



The Missouri Public Service Commission (PSC) appreciates comments regarding utility providers regulated by the PSC and these comments will be kept on file at the PSC. **Comments related to a Rulemaking or Working Group case must be submitted through the official case filing process outlined in [e-Filing Comment in Existing Case](#).**

NOTE: *The PSC does not regulate cellphones, internet providers, paging services, cable television rates or services, trash pick-up services, financial institutions, retail telecommunications services, rates of municipally owned utilities, rural cooperatives or public water and sewer districts.*

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

- Complete the [Comment Form](#) in EFIS (**Unregistered User**).
- [Register](#) in the PSC's Electronic Filing System (EFIS) and complete the New Comments e-Filing. (**Registered User**).
- Print the [Comment Form](#) and mail it and any attachments 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 (800) 392-4211.

Registered vs. Unregistered Users

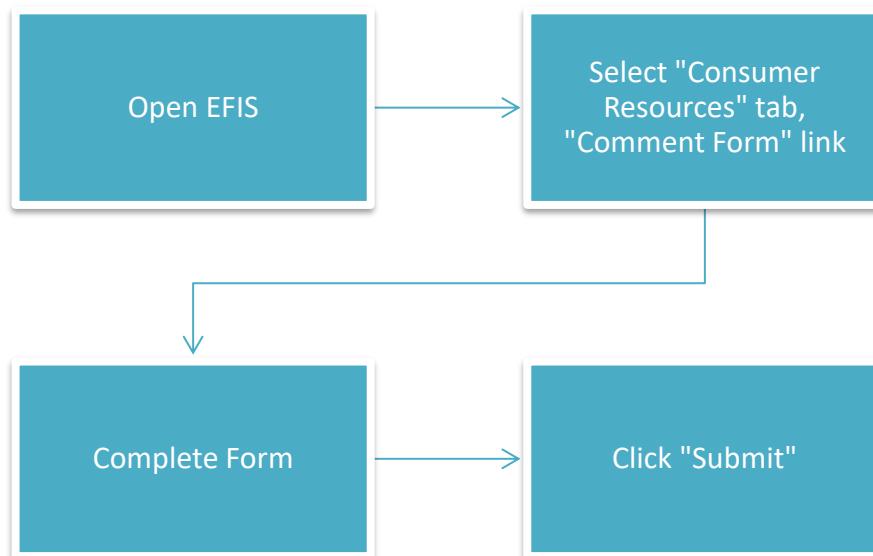
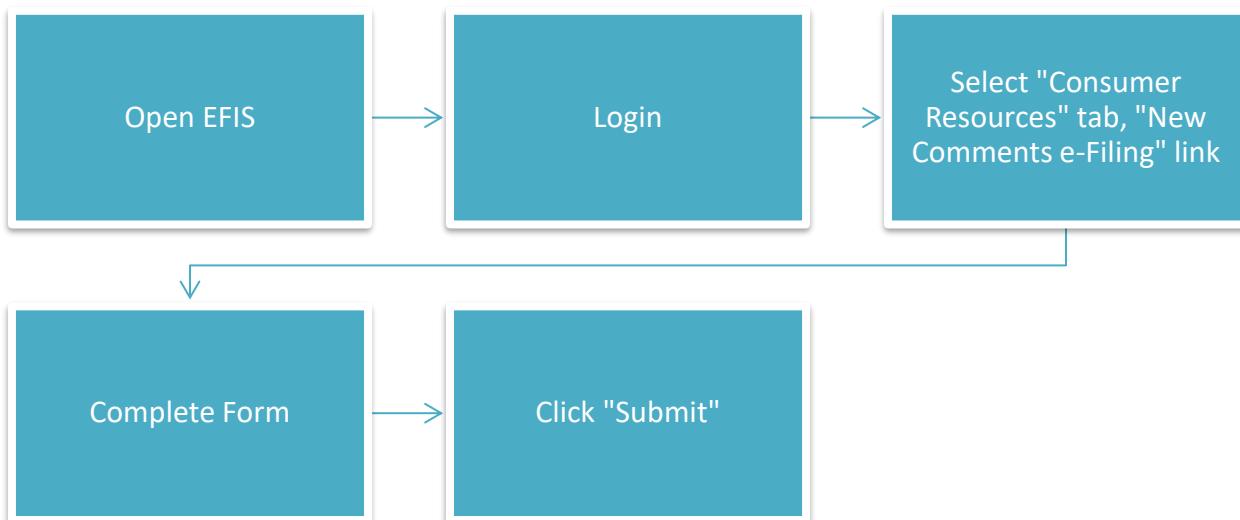
EFIS Users are categorized as either *Registered* or *Unregistered* based on whether they have created and verified a user account.

