

To view complaints that have been filed with the PSC:

- Users must have a “Professional Account” and be linked to the company.
- PSC Staff must have requested complaint information from the company via EFIS.

AT-A-GLANCE:

- Log in to EFIS.
- Select “Request List” from the Dashboard.
- Set Request Type to “Information Request”.
- Update “Requested From” fields.
- View search results.

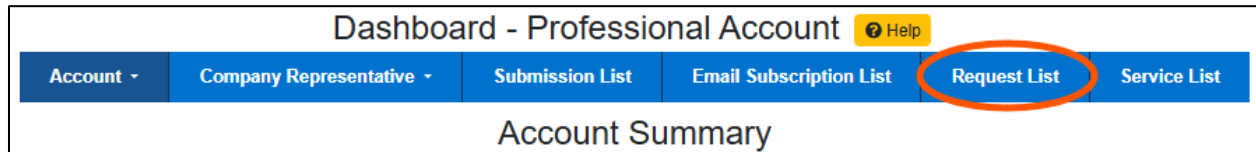
IN DETAIL:

1. Log in to EFIS

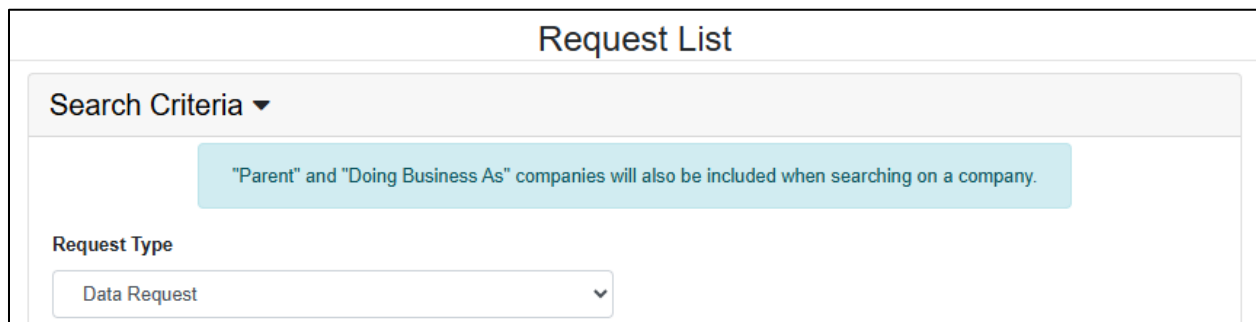
- Click Log in (upper right corner).



2. From the Dashboard, select the “Request List” tab.



- Set the “Request Type” field to “Information Request”.



- Under the “Requested From” field, update the following;
 - Select the appropriate company in the first drop-down list.
 - Select “(Select Person)” instead of the default logged-in user.

Requested From

(Select Company) ▼

Doe, Jane ▼

Requested From

Mid-MO Electric (Electric) (Investor) ▼

(Select Person) ▼

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

							Request From	
							Company	
Submission No.	Submission Status	Requested Date	Due Date ^	Past Due	Response Date	Days Elapsed	Person	Requested By Person
View Request + Reply								
CI202700361							Mid-MO Electric (Electric) (Investor)	
Account Name: Jamie Doe	Open	9/18/2026 10:58 AM	9/18/2026	Yes		0	Doe, Jane	Osborn, Charmion
Request Description: Please let me know why this is happening.								

Need Assistance?

Contact the **Data Center**: Email: dcsupport@psc.mo.gov