



To View Complaints That Have Been Filed with the PSC:

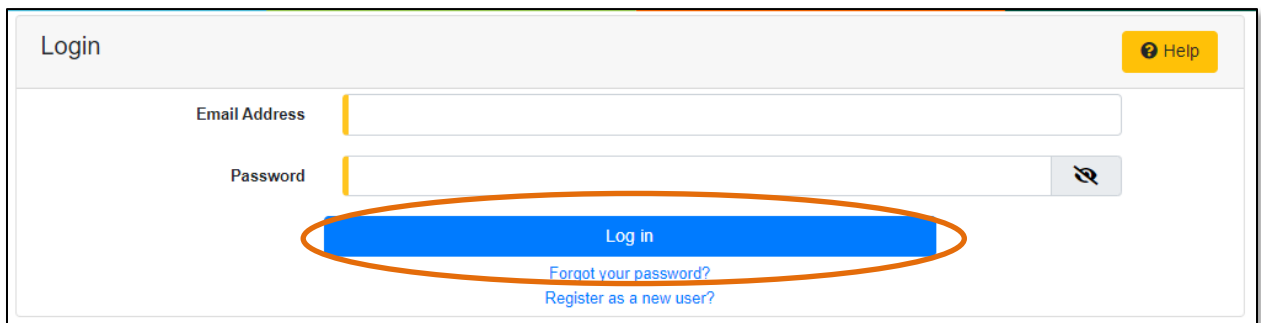
NOTE:

- ☑ Users must have a **'Professional Account'** and be linked to the company.
- ☑ PSC Staff must have requested complaint information from the company.

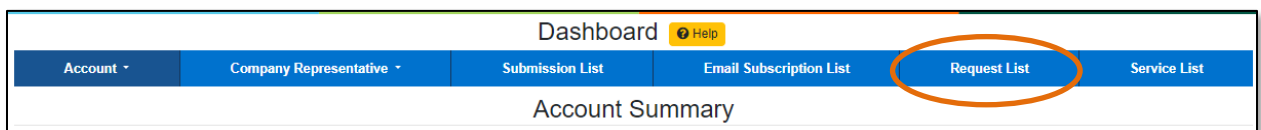
- 1) Navigate to EFIS (<https://efis.psc.mo.gov/Home/Index>).
- 2) Click the **Log In** link located in the *Header Links* in the upper, right-hand corner.



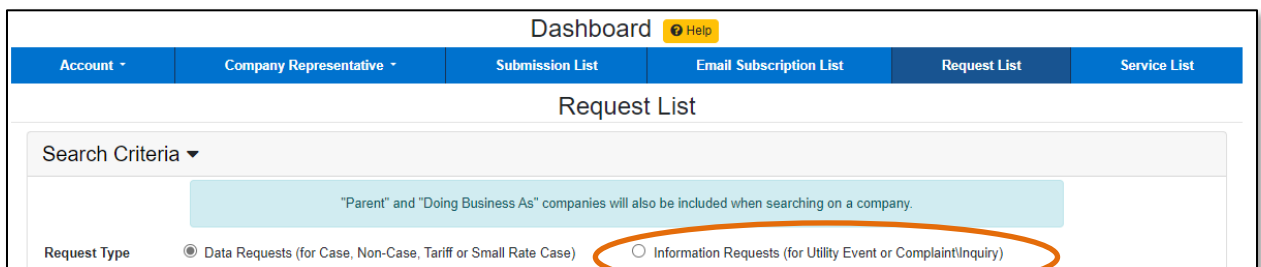
- 3) In the **Email Address** field, input the user's email address registered with their user account.
- 4) In the **Password** field, input the user's password.
- 5) Click the **Log In** button.



- 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)**.





View Company Complaints

- 8) In the **Requested From** field, in the first drop-down list, change this selection to the company for which the user is searching.
- 9) In the **Requested From** field, in the second drop-down list, change this selection to '(Select Person)'.
 - a) This field is defaulted to the logged in user's name.

- 10) A list of the complaints/inquiries will be listed below the Search Criteria.

Search complete. The results are displayed below.

[Search](#) [Clear](#)

Returning 2 / 2

	Submission No.	Requested Date	Due Date ^	Past Due	Response Date	Days Elapsed	Request From Company Person	Requested By Person
View Request + 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								
View Request + 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.								

For additional assistance, please visit the EFIS Help Directory at <https://psc.mo.gov/EFISHelp/>, call the Data Center at (573) 751-7496, or e-mail dcsupport@psc.mo.gov.