

Jimmie E. Small,  
  
Complainant,  
  
v.  
  
Ameren Missouri  
P.O. Box 6149  
St. Louis, MO 63166-6149  
**CERTIFIED MAIL**  
  
Respondent.

Ameren Missouri )  
P.O. Box 6149 )  
St. Louis, MO 63166-6149 )  
**CERTIFIED MAIL** )  
Respondent. )

<sup>5</sup> 4 CSR 240-2.115.

proceed under the small formal complaint process as established by Commission Rule 4 CSR 240-2.070(14).

As an alternative to the formal evidentiary hearing procedure, the Commission offers mediation. Mediation is a voluntary process in which a neutral person assists the parties in exploring opportunities for settlement. Upon a request for mediation, the Commission may suspend the schedule set forth in this order.

**THE COMMISSION ORDERS THAT:**

1. Respondent shall file an answer to the complaint no later than September 15, 2011.
2. The Commission's Staff ("Staff") shall conduct an investigation as to the cause of the complaint and shall file a report of its findings no later than September 30, 2011.
3. This order is effective immediately upon issuance.

**BY THE COMMISSION**



Steven C. Reed  
Secretary

( S E A L )

Ronald D. Pridgin, Senior Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 16<sup>th</sup> day of August, 2011.