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

ACCESSIBILITY

There are two different types of access for comments.
- Unlimited Access: can view all comment information including attachments.
  - Missouri Public Service Commissio (MO PSC) Staff
  - Office of the Public Counsel (OPC) Staff
  - Certified service list memebers
  - Registered contacts for the subject company, if a company is referenced
  - Registered user that submitted the comment
- Limited Access: can view only the 'publicly viewable' part of the comment, not the attachments.
  - All other users not listed above
  - General public

OPTION 1 – UNLIMITED ACCESS

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.

6) Select the 'Consumer Resources' tab.

7) Select the 'Consumer Comments Search' link.

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

10) A list of comments matching the search criteria will be displayed below the Search button.
11) To view the comment, select the comment number listed under the **Consumer Comment No.** column.
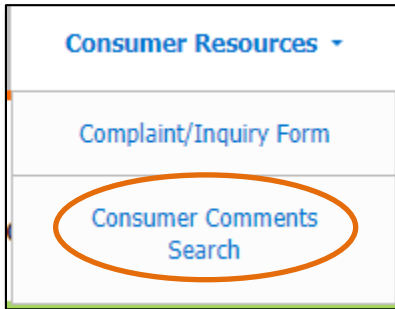

OPTION 2 – LIMITED ACCESS

1) Navigate to EFIS.
2) Select the 'Consumer Resources' tab.
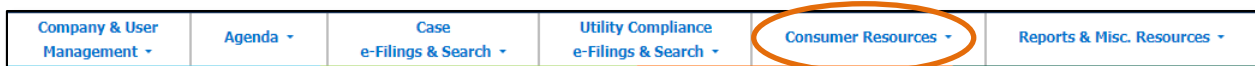
3) Select the 'Consumer Comments Search' link.

4) Input the applicable search criteria.
5) Select the **Search** button; or click the **Clear** button to clear all fields and start over.

6) A list of comments matching the search criteria will be displayed below the Search button.

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