



New Informal Complaint

The Missouri Public Service Commission (PSC) can help resolve disputes with utilities regarding electric, natural gas, water and sewer service, and very limited aspects of local telephone service. **Consumers must first try to resolve their dispute directly with the utility before contacting the PSC for assistance.** It is important to note that the PSC does **NOT** regulate electric cooperatives, municipal utilities, wireless or long distance telephone service providers, cable companies, or internet providers.

If consumers are unsuccessful in resolving their concern directly with the utility, they can file an informal complaint/inquiry with the PSC through the Electronic Filing & Information System (EFIS) by one of the following options:

- Option 1 – File on behalf of the logged in user
- Option 2 – File on behalf of someone else as their representative

NOTE: Users must have a 'Personal Account'.

OPTION 1 – FILE ON BEHALF OF THE LOGGED IN USER

To file an informal complaint on the PSC’s Electronic Filing & Information System on behalf of someone else as their representative:

- 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 ‘New Complaint/Inquiry e-Filing’ link.



- 8) In the **Submission Subtype** field, select the applicable type of submission from the drop-down list.
 - a) Complaint – an issue typically involving a utility billing payment, service or safety issue that requires PSC staff to contact the utility company for mediation or resolution.
 - b) Inquiry – an issue PSC staff can resolve without contacting the utility company.
- 9) In the **Utility Type** field, select the type of utility from the drop-down list.
- 10) In the **Company** field, input and select the applicable company name.
- 11) In the **Service Type** field, select the radio button in front of the type of service the complaint is about.

New Complaint/Inquiry e-Filing Help

PSC Complaint Disclaimer

- If consumers wish to submit a comment in regards to a utility provider regulated by the PSC, please use the [Consumer Comments e-Filing Form](#).
- The PSC can help resolve disputes with utilities regarding electric, natural gas, water and sewer service, and very limited aspects of local telephone service. Consumers must first try to resolve their dispute directly with the utility before contacting the PSC for assistance. If consumers are unsuccessful in resolving their concern directly with the utility, please complete the form below or contact the PSC by phone at (573) 751-3234 or (800) 392-4211.
- It is important to note that the PSC does NOT regulate electric cooperatives, municipal utilities, wireless or long distance telephone service providers, cable companies, or internet providers.

Items with an orange left border () are required.

Submission Subtype (Select)

Utility Type (Select)

Company *Begin typing for suggestions*

Service Type Residential Non-Residential

- 12) In the **Issue** field, select the type of issue from the drop-down list.
- 13) In the **Sub Issue** field, select the type of sub issue from the drop-down list.
- 14) In the **Complaint Detail** field, input a brief description of the complaint.

Issue Billing

Sub Issue (Select)

Complaint Detail

750 character(s) left.

- 15) In the **Account** section, complete the following:
 - a) The **Account Name** field will auto fill with the user’s name.



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- b) In the **Business Name** field, input the name of the business, if any.
- c) In the **Account Number** field, input the account number, if known.
- d) Beside the **Service Address** field, click the **Add New** button to add the service address.

Account

Account Person is required.

Account Name Personal Account
[+ Add For Other](#)

Business Name

Account Number

Service Address (Select)
[+ Add New](#)
Required

- i) An *Add Address* pop-up message will be displayed. Complete the following:
 - (1) In the **Address Line 1** field, input the user's street address.
 - (2) In the **Address Line 2** field, input the user's apartment, studio or floor.
 - (3) In the **City** field, input the user's city.
 - (4) In the **State** field, select the user's state from the drop-down list.
 - (a) This field is set to 'Missouri' as the default.
 - (5) In the **Zip** field, input the user's zip code.
 - (6) In the **County** field, select the user's county from the drop-down list.
 - (7) In the **Country** field, select the user's country from the drop-down list.
 - (a) This field is set to 'United States of America' as the default.
 - (8) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



Add Address ✕

Addresses entered will be added to your account. Existing addresses can be managed through the Dashboard.

Address Line 1

Address Line 2

City

State

Zip

County

Country

- e) If there are multiple addresses, click the **Add New** button located below the Service Address list and repeat the steps above. If there are no other service addresses to list, skip to the next step.
- f) In the **Service Phone** field, select the applicable phone number or click the **Add New** button to add a new phone number.

