

SERVICE COMMISSION  
X 360  
SON CITY MO 65102

FEB 2 2007

Missouri Public  
Service Commission

Marlyn Young  
Marlyn Young  
P.O. Box 2437  
~~Florissant, MO 63033~~

BOYCLOUED  
INFORMATION  
ORDER OF L.C.

Carolyn Young

1571



PAID FROM FUND CODE 0311

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

Marlyn Young,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. EC-2007-0273</u></b>
	)	
Union Electric Company d/b/a	)	
AmerenUE,	)	
	)	
Respondent.	)	

**NOTICE OF COMPLAINT AND  
ORDER DIRECTING STAFF INVESTIGATION**

Issue Date: January 23, 2007

Effective Date: January 23, 2007

Legal Department  
One Ameren Plaza  
1901 Chouteau Ave.  
St. Louis, Missouri 63166

**CERTIFIED MAIL**

On January 22, 2007, Marlyn Young filed a complaint with the Missouri Public Service Commission against AmerenUE, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent AmerenUE 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 Complainant is also willing to submit to voluntary mediation. If the Complainant agrees 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 Complainant declines 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 Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

Further the Commission will direct the Staff of the Commission to investigate the facts in this case and to file a report under Commission Rule 4 CSR 240-2.070(10).

Under this rule, the Commission may request, after a formal complaint has been filed, an analysis by its Staff of the reasons underlying the complaint. The Staff must then file its findings with the Commission and serve copies on the other parties.

The Commission views its Staff as an unbiased third party in this complaint case and will direct the Staff to investigate the contested issues set out in the pleadings and to file a report of its findings with the Commission. Staff also has the discretion to report findings as to any other contested issues in this case, which may appear during its investigation.

The Commission will direct the Staff to file a report and will allow the parties to file responsive pleadings to that report.

**IT IS ORDERED THAT:**

1. Union Electric Company d/b/a AmerenUE shall, no later than February 22, 2007, file a response to this complaint.
2. The Staff of the Commission shall file, no later than February 27, 2007, a report of its investigation in this matter.
3. Any party may file a response to Staff's report no later than March 9, 2007.
4. This order shall become effective on January 23, 2007.

**BY THE COMMISSION**

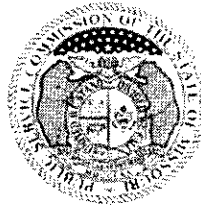


Colleen M. Dale  
Secretary

( S E A L )

Kennard L. Jones, Senior Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 23rd day of January, 2007.



**Commissioners**

**JEFF DAVIS**  
Chairman

**CONNIE MURRAY**

**STEVE GAW**

**ROBERT M. CLAYTON III**

**LINWARD "LIN" APPLING**

***Missouri Public Service Commission***

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://www.psc.mo.gov>

**WESS A. HENDERSON**  
Executive Director

**DANA K. JOYCE**  
Director, Administration

**ROBERT SCHALLENBERG**  
Director, Utility Services

**WARREN WOOD**  
Director, Utility Operations

**COLLEEN M. DALE**  
Secretary/Chief Regulatory Law Judge

**KEVIN A. THOMPSON**  
General Counsel

**Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process whereby the parties themselves work to resolve their dispute with the aid of a neutral third-party mediator. This process is sometimes referred to as "facilitated negotiation." The mediator's role is advisory and although the mediator may offer suggestions, the mediator has no authority to impose a solution nor will the mediator determine who "wins." Instead, the mediator simply works with both parties to facilitate communications and to attempt to enable the parties to reach an agreement which is mutually agreeable to both the complainant and the respondent.

The mediation process is explicitly a problem-solving one in which neither the parties nor the mediator are bound by the usual constraints such as the rules of evidence or the other formal procedures required in hearings before the Missouri Public Service Commission. Although many private mediators charge as much as \$250 per hour, the University of Missouri-Columbia School of Law has agreed to provide this service to parties who have formal complaints pending before the Public Service Commission at no charge. Not only is the service provided free of charge, but mediation is also less expensive than the formal complaint process because the assistance of an attorney is not necessary for mediation. In fact, the parties are encouraged not to bring an attorney to the mediation meeting.

