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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 16th  
day of September, 1998.

Frederick R. Droney,	)	
	)	
Complainant,	)	
	)	
vs.	)	<u>Case No. EC-98-523</u>
	)	
AmerenUE,	)	
	)	
Respondent.	)	

ORDER DIRECTING STAFF INVESTIGATION AND REPORT

On May 20, 1998, Frederick R. Droney (Complainant) filed a complaint against Union Electric Company d/b/a AmerenUE (Respondent) alleging that Respondent's transfer of an alleged outstanding balance from a prior account to his current account is unlawful. Complainant does not believe that there is an outstanding balance from that prior account. Complainant also alleges that Respondent should not be allowed to disconnect service at his present location for the failure to pay an alleged outstanding balance from a prior account.

Respondent, in its answer filed on July 2, admits that it transferred the balance and that it has threatened to disconnect service at Complainant's present location for the failure to pay the alleged outstanding balance from a prior account.

The Commission has reviewed the complaint and the answer, and its deliberations in this case would benefit from a Staff investigation into the facts surrounding the complaint. The Commission is particularly interested in whether there is an outstanding balance on Complainant's prior account.

**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 October 29, 1998.

2. That this order shall become effective on September 29, 1998.

**BY THE COMMISSION**



**Dale Hardy Roberts**  
**Secretary/Chief Regulatory Law Judge**

(S E A L)

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

Mills, Deputy Chief Regulatory Law Judge

**RECEIVED**

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COMMISSION COUNSEL  
PUBLIC SERVICE COMMISSION