Service Address	Preferred Contact Method	Address	City	State	Zip
<input type="checkbox"/>	<input type="checkbox"/>	123 Sunshine Court	Jefferson City	MO	65109
<input type="text" value="(Select)"/>					
<input type="button" value="+ Add New"/>					
Service Phone	<input type="text" value="(Select)"/>				
<input type="button" value="+ Add New"/>					

- i) 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.



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- (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 numbers entered will be added to your account. Existing phone numbers can be managed through the Dashboard.

Phone Type (Select) ▼

Is International

Number (000) 000-0000

Extension 0000

Submit **Clear**

- g) If there are multiple phone numbers, click the **Add New** button located below the Service Phone list and repeat the steps above. If there are no other phone numbers to list, skip to the next step.
- h) In the **Service Email** field, select the applicable email address or click the **Add New** button to add a new email address.

Service Phone	Preferred Contact Method	Phone Type	Number
	<input type="checkbox"/>	Cell	(123) 123-1231
<div>(Select) ▼</div> <div>+ Add New</div>			
Service Email	<div>(Select) ▼</div>		

- 16) Select the best or preferred method of contact by checking the box under the column **Preferred Contact Method** for either the authorized representative's service address, phone or email.



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Service Address	Preferred Contact Method	Address	City	State	Zip
	<input type="checkbox"/>	123 Sunshine Court	Jefferson City	MO	65109
(Select)					
+ Add New					
Service Phone	Preferred Contact Method	Phone Type	Number		
	<input type="checkbox"/>	Cell	(123) 123-1231		
(Select)					
+ Add New					
Service Email	Preferred Contact Method	Email Address			
	<input type="checkbox"/>	personal.account@gmail.com			
(Select)					

17) In the **Preferred Follow-up Time** field, input or select the preferred time the user wishes to be contacted by the PSC’s Consumer Services Department.

Preferred Follow-up Time Between 8:00 AM and 5:00 PM	--:--		--:--	
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18) In the *Attachment* section, click the **Select File(s) to Upload** button to upload any documents pertaining to the complaint.

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.

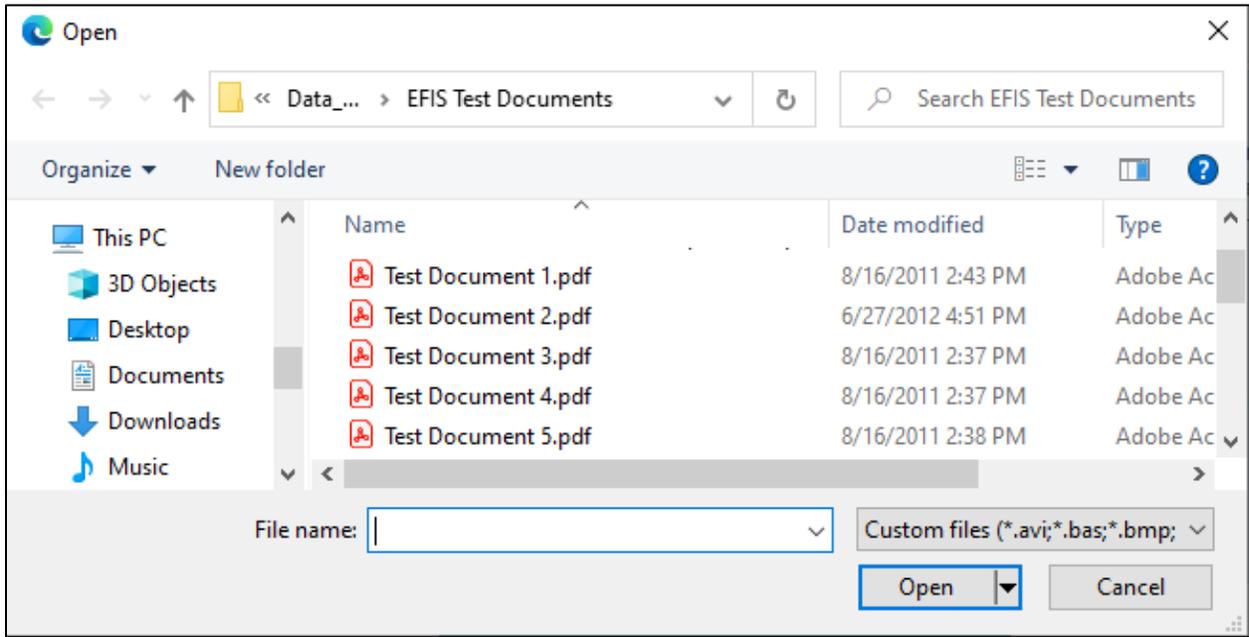
[Select File\(s\) to Upload](#)

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.



