

September 22, 2010

Steven Reed
Secretary
Missouri Public Service Commission
P.O. Box 360
Jefferson City, Missouri 65102



RE: 4 CSR 240-4.010 notice

Dear Mr. Reed:

This notice is provided in accordance with the requirements of 4 CSR 240-4.020, et. seq. in regards to a meeting with certain Commissioners on September 20th. A memorandum summary of the substance of the communications and a copy of the materials handed out at the meeting are attached. These meetings were the subject of previous notice letters filed in AmerenUE's pending cases.

Sincerely,

/s/ Wendy Tatro

Wendy K. Tatro
Associate General Counsel

Moldova visit to AmerenUE
September 20, 2010
3:00 – 4:45

Attendees from Moldova:

- Mr. Victor Parlicov, General Director (Chairman)
- Ms. Mariana Botezatu, Director (Commissioner)
- Ms. Silvia Pascaru, Main Specialist of Tariff Policy & Economic Analysis Dept.
- Ms. Veronica Muruziuc, Lawyer, Legal & Consumer Protection Dept.
- Mr. Anatolie Boscaneanu, Main Specialist, Legal & Consumer Protection Dept.
- Ms. Jargalan Jambaldorj, NARUC
- 1 interpreter

Attendees from MPSC: Commissioner Kenney, Richard Moore, Natelle Dietrich, Robert Boone, Contessa Poole-King, Steve Reed

Attendees from AmerenUE: Tom Voss, Warner Baxter, Steve Kidwell, Dave Wakeman, David Allen, Sandi Spurbeck, Wendy Tatro, Gaye Suggett

Attendee from MEDA: Warren Wood

Warner Baxter, President and CEO of AmerenUE, welcomed everyone and gave an overview of the company. He discussed AmerenUE's mission "to meet our customers' energy needs in a safe, reliable, efficient, and environmentally responsible manner." Mr. Baxter also discussed the customer operations goals: to maintain and strengthen the distribution grid and deploy advanced technologies to enhance reliability; to deliver industry-leading customer service; to partner with customers to provide information, knowledge and support; to provide services in an efficient manner and at an affordable cost; and to become our customers' Trusted Energy Advisor.

Dave Wakeman, Vice President of Energy Delivery, spoke about Reliability, Smart Grid and Storm Response Operations. He discussed the many programs that AmerenUE has in place to continually monitor, enhance and improve the overall system reliability for our customers. He discussed the importance of eliminating repetitive outages to customers, eliminating widespread outages, and reducing the effects of severe weather. Mr. Wakeman discussed the benefits that customers receive by technology being used to improve reliability and reduce long term costs. He discussed the proactive approach AmerenUE takes in planning and preparing for storms and outages, along with the quick response in dealing with storms. These items allow customers to be restored quickly, safely and efficiently. He said that customer service and serving our customers is very important at AmerenUE.

Sandi Spurbeck, Managing Supervisor of Customer Service, discussed the importance of AmerenUE's contact center. She said AmerenUE employees 155 agents who answer an average of 4 million calls per year, with an annual average speed of answer consistently under 60 seconds. She discussed the importance of technology being essential in helping AmerenUE to meet customer expectations. Ms. Spurbeck discussed the importance of customer service and customer satisfaction, and visited about the customer surveys used to continually measure that satisfaction.

Missouri Public Service Commission & Moldova Delegates Tour of Storm, Dispatch and Customer Contact Centers

Agenda

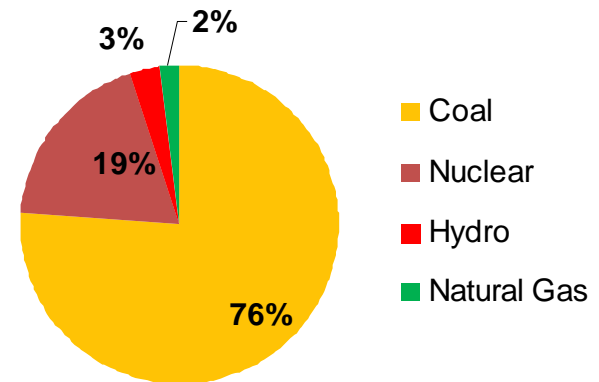
- Welcome – Warner Baxter
- AmerenUE Overview – Warner Baxter
- Overview of Storm Center/Dispatch Operations – Dave Wakeman
- Overview of Contact Center – Sandi Spurbeck
- Contact Center Tour – Sandi Spurbeck
- Close

AmerenUE Overview

- ❑ Regulated electric generation, transmission and distribution; gas distribution
- ❑ ~1.2 million electric and 127,000 gas customers
- ❑ ~36,000 Distribution and Transmission circuit miles
- ❑ ~10,500 MW generation
 - Low-cost 6,700 MW baseload coal-fired and nuclear fleet



Fuel Mix (2009)



Our Mission

AmerenUE's mission is to meet our customers' energy needs in a safe, reliable, efficient, and environmentally responsible manner.

