

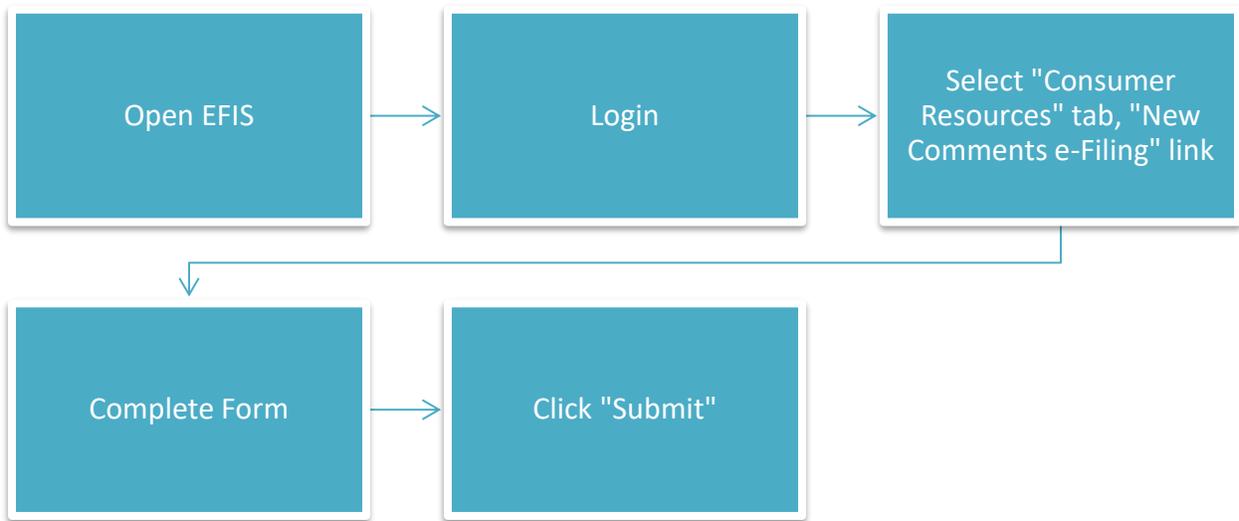


Users can submit a comment in regards to a utility provider regulated by the PSC by one of the following methods:

- [Register](#) in the PSC’s Electronic Filing System (EFIS) and complete the New Comments e-Filing.
- Mail their comment to the Missouri Public Service Commission, Consumer Services Department, PO Box 360, Jefferson City, MO 65102.
- Contact the PSC via e-mail at consumerservices@psc.mo.gov
- Contact the PSC by phone at (573) 751-3234 or (800) 392-4211.

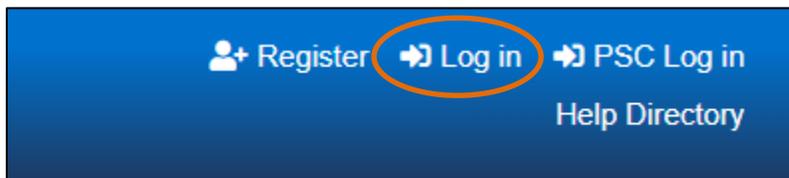
To submit a new comment in EFIS:

AT-A-GLANCE:



IN DETAIL:

- 1) Open 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.



Login

Email Address

Password

Log in

[Forgot your password?](#)
[Register as a new user?](#)

Help

- 6) Select the 'Consumer Resources' tab.
- 7) Select the 'New Comments e-Filing' link.



- 8) If the user is submitting a comment on behalf of themselves, do not check the box labeled **I am entering this comment on behalf of another person**. Skip to the next numbered step.

OR

If the user is submitting a comment on behalf of someone else, then check the box labeled **I am entering this comment on behalf of another person**.

- a) In the **First Name** field, input the first name.
- b) In the **Middle Name** field, input the middle name or middle initial.
- c) In the **Last Name** field, input the last name.

New Comments e-Filing

I am entering this comment on behalf of another person

Items with an orange left border () are required.

The Missouri Public Service Commission appreciates your comments. All information provided in the 'Comments' box will be publicly viewable. Comments should not include personal or sensitive information that you do not wish to make public.

If you are experiencing a problem with your service, you may submit a Complaint or Inquiry by clicking [here](#).

First Name

Middle Name

Last Name

Help



- 9) The **Name** field will auto populate to the user’s name.
- 10) In the **Address** field, select the address from the drop-down list.
 - a) If the address is listed, skip to the next numbered step.
 - b) If the address isn’t listed, click the **Add New** button below the field.

- i) In the **Address Line 1** field, input the street and/or mailing address of the company.
- ii) In the **Address Line 2** field, input an apartment, studio, or floor number, if applicable.
- iii) In the **City** field, input the name of the city.
- iv) In the **State** field, select the name of the state from the drop-down list.
- v) In the **Zip** field, input the zip code.
- vi) In the **County** field, select the name of the county from the drop-down list.
- vii) In the **Country** field, select the name of the country from the drop-down list.
- viii) 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 **NOTE: Defaults to "Missouri"**

Zip

County

Country **NOTE: Defaults to "United State of America"**

11) In the **Email Address** field, select the email address from the drop-down list.

- a) If the email address is listed, skip to the next numbered step.
- b) If the email address is not listed, click the **Add New** button to add a new address.

Email Address

- i) In the **Email Address** field, input the email address.
- ii) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



Add Email Address ✕

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

Email Address

12) In the **Phone** field, select the applicable phone number from the drop-down list.

- a) If the phone number is listed, skip to the next numbered step.
- b) If the email address is not listed, click the **Add New** button to add a new address.

Phone

- i) In the **Phone Type** field, select the type of phone from the drop-down list.
- ii) For the **Is International** checkbox, check the box if the phone number is an international number.
- iii) In the **Number** field, input the phone number with area code.
- iv) In the **Extension** field, input an extension if needed.
- v) Click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.



- 13) After all fields have been completed, click the **Submit** button after all fields have been completed; or click the **Clear** button to clear all fields and start over.

- 14) In the **Related Submission No.** field, input any related submission numbers related to the case. If there are no related submission numbers, skip to the next step.
- 15) In the **Utility Type** field, select the applicable type of utility from the drop-down list.
- 16) In the **Company** field, input and select the applicable company.
- 17) In the **Comments** field, input the comments.

- 18) In the **Attachment** section, click the **Select File(s) to Upload** button to upload documents for the filing, if any.



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: To select multiple documents (up to 45 MB total), hold Shift or Ctrl while clicking.

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

b) Any selected attachments will be listed in the *Attachment* section.

19) 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 1.pdf	183.07 KB

Total: 1 file(s), 183.07 KB

Select File(s) to Upload

Submit Clear



20) Once submitted, the *Comment* page will confirm that it was successfully submitted and display the comment's tracking number.

Submission Complete. Please review your submission displayed below.	
Comment P202502846	Print Help
Date Filed	5/13/2025 1:27 PM
Name	Another User

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