

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

Shirley Henry,	)	
	)	
Complainant,	)	
	)	
v.	)	<u>File No. EC-2009-0311</u>
	)	
Union Electric Company,	)	
d/b/a AmerenUE,	)	
	)	
Respondent.	)	

ORDER AND NOTICE

Issue Date: April 22, 2009

Effective Date: April 22, 2009

Shirley Henry filed a formal complaint against Union Electric Company, d/b/a AmerenUE on March 2, 2009. AmerenUE filed its Answer on April 6, 2009, denying most of Ms. Henry's allegations. The Staff of the Commission filed its Report of Investigation and Recommendation on April 21, 2009. Staff stated that it found no violation of applicable statute, rules, or tariff, and recommended that the Commission dismiss the complaint.

The Commission will now order Ms. Henry to inform the Commission whether she wishes to dismiss the complaint, or proceed with her case. The Commission has enclosed a copy of a handbook for consumers who file complaints at the Commission. The handbook may also be found online at <http://www.psc.mo.gov/file-a-complaint>.

If Ms. Henry chooses to proceed, the Commission will then set this case for a prehearing conference.

THE COMMISSION ORDERS THAT:

1. Shirley Henry shall inform the Commission in writing whether she wishes to dismiss her complaint, or proceed with her case, no later than May 7, 2009.
2. This order shall become effective 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)

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

Dated at Jefferson City, Missouri,
on this 22nd day of April, 2009.