

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

In the Matter of the Complaint of Irene)	
D'Souza,)	
)	
Complainant,)	
v.)	Case No. GC-2007-0442
)	
)	
AmerenUE,)	
)	
Respondent.)	

LIST OF ISSUES, ORDER OF WITNESSES, ORDER OF CROSS

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and respectfully submits its List of Issues, Order of Witnesses and Order of Cross:

1. On May 21, 2007, Irene D'Souza (Complainant) filed her complaint against AmerenUE (Company), alleging certain billing discrepancies and requesting relief therefore.
2. On June 25, 2007, Company filed its Answer to Complaint. In its Answer, Company denies any violation of its tariff or Commission rules.
3. On July 16, 2007, Staff filed its Report to the Commission. Based on its investigation and the analysis of information provided by the Complainant and the Company, Staff did not find that any of the alleged activities carried out by the Company constituted a violation of applicable statutes, the Commission's rules, or the Company's tariff.
4. On August 22, the Commission held a prehearing conference and all parties participated, but were unable to reach agreement except that a hearing should be scheduled for September 27 at 10 am.

5. The following is Staff's List of issues:
 - a. Chapter 13 of the Commission's rules mandates certain billing practices for residential customers of gas utilities. Was Complainant properly billed for the rental property at 1301 West Broadway, Columbia, MO?
 - b. Chapter 13 requires bills rendered by a utility company to be based on actual usage. Was the amount Ameren billed to Ms. D'Souza based on actual usage?
6. The Staff's witness is Marilyn Doerhoff.

WHEREFORE the parties to the case request the Commission accept this pleading in response to the Commission's Order.

Respectfully submitted,

/s/ Lera L. Shemwell

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Missouri Bar No. 43792

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Certificate of Service

I hereby certify that copies of the foregoing have been mailed, hand-delivered, or transmitted by facsimile or electronic mail to all counsel of record this 24th day of September 2007.

/s/ Lera L. Shemwell