

FILED

MAR 18 2009

Shirley Henry
5 Mill Race Court
St. Peters, MO 63376

Missouri Public
Service Commission

March 16, 2009

Attn: Colleen M. Dale, Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102

File NO. EC-2009-0311
RE: AmerenUE
Acct #: 85597-08146

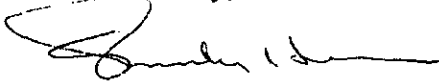
The Notice of Complaint was mailed to the Osage Beach address, and then forwarded to me by the Knolls Condominiums Association. I entered the Osage Beach address on the complaint form because it was the residence in question. The Osage Beach property is not my primary residence: The address listed below is my primary residence. This is to give notice that any future correspondence regarding this case is not to be mailed to the Osage Beach address, but to my primary residence listed below.

All correspondence regarding this case is to be mailed to:

5 MILL RACE COURT
ST. PETERS, MO 63376

Thank you for your cooperation:

Sincerely,



Shirley Henry

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

Shirley Henry,

Complainant,

v.

AmerenUE,

Respondent.

File No. EC-2009-0311

NOTICE OF COMPLAINT

Issue Date: March 5, 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 March 2, 2009, Shirley Henry 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 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.

BY THE COMMISSION



Colleen M. Dale
Secretary

(S E A L)

Dated at Jefferson City, Missouri,
on this 5th day of March, 2009.

Pridgin, Senior Regulatory Law Judge

Copy to: Shirley Henry
5940 Baydy Peaks Road, #921
Osage Beach, Missouri 65065

MAILING Address Shirley Henry
5 Mill Race Court
St. Peters, Missouri 63376

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE
STATE OF MISSOURI

FILED²

MAR 02 2009

Name: SHIRLEY HENRY
Complainant

Missouri Public
Service Commission

vs.

Case No.

Company Name: AMERENUE
Respondent

This is the Property Rega.
the Complaint Filed. This P.
is NOT my PRIMARY address.

COMPLAINT

Complainant resides at 5940 Bandy Peaks Rd. # 921
(address of complainant)

OSAGE BEACH, MO 65065

1. Respondent, AMERENUE
(company name)

of P.O. Box 66529, ST. LOUIS, MO 63166, is a public utility under the
(location of company)

jurisdiction of the Public Service Commission of the State of Missouri.

2. As the basis of this complaint, Complainant states the following facts:

on the daily meter reading report provided by the Public Service Commission
The Kilowatts shown used during periods the Property was unoccupied
is substantially higher in comparison to Kilowatts shown used
during periods the Property was actually occupied. For example, the
Property was occupied from 4:30 p.m. Thursday, October 30, 2008 to 11:00
a.m. Sunday Nov 3, 2008. Amerenue's meter reading report shows a TOTAL
of 111 Kilowatts used for the 3 day period the Property was actually
occupied (Exhibit-1). The Property had not been occupied from 11/4/08
Thru 1/21/09, however, Amerenue meter reading report shows that on
JUST ONE (1) day (12/18/08), the meter reading shows 178 Kilowatts used,
although the Property was unoccupied on that particular day; and had
NOT been occupied for over a month prior to that date (Exhibit-1)
THE history of Kilowatt usage as shown by UE's daily meter
reading report is inconsistent in regards to usage and non-usage
of service (Exhibit-2)

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