Customer Operations Goals

- ❑ Maintain and strengthen the distribution grid and deploy advanced technologies to enhance reliability
- ❑ Deliver industry-leading customer service
- ❑ Partner with customers to provide information, knowledge and support
- ❑ Provide services in an efficient manner and at an affordable cost
- ❑ Become our customers' Trusted Energy Advisor

Energy Delivery Operations Drives Customer Service

Overview

- ❑ Reliability
- ❑ Smart Grid
 - Distribution Automation
 - Capacitor Bank Controls
 - Smart Substation
 - ADMS
- ❑ Storm Response Operations

Distribution System Reliability

- ❑ Important part of customer service and customer satisfaction
- ❑ Requires significant investment to maintain and improve reliability
- ❑ Programs focus
 - Overall system reliability (SAIFI)
 - Eliminating repetitive outages to customers
 - Eliminating widespread outage (substation Level)
 - Reducing effects of severe weather

Reliability Programs

- Customers With 4 or More Outages Program
- Circuit and Device Inspection Program
- Circuit Performance Improvement Program
- Multiple Device Interruptions
- Tap Fusing
- Vegetation Management – includes cycle trim and mid-cycle inspections
- Worst Performing Circuits
- Underground Cable Replacement
- Substation Reliability Initiatives
- Substation Maintenance Program – Routine substation maintenance activities

Innovation

- ❑ Smart Grid
 - Distribution Automation
 - Capacitor Bank Controls
 - Smart Substation
 - ADMS



Distribution Automation (DA)

- ❑ Benefits customers by eliminating or reducing outages and improving system operations
- ❑ DA is used to restore outages, gather load information and perform routine switching
- ❑ Over 400 DA devices currently installed and operational



Pole Mounted Devices

Capacitor Control

- ❑ Benefits customer service by improving voltage control on the feeders and improving system efficiency
- ❑ Uses local data to optimize performance
- ❑ A radio system can turn on and off capacitor banks on distribution system



Smart Substations

- ❑ Benefits customers by using technology to improve reliability and reduce long term costs
- ❑ Employs solid state relays and advanced monitoring capabilities
- ❑ Provides additional information for capital management and operations
- ❑ Seize the opportunity when replacing aging infrastructure and building new stations



09/15/2010

Ameren Distribution Management System

- ❑ New software system used in Distribution Control Offices
 - Enabling technology for Smart Grid
 - Outage management
 - Network model and geographic/schematic map displays
 - Advanced engineering and analytical applications
 - Supervisory Control and Data Acquisition (SCADA)
 - Switching management



AmerenUE Storm Management

- Restore customers safely and efficiently
- Quick response to events
- Coordinate with Emergency Organizations
- Advanced planning and preparation
- Continuous Improvement



Emergency Operations Key Components

- ❑ Emergency Operation Center
- ❑ Electric Emergency Response Plan
- ❑ Initial Damage Assessment/Rapid deployment capability
- ❑ Resources—linemen, vegetation management crews, field checkers, support
- ❑ Mobile Storm Trailers/Mobile Command Centers
- ❑ Logistics—beds, meals, parking, laundry, showers, ice, water, security, etc.

Material Staging



Conclusion

- ❑ Customer service and satisfaction drive many of the programs and approaches used in Energy Delivery
- ❑ Safety and Reliability are key to success
- ❑ Automation and technology continue to help achieve out objectives

Questions?

Contact Center

Overview

- ❑ Averages 4 million calls per year
 - Annual Average Speed of Answer (ASA) consistently under 60 seconds
- ❑ Employs 155 agents (20 are home agents)
- ❑ Utilizes 20 agents through outsourcer
- ❑ Handles inbound calls (outage, billing and moves)
- ❑ Three specialty groups
 - Commercial, New Business and “Back Office”
- ❑ Strong focus on customer satisfaction

Operations

- ❑ Technology rich, technology dependent
 - Customer facing programs (Virtual Hold, internet)
 - Operations supporting programs (recording, scheduling and forecasting)
 - Built-in redundancy
 - Telephony sites in Decatur, IL and St. Louis
 - Virtual operation
 - 7 a.m. to 7 p.m. Monday through Friday
 - Emergency calls handled 24x7
 - Capacity to process up to 80,000 calls per hour (agent, IVR and overflow)

When a customer contacts us...

- ❑ Uses internet for self-service or calls
- ❑ Chooses option through Interactive Voice Response (IVR) application
 - Self-serve (outage order, account balance, pay bill)
 - Speak with agent
- ❑ Call is directed to agent through skill-based routing or overflow IVR



The rest of the call...

- ❑ Agent uses a number of systems to handle request
- ❑ Call is recorded
 - Nearly all inbound calls to agents are recorded
 - Most recordings are voice only
 - Supervisors coach agents on several calls each month

Customer Satisfaction

- ❑ Customer Satisfaction is a primary driver
- ❑ Measured through monthly surveys
 - Uses a 10 point scale
 - Year-to-date results for customers surveyed
 - Contact Center: 89% rate us 8, 9 or 10
 - Field: 93% rate us 8, 9 or 10

Conclusion

- ❑ Technology is essential as a tool in helping us meet customer expectations
- ❑ We are fortunate to have a well-trained, dedicated, caring frontline workforce
- ❑ Customer service and satisfaction continue to be primary drivers in nearly everything we do

Questions?

