

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Union Electric Company d/b/a)
Ameren Missouri Concerning a Natural Gas Incident) File No. GS-2016-0159
at 3404 Georgia Street in Louisiana, Missouri.)

AMEREN MISSOURI'S PROGRESS REPORT

COMES NOW Union Electric Company d/b/a Ameren Missouri (“Ameren Missouri” or “Company”) and for its response to the Missouri Public Service Commission's (“Commission”) *Order Scheduling Filings*, states as follows:

1. On July 10, 2017, per the Order Directing Filing, the Missouri Public Service Commission Staff (“Staff”), Ameren Missouri, and the Office of the Public Counsel filed a proposed schedule of progress reports relating to implementing Staff’s recommendations in this case.

2. On July 19, 2017, the Commission issued an Order Scheduling Filings, which stated that progress reports would be due on October 2, 2017, January 2, 2018, April 2, 2018 and July 2, 2018. On September 24, 2018, the Commission issued an order continuing the submission of quarterly progress reports.

3. Ameren Missouri has taken the following actions to date:

- Customer premise locations have been compiled from the customer account database.
- The electronic service card database has been cleaned by expunging duplicate service cards per address (cards from service retirements, tie-overs, relocations, etc.) and main cards.
- After expunging duplicates, the electronic service card database contains 156,383 service records with 132,953 service locations for review.
- A 15% random sampling of service card records (19,943 service locations) from across the service territory has been chosen for a sample set.
- The review process and record validity criteria have been established.

- Ameren has a contract in place with a consulting firm to expedite completion of the assessment process by December 2019.
4. The following actions are in process:
- The 15% random sampling of service card records is complete (i.e., 15% from each operating center). To date, a total of 136,682 service card records have been reviewed representing 101,336 service locations and the record validity criteria logged.
 - A change order to include review of an additional 3,000 service cards identified for review has been processed and the contractor is expected to complete review of 100% of the service cards by December 15th.
 - Ameren Missouri is currently categorizing service locations that are missing critical record criteria and is developing mitigative actions for incorporation into the Distribution Integrity Management Program.
 - Work continues with IT on a process to clean the customer premise file by expunging multi-meter locations from the file.
5. The next steps are:
- Compare the records in the clean electronic service card database to the records in the customer premise database to quantify missing service cards.

WHEREFORE, Ameren Missouri respectfully requests that the Missouri Public Service Commission accept this Progress Report as its quarterly report relating to its implementation of Staff's recommendations.

Respectfully submitted,

**UNION ELECTRIC COMPANY
D/B/A AMEREN MISSOURI**

/s/ Germaine Grubbs

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CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic transmission, facsimile, or email to counsel for parties in this case on this 3rd day of October, 2019.

/s/ *Jermaine Grubbs*