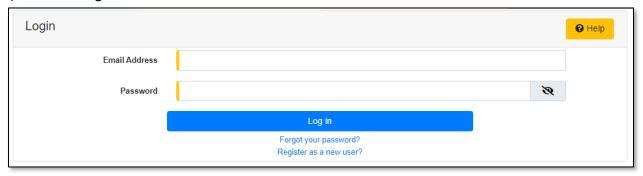


To file a follow-up report to an existing utility event (electrical contact reporting, incident, or outage):

- 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.



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



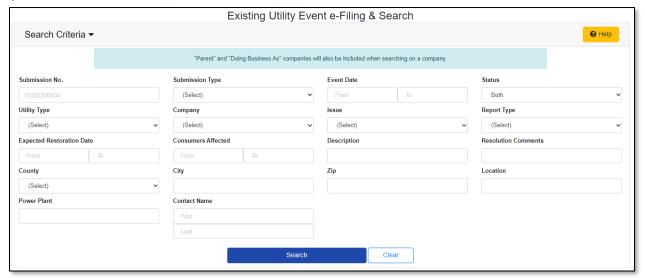
7) Select the 'Existing Utility Event e-Filing & Search' link.







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



- 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.

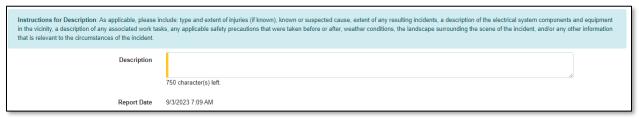




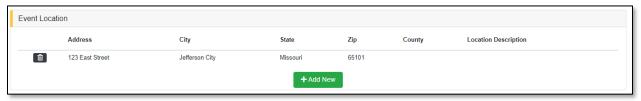
12) Click the **Follow-up Report** button at the top of the *Utility Event* page.



- 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.

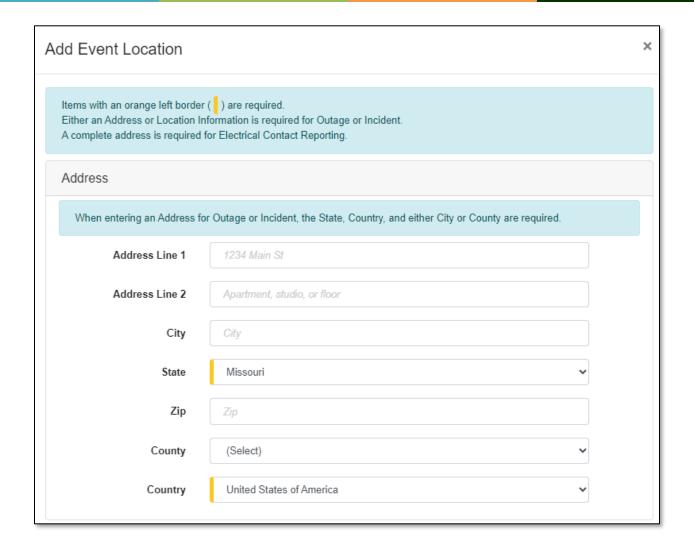


- 15) In the Event Location section, amend any information, if necessary.
- 16) If a new address needs to be added, click the Add New button to add the location of the event.



- 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.





- 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.



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

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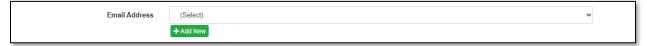
- a) In the **Representative Type** field, select the applicable type of representative from the drop-down list.
- In the Person field, select the applicable contact person from the drop-down list.
  - i) If the person is not listed in the drop-down list, click the **Add New** button to add the name.



- 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.



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

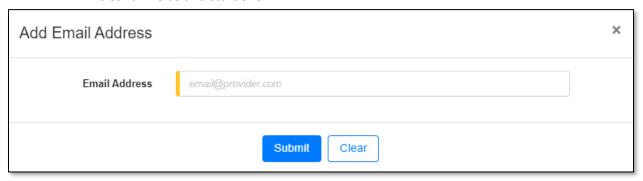


- ii) An Add Email Address pop-up message will be displayed. Complete the following:
  - (1) In the Email Address field, input the email address.

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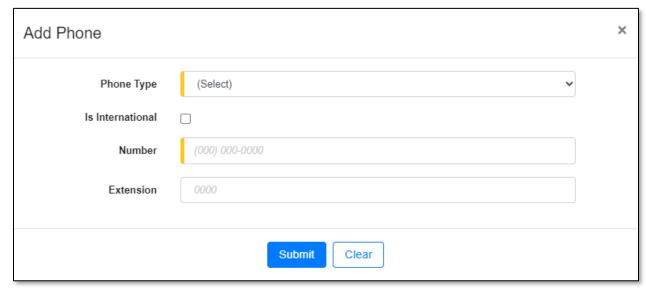
(2) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



- 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.



- 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.



18) In the Utility Technical 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.
- 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.



- 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.



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



- 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.

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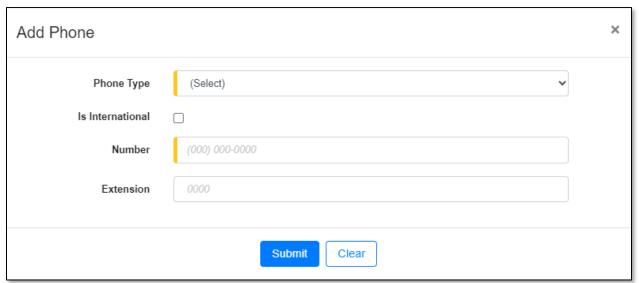




- In the Phone field, select the applicable phone number from the drop-down list.
  - i) If the phone number is not listed in the drop-down list, click the **Add New** button to add a phone number.



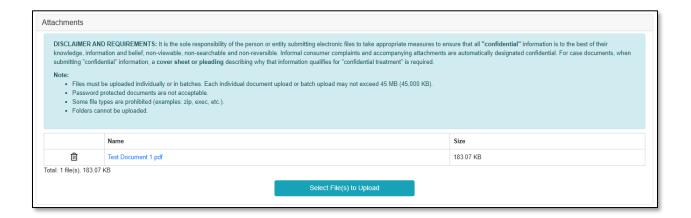
- ii) An Add Phone pop-up message will be displayed. Complete the following:
  - (1) In the **Phone Type** field, select the applicable type of phone from the drop-down list.
  - (2) Beside the **Is International** field, check the box if the phone number is an international phone number.
  - (3) In 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.



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

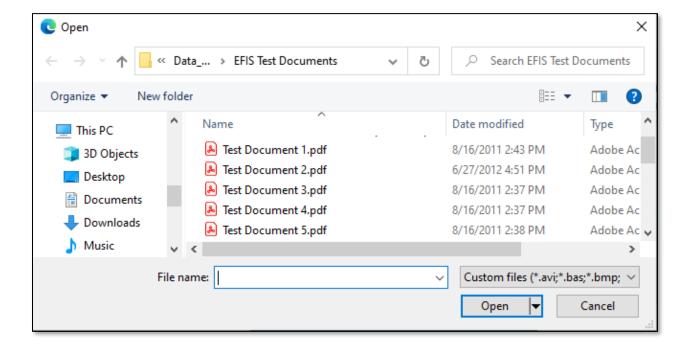
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a) In the Open Browser window, select the document or documents to attach.

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.



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



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



For additional assistance, please contact the Data Center at (573) 751-7496 or <a href="mailto:dcsupport@psc.mo.gov">dcsupport@psc.mo.gov</a>.

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