

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

In the Matter of the Revision of the)	
Commission's Rules Regarding Gas)	File No. GX-2018-0390
Utilities.)	

COMMENTS OF UNION ELECTRIC COMPANY d/b/a AMEREN MISSOURI

COMES NOW Union Electric Company d/b/a Ameren Missouri ("Ameren Missouri" or "Company"), and for its Comments on the Missouri Public Service Commission Staff ("Staff") draft of a proposed new rule regarding the treatment of customer information, states as follows:

1. On June 25, 2018, a *Notice Opening File* was issued opening this case. On November 28, 2018, the Missouri Public Service Commission ("Commission") issued its *Finding of Necessity and Order Directing that Proposed Rescissions and New Rules be Filed for Publication*. Drafts of the rules, rescissions, and amendments were filed with the Missouri Secretary of State's Office the same day, and filed on the Commission's Electronic Filing and Information System ("EFIS") on December 10, 2018.

2. On December 11, 2018, the Commission issued its *Notice of Rulemaking Hearing*, establishing a hearing regarding the proposed rescission of 4 CSR 240-3.235, 3.260, and 3.275, and the proposed promulgation of 4 CSR 240-40.085 and 40.090 for February 6, 2019.

3. On January 2, 2019, the draft rules were published in the Missouri Register, with a date for submission of comments to the Commission of February 1, 2019.

4. Ameren Missouri appreciates the efforts that the Commission and its Staff have taken to consolidate and streamline the existing regulations. Ameren Missouri agrees with the rescission of 4 CSR 240-3.260, which has been consolidated in relevant part into 4 CSR 240-40.085, and 4 CSR 240-3.235 and 3.275, which have been consolidated in relevant part into 4 CSR 240-40.090. In these comments, Ameren Missouri will provide guidance to further reflect current practices and needs in the decommissioning and rate schedule regulations. Accordingly, the remainder of this pleading is organized as follows:

- 4 CSR 240-40.085 – Filing Requirements for Gas Utility Rate Schedules
- 4 CSR 240-40.090 – Submission Requirements for Gas Utility Depreciation Studies

4 CSR 240-40.085 – Filing Requirements for Gas Utility Rate Schedules

5. This newly proposed rule reflects the transfer of the content of 4 CSR 240-3.260 into chapter 40, with other requirements that apply strictly to gas utilities. The newly proposed rule removes several references to dates back to 1913 throughout, which are entirely appropriate revisions. This new rule does not contain many substantial revisions, although additional updates are advisable to bring the rule into conformance with current practice before the Commission. The Company provides its additional suggested revisions in more detail below.

6. 4 CSR 240-40.085(2). The Company has both general and specific recommendations regarding this section. Generally, Ameren Missouri suggests the following:

- This section contains many references applicable to a title page, which are not particularly relevant when reviewing schedules published in electronic form.

- Additionally, this section contains references to a "loose-leaf" copy of the rate schedules which, as the Company has previously noted, is no longer necessary given today's proliferation of internet access allowing easier and more efficient access to Ameren Missouri's tariffs.
- That said, this section does contain information that currently appears on the Company's tariff sheets and which is valuable information.

Accordingly, the Company suggests the following revisions to this section:

(2) Rate schedules shall be ~~drawn up substantially in accordance with Form No. 14 and shall be plainly printed or typewritten on good quality of paper size eight and one half inches by eleven inches (8 1/2" x 11") in book, sheet or pamphlet form published on the gas corporation's website. A loose leaf plan may be used so changes can be made by reprinting and inserting a single leaf. When the loose leaf plan is used, all~~ All sheets, ~~except the title page sheet,~~ must show in the marginal space at the top of the page the number of the gas corporation issuing, the PSC number of schedule and the number of the page. In the marginal space at the bottom of sheet should be shown – the date of issue, the effective date and the name, title, and address of the officer by whom the schedule is issued. All schedules shall bear a number with the prefix PSC Mo. _____. Schedules shall be numbered in consecutive serial order beginning with number 1 for each gas corporation. If a schedule or part of a schedule is cancelled, a new schedule or part thereof ~~(sheet(s) if loose leaf)~~ will refer to the schedule canceled by its PSC number; thus: PSC Mo. No. _____ canceling PSC Mo. No. _____.