- **Registered Users:** Those who have created a user account/profile in EFIS and verified their email address.
- **Unregistered Users:** Those who have not created a user account/profile in EFIS.

Action	Registered User	Unregistered User
<i>Submit comments online</i>	✓	✓
<i>Upload supporting documents into EFIS</i>	✓	
<i>View their own comment(s) after submission</i>	✓	
<i>Receive notifications and updates regarding their comment(s)</i>	✓	



To submit a new comment in EFIS:

AT-A-GLANCE:**OPTION 1 (Unregistered User)****OPTION 2 (Registered User)**



IN DETAIL:

OPTION 1 (Unregistered User)

- 1) Select the 'Consumer Resources' tab.
- 2) Select the 'Comment Form' link.



- 3) In the **First Name** field, input the first name.
- 4) In the **Middle Name** field, input the middle name or middle initial.
- 5) In the **Last Name** field, input the last name.
- 6) 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.
- 7) In the **Utility Type** field, select the applicable type of utility from the drop-down list.
 - a) If a case number is entered into the **Related Submission No.** field, only the utility type designated for that case will appear in the drop-down list.

The form contains the following fields: First Name, Middle Name, Last Name, Email Address, Related Submission No., and Utility Type. The 'First Name' field is highlighted with an orange border, indicating it is a required field. The 'Related Submission No.' field contains placeholder text 'Begin typing for suggestions'.

- 8) In the **Company** field, input and select the applicable company.
 - a) If a case number is entered into the **Related Submission No.** field, only companies linked to that case will appear in the drop-down list.
- 9) In the **Comments** field, input the comments.



Company	(Select)
Comments	<div style="border: 1px solid #ccc; padding: 5px; height: 100px; vertical-align: top;">750 character(s) left.</div>

NOTE: Avoid including personal or sensitive information you don't want shared publicly.

- 10) In the **Address Line 1** field, input the street and/or mailing address of the company.
- 11) In the **Address Line 2** field, input an apartment, studio, or floor number, if applicable.
- 12) In the **City** field, input the name of the city.
- 13) In the **State** field, select the name of the state from the drop-down list.
- 14) In the **Zip** field, input the zip code.
- 15) In the **County** field, select the name of the county from the drop-down list.
- 16) In the **Country** field, select the name of the country from the drop-down list.

Address Line 1	1234 Main St
Address Line 2	Apartment, studio, or floor
City	City
State	Missouri
Zip	Zip
County	(Select)
Country	United States of America

NOTE: Defaults to "Missouri"

NOTE: Defaults to "United States of America"

- 17) In the **Phone Type** field, select the type of phone from the drop-down list.
- 18) For the **Is International** checkbox, check the box if the phone number is an international number.
- 19) In the **Number** field, input the phone number with area code.
- 20) In the **Extension** field, input an extension if needed.

Phone Type	(Select)
Is International	<input type="checkbox"/>
Number	(000) 000-0000
Extension	0000

- 21) 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.

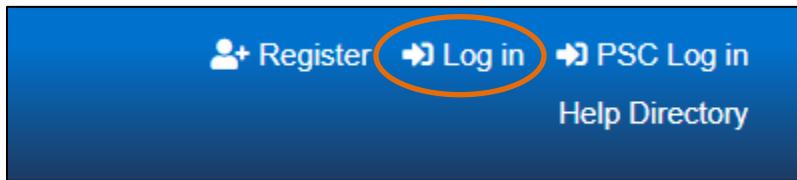
Submit	Clear
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- 22) Once submitted, a “Email was successfully sent” message will appear at the top of the Comment Form.

OPTION 2 (Registered User)

- 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.

- 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



Filing New Comments

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	

- 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.

New Comments e-Filing

 Help

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](#).

