

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

Shirley Henry	)	
	)	
Complainant,	)	
	)	
v.	)	
	)	Case No. EC-2009-0311
Union Electric Company d/b/a	)	
AmerenUE,	)	
	)	
Respondent.	)	

STAFF’S REPORT OF INVESTIGATION AND RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and respectfully submits as follows:

1. On March 2, 2009, Shirley Henry (Complainant) filed her formal complaint against Union Electric Company d/b/a AmerenUE (Company, or AmerenUE), alleging that the Company was billing for energy consumed at Complainant’s condominium, during times when Complainant believes the condominium to have been unoccupied.

2. On March 6, 2009, the Commission issued its Order Directing Filing, in which it ordered its Staff to investigate Ms. Henry’s Complaint, and file its verified report no later than April 21, 2009.

3. Commission Rule 4 CSR 240-2.070(10) states as follows:

The commission may order, at any time after the filing of a complaint, an investigation by its staff as to the cause of the complaint. The staff shall file a report of its findings with the commission and all parties to the complaint case. The investigative report shall not be made public unless released in accordance with sections 386.480, 392.210(2) or 393.140(3), RSMo, or during the course of a hearing involving the complaint.

Thus, the Staff's Report, attached hereto and incorporated by reference herein, is a non-public document and the Staff is filing it as a "Highly Confidential" document.

4. Based on its investigation and the analysis of information provided by the Complainant and the Company, Staff did not find any factual support of Complainant's allegations of improper billing for electrical service.

5. Based on its investigation and the analysis of information provided by the Complainant and the Company, Staff did not find any factual support of Complainant's allegations that the activities carried out by the Company in this instance constitute a violation of applicable statutes, the Commission's rules, or the Company's tariff.

6. Staff's investigation reveals no evidence that the Company has overbilled the Complainant as alleged. Staff's investigation reveals that the amount the Company is billing the Complainant for the disputed usage is billed in accordance with the Company's tariff. Therefore, for the reasons stated in its attached Report, Staff recommends that the Commission dismiss this complaint.

WHEREFORE, Staff requests that the Commission accept Staff's attached Report and Schedules and dismiss this complaint.

Respectfully submitted,

/s/ Sarah Kliethermes
Sarah L. Kliethermes
Legal Counsel
Missouri Bar No. 60024

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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 21st day of April, 2009.

/s/ Sarah Kliethermes