7. 4 CSR 240-40.085(4). This section of the proposed regulation mentions the requirement for the utility to keep a copy of proposed changes to rates, charges, or rentals or in rules affecting the same, available for public inspection during regular office hours at the utility's general business office. As previously noted, this is impractical in the current regulatory and security environment. Because of general rules regarding infrastructure and physical security, Ameren Missouri's headquarters are only accessible by approved badge

access or by monitored escort.¹ It is impractical to have security personnel, who are not tasked with or trained in customer relations, to provide access to hard copies of these schedules at their stations. Further, it is not practical to have an Ameren Missouri customer experience employee stationed at the entrance with security to field such inquiries, particularly since the Company is not able to readily identify an instance where a customer has come to its headquarters with such a request. Yet, providing only access without someone who is able to answer questions about those schedules would only prove frustrating for customers. The Company suggests again that the current proliferation of internet access, together with the access to customer experience representatives who are able to assist customers even outside of regular business hours, there is an alternative way to provide meaningful access to customers. Ameren Missouri suggests that customers may call the Company's customer experience representatives to request a copy of any proposed changes be provided via email or with a hard copy printout, as they prefer. Accordingly, the Company suggests the following revisions to this section:

(4) All proposed changes in rates, charges or rentals or in rules that affect rates, charges, or rentals filed with the commission shall be accompanied by a brief summary, approximately one hundred (100) words or less of the effect of the change on the company's customers. A copy of any proposed change and summary shall also be served on the public counsel and be available ~~for public inspection and reproduction during regular office hours at the general business office of the utility~~ to its customers upon request.

8. 4 CSR 240-40.085(6). This regulation anticipates the filing of schedules and supplements via mail rather than through EFIS. Ameren Missouri believes that all electrical corporations subject to the filing requirements of 4 CSR 240-20.105 currently

¹ Because Ameren Missouri is an electric as well as a gas utility, it is also subject to the strict physical security access rules of the North American Electric Reliability Corporation, as well as the Federal Energy Regulatory Commission's rules regarding critical energy infrastructure.

utilize EFIS rather than paper filing. However, if this assumption is inaccurate, the Company has no objection to retaining language that anticipates hard copy filing; Ameren Missouri simply wants to be clear that electronic-only filing is also acceptable. The Company therefore suggests this provision should be amended as follows:

(24) Except as it otherwise provided, no schedule or supplement will be accepted for filing unless it is ~~delivered to~~ received by the commission ~~free from all charges or claims for postage,~~ the full thirty (30) days required by law before the date upon which the schedule or supplement is stated to be effective. ~~No consideration will be given to or for the time during which a schedule or supplement may be held by the post office authorities because of insufficient postage. Filings will be deemed complete when received by the commission's data center either by mail (free from all charges or claims for postage) or when received through the commission's Electric Filing and Information System.~~ When a schedule or a supplement is issued and as to which the commission is not given the statutory notice, it is as if it had not been issued and a full statutory notice must be given of any reissuance. ~~No~~ Unless it is determined that a commission server error or other similar error other than a Company error is prohibiting the timely filing through the Electronic Filing and Information System, no consideration will be given to ~~telegraphic~~ telephonic notices in computing the thirty (30) days' notice required. ~~In those cases the schedule will be returned to the sender and~~ When the commission rejects a schedule because of an error or omission contained therein, correction of the neglect or omission cannot be made which takes into account any time elapsing between the date upon which the schedule or supplement was received and the date of the attempted correction. For rate schedules and supplements issued on short notice under special permission of the commission, literal compliance with the requirements for notice named in any order, rule or permission granted by the commission will be exacted.

4 CSR 240-40.090 – Submission Requirements for Gas Utility Depreciation Studies

9. This proposed rule has taken two existing rules – 4 CSR 240-3.235 and 3.275 – and has combined them into one rule with minimal updating. In doing so, the proposed rule also removes much in the way of duplicative language existing in the two current rules, and updates the receiving party from "the commission's energy department"

to "the commission's engineering analysis unit." The Company supports this streamlining and reference update, and has no further comment regarding this new proposed rule.

WHEREFORE, for the foregoing reasons, the undersigned respectfully requests that the Commission accept these comments for consideration in determining the next steps regarding the proposed rule revisions.

Respectfully submitted,

UNION ELECTRIC COMPANY
D/B/A AMEREN MISSOURI

/s/ Paula N. Johnson

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CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been emailed to the parties of record on this 1st day of February, 2019.

/s/ Paula N. Johnson
Paula N. Johnson