Missouri Public Service Commission
EFIS – *View Public Comments*

Public Comments are comments received from the public. Because public comments sometimes contain sensitive customer information, not all public comment information is publicly viewable. Viewing limitations are imposed in an effort to protect customer's information.

Accessibility

Unlimited Access:

1. The following users have **unlimited access** to view all public comment information including attachments.

    - Missouri Public Service Commission Staff
    - Office of the Public Counsel Staff
    - Certified Service List Members
    - Registered Contacts for the subject Company, if a company was referenced

2. Viewing rights for those with **unlimited access** is as follows:

    What's Viewable:
    - Public Comment Tracking Number
    - Company Name
    - Commenter's Name
    - Commenter's City
    - Commenter's State
    - Information keyed into the 'Public Comment' box.
    - Commenter's Street Address
    - Commenter's Zip Code
    - Commenter's County
    - Commenter's Phone
    - Commenter's E-mail
    - Attachments

    What's Not Viewable:
    - N/A

Limited Access:

1. All users not listed in the unlimited access section above, including the general public, regardless of login status will have limited access and will only be able to see the 'publicly viewable' part of the public comments, not the attachments.

2. Viewing rights for those with **limited access** is as follows:

    What's Viewable:
    - Public Comment Tracking Number
    - Subject Company Name
    - Commenter's Name
    - Commenter's City
    - Commenter's State

- Information keyed into the 'Public Comment' box.

What's Not Viewable:
- Commenter's Street Address
- Commenter's Zip Code
- Commenter's County
- Commenter's Phone
- Commenter's E-mail
- Attachments

Public Comment Viewing

There are two methods for viewing Public Comments. See below for details.

Viewing Option #1: *(no login required)*

1. Open EFIS.
2. From the 'Welcome' screen, click the '**Resources**' menu.
3. Select the '**Public Comments Search**' link to continue to the *Public Comments Search* screen.

4. On the *Public Comments Search* screen, select or input at least of the following criteria to narrow the search:

   a. In the '**From Date**' and '**To Date**' fields, input a date range or select a date using the calendar icon.
   b. In the '**Public Comment No.**' field, input the public comment tracking number.
   c. In the '**Related Case/Tracking No.**' field, input the Commission Case number associated with the public comment.
   d. In the '**Utility Type**' drop-down list, select a utility type.
   e. In the '**Company Name**' drop-down list, select the company that the comment is in reference to.
   f. In the '**First Name**' field, input the commenter's first name
   g. In the '**Last Name**' field, input the commenter's last name
   h. In the '**City**' field, input the commenter's city.

  i. In the '**Public Comments**' field, input any keywords or phrases to search. This will only search the information input into the 'Comment's field. It will not search any attached documents.

5. Click the '**Search**' button to view the results.

6. The search results will appear on the screen.

7. To view the public comment in more detail and view any attachments click the public comment tracking number link.

  – *The information displayed on the results screen is limited. Only those with proper security access can view additional comment details, including any attachments.*

8. If the user is not logged on to EFIS, the following screen will be displayed, which requires the user to log on to EFIS.

