

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

PATRICIA HILL,)	
)	
Complainant,)	
)	
v.)	Case No. EC-2009-0101
)	
AMERENUE,)	
)	
Respondent.)	

ORDER to Show Cause

Issued: December 29, 2008

Effective: December 29, 2008

The Missouri Public Service Commission orders Patricia Hill to show cause why the Commission should not dismiss her complaint. The Commission will not dismiss the complaint if Ms. Hill intends to pursue it. But if Ms. Hill intends to pursue her complaint, the Commission must receive her response to this order no later than January 21, 2008.

A. Procedure So Far

Ms. Hill filed her complaint against AmerenUE on September 17, 2008, alleging that her electric bill was inaccurate. On October 23, 2008, AmerenUE filed its answer, alleging that the bill was accurate. The Commission's staff ("Staff") filed its recommendation that the Commission decide the complaint against Ms. Hill on November 17, 2008.

By letter dated November 17, 2008, the Commission sent Ms. Hill a reply form to help the Commission process her complaint. The reply form included

instructions on how to fill it in and return it to the Commission. The instructions stated:

If you do not reply to a statement, the PSC may assume that you believe that such statement is true. You must return the attached form to the PSC no later than December 9, 2008. If you do not return the form by that date, the PSC may assume that you are no longer pursuing your complaint.

The reply form was due on December 9, 2008. Ms. Hill did not return the reply form to the Commission.

By letter dated December 10, 2008, the Commission again asked Ms. Hill to return the reply form. The letter stated:

If you need more time to work on your case, please feel free to ask. On the other hand, you may simply decide not to pursue your complaint. Either way, please respond to this letter no later than December 24, 2008.

As of the date of this order, Ms. Hill has not responded to that letter.

B. Next Steps

Ms. Hill's failure to respond to Commission correspondence suggests that she no longer intends to pursue her complaint. If Ms. Hill no longer intends to pursue her complaint, the Commission will dismiss it. Before the Commission dismisses Ms. Hill's complaint, Ms. Hill may show cause why the Commission should not dismiss her complaint.

To show cause why the Commission should not dismiss her complaint, Ms. Hill must respond to this order by stating that she intends to pursue her complaint. If Ms. Hill does so, we will schedule a hearing to gather evidence on which to decide her complaint. Ms. Hill may participate in the hearing in different

ways, including attending in person at a location in St. Louis, or presenting evidence and argument by telephone.

But if Ms. Hill does not respond to this order by stating that she intends to pursue her complaint, the Commission may assume that Ms. Hill no longer intends to pursue her complaint, and may dismiss the complaint.

THE COMMISSION ORDERS THAT:

1. Patricia Hill shall respond to this order by stating whether she intends to pursue her complaint.
2. The Commission must receive Patricia Hill's response to this order no later than January 21, 2009.
3. This order shall be effective immediately upon issuance.

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)

Jordan, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 29th day of December 2008.