



Reply to PSC Informal Complaint Request - Consumer

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

To respond to an informal complaint:

NOTE: Consumers may reply to requests pertaining to complaints/inquiries provided that 1) the complaint was submitted using a personal account on or after 9/5/2023; and 2) that the consumer uses the same personal account credentials to reply.

- 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.

Login Help

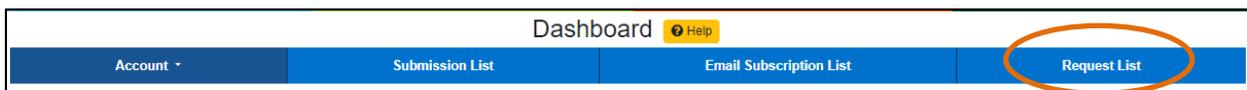
Email Address

Password 🗨

Log in

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

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



- 7) On the *Request List* page, click the **Reply** button next to the complaint/inquiry which needs to be responded to.



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Request List

Search Criteria ▾

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

Submission No. <input type="text" value="Begin typing for a suggestion"/>	Date Requested From <input type="text"/> To <input type="text"/>	Date Responded From <input type="text"/> To <input type="text"/> Past Due: <input type="checkbox"/>	Response Received <input type="text" value="No"/>
Requested From Company <input type="text" value="Begin typing for suggestions"/> Include Closed Request From Co <input type="checkbox"/> Search on single company: <input type="checkbox"/>	Requested From Person First Name <input type="text"/> Last Name <input type="text"/>	Requested By <input type="text" value="(Select Person)"/>	Description <input type="text"/>
Days Elapsed From <input type="text"/> To <input type="text"/>			

Search complete. The results are displayed below.

Returning 1 / 1

<u>Submission No.</u>	<u>Requested Date</u>	<u>Due Date</u> ^	<u>Past Due</u>	<u>Response Date</u>	<u>Days Elapsed</u>	<u>Request From Person</u>	<u>Requested By Person</u>
View Request CI202402504 <input type="button" value="+ Reply"/> Account Name: Personal Account	8/31/2023 7:07 AM	8/31/2023	Yes		0	Account, Personal	Eastlick, Jay

Request Description: The minimum amount can be requested from the company as they can possibly set up monthly payments for you. Please reach out to the company for this information.

8) In the **Response Description** field, input the user's response.

Reply to Information Request

CI202402504

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

Submission No.	CI202402504
Due Date	8/31/2023
Request Description	The minimum amount can be requested from the company as they can possibly set up monthly payments for you. Please reach out to the company for this information.
Requested From Person	Personal Account
Email	personal.account@gmail.com
Requested By Person	Jay Eastlick
Response Date	8/31/2023 7:10 AM
Response Description	<input type="text"/>

750 character(s) left.

9) 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

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.

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

10) 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

11) 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.



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Information Request
CI202402504

[Print](#) [Help](#)

Response was successfully saved.

Submission No.	CI202402504
Company	Electric Company Missouri (Electric) (Investor)
Account Name	Personal Account

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