The formal complaint process before the Commission invariably results in a determination by which there is a "winner" and a "loser" although the value of winning may well be offset by the cost of attorneys fees and the delays of protracted litigation. Mediation is not only a much quicker process but it also offers the unique opportunity for informal, direct communication between the two parties to the complaint and mediation is far more likely to result in a settlement which, because it was mutually agreed to, pleases both parties. This is traditionally referred to as "win-win" agreement.

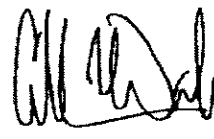
The traditional mediator's role is to (1) help the participants understand the mediation process, (2) facilitate their ability to speak directly to each other, (3) maintain order, (4) clarify misunderstandings, (5) assist in identifying issues, (6) diffuse unrealistic expectations, (7) assist in translating one participant's perspective or proposal into a form that is more understandable and acceptable to the other participant, (8) assist the participants with the actual negotiation process, (9) occasionally a mediator may propose a possible solution, and (10) on rare occasions a mediator may encourage a participant to accept a particular solution. The mediator will not possess any specialized knowledge of the utility industry or of utility law.

In order for the Commission to refer a complaint case to mediation, the parties must both agree to mediate their conflict in good faith. The party filing the complaint must agree to appear and to make a good faith effort to mediate and the utility company against which the complaint has been filed must send a representative who has full authority to settle the complaint case. The essence of mediation stems from the fact that the participants are both genuinely interested in resolving the complaint.

Because mediation thrives in an atmosphere of free and open discussion, all settlement offers and other information which is revealed during mediation is shielded against subsequent disclosure in front of the Missouri Public Service Commission and is considered to be privileged information. The only information which must be disclosed to the Public Service Commission is (a) whether the case has been settled and (b) whether, irrespective of the outcome, the mediation effort was considered to be a worthwhile endeavor. The Commission will not ask what took place during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the complainant in order for the Commission to dismiss the formal complaint case.

If the dispute is not resolved through the mediation process, neither party will be prejudiced for having taken part in the mediation and, at that point, the formal complaint case will simply resume its normal course.

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', with a stylized, cursive script.

Colleen M. Dale  
Secretary

FILED

ORIGINAL

Missouri Public  
Service Commission

**VS.**

Case No.


SEE ATTACHMENTS

3. The Complainant has taken the following steps to present this complaint to the Respondent:


WHEREFORE, Complainant now requests the following relief:


January 15, 2007

Date

  
Signature of Complainant

Attach additional pages, as necessary.  
Attach copies of any supporting documentation.



January 15, 2007

Mo. Public Service Commission  
Data Center  
P.O. Box 360  
Jefferson City, MO 65102

Re: Formal Complaint

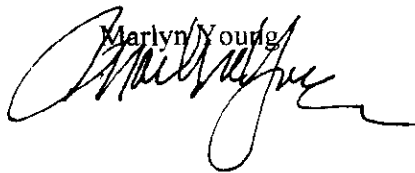
On or about November 2006, Ameren Union Electric through the use of deceptive business practices made false entries on my services account. Ameren Union Electric willfully and with malice fail to make true and correct meter reading entries on my service account at 2437 Wieck Drive St. Louis, MO.

Ameren Union Electric, diverted electric service payments which were for services at 2437 Wieck Dr., to a false or fake meter point using a deceptive business practice.

Ameren Union Electric, using false or fake service account information and false or fake separate meter readings terminated electric services at my home when Complainant disputed the charges and in violation 4CSR 240-13.050(2)(B) and PSMO 386.560.

Due to the wrongful actions of Ameren Union Electric, Complainant had to vacate his Home due to health and safety issues and municipal violations, and was force to obtain Alternative shelter. The willful actions of Ameren Union Electric cause the Complainant Irreparable and personal injury. Complainant is seeking compensatory, pain and suffering, and punitive damages in the amount of \$67,115.00

Sincerely

Marlyn Young  


Mailing Address: Marlyn Young  
P.O. Box 2437  
Florissant, MO 63033

AmgenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529  
P.O. BOX 66529 ST. LOUIS, MO 63166-6529

54807 52820 1987 ACTUAL 1M	159.06
Jennings Muni Chg	12.90
LATE PAY CHARGE @ 1.5%	2.23
PRIOR BALANCE	148.52
<b>AMOUNT DUE ON 07/27</b>	<b>\$322.71</b>

99 B-000032595  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 2859

Service at: 8831 MAY

Service from 06/13 to 07/13/05 Days 30  
Acct. No. 79686-05126 Bill Date 07/15/2005

If the prior balance has been paid, pay current amount only.

