

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Vivian Houston,)	
)	
Complainant)	
)	
v.)	<u>File No. EC-2021-0317</u>
)	
Union Electric Company)	
d/b/a Ameren Missouri,)	
)	
Respondent)	

NOTICE OF COMPLAINT AND ORDER SETTING TIME FOR ANSWER AND DIRECTING STAFF INVESTIGATION AND REPORT

Issue Date: March 29, 2021

Effective Date: March 29, 2021

On March 29, 2021, Vivian Houston filed a complaint with the Commission against Union Electric Company d/b/a Ameren Missouri. A copy of the complaint accompanies this notice. Complaint to the Commission is authorized by Section 386.390, RSMo (Cum. Supp. 2020), and constitutes a contested case under Chapter 536 of the Revised Statutes of Missouri. Commission rules govern the procedure of a contested case and the methods of “discovery” used by the parties to request and share information and documents.¹

Because the complaint concerns less than \$3,000, this matter will proceed under the small formal complaint procedure, as provided by Commission Rule 20 CSR 4240-2.070(15). If any party believes this matter should not proceed as a small formal complaint, that party may file a motion requesting a change in case status.

¹ Commission rules governing practice and procedure before the Commission are published in the Code of State Regulations at 20 CSR 4240, Chapter 2.

Ameren Missouri will have 30 days after the date of this notice to satisfy or answer the complaint, as provided by Commission rule.²

The Commission will direct the Staff of the Commission to investigate the complaint and file a report detailing its findings, as provided by 20 CSR 4240-2.070(15)(D).

The Commission will send to Complainant a copy of its procedural rules and the Commission's guide for complaints. The Commission will send information about mediation to both parties.

The Complainant is advised that case documents are available online via the Commission's electronic filing and information system (EFIS). EFIS may be accessed from the Commission's website, <https://psc.mo.gov>.

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:

Union Electric Company d/b/a Ameren Missouri
Corporate Counsel
P.O. Box 66149, MC 1310
St. Louis, MO 63166-6149

2. Ameren Missouri shall satisfy the complaint or file an answer to the complaint no later than April 28, 2021. Ameren Missouri shall serve a copy of any answer on Complainant.

3. Service on Complainant in this matter shall comply with the provisions of Commission Rule 20 CSR 4240-2.080(16).

² 20 CSR 4240-2.070(15)(A).

4. No later than May 13, 2021, Staff shall investigate and file a report detailing its findings and recommendations or shall file a status report stating when it expects to file its report.

5. The Commission's data center shall mail to Complainant, by U.S. mail to Complainant's address of record, a copy of this notice and order, with a copy of the Commission's procedural rules, 20 CSR 4240 Chapter 2, and the Commission publication titled *How to Present Your Formal Complaint Before the Missouri Public Service Commission*.

6. The Commission's data center shall provide information about mediation to Complainant and Ameren Missouri.

7. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in blue ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Jana C. Jacobs, Regulatory Law Judge,
by delegation of authority pursuant to
Section 386.240, RSMo (2016).

Dated at Jefferson City, Missouri,
on this 29th day of March, 2021.