

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

Eric E. Vickers, Personally and on Behalf of )  
all Customers of Ameren Missouri Who Have )  
Sought Relief Under the Cold Weather Rule, )

Complainant, )

v. )

**File No. EC-2011-0326**

Union Electric d/b/a Ameren Missouri and )  
Missouri Public Service Commission, )

Respondent. )

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING ANSWER  
AND DIRECTING STAFF INVESTIGATION**

Issue Date: April 4, 2011

Effective Date: April 4, 2011

On April 4, 2011, Eric E. Vickers filed a formal complaint with the Commission against Union Electric d/b/a Ameren Missouri. Mr. Vickers also names the Commission as a "Defendant." A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo 2000, although the statutes and Commission regulations allow for a decision without a hearing.<sup>2</sup>

The Commission will include a copy of its procedural rules with this notice and order and notes that the Commission's discovery rules are located at 4 CSR 240-2.090. Additionally, the Commission will direct Mr. Vickers to state if his dispute involves less than

---

<sup>1</sup> A "[c]ontested case' means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing." Section 536.010.4, RSMo Supp. 2010.

<sup>2</sup> Sections 536.060 and 536.063, RSMo 2000; Commission Rule 4 CSR 240-2.115.

\$3000, in which case, this action shall proceed pursuant to Commission Rule 4 CSR 240-2.070(14).

The Commission will set a deadline for Ameren Missouri to file an answer and a deadline for its Staff to complete an investigation and file a report.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Data Center shall send, by certified mail, a copy of this notice and order, and a copy of the complaint, to Union Electric d/b/a Ameren Missouri at:

Legal Department  
Union Electric d/b/a Ameren Missouri  
1901 Chouteau Avenue  
P.O. Box 66149  
St. Louis, MO 63166-6149

2. No later than April 25, 2011, Eric E. Vickers shall file a pleading clarifying if his dispute involves less than \$3000.

3. No later than May 3, 2011, Union Electric d/b/a Ameren Missouri shall file an answer to this complaint.

4. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than May 13, 2011.

5. The Commission's Data Center shall send a copy of this notice to the Complainant along with a copy of the Commission's procedural rules.

6. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**

( S E A L )

A handwritten signature in black ink, appearing to read 'S. C. Reed', is positioned above the printed name of the Secretary.

Steven C. Reed  
Secretary

Harold Stearley, Senior Regulatory Law Judge  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 4th day of April, 2011.