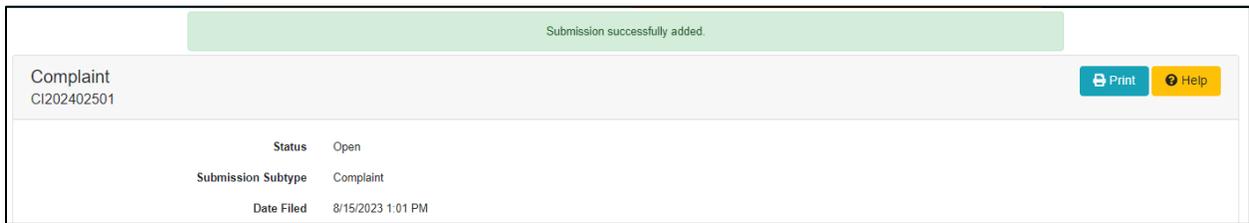
New Informal Complaint



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



20) Once submitted, the complaint will be displayed which lets the user know the complaint was successfully added.



OPTION 2 – FILE ON BEHALF OF SOMEONE ELSE AS THEIR REPRESENTATIVE

To file an informal complaint on the PSC’s Electronic Filing & Information System on behalf of someone else as their representative:

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





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- 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 ‘Consumer Resources’ tab.

Company & User Management -

Agenda -

Case e-Filings & Search -

Utility Compliance e-Filings & Search -

Consumer Resources -

Reports & Misc. Resources -

- 7) Select the ‘New Complaint/Inquiry e-Filing’ link.

Consumer Resources -

New Complaint/Inquiry e-Filing

New Consumer Comments e-Filing

Consumer Comments Search

- 8) In the **Submission Subtype** field, select the applicable type of submission from the drop-down list.
 - a) *Complaint* – an issue typically involving a utility billing payment, service or safety issue that requires PSC staff to contact the utility company for mediation or resolution.
 - b) *Inquiry* – an issue PSC staff can resolve without contacting the utility company.
- 9) In the **Utility Type** field, select the type of utility from the drop-down list.
- 10) In the **Company** field, input and select the applicable company name.
- 11) In the **Service Type** field, select the radio button in front of the type of service the complaint is about.



- 12) In the **Issue** field, select the type of issue from the drop-down list.
- 13) In the **Sub Issue** field, select the type of sub issue from the drop-down list.
- 14) In the **Complaint Detail** field, input a brief description of the complaint.

- 15) In the *Account* section, complete the following:
 - a) The **Account Name** field will auto fill with the user's name.
 - i) Click the **Add for Other** button below the user's name.

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



Add Person [Close]

First Name

Middle Name

Last Name

- b) In the **Business Name** field, input the name of the business, if any.
- c) In the **Account Number** field, input the account number, if known.
- d) Beside the **Service Address** field, click the **Add New** button to add the service address.

Account

Account Person is required.

Account Name

Business Name

Account Number

Service Address
Required

- i) An *Add Address* pop-up message will be displayed. Complete the following:
 - (1) In the **Address Line 1** field, input the user’s street address.
 - (2) In the **Address Line 2** field, input the user’s apartment, studio or floor.
 - (3) In the **City** field, input the user’s city.
 - (4) In the **State** field, select the user’s state from the drop-down list.
 - (a) This field is set to ‘Missouri’ as the default.
 - (5) In the **Zip** field, input the user’s zip code.
 - (6) In the **County** field, select the user’s county from the drop-down list.
 - (7) In the **Country** field, select the user’s country from the drop-down list.
 - (a) This field is set to ‘United States of America’ as the default.
 - (8) 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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Add Address ✕

Address Line 1

Address Line 2

City

State

Zip

County

Country

- e) If there are multiple service addresses, click the **Add New** button located below the service address list and repeat the steps above. If there are no other addresses to list, skip to the next step.
- f) Beside the **Service Phone** field, click the **Add New** button to add a phone number.

