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STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION

At a Session of the Public Service  
Commission held at its office  
in Jefferson City on the 7th  
day of July, 1998.

Terry Ball, )  
 )  
Complainant, )  
 )  
vs. )  
 )  
AmerenUE )  
 )  
Respondent. )

Case No. EC-98-446

ORDER DIRECTING STAFF INVESTIGATION AND REPORT

On April 9, 1998, Terry Ball, (Complainant) filed a Complaint against Union Electric Company d/b/a AmerenUE (Respondent or AmerenUE). Complainant alleges generally that amounts currently charged to him by AmerenUE are improper or incorrect.

On April 10, Respondent filed an answer, in which it details how it determined the amounts currently charged to Complainant.

The Commission has reviewed the complaint and the answer, and believes that its deliberations in this case would benefit from a Staff investigation into the facts surrounding the complaint.

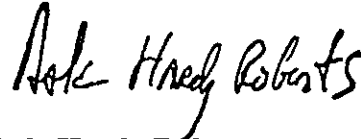
**IT IS THEREFORE ORDERED:**

1. That Staff from the Electric Department, Consumer Services, and the Office of the General Counsel of the Missouri Public Service Commission shall investigate the allegations set out in the complaint

filed herein and shall file a report of their findings in this case no later than August 20, 1998.

2. That this order shall become effective on July 17, 1998.

BY THE COMMISSION



Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge

(S E A L)

Lumpe, Ch., Crumpton, Murray,  
Schemenauer and Drainer, CC., concur.

Mills, Deputy Chief Regulatory Law Judge

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JUL 07 1998  
COMMISSION COUNSEL  
PUBLIC SERVICE COMMISSION