



NAVIGATING

The Missouri Public Service Commission's e-filing system, known as EFIS, is available 24 hours a day, seven days a week, to anyone with Internet access. EFIS can be accessed from the PSC's website, www.psc.mo.gov, by clicking on the **'Electronic Filing/EFIS'** icon.



One very important part of EFIS is the blue **'Help'** button on the left side of the screen below. Clicking it will provide step-by-step instructions for several things users may want to do within EFIS.

All of the documents filed in a Commission case, except those deemed highly confidential or proprietary, are available for public viewing from the **'Docket Sheet'** link found under the **'Filing/Submission'** tab.

Some utility companies are required to file information regarding their rates, terms, and conditions of service. These filings are known as tariffs and can be found under the **'View Tariff'** tab.

The items under the **'Resources'** tab will help EFIS users find and query information housed in EFIS. The **'Company Contact Address Query'** will provide the address, phone number and e-mail addresses for individuals listed as contacts for each company.

The Public Service Commission holds weekly meetings to discuss pending Commission matters. Information regarding the Agenda time, location and items being discussed is available under the **'Agenda'** tab in EFIS.

EFIS allows companies to make filings and submit requested information effortlessly with a few keystrokes and mouse clicks. Submitting information through EFIS is not just limited to utility companies. There are also submission opportunities for the general public.

Anyone can submit an inquiry or an informal complaint regarding a Missouri-regulated utility company to the PSC's Consumer Services Staff using the **'Complaint/Inquiry'** tab. Comments about a particular case or issue can be submitted by using the **'Public Comments'** tab.

Why an Electronic Filing System (EFIS)?

For many years, the PSC had a paper-based case and tariff system, which created mounds of paper with a manual check-in, check-out process through the data center, multiple copies stored everywhere, and created millions of redundant paper-based documents being stored everywhere. Today, EFIS allows the PSC to operate more effectively and efficiently, and reduces the costs of doing business with the PSC.

Before EFIS

- Storage of over 9 million pages of documents on file;
- 1.2 million pages added per year with an existing storage of 7+ years onsite;
- Over 1,000 rolls of microfilm and 12,000 fiche;
- Little to no search capabilities;
- No integration of documents in case files;
- Little to no metrics and reporting system; and
- Ratepayers had poor and inconvenient access to PSC for complaints, information and education.

Strategic Benefits of EFIS

- PSC handles consumer complaints more quickly;
- Utility companies save time and money with electronic filings;
- Legislators, policy makers and constituents know more about utility rates, issues and the PSC; and
- The return on investment proved to pay for itself in one year based on the hard return on investment savings. There were definitely soft returns on investment in savings that provided priceless cost effective services to both internal and external entities.

**THE MISSOURI
PUBLIC SERVICE COMMISSION
IS LOOKED UPON AS HAVING THE
STATE-OF-THE-ART SOLUTION
WITH LEADING EDGE TECHNOLOGY
WITH ITS WIDESPREAD USE
BY UTILITIES, STAKEHOLDERS,
INTERVENORS, RATEPAYERS AND
THE PSC ITSELF.**

**IN ADDITION,
THE PSC HAS SHARED ITS EFIS
DEVELOPMENT AND SKILLS FOR
BUSINESS PROCESS REDESIGN AND
SYSTEM INTEGRATION WITH
JAMAICA, RWANDA, MOLDOVA AND
MOST RECENTLY NIGERIA.**

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Unit. All are PSC staff members.

BEFORE

In 1998 we identified:

- 158 PSC work processes
- 64 Applications in use
- 35 Intersecting work processes with Docket System
- 20 Database repositories that were not integrated
- 9.2 Million pages of paper stored on-site
- 1.2 Million pages of additional paper expected annually

AFTER

In 2015 we had:

- 58 PSC work processes
- 6 Applications in use
- 58 Intersecting work processes with new EFIS Docket System
- 10 Database repositories
- 2 Million pages or less stored on-site
- 5 Thousand pages or less received annually