Service Address	Preferred Contact Method	Address	City	State	Zip
	<input type="checkbox"/>	123 East Street	Jefferson City	MO	65101

Service Phone

- i) 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.



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Add Phone ✕

Phone Type

Is International

Number

Extension

- g) If there are multiple service phone numbers, click the **Add New** button located below the service phone list and repeat the steps above. If there are no other phone numbers to list, skip to the next step.
- h) Beside the **Service Email** field, click the **Add New** button to add an email address.

Service Phone	Preferred Contact Method	Phone Type	Number
	<input type="checkbox"/>	Cell	(123) 456-7980

Service Email

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

Add Email Address ✕

Email Address

- i) If there are multiple service email addresses, click the **Add New** button located below the service email list and repeat the steps above. If there are no other email addresses to list, skip to the next step.



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Service Email	Preferred Contact Method	Email Address
	<input type="checkbox"/>	john DOE@gmail.com

[+ Add New](#)

16) In the *Reporting* section, complete the following:

- a) In the **Relationship to Account or Account Holder** field, input the relationship to the complainant or account holder.
- b) In the **Authorized Representative Address** field, select the applicable address of the representative or click the **Add New** button to add a new representative address.

Reporting

Authorized Representative Name Personal Account

Relationship to Account or Account Holder

Authorized Representative Address (Select)

[+ Add New](#)

- i) An *Add Address* pop-up message will be displayed. Complete the following:
 - (1) In the **Address Line 1** field, input the user’s street address.
 - (2) In the **Address Line 2** field, input the user’s apartment, studio or floor.
 - (3) In the **City** field, input the user’s city.
 - (4) In the **State** field, select the user’s state from the drop-down list.
 - (a) This field is set to ‘Missouri’ as the default.
 - (5) In the **Zip** field, input the user’s zip code.
 - (6) In the **County** field, select the user’s county from the drop-down list.
 - (7) In the **Country** field, select the user’s country from the drop-down list.
 - (a) This field is set to ‘United States of America’ as the default.
 - (8) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



Add Address ✕

Addresses entered will be added to your account. Existing addresses can be managed through the Dashboard.

Address Line 1

Address Line 2

City

State

Zip

County

Country

- c) If there are multiple representative addresses, click the **Add New** button located below the Authorized Representative Address list and repeat the steps above. If there are no other representative addresses to list, skip to the next step.
- d) In the **Authorized Representative Phone** field, select the applicable phone number of the representative or click the **Add New** button to add a new representative phone number.

Authorized Representative Address	Preferred Contact Method	Address	City	State	Zip
	<input type="checkbox"/>	123 Sunshine Court	Jefferson City	MO	65109
<input type="text" value="(Select)"/>					
<input type="button" value="+ Add New"/>					

Authorized Representative Phone

- i) 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.



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- (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 numbers entered will be added to your account. Existing phone numbers can be managed through the Dashboard.

Phone Type (Select) ▾

Is International

Number (000) 000-0000

Extension 0000

Submit Clear

- e) If there are multiple representative phone numbers, click the **Add New** button located below the Authorized Representative Phone list and repeat the steps above. If there are no other representative phone numbers to list, skip to the next step.
- f) In the **Authorized Representative Email** field, select the applicable email address of the representative or click the **Add New** button to add a new representative email address.

Authorized Representative Phone		Preferred Contact Method	Phone Type	Number
		<input type="checkbox"/>	Cell	(123) 123-1231
			(Select) ▾	
			+ Add New	
Authorized Representative Email			(Select) ▾	

- 17) Select the best or preferred method of contact by checking the box under the column **Preferred Contact Method** for either the authorized representative’s service address, phone or email.



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Authorized Representative Address	Preferred Contact Method	Address	City	State	Zip
	<input type="checkbox"/>	123 Sunshine Court	Jefferson City	MO	65109
<div>(Select) </div>					
<div>+ Add New</div>					

Authorized Representative Phone	Preferred Contact Method	Phone Type	Number
	<input type="checkbox"/>	Cell	(123) 123-1231
<div>(Select) </div>			
<div>+ Add New</div>			

Authorized Representative Email	Preferred Contact Method	Email Address
	<input type="checkbox"/>	personal.account@gmail.com
<div>(Select) </div>		

18) In the **Preferred Follow-up Time** field, input or select the preferred time the user wishes to be contacted by the PSC’s Consumer Services Department.

