

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

Doug & Nancy Geno,)	
)	
Complainants,)	
)	
v.)	<u>File No. EC-2009-0400</u>
)	
AmerenUE,)	
)	
Respondent.)	

NOTICE OF COMPLAINT

Issue Date: May 11, 2009

Union Electric Company, d/b/a AmerenUE
P.O. Box 66529
St. Louis, Missouri 66529

Union Electric Company, d/b/a AmerenUE
1901 Choteau Avenue
St. Louis, Missouri 63166-6149

CERTIFIED MAIL

On May 7, 2009, Doug and Nancy Geno filed a complaint with the Missouri Public Service Commission against Union Electric Company, d/b/a AmerenUE, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for **voluntary mediation** of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainants are also willing to submit to voluntary mediation. If the Complainants agree to mediation, the time period within which an answer is due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainants decline the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified

of the date by which an answer or notice of satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainants at the Complainants' address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainants.

BY THE COMMISSION

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 11th day of May, 2009.

Pridgin, Senior Regulatory Law Judge

Copy to: Doug and Nancy Geno
6554 Dolphin Circle
Florissant, Missouri 63033