



# Utility Event Follow-up Report

To file a follow-up report to an existing utility event (electrical contact reporting, incident, or outage):

- 1) Navigate to EFIS.
- 2) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.



- 3) In the **Email Address** field, input the user’s email address registered with their user account.
- 4) In the **Password** field, input the user’s password.
- 5) Click the **Log In** button.

Login Help

Email Address

Password

**Log in**

[Forgot your password?](#)  
[Register as a new user?](#)

- 6) Select the ‘Utility Compliance e-Filings & Search’ tab.



- 7) Select the ‘Existing Utility Event e-Filing & Search’ link.



# Utility Event Follow-up Report

<b>Utility Compliance e-Filings &amp; Search</b> ▾
Tariff e-Filing Tariff Search
New Non-Case e-Filing Existing Non-Case e-Filing & Search
Informal Interconnection Agreement Search
New Utility Event e-Filing <b>Existing Utility Event e-Filing &amp; Search</b>

- 8) Input the applicable search criteria.
- 9) Click the **Search** button; or click the **Clear** button to clear all fields and start over.

Existing Utility Event e-Filing & Search

Search Criteria ▾ Help

"Parent" and "Doing Business As" companies will also be included when searching on a company.

Submission No. <input type="text" value="01202200034"/>	Submission Type <input type="text" value="(Select)"/>	Event Date <input type="text" value="From"/> <input type="text" value="To"/>	Status <input type="text" value="Both"/>
Utility Type <input type="text" value="(Select)"/>	Company <input type="text" value="(Select)"/>	Issue <input type="text" value="(Select)"/>	Report Type <input type="text" value="(Select)"/>
Expected Restoration Date <input type="text" value="From"/> <input type="text" value="To"/>	Consumers Affected <input type="text" value="From"/> <input type="text" value="To"/>	Description <input type="text"/>	Resolution Comments <input type="text"/>
County <input type="text" value="(Select)"/>	City <input type="text"/>	Zip <input type="text"/>	Location <input type="text"/>
Power Plant <input type="text"/>	Contact Name <input type="text" value="First"/> <input type="text" value="Last"/>		

- 10) A list of events matching the search criteria will be displayed below the Search button.
- 11) Select the applicable tracking number under the **Submission No.** column.



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Search complete. The results are displayed below.

Search Clear

Returning 1 / 1

Submission No.	Event Date	Submission Sub Type Report Type	Issue	Company	Date Resolved	Status
OI202402506	9/3/2023 7:10 AM	Electrical Contact Reporting Courtesy	Other/Courtesy	Electric Company Missouri (Electric) (Investor)		Open

12) Click the **Follow-up Report** button at the top of the *Utility Event* page.

Electrical Contact Reporting  
OI202402506

Print **+ Follow-up Report** Help

13) In the **Description** field, input a brief description for the follow-up report.

14) The **Report Date** field will auto populate to the current date and time.

Instructions for Description: As applicable, please include: type and extent of injuries (if known), known or suspected cause, extent of any resulting incidents, a description of the electrical system components and equipment in the vicinity, a description of any associated work tasks, any applicable safety precautions that were taken before or after, weather conditions, the landscape surrounding the scene of the incident, and/or any other information that is relevant to the circumstances of the incident.

Description

750 character(s) left.

Report Date 9/3/2023 7:09 AM

15) In the *Event Location* section, amend any information, if necessary.

16) If a new address needs to be added, click the **Add New** button to add the location of the event.

Event Location

Address	City	State	Zip	County	Location Description
123 East Street	Jefferson City	Missouri	65101		

+ Add New

- a) An *Add Event Location* pop-up message will be displayed. Complete the following:
  - i) In the **Address Line 1** field, input the street address.
  - ii) In the **Address Line 2** field, input the apartment, studio or floor.
  - iii) In the **City** field, input the city.
  - iv) In the **State** field, select the state from the drop-down list.
    - (1) This field is set to 'Missouri' as the default.
  - v) In the **Zip** field, input the zip code.
  - vi) In the **County** field, select the county from the drop-down list.
  - vii) In the **Country** field, select the country from the drop-down list.
    - (1) This field is set to 'United States of America' as the default.



