

Show Your "Flare" for Safety Check Natural Gas Flared Fittings Today

If your home uses copper tubing for its natural gas service or to connect appliances to house piping, AmerenUE recommends having that tubing inspected by a professional plumber or heating contractor.

That's because the flared fittings can break, resulting in a leak, fire or explosion.

If the inspection reveals corrosion in the flared connection to your appliances, those connections should be replaced with stainless steel appliance connectors approved for natural gas.

For the piping in your house, you should use black iron pipe (Schedule 40) or corrugated stainless steel tubing. Your municipal or county government may also specify the material to be used for house piping.

And of course, contact AmerenUE if you suspect a gas leak in your home or business.

Visit www.ameren.com for more gas safety information.

Power On . . . AmerenUE Continues Three-Year Reliability Initiative

In July, AmerenUE launched its Power On program — the company's \$1 billion, three-year initiative to improve service reliability and environmental stewardship for our Missouri customers.

At the heart of the program is a \$300 million commitment to bury overhead lines in areas where such work is feasible, improves reliability and makes economic sense.

More than \$200 million will go to stepping up pole inspection and repair, trimming and removing trees on a more aggressive scale, and implementing a new circuit and device inspection program.

So far, AmerenUE has identified more than 1,500 reliability-related jobs, and the list is growing. AmerenUE will notify property owners affected by the work.

On the environmental side, \$500 million is committed to the installation of a "scrubber" at the company's Sioux Plant in St. Charles County. The scrubber will reduce emissions of sulfur dioxide and mercury to comply with tougher Environmental Protection Agency and state requirements, years ahead of schedule.

Check out the Power On area of Ameren's Web site for more information — including an animated video that illustrates how power gets from the power plant to your house.

Bill Payment Options Make Life Easier

AmerenUE offers its customers a number of ways to pay their utility bills.

Direct Pay takes the exact amount of your bill directly from your bank account each month on the due date, and not a day before.

If you are registered as an AmerenUE e-customer, you can log on to www.ameren.com to pay your bill by electronic check using **CheckFree**.

Ameren's partnership with **SpeedPay** allows you to pay your bill online or over the phone using a major credit or debit card. Over the phone, you can also pay by check.

Pay stations are still available in many locations. See www.ameren.com for a list.

And of course you can still pay by mail.



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Service Commission

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Case No(s) ER-200-0036
Date 12-07-09 Rptr RF

Ice and Gas Don't Mix

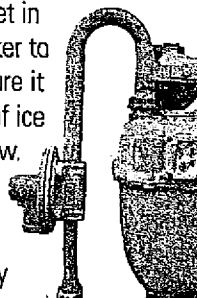
Keep Your Meter set Free of Both This Winter

To assure uninterrupted gas service and safety, AmerenUE asks you to check your gas meter set in the winter to make sure it is free of ice and snow.

Use a broom to gently remove any snow that accumulates. If you find ice on the regulator vent, call AmerenUE. We will schedule an appointment to check your meter set. Do not attempt to use snow shovels or other tools to remove the ice.

Keep in mind that ice build-up often comes from above — from icicles on roofs, eaves and trees that drip water onto the meter. So "look up" and check the meter regularly.

If you have any appliances with direct vent piping through an exterior wall make sure the vent is clear of snow to prevent the build-up of dangerous carbon monoxide poisoning.



Lose Weight . . . Watch Less TV . . . Save Energy

The new year brings opportunities for new beginnings. Why not start off this year with a resolution to help our environment and lower your utility bills at the same time?

It's easy and inexpensive — sometimes even free — to make small changes that can have a big impact on your energy usage and bill:

- Turn your thermostat down — but remember to turn it back up in the summer. Sixty-eight degrees is the recommended setting for the winter months. Each degree lower than that will shave 2 percent to 3 percent off your energy use.
- Replace the most commonly used incandescent bulbs in your home with compact fluorescent light (CFL) bulbs.
- Use ceiling fans to push warmer air down from the ceiling in the winter.
- Use a vacuum cleaner to clean the coils on your refrigerator.
- Close the drain in your shower if you can, then let that water help heat your home.
- Clean or replace your furnace or heat-pump filters monthly.
- Buy and install a low-flow showerhead.

- Pledge to bake more in winter months. The heat from your oven can also help heat your house. In the summer, do just the opposite — plan "cold" meals or picnic nights to keep your house cooler.
- Close off any rooms that aren't used often, and close the registers in those areas.
- Use inexpensive rope caulk can be used to quickly seal up leaky windows.
- Study your utility bills to see when you use the most energy. Registered e-customers can find their past 12 months usage on www.ameren.com. You can change your usage patterns based on that information.
- Roll up old towels to seal up old, leaky doors and windows.
- Insulate hot water pipes and ducts wherever they run through unheated areas.
- Add insulation if you have little or no insulation in your attic or walls.
- In the winter, remember to open the blinds on the sunny side of your house during the day to let heat in, then close blinds at night to keep it inside.
- Replace aging appliances with energy efficient ENERGY STAR® models.

AmerenUE Customer Service Numbers

Residential or business — general inquiries, wires down, power outage, or suspected gas leak:
1.314.342.1111 (St. Louis)
1.800.552.7583 (All other areas)

TTY Relay MO: **711**
 Underground locating (Missouri ONE CALL):
1.800.DIG.RITE (344.7483) or **811**
 Speed Pay information:
1.866.268.3729