

199—14.4(17A,476) Exceptions. The following types of filings are not subject to the electronic filing requirement:

14.4(1) Filings made by any person who has been excused from the requirement by commission order granting a request for permission to file paper documents. Upon request, the commission may issue an order granting permission to file paper documents and specifying the number of paper copies to be filed.

14.4(2) Informal consumer complaints. Consumers may submit complaints electronically by using the online complaint form available on the commission's website or by email; on paper by mail or facsimile; or by personally delivering the written complaint to the commission's customer service bureau. Informal consumer complaint files are available for public inspection from the commission's customer service bureau. An informal complaint file will be made available for public viewing in EFS, to the extent reasonable.

14.4(3) Written objections to applications for electric transmission line franchises, pipeline permits, or hazardous liquid pipeline permits. Written objections in these cases may be submitted through EFS or may be submitted on the commission's website, by email, by post, or in person. Electronic filing of objections is preferred. A suggested objection form is available on the commission's website.

14.4(4) Comments from persons in any other proceeding in which comments from the public are permitted. Persons may submit comments through EFS pursuant to these rules, by using any applicable online comment form available on the commission's website, by email, or by letter. Comments from persons will ordinarily be published in EFS.

[ARC 8256C, IAB 10/16/24, effective 11/20/24]