

11

BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI

|                         |   |                            |
|-------------------------|---|----------------------------|
| Pauline Hensley,        | ) |                            |
|                         | ) |                            |
| Complainant,            | ) |                            |
|                         | ) |                            |
| v.                      | ) | <u>Case No. EC-2000-93</u> |
|                         | ) |                            |
| Union Electric Company, | ) |                            |
| Doing business as       | ) |                            |
| AmerenUE,               | ) |                            |
|                         | ) |                            |
| Respondent.             | ) |                            |

NOTICE OF COMPLAINT

James J. Cook, Esq.  
Ameren Services Company  
One Ameren Plaza  
1901 Chouteau Avenue  
Post Office Box 66149  
St. Louis, Missouri 63166-6149

CERTIFIED MAIL

On August 5, 1999, Pauline Hensley filed a complaint with the Missouri Public Service Commission against Union Electric Company, d/b/a AmerenUE, a copy of which is enclosed. Pursuant to 4 CSR 240-2.070, Respondent Union Electric Company, d/b/a AmerenUE, shall have 30 days from the date of this notice to file an answer or to file notice that the complaint has been satisfied.

In the alternative, the Respondent may file a written request that the complaint be referred to a neutral third-party mediator for voluntary mediation of the complaint. Upon receipt of a request for mediation, the 30-day time period shall be tolled while the Commission ascertains whether or not the Complainant is also willing to submit to voluntary mediation. If the Complainant agrees to mediation, the time period within which an answer shall be due shall be suspended pending the resolution of the mediation process. Additional information regarding the mediation process is enclosed.

If the Complainant declines the opportunity to seek mediation, the Respondent will be notified in writing that the tolling has ceased and will also be notified of the date by which an answer or notice of

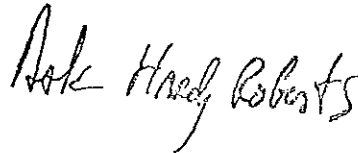
satisfaction must be filed. That period will usually be the remainder of the original 30-day period.

All pleadings (the answer, the notice of satisfaction of complaint or request for mediation) shall be mailed to:

Secretary of the Public Service Commission  
P.O. Box 360  
Jefferson City, Missouri 65102-0360

A copy shall be served upon the Complainant at the Complainant's address as listed within the enclosed complaint. A copy of this notice has been mailed to the Complainant.

BY THE COMMISSION



Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge

(S E A L)

Dated at Jefferson City, Missouri,  
on this 26<sup>th</sup> day of August, 1999.

Copy to: Ms. Pauline Hensley  
217 Howell Loop  
Ulman, MO 65083  
Office of the Public Counsel