

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Claude Scott,	)	
	)	
Complainant,	)	
v.	)	<b><u>File No.: EC-2020-0005</u></b>
	)	
Union Electric Company, d/b/a	)	
Ameren Missouri,	)	
	)	
Respondent.	)	

## NOTICE OF SMALL FORMAL COMPLAINT AND ORDER DIRECTING STAFF TO INVESTIGATE AND FILE A REPORT

Issue Date: July 15, 2019

Effective Date: July 15, 2019

On July 15, 2019, Claude Scott ("Complainant") filed the attached complaint with the Missouri Public Service Commission against Union Electric Company, d/b/a Ameren Missouri ("Company"). Because this complaint involves less than \$3,000, it will proceed under the Commission's small complaint procedure at 4 CSR 240-2.070(15). If any party believes that this matter should not proceed under the small complaint procedure, that party may file a motion consistent with the Commission's rule.

Under Commission Rule 4 CSR 240-2.070(15), the Company will have 30 days from the date of this notice to file a response to the complaint. Additionally, a copy of the answer or response will also be served upon Complainant at the address provided.

In accordance with the Commission's procedural rules, the Commission will direct the Staff of the Commission to investigate this complaint and file its report detailing its findings and recommendations. The Commission will also send a copy of its procedural

rules, found at 4 CSR 240-2, to Complainant and a copy of its mediation procedures to both parties.

**THE COMMISSION ORDERS THAT:**

1. Union Electric Company, d/b/a Ameren Missouri shall file a response to this complaint no later than August 14, 2019.

2. The Staff of the Public Service Commission shall investigate and file a report detailing its findings and recommendations no later than September 13, 2019.

3. 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 Legal Department  
P.O. Box 66149, Mail Code 1310  
1901 Chouteau Avenue  
St. Louis, MO 63166-6149

4. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Paul T. Graham, Regulatory  
Law Judge, by delegation of authority  
under Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 15<sup>th</sup> day of July, 2019.



**Commissioners**

**RYAN A. SILVEY**  
Chairman

**WILLIAM P. KENNEY**

**DANIEL Y. HALL**

**SCOTT T. RUPP**

**MAIDA J. COLEMAN**

***Missouri Public Service Commission***

POST OFFICE BOX 360  
JEFFERSON CITY, MISSOURI 65102  
573-751-3234  
573-751-1847 (Fax Number)  
<http://psc.mo.gov>

**SHELLEY BRUEGGEMANN**  
General Counsel

**MORRIS WOODRUFF**  
Secretary

**LOYD WILSON**  
Director of Administration

**NATELLE DIETRICH**  
Staff Director

**Information Sheet Regarding Mediation of Commission Formal Complaint Cases**

Mediation is a process where the parties work together to try to resolve their dispute with the aid of a neutral party, the mediator. The mediator's role is help the parties talk to each other. The mediator may offer suggested solutions, but the mediator has no authority to tell the parties what they must do or to determine who "wins." Instead, the mediator simply works with both parties to help them reach an agreement.

Typically, at a mediation session the parties meet for an off-the-record discussion. The mediation session is not a formal proceeding like a hearing and no attorney is required to participate. The Regulatory Law Judges at the Public Service Commission are trained mediators and this service is offered to parties who have formal complaints pending before the Public Service Commission at no charge. If mediation is agreed to by the parties, the Commission will send notice of who the mediator will be and that person will set up the first meeting.

There cannot be a mediation unless both parties to the complaint agree to try in good faith to resolve the dispute. If both parties agree to mediate the complaint, the only information about the mediation that will be disclosed to the Commission is (a) whether the case has been settled and (b) whether the mediation effort was considered to be helpful. The Commission will not ask what was discussed during the mediation.

If the dispute is settled at the mediation, the Commission will require a signed release from the party filing the complaint before the formal complaint case can be dismissed. If the dispute is not resolved through the mediation process, neither party will be penalized for having taken part in the mediation and the formal complaint case will simply pick up where it left off.

**Morris L. Woodruff**  
Secretary

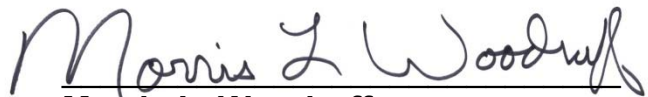
**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

**I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.**

**WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 15<sup>th</sup> day of July 2019.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**July 15, 2019**

**File/Case No. EC-2020-0005**

**Missouri Public Service  
Commission**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opc@psc.mo.gov

**Claude Scott**

Claude Scott  
3725 Geraldine Ave.  
Saint Ann, MO 63074-2004  
claude17scott@gmail.com

**Union Electric Company**

Legal Department  
1901 Chouteau Avenue  
P.O. Box 66149, Mail Code 1310  
St. Louis, MO 63166-6149  
AmerenMOS@ameren.com

**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).**

**Sincerely,**



**Morris L. Woodruff  
Secretary**

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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.