\*#@) except an underscore or hyphen.
  - Attachment must be less than 20MB.
  - PDF documents are preferred.
  - Zip files are not permitted.
9. Click the '**Attach**' button to attach the document.
  - Multiple attachments can be made by selecting a document, its security level, and then clicking the 'Attach' button.

**Attachment Screen**

**SESSION TIMEOUT WARNING:** Please be advised that when logged into EFIS, your EFIS session will time out (expire) after 20 minutes of inactivity. If your session times out, you will be returned to the logon screen (even if you were able to continue typing text or making entries on the screen). In addition, any data or attachments awaiting submission will be lost.

**DISCLAIMER AND INSTRUCTIONS:**

All Informal Complaint, Inquiry, Incident and Outage information is automatically designated and maintained as confidential.

For Public Comments, the commenter's name, address, e-mail, and phone are kept confidential, along with any attachments uploaded with the comments. All other information is made public, including the information that is keyed into the 'Public Comments' box. It is the sole responsibility of the person or entity submitting the comment to ensure that sensitive and confidential information is excluded from the 'Public Comments' box and other public fields.

**Attachment Process:**

1. Click 'Browse' to select the attachment from its saved location.
2. Select the security designation for the attachment.
3. Click the 'Attach' button. (To upload multiple attachments, repeat steps 1 through 3.)
4. After all attachments for the submission have been uploaded, click the 'Done With Attach' button.

**Note:**

- Attachment file names and file paths cannot contain special characters.
- Each attachment must be less than 20MB. Attachments that are 20MB or greater must be divided into multiple parts.
- Password protected documents are not acceptable.

H:\test doc.pdf

Attachment(s)	Delete

Attach Done with Attach Delete

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10. Click the **Done with Attach** button after all the attachments have been uploaded to return to the *Consumer Complaint/Inquiry – Reply to PSC* screen.

Note:

- Attachment file names and file paths cannot contain special characters.
- Each attachment must be less than 20MB. Attachments that are 20MB or greater must be divided into multiple parts.
- Password protected documents are not acceptable.

To remove an item from the 'Attachment' list, click the 'Delete' checkbox and then click the 'Delete' button below.

Attachment(s)	Delete
<a href="#">test.doc.pdf</a>	<input type="checkbox"/>

Attach Done with Attach Delete

On the *Consumer Complaint/Inquiry – Reply to PSC* screen, scroll to the bottom of the screen to proceed.

11. To finalize the submission, click the **Submit** button.
- *Once the 'Submit' button has been clicked, no additional responses will be allowed to be submitted through EFIS. Ensure all information has been included before submitting the response.*

**Reporting Party**

Business Name

Contact Name

Address

City

State Missouri

Zip

Consumer Phone 573-634-1234

Contact Phone

Fax

Email

Preferred Contact Time From To

Sl.No.	Attachment(s)
1	<a href="#">test.doc.pdf</a>
2	<a href="#">COMPLAINT-INQUIRY - New</a>

Submit Attach Exit

For additional assistance, please contact the Data Center at 573-751-7496 or [datacenter@psc.mo.gov](mailto:datacenter@psc.mo.gov).