

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

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

ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT
AND DIRECTING OTHER FILING

Issue Date: May 24, 2007

Effective Date: May 24, 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 Commission would like to have the benefit of an investigation and report by its Staff before it further considers this matter.¹ Given the circumstances described in the complaint, Staff should be able to complete its investigation and prepare a report concerning the results of that investigation no later than three weeks after AmerenUE files its answer, which is due no later than June 25, 2007.

¹ AmerenUE's answer period has just begun. However, 4 CSR 240-2.070(10) states that "[t]he commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint."

IT IS ORDERED THAT:

1. The Staff of the Missouri Public Service Commission shall promptly commence an investigation of Irene Dsouza's formal complaint against Union Electric Company d/b/a AmerenUE.
2. The Staff of the Missouri Public Service Commission shall file a report concerning the results of its investigation no later than three weeks after AmerenUE files its answer to Ms. Dsouza's complaint.
3. This order shall become effective on May 24, 2007.

BY THE COMMISSION



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 24th day of May, 2007.