9. After logging in, the user's credentials will be verified.
10. If the user has the proper security access, the additional comments details, along with any attachments can be viewed.
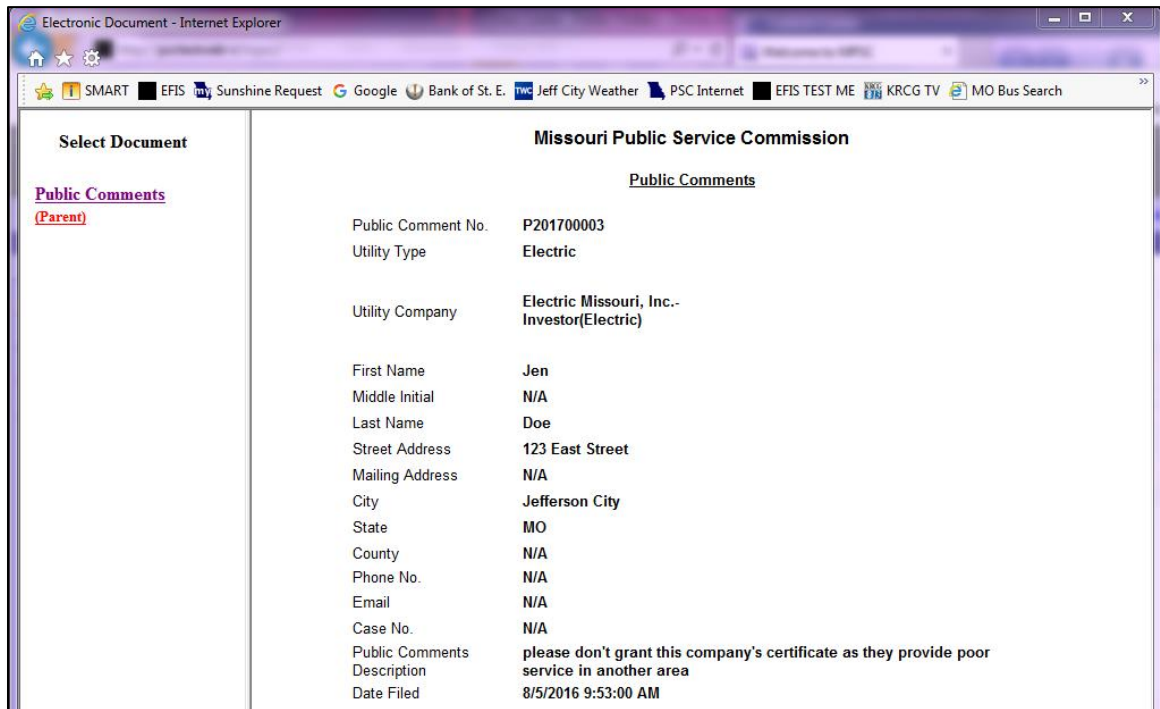
11. If the user doesn't have the proper security access, the user will receive a message stating, "**You do not have enough access rights to view this document**."
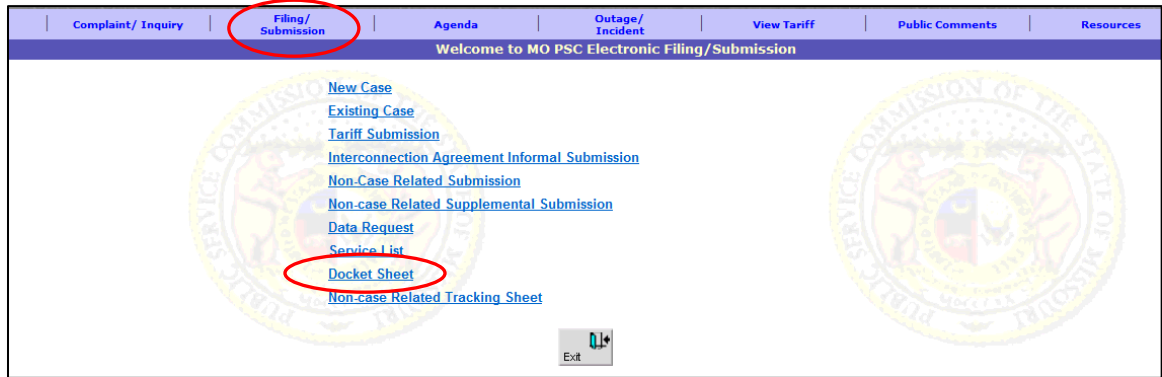

Viewing Option #2: *(login required)*

When Public Comments are linked to a specific case, a link to view the public comments will be available on the Case's docket sheet.
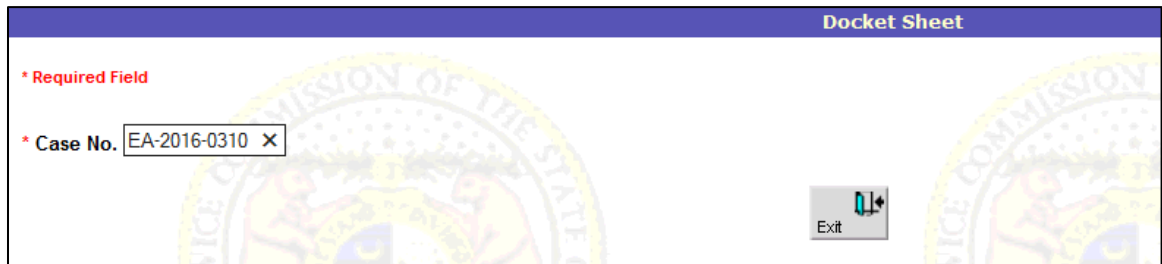
1. Log on to EFIS.
2. From the 'Welcome' screen, click the '**Filing/Submission**' menu.
3. Select the '**Docket Sheet**' link to continue to the *Docket Sheet* screen.

