

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

Frances Ann Holley, )  
 )  
 Complainant, )  
 )  
 v. )  
 )  
 AMERENUE, )  
 Legal Department )  
 Union Electric Company )  
 1901 Chouteau Avenue )  
 P. O. Box 66149, Mail Code 1310 )  
 St. Louis, Missouri 63166-6149 )  
 **CERTIFIED MAIL** )  
 )  
 Respondent. )

**File No. GC-2010-0225**

**NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILINGS**

Issue Date: January 27, 2010

Effective Date: January 27, 2010

The Missouri Public Service Commission is setting a deadline for the filings in response to the attached complaint.

Because such filing requires the Commission to set a hearing,<sup>1</sup> the filing begins a “contested case.”<sup>2</sup> A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities<sup>3</sup> and a decision without a hearing,<sup>4</sup> including by stipulation and agreement.<sup>5</sup> Provisions governing discovery are at the Commission’s regulation 4 CSR 240-2.090.

<sup>1</sup> Section 386.390.5, RSMo 2000.

<sup>2</sup> Section 536.010(4), RSMo Supp. 2008.

<sup>3</sup> Sections 536.060(3) and 536.063(3), RSMo 2000.

<sup>4</sup> Sections 536.060, RSMo 2000.

<sup>5</sup> 4 CSR 240-2.115.

As an alternative to the formal evidentiary hearing process, the Commission offers mediation.<sup>6</sup> Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a request for mediation, the Commission may suspend the filing date set forth in this order.

**THE COMMISSION ORDERS THAT:**

1. AmerenUE shall file an answer to the complaint no later than February 26, 2010.
2. The Commission's staff shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than March 12, 2010.
3. This order is effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Dated at Jefferson City, Missouri,  
on this 27<sup>th</sup> day of January 2010.

Jordan, Regulatory Law Judge

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<sup>6</sup> 4 CSR 240-2.125.