RETURN THIS STUB WITH PAYMENT TO:

AmgenUE  
P.O. BOX 66529  
ST. LOUIS, MO 63166-6529

Acct. No. 79686-05126

Amt Due	\$322.71
Due By	07/27
Delinquent After	08/05



\*\*\*\*\*AUTO\*\*5-DIGIT 63138

MARLYN YOUNG  
8831 MAY  
SAINT LOUIS, MO 63136-3813

①

②

Exhibit (A)

57286 54807 2488 ACTUAL 1M	197.41
Jennings Muni Chg	18.01
LATE PAY CHARGE @ 1.5%	2.62
PRIOR BALANCE	174.71
<b>AMOUNT DUE ON 08/25</b>	<b>\$390.75</b>

99 B-000033092  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 2859

Service at: 8831 MAY

Service from 07/13 to 08/11/05 Days 29  
Last Payment 07/22/05 \$148.00  
Acct. No. 79686-05126 Bill Date 08/15/2005

If the prior balance has been paid, pay current amount only.

58106 57296 810 FINAL 1M 65.02  
 Jennings Muni Chg 5.27  
 DEPOSIT APPLIED -178.10  
 PRIOR BALANCE 390.75  
**AMOUNT DUE ON 09/15 \$282.94**

99 B-000042917  
 Auto 3-Digit

FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID 1 OUNCE  
 ST. LOUIS, MO  
 PERMIT NO. 2859

Service at: 8831 MAY

Service from 08/11 to 08/24/05 Days 13  
 Acct. No. 79686-05126 Bill Date 09/02/2005

Cancellation Notice of Deposit # 7968605126 .  
 Deposit applied to final bill \$ 168.00 . Deposit  
 interest applied to final bill \$ 10.10 . If your  
 deposit was paid prior to May 4, 2002, your  
 deposit was assigned a new certificate number as

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

59403 58106 1297 ACTUAL 1M 103.68  
 Jennings Muni Chg 8.41  
 CREDIT -112.09  
 UNAPPLIED CREDIT 60.67  
**CREDIT BALANCE ON 09/26 -60.67**

99 B-000032133  
 Auto 5-Digit

FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID 1 OUNCE  
 ST. LOUIS, MO  
 PERMIT NO. 2859

Service at: 8831 MAY

Service from 08/24 to 09/12/05 Days 19  
 Acct. No. 79686-05135 Bill Date 09/14/2005

\$ 108.23 transferred from 7968605126 at  
 8831 MAY SAINT

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

59974 59403 571 ACTUAL 1M 38.20  
 Jennings Muni Chg 3.10  
 CREDIT -41.30  
 UNAPPLIED CREDIT -19.37  
**CREDIT BALANCE ON 10/25 -19.37**

99 B-000031373  
 Auto 5-Digit

FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID 1 OUNCE  
 ST. LOUIS, MO  
 PERMIT NO. 2859

Service at: 8831 MAY

Service from 09/12 to 10/11/05 Days 29  
 Acct. No. 79686-05135 Bill Date 10/13/2005

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

60018 59974 44 ACTUAL 1M 9.63  
 Jennings Muni Chg .78  
 PRIOR BALANCE 261.62  
**AMOUNT DUE ON 11/25 \$272.03**

99 B-000032723  
 Auto 5-Digit

FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID 1 OUNCE  
 ST. LOUIS, MO  
 PERMIT NO. 2859

Service at: 8831 MAY

Service from 10/11 to 11/09/05 Days 29  
 Acct. No. 79686-05135 Bill Date 11/14/2005

If the prior balance has been paid, pay current  
 amount only.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

60018 60018 0 ACTUAL 1M 7.25  
 Jennings Muni Chg .59  
 LATE PAY CHARGE @ 1.5% 4.08  
 PRIOR BALANCE 272.03  
**AMOUNT DUE ON 12/28 \$283.95**

99 B-000031229  
 Auto 5-Digit

FIRST CLASS MAIL  
 U.S. POSTAGE  
 PAID 1 OUNCE  
 ST. LOUIS, MO  
 PERMIT NO. 2859

Service at: 8831 MAY

Service from 11/09 to 12/12/05 Days 33  
 Acct. No. 79686-05135 Bill Date 12/14/2005

If the prior balance has been paid, pay current  
 amount only.

