

# Missouri Public Service Commission

## EFIS – View Public Comments

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Public Comments are comments received from the public. Because public comments sometimes contain sensitive customer information, not all public comment information is publicly viewable. Viewing limitations are imposed in an effort to protect customer's information.

## Accessibility

### **Unlimited Access:**

1. The following users have **unlimited access** to view all public comment information including attachments.
  - Missouri Public Service Commission Staff
  - Office of the Public Counsel Staff
  - Certified Service List Members
  - Registered Contacts for the subject Company, if a company was referenced
2. Viewing rights for those with **unlimited access** is as follows:

#### **What's Viewable:**

- Public Comment Tracking Number
- Company Name
- Commenter's Name
- Commenter's City
- Commenter's State
- Information keyed into the 'Public Comment' box.
- Commenter's Street Address
- Commenter's Zip Code
- Commenter's County
- Commenter's Phone
- Commenter's E-mail
- Attachments

#### **What's Not Viewable:**

- N/A

### **Limited Access:**

1. All users not listed in the unlimited access section above, including the general public, regardless of login status will have limited access and will only be able to see the 'publicly viewable' part of the public comments, not the attachments.
2. Viewing rights for those with **limited access** is as follows:

#### **What's Viewable:**

- Public Comment Tracking Number
- Subject Company Name

# Missouri Public Service Commission

## EFIS – View Public Comments

- Commenter's Name
- Commenter's City
- Commenter's State
- Information keyed into the 'Public Comment' box.

### What's Not Viewable:

- Commenter's Street Address
- Commenter's Zip Code
- Commenter's County
- Commenter's Phone
- Commenter's E-mail
- Attachments

## Public Comment Viewing

There are two methods for viewing Public Comments. See below for details.

### Viewing Option #1: *(no login required)*

1. Open EFIS.
2. From the 'Welcome' screen, click the '**Resources**' menu.
3. Select the '**Public Comments Search**' link to continue to the '**Public Comments Search**' screen.



4. On the 'Public Comments Search' screen, select or input at least of the following criteria to narrow the search:
  - a. **From Date** and **To Date** - input a date range or select a date using the calendar icon.
  - b. **Public Comment No.** - input the public comment tracking number.
  - c. **Related Case/Tracking No.** - input the Commission Case number associated with the public comment.
  - d. **Utility Type** - select a utility type from the drop-down list.

# Missouri Public Service Commission

## EFIS – View Public Comments

- e. **Company Name** - select the company that the comment is in reference to from the drop-down list.
  - f. **First Name** - input the commenter's first name
  - g. **Last Name** - input the commenter's last name
  - h. **City** - input the commenter's city.
  - i. **Public Comments** - input any keywords or phrases to search. This will only search the information input into the 'Comment's field. It will not search any attached documents.
5. Click the '**Search**' button to view the results.

Public Comments Search

From Date  To Date  (Limited to 12 months)

Public Comment No.

Related Case/Tracking No.

Utility Type

Company Name

First Name

Last Name

City

Public Comments

6. The search results will appear on the screen.
7. To view the public comment in more detail and view any attachments click the public comment tracking number link.\*

**\*Note:** The information displayed on the results screen is limited. Only those with proper security access can view additional comment details, including any attachments.

Public Comments Search

Search Criteria

Utility Type: Electric

Company Name: Electric Missouri, Inc.-Investor(Electric)

Public Comment No.	Name	City	State
<a href="#">P201700003</a>	Jen Doe	Jefferson City	MO
Comments: please don't grant this company's certificate as they provide poor service in another area			
<a href="#">P201700004</a>	Jess Doe	Jefferson City	MO
Comments: Their service in other areas isn't very good.			

Total Public Comment(s): 2

8. If the user is not logged on to EFIS, the following screen will pop up, which requires the user to log on to EFIS.

# Missouri Public Service Commission

## EFIS – View Public Comments

Select Document

[Public Comments](#)  
[\(Parent\)](#)

To view the documents, please log in. If you were already logged in, your session may have expired.

User ID

Password

Logon

9. After logging in, the users credentials will be verified.
10. If the user has the proper security access, the additional comments details, along with any attachments can be viewed.

Select Document

[Public Comments](#)  
[\(Parent\)](#)

Missouri Public Service Commission

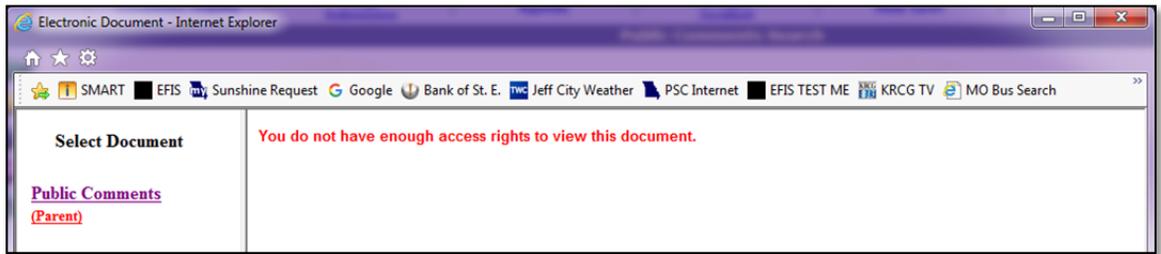
[Public Comments](#)

