

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

Vivian Houston,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>File No. EC-2015-0213</u></b>
	)	
Union Electric Company d/b/a	)	
Ameren Missouri	)	
Respondent.	)	
VIA CERTIFIED MAIL	)	

**ORDER GIVING NOTICE OF CONTESTED CASE, DIRECTING RESPONDENT  
TO FILE A RESPONSE, AND DIRECTING STAFF INVESTIGATION**

Issue Date: March 5, 2015

Effective Date: March 5, 2015

On March 5, 2015, Vivian Houston filed a complaint with the Missouri Public Service Commission against Union Electric Company d/b/a Ameren Missouri. A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo 2000. This case will proceed under the small formal complaint process.<sup>2</sup>

The Commission will set a deadline for Ameren Missouri to file an answer. In the alternative, Ameren Missouri 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 Ms. Houston is also willing to submit to voluntary mediation. If she agrees to mediation, the time period within which an answer is due shall be suspended

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<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 Cum.Supp. 2013.

<sup>2</sup> 4 CSR 240-2.070(15).

pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed. If Ms. Houston declines the opportunity to seek mediation, Ameren Missouri 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.

As required by Section 536.067(2)(f), RSMo 2000, the Commission informs the parties that the Commission's provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2.090. The Commission will also set 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 Ameren Missouri at:

ATTN: Legal Department  
P.O. Box 66149, Mail Code 1310  
1901 Chouteau Avenue  
St. Louis, Missouri 63166-6149

2. Ameren Missouri shall file an answer to this complaint or request for mediation no later than April 6, 2015, and serve a copy upon Ms. Houston. All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be filed in the Commission's Electronic Filing and Information System (EFIS) or mailed to the Secretary of the Commission.

3. The Staff of the Missouri Public Service Commission shall investigate this complaint and file a report with the Commission no later than April 21, 2015.

4. This order shall be effective when issued.



**BY THE COMMISSION**

*Morris L. Woodruff*

Morris L. Woodruff  
Secretary

Kim S. Burton, Regulatory Law Judge,  
by delegation of authority  
pursuant to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 5<sup>th</sup> day of March, 2015.