4. In the '**Case No.**' field, input the case number to continue to the *Docket Sheet* screen.

5. At the top of the *Docket Sheet* screen, click the '**Click to see public comments for this case**' link to open the *Public Comments Search Results* window.
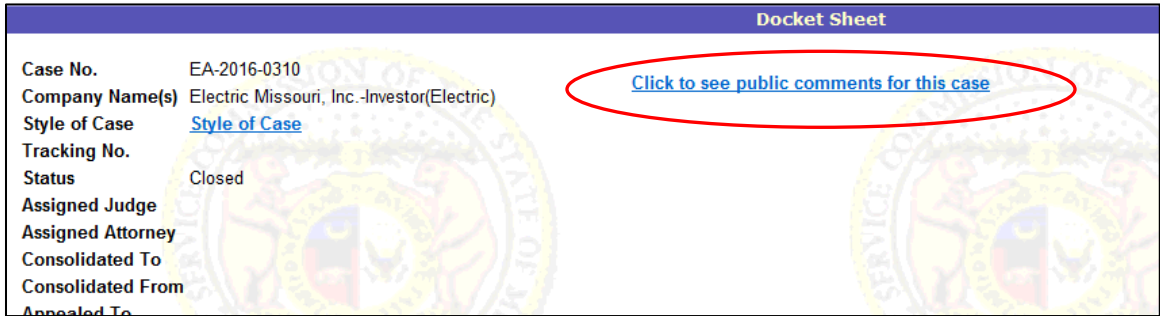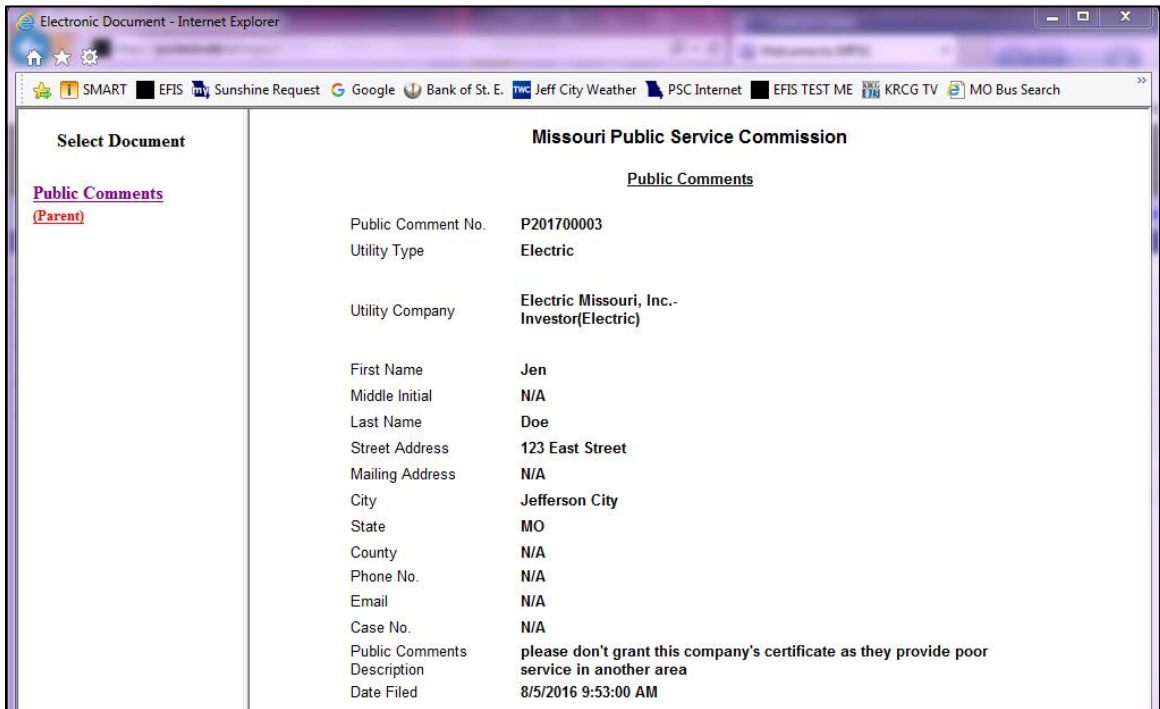

