

November 3, 1999

FILED

NOV - 8 1999



Mr. Dale Hardy Roberts
Missouri Public Service Commission
Secretary/Chief Regulatory Law Judge
P. O. Box 360
Jefferson City, MO 65102

Missouri Public
~~Service~~ Commission

Re: Case No. EC-2000-298

Dear Mr. Roberts:

On November 1, 1999, I received a Notice of Complaint in a case styled Frank and Susan Delana, Complainants, v. Union Electric Company, d/b/a AmerenUE, Case No. EC-2000-298. The Notice indicated that the Complainants had filed a complaint with the Missouri Public Service Commission against Union Electric Company on October 26, 1999. The letter stated that a copy of the Complaint was enclosed with the Notice. However, no copy of the Complaint was enclosed.

I asked my secretary to call your office and request that a copy of the Complaint be faxed to me. She was told that no formal complaint had been filed and that we would need to reply to the informal complaint that had been lodged with the Commission, a copy of which was forwarded to Deedra Clay in Ameren's Customer Service Department. After retrieving a copy of the informal complaint from Ms. Clay, she informed us she never received a copy of the actual complaint.

Although we have some records of telephone calls received by the complainants, I obviously have no idea what the actual complaint is. Therefore, I cannot file an Answer as directed by the Notice.

If necessary, I will of course file the appropriate pleading, asking that the Complaint be dismissed because we cannot possibly provide an Answer to a

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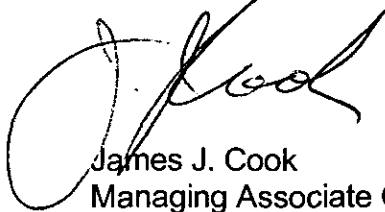
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pleading that we have not seen. Nor can I anticipate what the informal complaint is. I assume, based on our records, that the Complainants are complaining of high bills. I can respond that we have checked and believe the bills to be accurate. However, this is hardly what I am used to in dealing with official Commission Notices.

Rather than file a pleading right away, I thought I would write you and ask if there has been a mistake in the sending of the Notice. Please let me know if I am missing something. It seems to me that I am being asked to submit a formal Answer to a Complaint that the Notice says has been sent to me, but which does not exist. Please give me some guidance on this matter.

Very truly yours,

A handwritten signature in black ink, appearing to read 'J. Cook', with a large, stylized initial 'J'.

James J. Cook
Managing Associate General Counsel

JJC/db