

## Redaction Guidance

### Purpose:

This guidance explains the types of information typically redacted by the PSC, outlines best practices for submitting redacted documents, and describes how redacted and unredacted versions are handled in EFIS.

### Overview:

Documents filed in EFIS are generally public records. To protect privacy, security, and sensitive information, certain content is routinely redacted before public posting. Filers are encouraged to submit a redacted version of documents at the time of filing to ensure appropriate protection of sensitive information.

### Information Typically Subject to Redaction:

The PSC recommends redaction of the following categories of information prior to public posting:

- **Personally Identifiable Information (PII)**
  - Social Security numbers (full or partial)
  - Driver's license or state identification numbers
  - Dates of birth (full)
  - Financial account numbers (bank, credit card, debit card)
- **Sensitive Personal Contact Information**
  - Personal home addresses (when not otherwise required for the record)
  - Personal phone numbers and personal email addresses
- **Financial and Billing Information**
  - Utility account numbers
  - Customer billing details
  - Payment histories or transaction identifiers
- **Protected or Confidential Information**
  - Information designated as confidential by statute, rule, or Commission order
  - Information subject to protective orders
  - Security-sensitive infrastructure or system details

This list is not exhaustive. Filers are responsible for reviewing filings to identify any information that may warrant redaction.

## Redacted Versions:

The redacted version of a document must be filed for the official record and designated as “public” in EFIS.

## Best Practices:

- Clearly label the document as **“Redacted Version – For Public Posting.”**
- Ensure redactions are complete and irreversible (e.g., use proper redaction tools rather than visual overlays).
- Maintain formatting and pagination consistent with the unredacted version when possible.
- Verify that all sensitive information has been removed prior to submission.
- When a redacted version is provided, the PSC may rely on that version for the public record without performing additional redactions.

## Handling of Unredacted Versions:

- The unredacted version of a document should be filed for the official record.
- The **security designation of the unredacted version must be set to Confidential** in EFIS.
- Access to the unredacted document will be restricted in accordance with Commission rules and applicable protective orders.
- If already-filed documents require redaction, filers may provide a redacted version of documents to the Data Center at [dcsupport@psc.mo.gov](mailto:dcsupport@psc.mo.gov) for posting in EFIS.

## Responsibility and Review:

Submission of a redacted document does not relieve filers of their responsibility to comply with all PSC rules, statutes, and orders regarding confidentiality and data protection. The PSC reserves the right to review filings and require additional redactions or corrective filings if necessary.

## Questions:

Questions regarding redactions or EFIS filing procedures may be directed to the PSC Data Center at [dcsupport@psc.mo.gov](mailto:dcsupport@psc.mo.gov).