Overview of the
Electronic Filing and Information System (EFIS)

Presented to the Delegates of the
National Energy Regulatory Agency of Moldova

September 23, 2010
Missouri Public Service Commission

What is EFIS?

The Electronic Filing and Information System (EFIS) is a web-based system coded in ASP Classic which runs on a Microsoft IIS server.

It combines automated process management, imaging and content management into a central electronic repository. With components for scheduling, calendaring, recording case activity, workflow, metrics, document generation and retrieval and reporting, it allows PSC Staff, other state agencies, utility companies, intervenors, and ratepayers 24-hour access to file and retrieve information.

With the assistance of a contracted software development company, EFIS was custom designed for the Missouri Public Service Commission and implemented on April 15, 2002.

All continued programming, development, maintenance, and support is provided solely by Missouri Public Service Commission staff.

Registration

- Individuals register for their User ID.
- User or Data Center staff register a new company or firm and assign official representative.
- Official representative or Data Center staff assign contact types.
- Official representative or Data Center staff can edit the company's contact information.

Complaint / Inquiry

- Public can submit an informal complaint/inquiry with attached documents.
- Information is automatically routed to PSC Consumer Services staff.
- Staff can request information from utility.
- Company responds to PSC's request, attaching documents if necessary.
- All information is stored under a unique system-assigned complaint/inquiry number.
- Staff can search for complaint/inquiry by name, address, utility type, utility company name or date.

Filing/Submission

- Filing in a new case, existing cases, and appellate cases
- Non-Case Submission examples:
    - Annual Reports, Electric Generation Reporting Requirements, Statement of Revenue, and Telecommunications Quality of Service Report
- Tariff Filings – New, Revised, Substitute, Extensions, Withdrawals
- Data Requests allow staff to gather information that is not part of the official case filing.
- Docket sheet provides access to all filings along with other pertinent information about the case.

Automated Workflow and Notification Process

Workflow and notification groups comprised of PSC staff were created for specific types of filings. Group members receive email notification when filings are made. Notification is also sent to the individual who made the filing, the Office of Public Counsel, individuals on the service list, and certain contact types at the company.

Each group has a staff person designated as the chief manager. The chief manager receives a task item to be processed in their EFIS task list. The chief manager can add documents to the task, resolve and close the task, or route the task to another person for processing. Complaint/Inquiry and Outage/Incident tasks allow the person processing the task to request information from the filer or from a utility company. The task returns to the task list for additional processing upon a response from the filer or company. EFIS keeps a complete history of each task.

Agenda

• Agenda allows staff to submit items for consideration at an upcoming meeting.
• Submitted items are routed to the Chairman's office for approval.
• Once finalized, the agenda is available to the public for viewing.
• Agenda is also used to record agenda meeting minutes.
• Once approved, the minutes are available to the public for viewing.

Outage/Incident

- Utility companies report water contamination, gas leaks, and major electricity and telephone outages.
- Information is routed to designated chief manager through the task list.
- All information is stored under a unique system assigned outage/incident number.
- Staff can search for outage/incident by county, city, utility type, issue, utility company, or date.

View Tariff

- View currently effective tariffs.
- View completely cancelled tariffs.
- View cancelled tariff sheets.
- Data Center staff electronically update tariff pages through the task list.

Task List

Missouri Public Service Commission
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration	Complaint/ Inquiry	Filing/ Submission	Agenda	Outage/ Incident	View Tariff	Public Comments	Resources

Task List of Kay Finnell

HOME
LOGOUT
HELP
PSC INTERNET
CONTACT US
TASK LIST
ADMIN
STAFF ASSIGN
Get Adobe Reader

○ Common Queue   ○ Personal Queue   ● View Task List For Happy Kim ▼   ○ Find Submission No. [_____]

Pages [1 2]

Routed From Routed To	Submission No.	Tracking/Case No.	Type of Filing	Date/Effective Date	PSC MO No.	Company Name	Description/Title of Filing
Steck Deborah Happy Kim	JL-2011-0045	N/A	New Tariff	8/30/2010	3	Comcast Phone of Missouri LLC-CLEC/IXC(Telephone)	Introduction of P.S.C. Tariff No. 3. The tariff is provided pursuant to the transfer of assets and customer accounts from CIMCO Communications, Inc. to Comcast Phone of Missouri, LLC.-
Voight William Happy Kim	JL-2011-0083	N/A	Revise Tariff	10/1/2010	3	Farber Telephone Company-ILEC(Telephone)	to eliminate rural residence 1-party service rate-PSC Mo. No. 3, Section I, 6th Rev Sht No. 1, Cancels 5th Rev Sht No. 1; Section II, 1st Rev Sht No. 2, Cancels Orig Sht No. 2
Couch Myron	JL-2011-0086	N/A	Revise Tariff	9/24/2010	1	CenturyLink (Spectra)-ILEC	This filing revises regulations

Processing in the Task List

Missouri Public Service Commission
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

| Registration | Complaint/ Inquiry | Filing/ Submission | Agenda | Outage/ Incident | View Tariff | Public Comments | Resources |

Task Details Of Tariff

HOME
LOGOUT
HELP
PSC INTERNET
CONTACT US
TASK LIST
ADMIN
STAFF ASSIGN

Get Adobe Reader

Tracking No.	JI-2011-0083
Utility Type	ILEC
Company Name	Farber Telephone Company-ILEC(Telephone)
PSC MO No.	3
Type of Submission	Revise Tariff
Tariff Title	
Purpose Of Filing	to eliminate rural residence 1-party service rate
Details	PSC Mo. No. 3, Section I, 6th Rev Sht No. 1, Cancels 5th Rev Sht No. 1; Section II, 1st Rev Sht No. 2, Cancels Orig Sht No. 2
Related Case No.	N/A
Effective Date	10/01/2010
Comments	

(Allows only 500 characters)

Route To	Select
Send Notification To	Select

View Task History

View Staff Assignment

List of Attachments

	File Name	Tariff Submission
○	Cancelled Tariff Submission.pdf	Cancelled Tariff Sheets
○	New Tariff Submission.pdf	New Tariff
○	6th rev sht no 1.pdf	Revise Tariff
○	farber tariff - 1st rev sht no 2.pdf	Revise Tariff

Check In | Close | Attach | Route | Edit Effective Date | Reject | Exit

- Data Center staff process tariff filings by adding revised pages and removing cancelled pages.

Public Comments

- Public can submit their comments directly onto the docket sheet.
- Comments are also routed to the chief manager's task list.
- Chief manager can route comment to the appropriate case.
- All public comments are stored in one location and are searchable.

Resources

- Allows search of filings by date filed, testimony issue, case status, utility type, filed on behalf of, type of case, and specific filing types.
- View pending tariff submissions.
- Lists PSC Staff case assignments.
- Contains calendars for hearing dates and case filing deadlines.
- Provides updated information on company representatives.
- Documents case number and dates when utilities were certificated.
- Indicates which companies must file annual reports and/or a statement of revenues.
- Provides search screens to access all non-case related submissions.
- Lists video franchise authorization information.

For Additional Information
Contact Kay Finnell
EFIS Trainer / Data Center Assistant Manager
200 Madison Street
P.O. Box 360
Jefferson City, MO 65101
573-751-8514
kay.finnell@psc.mo.gov