



Consumer Comments Search

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 Commission (MO PSC) Staff
 - Office of the Public Counsel (OPC) Staff
 - Certified service list members
 - 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.



Consumer Comments Search



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

Consumer Comments Search

Search Criteria Help

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

Date Filed	Consumer Comment No.	Related Submission No.	Utility Type
From <input type="text"/> To <input type="text"/>	<input type="text" value="P20001234"/>	<input type="text" value="XX-2000-0000"/>	(Select) ▼
Company	Name	City	Comment
<input type="text" value="Begin typing for suggestions"/>	First <input type="text"/> Last <input type="text"/>	<input type="text"/>	<input type="text"/>

Include companies closed in EFIS:
Search on single company:

Search Clear

- 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.

Search complete. The results are displayed below.

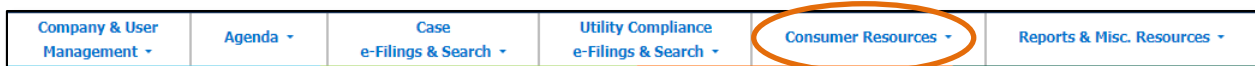
Search Clear

Returning 2 / 2

Consumer Comment No.	Date Filed ▼	Company	Utility Type	Related Submission No.	Name	City, State
P202402802	8/22/2023	Electric Company Missouri (Electric) (Investor)	Electric	EA-2024-2503	User, Another	Jefferson City, MO
see attached						
P202402801	8/22/2023	Electric Company Missouri (Electric) (Investor)	Electric	EA-2024-2503	Account, Personal	Jefferson City, MO
rates are too high						

OPTION 2 – LIMITED ACCESS

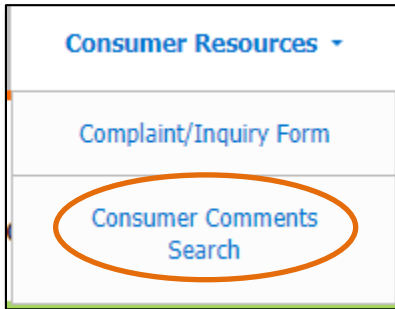
- 1) Navigate to EFIS.
- 2) Select the 'Consumer Resources' tab.





Consumer Comments Search

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.

Consumer Comments Search

Search Criteria ▾ Help

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

Date Filed: From To
Consumer Comment No.:
Related Submission No.:
Utility Type: (Select) ▾

Company:
Name: First Last
City:
Comment:

Include companies closed in EFIS:
Search on single company:

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

Search complete. The results are displayed below.

Returning 2 / 2

Consumer Comment No.	Date Filed	Company	Utility Type	Related Submission No.	Name	City_State
P202402802	8/22/2023	Electric Company Missouri (Electric) (Investor)	Electric	EA-2024-2503	User, Another	Jefferson City, MO
see attached						
P202402801	8/22/2023	Electric Company Missouri (Electric) (Investor)	Electric	EA-2024-2503	Account, Personal	Jefferson City, MO
rates are too high						

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