6. A display of the results for the specified criteria will be listed.
7. To view the public comment in more detail and view any attachments, click the public comment tracking number link.
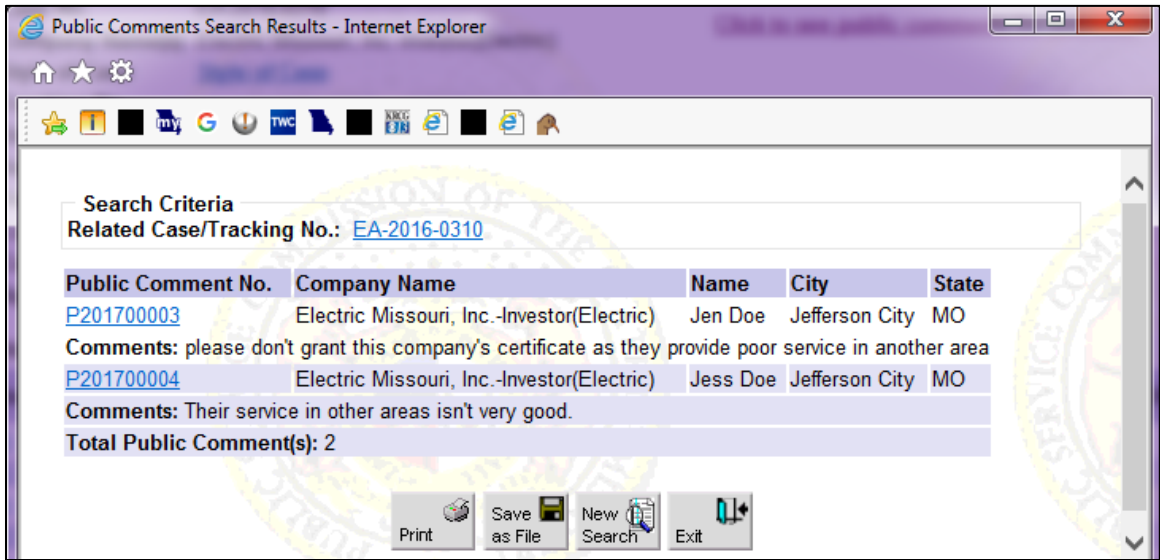
    – *The information displayed on the results screen is limited. Only those with proper security access can view additional comment details, including any attachments.*
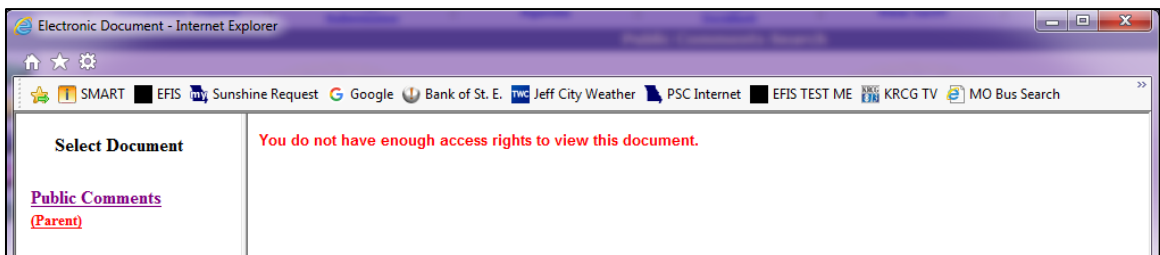
If the user has the proper security access, the additional comments details, along with any attachments can be viewed.

If the user doesn't have the proper security access, the user will receive a message stating "**You do not have enough access rights to view this document.**"

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