Public Comment No.	P201700003
Utility Type	Electric
Utility Company	Electric Missouri, Inc.- Investor(Electric)
First Name	Jen
Middle Initial	N/A
Last Name	Doe
Street Address	123 East Street
Mailing Address	N/A
City	Jefferson City
State	MO
County	N/A
Phone No.	N/A
Email	N/A
Case No.	N/A
Public Comments Description	please don't grant this company's certificate as they provide poor service in another area
Date Filed	8/5/2016 9:53:00 AM

11. If the user doesn't have the proper security access, the user will receive a message stating, "You do not have enough access rights to view this document."

# Missouri Public Service Commission

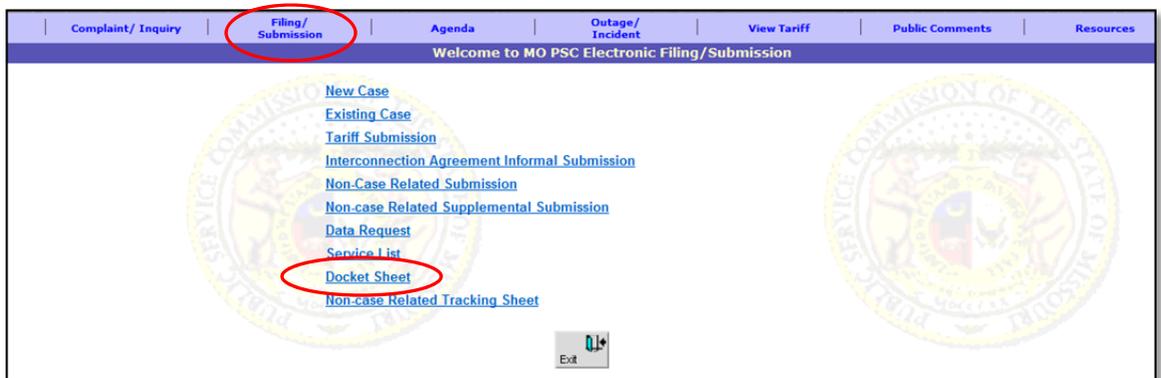
## EFIS – View Public Comments



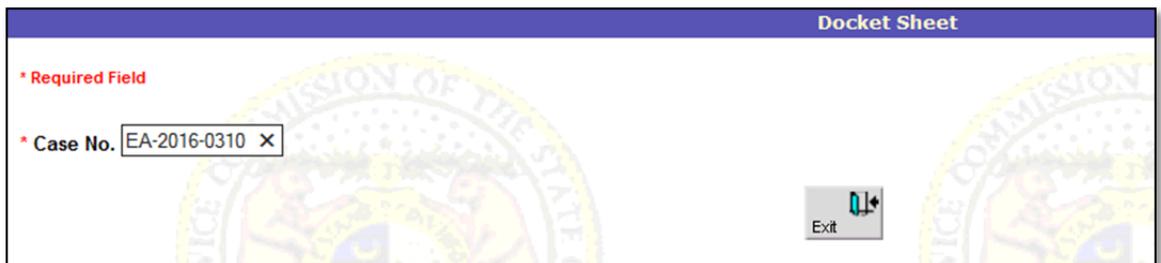
### Viewing Option #2: (login required)

When Public Comments are linked to a specific case, a link to view the public comments will be available on the Case's docket sheet.

1. Log on to EFIS.
2. From the 'Welcome' screen, click the '**Filing/Submission**' menu.
3. Select the '**Docket Sheet**' link to continue to the '**Docket Sheet**' screen.



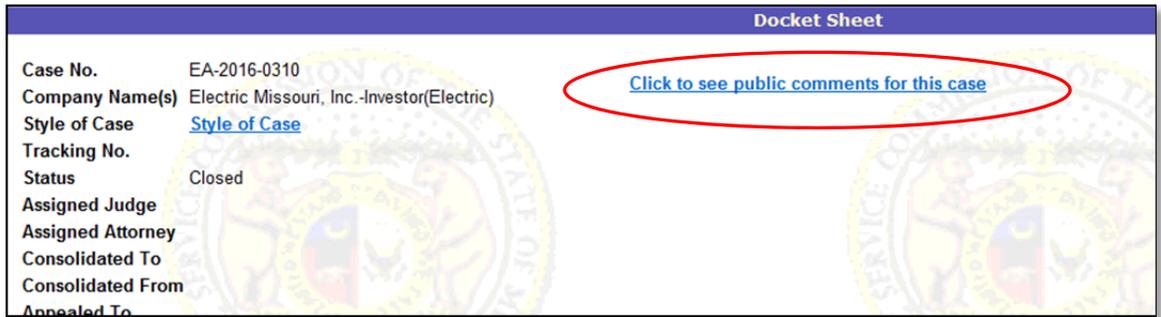
4. In the '**Case No.**' field, input the case number.