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### Add Event Location ✕

Items with an orange left border ( ) are required.  
Either an Address or Location Information is required for Outage or Incident.  
A complete address is required for Electrical Contact Reporting.

#### Address

When entering an Address for Outage or Incident, the State, Country, and either City or County are required.

Address Line 1	<input type="text" value="1234 Main St"/>
Address Line 2	<input type="text" value="Apartment, studio, or floor"/>
City	<input type="text" value="City"/>
State	<input type="text" value="Missouri"/>
Zip	<input type="text" value="Zip"/>
County	<input type="text" value="(Select)"/>
Country	<input type="text" value="United States of America"/>

- viii) In the **Location Description** field, input a description of the location.
- ix) Click the **Submit** button after all fields have been completed; or click the **Close** button to close the pop-up message.

#### Location Information

Location Description	<input type="text"/>
----------------------	----------------------

200 character(s) left.

17) In the *Utility Contact* section, amend any information, if necessary.



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- a) In the **Representative Type** field, select the applicable type of representative from the drop-down list.
- b) In the **Person** field, select the applicable contact person from the drop-down list.
  - i) If the person is not listed in the drop-down list, click the **Add New** button to add the name.

Utility Contact

Utility Contact person is required.

Representative Type (Select)

Person User, Professional

Email Address professional.user@gmail.com + Add New

Phone (123) 456-7890 + Add New

- ii) An *Add Person* pop-up message will be displayed. Complete the following:
  - (1) In the **First Name** field, input the complainant’s first name.
  - (2) In the **Middle Name** field, input the complainant’s middle name or middle initial.
  - (3) In the **Last Name** field, input the complainant’s last name.
  - (4) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

Add Person

First Name

Middle Name

Last Name

Submit Clear

- c) In the **Email Address** field, select the applicable email address from the drop-down list.
  - i) If the email address is not listed in the drop-down list, click the **Add New** button to add an email address.

Email Address (Select) + Add New

- ii) An *Add Email Address* pop-up message will be displayed. Complete the following:
  - (1) In the **Email Address** field, input the email address.



## Utility Event Follow-up Report

- (2) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

Add Email Address

Email Address

- d) In the **Phone** field, select the applicable phone number from the drop-down list.
- i) If the phone number is not listed in the drop-down list, click the **Add New** button to add a phone number.

Phone

- ii) An *Add Phone* pop-up message will be displayed. Complete the following:
- (1) In the **Phone Type** field, select the applicable type of phone from the drop-down list.
  - (2) Beside the **Is International** field, check the box if the phone number is an international phone number.
  - (3) In the **Number** field, input the phone number.
  - (4) In the **Extension** field, input the extension, if any.
  - (5) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

Add Phone

Phone Type

Is International

Number

Extension

- 18) In the *Utility Technical Contact* section, amend any information, if necessary.



## Utility Event Follow-up Report

- a) In the **Representative Type** field, select the applicable type of representative from the drop-down list.
- b) In the **Person** field, select the applicable contact person from the drop-down list.
  - i) If the person is not listed in the drop-down list, click the **Add New** button to add the name.

Utility Technical Contact

Representative Type (Select) [v]

Person (Select) [v]

+ Add New

- ii) An *Add Person* pop-up message will be displayed. Complete the following:
  - (1) In the **First Name** field, input the complainant’s first name.
  - (2) In the **Middle Name** field, input the complainant’s middle name or middle initial.
  - (3) In the **Last Name** field, input the complainant’s last name.
  - (4) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

Add Person [X]

First Name [ ]

Middle Name [ ]

Last Name [ ]

Submit Clear

- c) In the **Email Address** field, select the applicable email address from the drop-down list.
  - i) If the email address is not listed in the drop-down list, click the **Add New** button to add an email address.