Preferred Follow-up Time	--:--		--:--	
Between 8:00 AM and 5:00 PM				

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

Attachments

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- Password protected documents are not acceptable.
- Some file types are prohibited (examples: zip, exec, etc.).
- Folders cannot be uploaded.

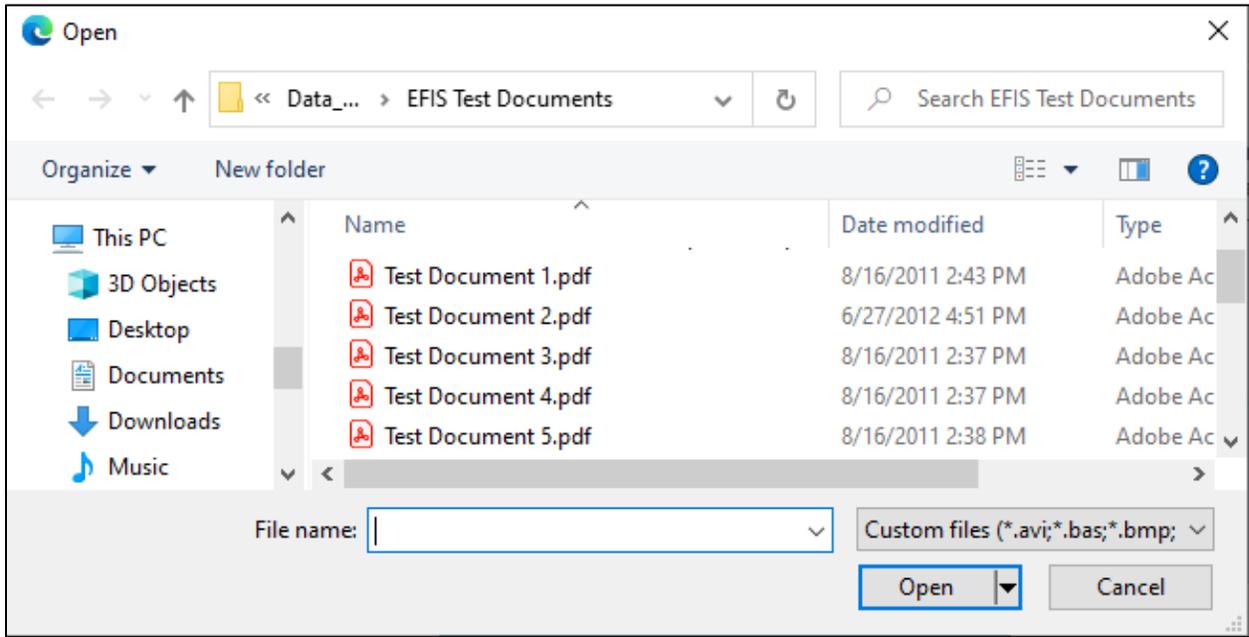
Select File(s) to Upload

b) 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.



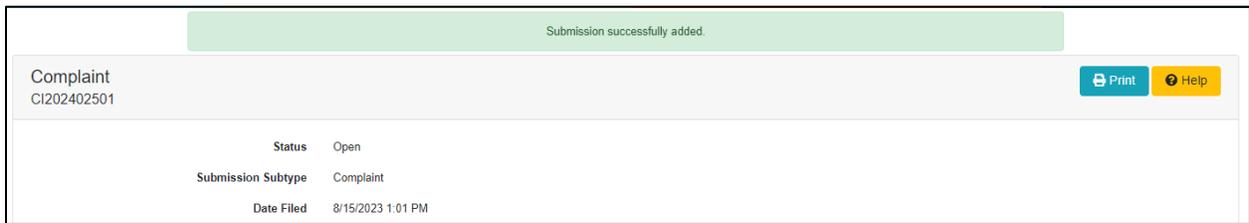
New Informal Complaint



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



21) Once submitted, the complaint will be displayed which lets the user know the complaint was successfully added.



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