

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Peter B. Howard,)
)
Complainant,)
)
v.)
)
AmerenUE)
P.O. Box 6149)
St. Louis, MO 63166-6149)
CERTIFIED MAIL)
)
Respondent.)

File No. EC-2010-0285

NOTICE OF CONTESTED CASE AND ORDER DIRECTING FILINGS

Issue Date: April 13, 2010

Effective Date: April 13, 2010

The Commission is giving notice of a complaint and contested case, and directing the parties to make certain filings.

On April 13, 2010, the Commission received the complaint. The complaint alleges improper billing. The filing of a complaint requires the Commission to set a hearing.¹ The requirement of a hearing on such issues signifies a contested case.² A contested case is a formal hearing procedure, but it allows for waiver of procedural formalities and a decision without a hearing,³ including by stipulation and agreement.⁴

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

¹ Section 386.390.5, RSMo 2000.

² Section 536.010(4), RSMo Supp. 2009.

³ Section 536.060, RSMo 2000.

⁴ 4 CSR 240-2.115.

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 May 13, 2010.
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 June 10, 2010.
3. This order is effective immediately upon issuance.

BY THE COMMISSION



Steven C. Reed
Secretary

(S E A L)

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

Dated at Jefferson City, Missouri,
on this 13th day of April 2010.