

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Stella Lucy,	)	
Complainant,	)	
v.	)	
	)	<b><u>File No. EC-2018-0376</u></b>
Union Electric Company	)	
d/b/a Ameren Missouri,	)	
	)	
Respondent.	)	

## ORDER GIVING NOTICE OF CONTESTED CASE AND DIRECTING ANSWER

Issue Date: June 15, 2018

Effective Date: June 15, 2018

On June 15, 2018, Stella Lucy (“Complainant”) filed a complaint with the Missouri Public Service Commission against Union Electric Company d/b/a Ameren Missouri (“Ameren Missouri”). A copy of the complaint accompanies this notice. This is a contested case<sup>1</sup> authorized by Section 386.390, RSMo 2016. Since the complaint alleges an amount in dispute of more than \$3,000, this matter will be treated as a formal complaint and not as a small formal complaint case under Commission rule 4 CSR 240-2.070(15) unless otherwise ordered.

As required by Section 536.067(2)(f), RSMo 2016, the Commission informs the parties that the Commission’s provisions governing procedures before the Commission, including provisions relating to discovery, are found at Commission Rule 4 CSR 240-2.090.

Under Commission rule 4 CSR 240-2.070(8), Ameren Missouri shall have 30 days from the date of this notice to satisfy the complaint or file a response to the complaint. A copy of any response shall be served upon the Complainant at her address. The

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<sup>1</sup> A “[c]ontested case’ means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing.” Section 536.010.4, RSMo 2016.

Commission will also direct the Staff of the Commission to investigate this complaint and file a report.

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 exploring opportunities for settlement. Upon a written request for mediation, the Commission may suspend the schedule set forth in this order.

**THE COMMISSION ORDERS THAT:**

1. Union Electric Company d/b/a Ameren Missouri shall satisfy this complaint or file a response to this complaint no later than July 16, 2018.
2. The Staff of the Commission shall investigate and file a report on this complaint no later than July 31, 2018.
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:  
  
ATTN: 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.



John T. Clark, Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 15<sup>th</sup> day of June, 2018.

**BY THE COMMISSION**

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

Morris L. Woodruff  
Secretary