

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

Jill Covington Beatty,)	
)	
Complainant,)	
)	
v.)	<u>Case No. EC-2019-0168</u>
)	
Union Electric Company,)	
d/b/a Ameren Missouri,)	
)	
Respondent.)	

**LIST OF ISSUES, ORDER OF WITNESSES, AND
ORDER OF CROSS-EXAMINATION**

COMES NOW The Staff of the Public Service Commission, and on behalf of Staff and Ameren Electric Company d/b/a Ameren Missouri offers the following list of issues, order of witnesses, and order of cross-examination for the evidentiary hearing scheduled for April 23, 2019, in this case. In the *Order Setting Procedural Schedule* issued on February 27, 2019, Staff was ordered to “take the lead in preparing and filing” this list of issues. Staff spoke to Ms. Beatty in person on April 16, 2019; she was not interested in discussing this filing.

LIST OF ISSUES

1. Did the Company overcharge Complainant with regard to her account for service to ** _____ **, by continuing to charge her for service after she closed the account?
2. If so, does the Company owe her a refund because she paid the amount she was overcharged?

3. Did the Company overcharge Complainant with regard to her account for service to ** _____ ** by failing to apply an energy assistance payment made toward the account?
4. If so, did the Company's failure to apply the energy assistance payment result in the Company improperly transferring an incorrect account balance to her account for service to ** _____ **?
5. If the Company failed to apply the energy assistance payment, did it also result in the Company improperly charging her a deposit?
6. Has the Company credited to Complainant's ** _____ , _____ ** account all amounts for which she is entitled to a credit?
7. May the Commission award Complainant damages?

WITNESS ORDER

Jill Covington Beatty
Contessa King (Staff)
Aubrey M. Krcmar (Ameren Missouri)

ORDER OF OPENING STATEMENTS

Jill Covington Beatty
Staff
Ameren Missouri

ORDER OF CROSS-EXAMINATION

The order of cross-examination is intended to move generally from the least adverse to the most adverse for each witness. As positions and schedules change during the hearing, the order of cross-examination may vary accordingly.

Ameren Missouri Witness:	Staff Witness:	Complainant:
Staff	Ameren Missouri	Staff
Complainant	Complainant	Ameren Missouri

WHEREFORE, Staff prays on behalf of all of the parties herein that the Commission will accept this List of Issues, Order of Witnesses, and Order of Cross-Examination.

Respectfully submitted,

/s/ Casi Aslin

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 16th day of April 2019, to all counsel of record.

/s/ Casi Aslin