ADDRESS SERVICE REQUESTED

Amt Due \$283.95

\*\*\*\*\*AUTO\*\*5-DIGIT 63136

MARLYN YOUNG  
 8831 MAY

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES	RDG	PREV RDG	USE	READING	RATE	AMOUNT
80018	60018		0	ACTUAL	1M	7.25
Jennings Muni Chg						.59
LATE PAY CHARGE @ 1.5%						4.26
REV SHARING CREDIT						-1.31
PRIOR BALANCE						283.95
<b>AMOUNT DUE ON 01/27</b>						<b>\$294.74</b>

98 B-000019405  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 2859

Service at: 8831 MAY

Service from 12/12 to 01/15/08 Days 34  
Acct. No. 79686-05135 Bill Date 01/17/2008

If the prior balance has been paid, pay current amount only.

AmerenUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

PRES	RDG	PREV RDG	USE	READING	RATE	AMOUNT
13587	11087		2510	ACTUAL	1M	199.01
Jennings Muni Chg						16.14
LATE PAY CHARGE @ 1.5%						9.83
DEPOSIT AMOUNT						48.40
DEPOSIT ARREARS						145.20
PRIOR BALANCE						664.25
<b>AMOUNT DUE ON 07/18</b>						<b>\$1,082.83</b>

99 B-000008860  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 140

Service at: 2437 WIECK DR

Service from 06/04 to 07/04/08 Days 30  
Acct. No. 88694-05145 Bill Date 07/08/2008

If the prior balance has been paid, pay current amount only.

RETURN THIS STUB WITH PAYMENT TO:

AmerenUE  
P.O. BOX 66529  
ST. LOUIS, MO 63166-6529

Acct. No. 88694-05145

Amt Due	\$1,082.83
Due By	07/18
Delinquent After	07/27



\*\*\*\*\*AUTO\*\* 5-DIGIT 63136

MARLYN YOUNG  
2437 WIECK DR  
SAINT LOUIS, MO 63136-3939

AmeranUE P.O. BOX 66529 ST. LOUIS, MO 63166-6529

18178 13587 2811 ACTUAL 1M	206.73
Jennings Muni Chg	16.76
LATE PAY CHARGE @ 1.5%	12.52
LATE PAY CHARGE @ 1.5%	.68
DEPOSIT AMOUNT	48.40
DEPOSIT ARREARS	193.60
PRIOR BALANCE	889.23
<b>AMOUNT DUE ON 08/16</b>	<b>\$1,367.92</b>

99 B- 000009894  
Auto 5-Digit

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID 1 OUNCE  
ST. LOUIS, MO  
PERMIT NO. 140

Service at: 2437 WIECK DR

Service from 07/04 to 08/02/06 Days 29  
Acct. No. 88694-05145 Bill Date 08/04/2006

If the prior balance has been paid, pay current amount only.

RETURN THIS STUB WITH PAYMENT TO:

AmeranUE  
P.O. BOX 66529  
ST. LOUIS, MO 63166-6529

Acct. No. 88694-05145

Amt Due \$1,367.92  
Due By 08/16  
Delinquent After 08/25

|||||

\*\*\*\*\*AUTO\*\* 5-DIGIT 63136

MARLYN YOUNG  
2437 WIECK DR  
SAINT LOUIS, MO 63136-3939

**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 23<sup>rd</sup> day of January, 2007.**

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

**Colleen M. Dale  
Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**January 23, 2007**

**Case No. EC-2007-0273**

General Counsel's Office  
P.O. Box 360  
200 Madison Street, Suite 800  
Jefferson City, MO 65102

Lewis R. Mills, Jr.  
P.O. Box 2230  
200 Madison Street, Suite 650  
Jefferson City, MO 65102

AmerenUE  
Legal Department  
1901 Chouteau Avenue  
P.O. Box 66149, Mail Code 1310  
St. Louis, MO 63166

Marlyn Young  
Marlyn Young  
P.O. Box 2437  
Florissant, MO 63033

***Enclosed find a certified copy of a NOTICE in the above-numbered case(s).***

***Sincerely,***

A handwritten signature in dark ink, appearing to read 'Colleen M. Dale', written over a faint, circular official stamp.

***Colleen M. Dale  
Secretary***