# Missouri Public Service Commission

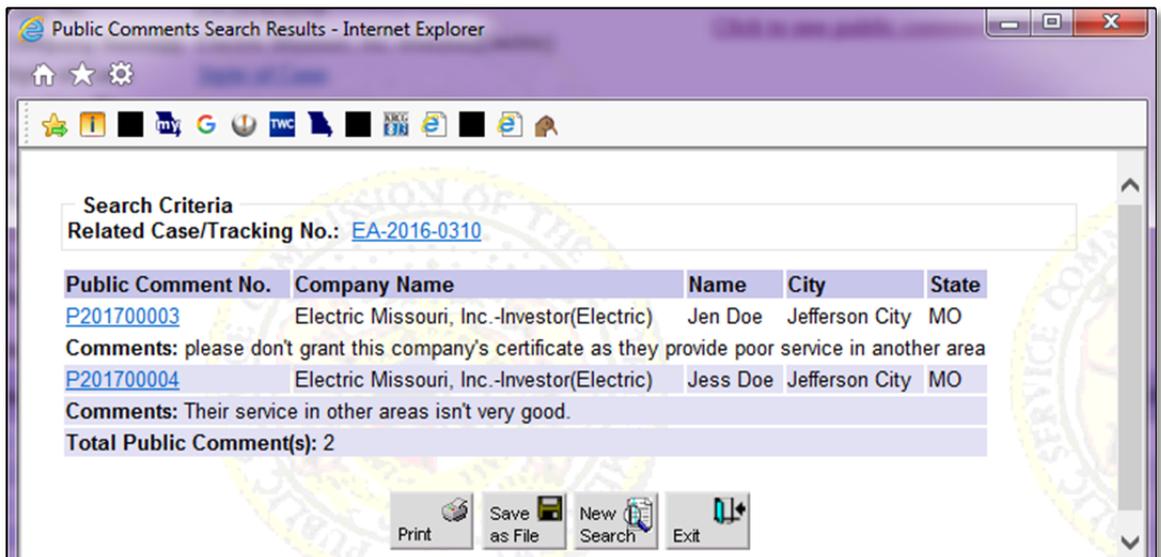
## EFIS – View Public Comments

- At the top of the Docket Sheet screen, click the 'Click to see public comments for this case' link to open the 'Public Comments Search Results' window.



- A display of the results for the specified criteria will be listed.
- To view the public comment in more detail and view any attachments, click the public comment tracking number link.\*

**\*Note:** The information displayed on the results screen is limited. Only those with proper security access can view additional comment details, including any attachments.



# Missouri Public Service Commission

## EFIS – View Public Comments

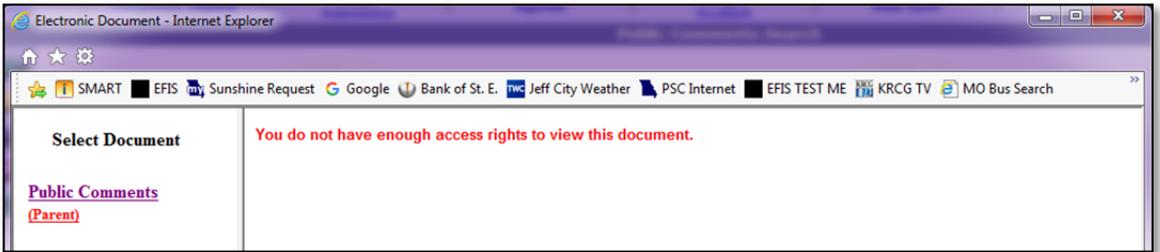
If the user has the proper security access, the additional comments details, along with any attachments can be viewed.



The screenshot shows a web browser window titled "Electronic Document - Internet Explorer". The address bar contains "http://efis.psc.mo.gov/efis/efis.asp?documentid=P201700003". The browser's toolbar includes icons for SMART, EFIS, Sunshine Request, Google, Bank of St. E., Jeff City Weather, PSC Internet, EFIS TEST ME, KRCG TV, and MO Bus Search. The main content area is split into two columns. The left column, titled "Select Document", contains a link for "Public Comments (Parent)". The right column, titled "Missouri Public Service Commission", contains a link for "Public Comments" and a list of details for a specific comment:

Public Comment No.	P201700003
Utility Type	Electric
Utility Company	Electric Missouri, Inc.-Investor(Electric)
First Name	Jen
Middle Initial	N/A
Last Name	Doe
Street Address	123 East Street
Mailing Address	N/A
City	Jefferson City
State	MO
County	N/A
Phone No.	N/A
Email	N/A
Case No.	N/A
Public Comments Description	please don't grant this company's certificate as they provide poor service in another area
Date Filed	8/5/2016 9:53:00 AM

If the user doesn't have the proper security access, the user will receive a message stating "You do not have enough access rights to view this document."



The screenshot shows the same web browser window as above, but the main content area is now a single block with the message: "You do not have enough access rights to view this document." The left column still shows the "Select Document" and "Public Comments (Parent)" links.

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