To submit a new consumer comment:

> *NOTE: Users must have a registered account.*

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 'New Consumer 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 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 Consumer Comments e-Filing
I am entering this comment on behalf of another person ☑
❓ Help

Items with an orange left border (|) are required.

The Missouri Public Service Commission appreciates your comments. All information provided in the 'Consumer 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 step 8.
   b) If the address isn't listed, click the **Add New** button below the field.

New Consumer Comments e-Filing
I am entering this comment on behalf of another person ☐
❓ Help

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The Missouri Public Service Commission appreciates your comments. All information provided in the 'Consumer 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   Personal Account

Address   [(Select)   ▼]
              ➕ 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.

> *NOTE: This field defaults to 'United States of America'.*

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.

> *NOTE: This field defaults to 'United States of America'.*

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.

11) In the **Email Address** field, select the email address from the drop-down list.
   a) If the email address is listed, skip to Step 9.
   b) If the email address is not listed, click the **Add New** button to add a new 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   [email@provider.com]

[**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 step 10.
    b) If the email address is not listed, click the **Add New** button to add a new address.

Phone   (Select) ⌄
    + 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.
16) In the **Company** field, input and select the applicable company.
17) In the **Consumer Comments** field, input the comments.

Related Submission No.	Begin typing for suggestions
Utility Type	(Select) ⌄
Company	Begin typing for suggestions
Consumer Comments	

750 character(s) left.

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: Users can select multiple or batch documents by holding the Shift or Ctrl key and selecting the documents as long as the batch is not over 45 MB.
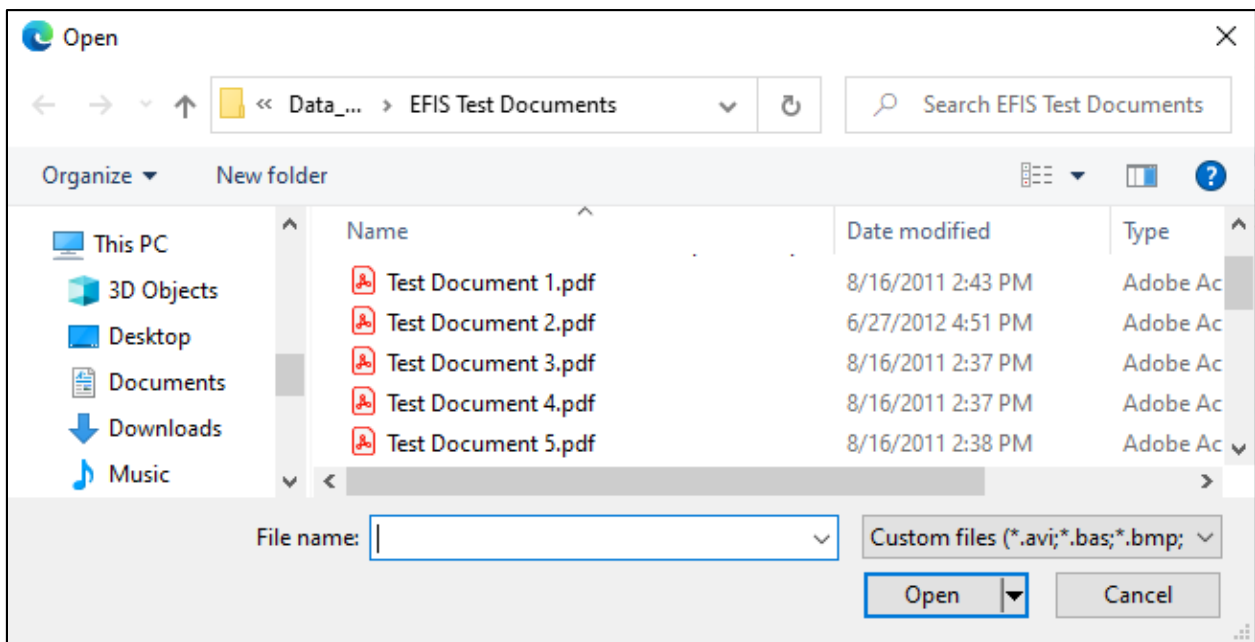
b) Any selected attachments will be listed in the *Attachment* section.

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 *Consumer Comment* page will open which lets the user know the comment was successfully submitted and will also list the comment's tracking number.

Submission Complete. Please review your submission displayed below.

Consumer Comment
P202402803

🖨 Print   ❓ Help

Date Filed	8/29/2023 1:06 PM
Name	Personal Account

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