



## Reply to PSC Informal Complaint Request - Company

During the course of processing the complaint, PSC staff may request information from the company.

To respond to an informal complaint:

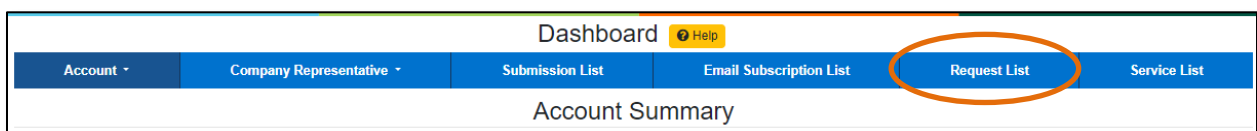
*NOTE: Users must have a 'Professional Account' and linked to the company they are filing on behalf of as their Consumer Services representative.*

- 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) From the user's *Dashboard*, select the 'Request List' tab.



- 7) On the *Request List* page, change the radio button to **Information Requests (for Utility Events or Complaint/Inquiry)**.

- 8) In the **Submission Type** field, select 'Complaint/Inquiry' from the drop-down list.



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- 9) If the request was sent directly to the logged in user, a list of the complaints/inquiries will be listed below the Search Criteria. If the request was not sent directly to the logged in user, skip to step 10.
  - a) Click on the **Reply** button next to the complaint/inquiry which needs to be responded to.

Search Criteria ▾

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

Request Type  Data Requests (for Case, Non-Case, Tariff or Small Rate Case)  Information Requests (for Utility Event or Complaint/Inquiry)

Submission No.  Submission Type  Date Requested   Date Responded   Past Due:

Response Received  Requested From  Requested By  Description

Days Elapsed

Search complete. The results are displayed below.

Returning 1 / 1

Submission No.	Requested Date	Due Date ^	Past Due	Response Date	Days Elapsed	Request From Company Person	Requested By Person
<a href="#">View Request</a> CI202402503 <a href="#">+ Reply</a>	Account Name: Haven Doe	8/30/2023 4:42 PM	8/31/2023	No		0	Electric Company Missouri (Electric) (Investor) User, Professional Eastlick, Jay

Request Description: Please explain changes in the billing cycle for the customer listed.

- b) In the **Response Description** field, input the company's response.

Reply to Information Request  
CI202402503

Items with an orange left border ( ) are required. Submit button must be clicked to save additional attachments.

Submission No. CI202402503

Due Date 8/31/2023

Request Description Please explain changes in the billing cycle for the customer listed.

Requested From Company Electric Company Missouri (Electric) (Investor)

Requested From Person Professional User

Email professional.user@gmail.com

Requested By Person Jay Eastlick

Response Date 8/30/2023 4:46 PM

Response Description

750 character(s) left.



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- c) In the *Additional Submission Attachments* section, click the **Select File(s) to Upload** button to upload documents for the filing, if any.

Additional Submission 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

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

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

- ii) The document(s) will be listed in the *Additional Submission Attachments* section.
- d) 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 3.pdf	214.17 KB

Total: 1 file(s), 214.17 KB

Select File(s) to Upload

Submit Clear



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- e) Once submitted, the user will be directed back to the *Information Request* page which lets them know the response was successfully saved and sent back to the PSC.

The screenshot shows the 'Information Request' page for submission CI202402503. At the top right, there are 'Print' and 'Help' buttons. A green banner in the center states 'Response was successfully saved.' Below this, the submission details are listed: 'Submission No. CI202402503' and 'Company Electric Company Missouri (Electric) (Investor)'.

- 10) If the request was sent to someone else other than the logged in user, complete the following:
  - a) In the **Requested From** field, in the first drop-down list, change this selection to the company in which the user is responding on behalf of.
  - b) In the **Requested From** field, in the second drop-down list, change this selection to '(Select Person)'.
    - i) This field is defaulted to the logged in user's name.

The screenshot shows the 'Search Criteria' form. At the top, a message states: '"Parent" and "Doing Business As" companies will also be included when searching on a company.' The form has two radio buttons for 'Request Type': 'Data Requests (for Case, Non-Case, Tariff or Small Rate Case)' (unselected) and 'Information Requests (for Utility Event or Complaint/Inquiry)' (selected). Below are several input fields: 'Submission No.' (text input), 'Submission Type' (dropdown menu with 'Complaint/Inquiry' selected), 'Date Requested' (two date pickers for 'From' and 'To'), 'Date Responded' (two date pickers for 'From' and 'To'), 'Response Received' (dropdown menu with 'No' selected), 'Requested From' (two dropdown menus: '(Select Company)' and 'User, Professional'), 'Requested By' (dropdown menu with '(Select Person)' selected), and 'Description' (text input). At the bottom, there are 'From' and 'To' date pickers for 'Days Elapsed'. A message at the bottom of the form states: 'No records match current search criteria or you do not have sufficient security rights to view those records.' Below this message are 'Search' and 'Clear' buttons.

- c) A list of the complaints/inquiries will be listed below the Search Criteria.
- d) Click on the **Reply** button next to the complaint/inquiry which needs to be responded to.



# Reply to PSC Informal Complaint Request - Company

Search complete. The results are displayed below.

Returning 2 / 2

	Submission No.	Requested Date	Due Date ^	Past Due	Response Date	Days Elapsed	Request From Company Person	Requested By Person
<a href="#">View Request</a> <input type="button" value="+ Reply"/>	CI202402501 Account Name: john doe	8/21/2023 11:42 AM	8/21/2023	Yes		9	Electric Company Missouri (Electric) (Investor) Service, Customer	Eastlick, Jay
Request Description: need assistance								
<a href="#">View Request</a> <input type="button" value="+ Reply"/>	CI202402503 Account Name: Haven Doe	8/30/2023 5:04 PM	8/31/2023	No		0	Electric Company Missouri (Electric) (Investor) Service, Customer	Eastlick, Jay
Request Description: Please see us an updated attachment as the previous attachment doesn't have the correct information.								

e) In the **Response Description** field, input the company's response.

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CI202402503

Items with an orange left border ( ) are required. Submit button must be clicked to save additional attachments.

Submission No.	CI202402503
Due Date	8/31/2023
Request Description	Please explain changes in the billing cycle for the customer listed.
Requested From Company	Electric Company Missouri (Electric) (Investor)
Requested From Person	Professional User
Email	professional.user@gmail.com
Requested By Person	Jay Eastlick
Response Date	8/30/2023 4:46 PM
Response Description	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div>

750 character(s) left.

f) In the *Additional Submission Attachments* section, click the **Select File(s) to Upload** button to upload documents for the filing, if any.



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Additional Submission Attachments

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- Folders cannot be uploaded.

Select File(s) to Upload

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

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

ii) The document(s) will be listed in the *Additional Submission Attachments* section.

g) 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 3.pdf	214.17 KB

Total: 1 file(s), 214.17 KB

Select File(s) to Upload

Submit Clear

h) Once submitted, the user will be directed back to the *Information Request* page which lets them know the response was successfully saved and sent back to the PSC.



## Reply to PSC Informal Complaint Request - Company

Information Request  
CI202402503 Print Help

Response was successfully saved.

Submission No. [CI202402503](#)

Company [Electric Company Missouri \(Electric\) \(Investor\)](#)

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