Email Address (Select) [v]

+ Add New

- ii) An *Add Email Address* pop-up message will be displayed. Complete the following:
  - (1) In the **Email Address** field, input the email address.
  - (2) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



# Utility Event Follow-up Report

The screenshot shows a modal window titled "Add Email Address" with a close button (X) in the top right corner. Inside the modal, there is a label "Email Address" followed by a text input field containing the placeholder text "email@provider.com". Below the input field, there are two buttons: a blue "Submit" button and a light blue "Clear" button.

- d) In the **Phone** field, select the applicable phone number from the drop-down list.
  - i) If the phone number is not listed in the drop-down list, click the **Add New** button to add a phone number.

The screenshot shows a "Phone" field with a dropdown menu currently displaying "(Select)". Below the dropdown menu is a green button with a plus sign and the text "+ Add New".

- ii) An *Add Phone* pop-up message will be displayed. Complete the following:
  - (1) In the **Phone Type** field, select the applicable type of phone from the drop-down list.
  - (2) Beside the **Is International** field, check the box if the phone number is an international phone number.
  - (3) In the **Number** field, input the phone number.
  - (4) In the **Extension** field, input the extension, if any.
  - (5) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

The screenshot shows a modal window titled "Add Phone" with a close button (X) in the top right corner. The form contains four fields: "Phone Type" (a dropdown menu with "(Select)" selected), "Is International" (a checkbox that is currently unchecked), "Number" (a text input field with the placeholder "(000) 000-0000"), and "Extension" (a text input field with the placeholder "0000"). At the bottom of the modal, there are two buttons: a blue "Submit" button and a light blue "Clear" button.

- 19) In the *Attachment* section, click the **Select File(s) to Upload** button to upload any additional documents.





# Utility Event Follow-up Report

Attachments

**DISCLAIMER AND REQUIREMENTS:** It is the sole responsibility of the person or entity submitting electronic files to take appropriate measures to ensure that all "confidential" information is to the best of their knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal consumer complaints and accompanying attachments are automatically designated confidential. For case documents, when submitting "confidential" information, a cover sheet or pleading describing why that information qualifies for "confidential treatment" is required.

**Note:**

- Files must be uploaded individually or in batches. Each individual document upload or batch upload may not exceed 45 MB (45,000 KB).
- Password protected documents are not acceptable.
- Some file types are prohibited (examples: zip, exec, etc.).
- Folders cannot be uploaded.

	Name	Size
	Test Document 1.pdf	183.07 KB

Total: 1 file(s), 183.07 KB

Select File(s) to Upload

a) In the *Open Browser* window, select the document or documents to attach.

*NOTE: Users can select multiple or batch documents by holding the Shift or Ctrl key and selecting the documents as long as the batch is not over 45 MB.*

Open

< > << Data\_... > EFIS Test Documents > <> Search EFIS Test Documents

Organize > New folder

Name	Date modified	Type
Test Document 1.pdf	8/16/2011 2:43 PM	Adobe Ac
Test Document 2.pdf	6/27/2012 4:51 PM	Adobe Ac
Test Document 3.pdf	8/16/2011 2:37 PM	Adobe Ac
Test Document 4.pdf	8/16/2011 2:37 PM	Adobe Ac
Test Document 5.pdf	8/16/2011 2:38 PM	Adobe Ac

File name:  Custom files (\*.avi;\*.bas;\*.bmp; >

Open > Cancel

20) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

	Name	Size
	Test Document 1.pdf	183.07 KB

Total: 1 file(s), 183.07 KB

Select File(s) to Upload

Submit Clear



## Utility Event Follow-up Report

21) Once submitted, users will be directed back to *Utility Event Submission* page which lets the user know the update was successfully saved.

A screenshot of a web interface. At the top, a green banner displays the message "Updated information was successfully saved." Below this, the page title "Electrical Contact Reporting" is shown with the ID "O1202402506" underneath. On the right side, there are three buttons: a blue "Print" button, a green "+ Follow-up Report" button, and a yellow "Help" button with a question mark icon.

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