

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION
JEFFERSON CITY
October 29, 2001**

CASE NO: EC-2002-112

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Enclosed find certified copy of an ORDER in the above-numbered case(s).

Sincerely,



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

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

Sterling Moody, Sterling's Market Place,)
And Sterling's Place, I)

Complainants,)

vs.)

CASE NO. EC-2002-112

AmerenUE, Union Electric Co. d/b/a)
AmerenUE; and Mike Foy, Leroy Ettling,)
And Sherry Moshner, as employees of)
AmerenUE.)

Respondents.)

**ORDER DIRECTING FILING
STAFF INVESTIGATION AND REPORT**

This order will direct the Staff to investigate the facts in this case and file a report pursuant to 4 CSR 240-2.070(10).

The complaint and the Respondent's answer allege numerous technical facts which may not be easily resolved through pleadings and upon which this case may turn. The issues regarding the way in which electric service is provided to the Complainant(s) and the way in which it is metered and billed is a central issue and one in which Staff has subject matter expertise. In addition, partial payments, written payment agreements, and billing in compliance with approved tariffs are also issues in which the Commission Staff has subject matter expertise. The Commission views its Staff as an unbiased and neutral third-party in this complaint case and will direct the Staff to investigate the contested issues set out in this order and file a report of its findings with the Commission. Staff

has the discretion to report its findings as to any other contested issue in this case.

The Commission will direct the Staff to file its report within 30 days of this order, and the Commission will allow each of the parties to file a responsive pleading to that report.

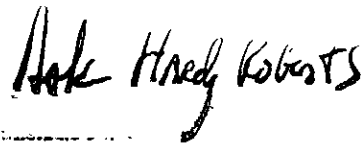
IT IS THEREFORE ORDERED:

1. That the Staff of the Missouri Public Service Commission shall investigate the issues set out herein and file a report of its findings not later than 4:00 p.m., November 29, 2001.

2. That the parties may respond to the staff report described in paragraph one. Any such response must be filed no later than 4:00 p.m., December 6, 2001.

3. That this order shall be effective on October 29, 2001.

BY THE COMMISSION



**Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge**

(S E A L)

Dale Hardy Roberts, Chief Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 29th day of October, 2001.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and

I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City,
Missouri, this 29th day of Oct. 2001.



Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge

