

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

Irene Dsouza,)	
)	
Complainant,)	
)	
v.)	<u>Case No. GC-2007-0442</u>
)	
AmerenUE,)	
)	
Respondent.)	

ORDER SETTING COMPLAINT FOR HEARING

Issue Date: September 10, 2007

Effective Date: September 10, 2007

Irene Dsouza filed a formal complaint against Union Electric Company d/b/a AmerenUE ("AmerenUE") on May 21, 2007. On May 24, 2007, the Commission notified AmerenUE of the complaint and allowed it thirty days in which to answer as provided by 4 CSR 240-2.070(7). The same day, pursuant to Commission Rule 4 CSR 240-2.070(10), the Commission ordered its Staff to commence an investigation and file a report concerning the results of that investigation no later than three weeks after AmerenUE filed its answer, which was due no later than June 25, 2007. AmerenUE filed its answer on June 25, 2007, and on July 16, 2007, Staff filed a verified report recommending that the Commission dismiss the complaint, as its inquiry revealed no evidence that AmerenUE had violated its tariff, any Commission rule, or statute in rendering its billing statements to Ms. Dsouza.

By order dated August 9, 2007, the Commission set the case for a prehearing conference, which was held on August 22, 2007. While the parties were unable to reach

agreement on the key issues in the case, they did all concur that a formal evidentiary hearing on the merits of Ms. Dsouza's complaint should be scheduled for September 27, 2007, at 10:00 a.m. In the same order, the parties were directed to jointly prepare and file a proposed procedural schedule by no later than September 11, 2007. Such a proposed schedule was filed on September 4, 2007, along with a request that "the Commission issue its order setting a hearing in this matter for September 27 at 10 am." Accordingly, a formal evidentiary hearing on the merits of Ms. Dsouza's complaint will be scheduled for Thursday, September 27, 2007, at 10:00 a.m.

IT IS ORDERED THAT:

1. An evidentiary hearing will take place on Thursday, September 27, 2007, beginning at 10:00 a.m. The hearing will be held in Room 305 of the Governor Office Building, 200 Madison Street, Jefferson City, Missouri, which meets accessibility standards required by the Americans with Disabilities Act. Any party needing additional accommodations to participate in this hearing should call the Missouri Public Service Commission's Hotline at 1-800-392-4211 (voice) or Relay Missouri at 711 before the hearing.

2. Although the parties are strongly encouraged to attend the hearing in person, any party wishing to participate by telephone will be permitted to do so after notifying the Regulatory Law Judge by calling 573-751-7485 by no later than noon on September 21, 2007. The parties are reminded that as the Complainant in this matter, Irene Dsouza bears the burden of proof to establish the allegations of her formal complaint by a preponderance of the credible admissible evidence adduced during the hearing or otherwise properly

before the Commission. No prefiled testimony shall be submitted, and all evidence shall be presented live at the hearing.

3. In lieu of a formal, more detailed procedural schedule, the parties are directed to promptly meet and confer to exchange witness lists and copies of any documents or exhibits they plan to rely on or introduce into evidence during the hearing. Furthermore, by no later than 5:00 p.m. on September 24, 2007, each party shall file with the Commission a list of issues to be determined and a copy of its witness list.

4. This order shall become effective on September 10, 2007.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Benjamin H. Lane, Regulatory Law
Judge, by delegation of authority
under Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 10th day of September, 2007.