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic transmission, facsimile, U.S. Mail or e-mail to the following parties on this 22nd day of September, 2010:

Missouri Public Service Commission
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102-0360
Nathan.Williams@psc.mo.gov
GenCounsel@psc.mo.gov
Steve.Dottheim@psc.mo.gov
Lera.Shemwell@psc.mo.gov
Samuel.Ritchie@psc.mo.gov
Eric.Dearmont@psc.mo.gov

Lisa C. Langeneckert
Sandberg Phoenix & Von Gontard, P.C.
600 Washington Ave., 15th Floor
St. Louis, MO 63101-1313
llangeneckert@sandbergphoenix.com

Lewis R. Mills
Missouri Office of Public Counsel
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102-2230
Lewis.mills@ded.mo.gov
opcservice@ded.mo.gov

John C. Dodge
Davis, Wright and Tremaine, LLP
1919 Pennsylvania Ave. NW, Ste 200
Washington, DC 20006
johndodge@dwt.com

Michael C. Pendergast
Rick E. Zucker
Laclede Gas Co.
720 Olive Street, Ste. 1520
St. Louis, MO 63101
mpendergast@laclede.com
rzucker@laclede.com

Mark W. Comley
Newman, Comley and Ruth
PO Box 537
601 Monroe St., Ste. 301
Jefferson City, MO 65102
comleym@ncrpc.com

Diana M. Vuylsteke
Bryan Cave, LLP
211 N. Broadway, Ste. 3600
St. Louis, MO 63102
dmvuylsteke@bryancave.com
efdowney@bryancave.com
mbleadlove@bryancave.com
brent.roam@bryancave.com

John B. Coffman
871 Tuxedo Blvd.
St. Louis, MO 63119-2044
john@johncoffman.net

Shelley A. Woods
Sarah B. Mangelsdorf
P.O. Box 899
Jefferson City, MO 65102-0899
shelley.woods@ago.mo.gov
sarah.mangelsdorf@ago.mo.gov
bob.carlson@ago.mo.gov

Thomas G. Glick
7701 Forsyth Blvd., Ste. 800
St. Louis, MO 63105
tglick@dmfirm.com

Sherrie A. Schroder
Michael A. Evans
7730 Carondelet, Suite 200
St. Louis, MO 63105
saschroder@hammondshinners.com
mevans@hammondshinners.com

David Woodsmall
428 E. Capitol Ave., Suite 300
Jefferson City, MO 65101
dwoodsmall@fcplaw.com

James B. Deutsch
Thomas R. Schwarz
308 E. High St., Suite 301
Jefferson City, MO 65101
jdeutsch@blitzbardgett.com
tschwarz@blitzbardgett.com

Karl Zobrist
Roger W. Steiner
Sonnenschein Nath & Rosenthal LLP
4520 Main Street, Suite 1100
Kansas City, MO 64111
kzobrist@sonnenschein.com
rsteiner@sonnenschein.com

Victoria Schatz
Kansas City Power & Light Company
P.O. Box 418679
Kansas City, MO 64141-9679
Victoria.Schatz@kcpl.com

Douglas Healy
939 Boonville, Suite A
Springfield, MO 65802
dhealy@mpua.org

Sam Overfelt
Missouri Retailers Association
618 E. Capitol Avenue
P.O. Box 1336
Jefferson City, MO 65102
moretailers@aol.com

Henry B. Robertson
705 Olive Street, Suite 614
St. Louis, MO 63101
hrobertson@greatriverslaw.org
khenry@greatriverslaw.org
bamorrison@greatriverslaw.org

Leland Curtis
Carl Lumley
Kevin O'Keefe
Curtis, Heinz, Garrett & O'Keefe PC
130 S. Bemiston, Suite 200
St. Louis, MO 63105
314-725-8788
314-725-8789
lcurtis@lawfirmmail.com
clumley@lawfirmmail.com
kokeefe@lawfirmmail.com

The Commercial Group
D. Rick Chamberlain
Carew S. Koriambanya
6 NE 63rd St., Ste. 400
Oklahoma City, OK 73105
Rdc_law@swbell.net
carew@bscr-law.com

St. James Municipal Utilities

Dean L. Cooper
Gary W. Duffy
P.O. Box 456
312 East Capitol
Jefferson City, MO 65102
dcooper@brydonlaw.com
duffy@brydonlaw.com

Craig S. Johnson
Berry Wilson, LLC
304 East High Street, Suite 100
P.O. Box 1606
Jefferson City, MO 65102
craigsjohnson@berrywilsonlaw.com

Missouri Dept. of Natural Resources
Mary Ann Young
P.O. Box 176
1101 Riverside Dr., 4th Fl. East, Rm. 456
Jefferson City, MO 65102-0176
Maryann.young@dnr.mo.gov

Earnette Smith
308 Barton St., Apt. A
Jefferson City, MO 65102

/s/ Wendy K. Tatro

Wendy K. Tatro