Name	Another User
Address	<div style="display: flex; align-items: center;"> (Select) <div style="flex-grow: 1; border: 1px solid #ccc; padding: 2px; margin-right: 10px;"></div> ▼ </div>
+ Add New	

- 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	1234 Main St
Address Line 2	Apartment, studio, or floor
City	City
State	Missouri
Zip	Zip
County	(Select)
Country	United States of America

NOTE: Defaults to "Missouri"

NOTE: Defaults to "United States of America"

Submit **Clear**

- 11) In the **Email Address** field, select the email address from the drop-down list.
- If the email address is listed, skip to the next numbered step.
 - If the email address is not listed, click the **Add New** button to add a new address.

Email Address	(Select)
	+ Add New

- In the **Email Address** field, input the email address.
- 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 X

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

Email Address

Submit Clear

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 ▼

+ Add New

- 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.



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**

- 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.

Submit **Clear**

- 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.
- If a case number is entered into the **Related Submission No.** field, only the utility type designated for that case will appear in the drop-down list.
- 16) In the **Company** field, input and select the applicable company.
- If a case number is entered into the **Related Submission No.** field, only companies linked to that case will appear in the drop-down list.
- 17) In the **Comments** field, input the comments.

Related Submission No.

Utility Type: (Select)

Company

Comments
NOTE: Avoid including personal or sensitive information you don't want shared publicly.



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

Attachments

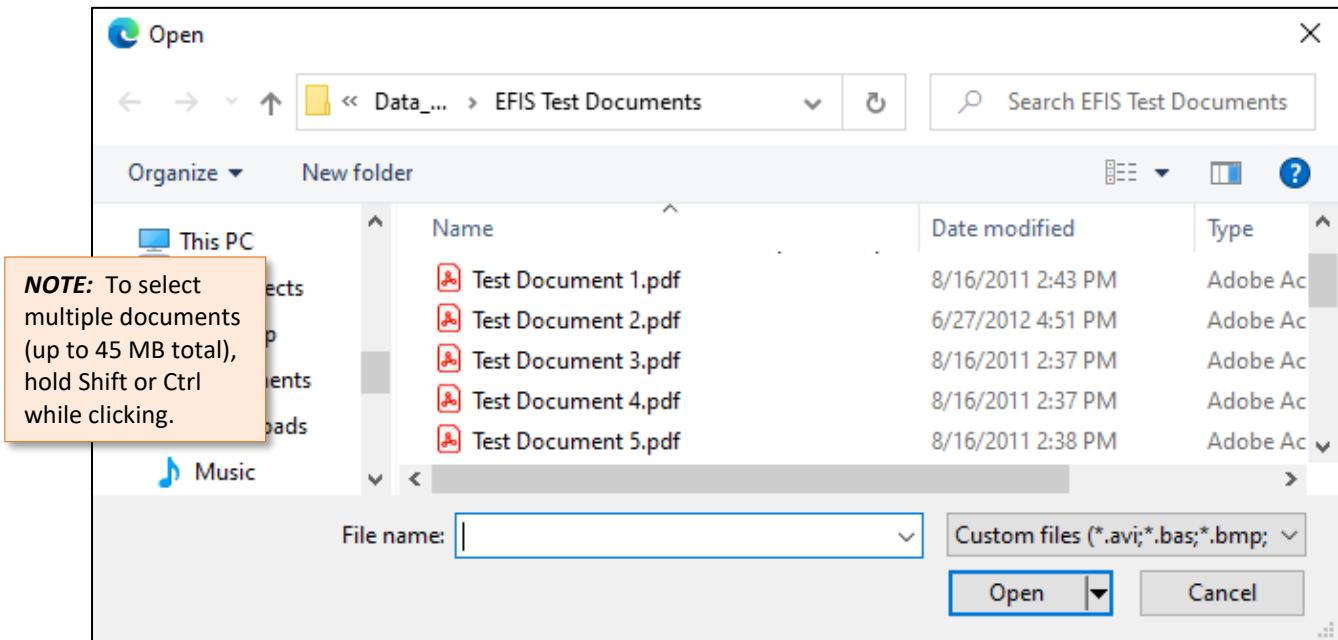
DISCLAIMER AND REQUIREMENTS: It is the sole responsibility of the person or entity submitting electronic files to take appropriate measures to ensure that all "confidential" information is to the best of their knowledge, information and belief, non-viewable, non-searchable and non-reversible. Informal 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.



- 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	Print	Help
P202502846		
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.