

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

Eric E. Vickers,)	
Complainant,)	
)	
vs.)	Case No: EC-2011-0326
)	
Union Electric Company, d/b/a)	
Ameren Missouri,)	
Respondent.)	

**AMEREN MISSOURI'S STATEMENT
REGARDING WITNESSES' IDENTITY AND BACKGROUND**

COMES NOW, Union Electric Company, d/b/a Ameren Missouri and pursuant to the Commission's Order dated September 20, 2011 submits the following information regarding the witnesses it may tender at the evidentiary hearing in this matter scheduled for October 31, 2011:

1. Cathy Hart, Customer Services Supervisor for Ameren Missouri. Ms. Hart has been employed with Ameren Missouri for 27 years. Her duties include: supervision of employees who investigate customer inquiries and complaints filed against Ameren Missouri with the Commission; customer service quality monitoring; and supervision of communications from Ameren Missouri's St. Louis, Jefferson City and Cape Girardeau contact centers.
2. Michael Horn, Supervisor of Credit Collections for Ameren Missouri. Mr. Horn has 30 years of credit and collections experience, and has been employed with Ameren Missouri for 9 years. His duties include financial analysis of corporate customers; policy development; drafting Ameren Missouri's monthly internal publication, Ameren Missouri Credit Watch Newsletter; taking supervisor calls for all credit collection-related matters, and supervision of the following: the management of bankrupt customer accounts; collection agencies engaged by Ameren Missouri; non-service billings; and Ameren Missouri's Red Flag Program (identity theft). Mr. Horn is credentialed as a CCE (certified credit executive), earned a B.A. from Washington University and an M.B.A. from Fontbonne University.

Respectfully Submitted,

SMITH LEWIS, LLP

/s/ Sarah E. Giboney

Sarah E. Giboney, #50299
111 South Ninth Street, Suite 200
P.O. Box 918
Columbia, MO 65205-0918
(573) 443-3141
(573) 442-6686 (Facsimile)
giboney@smithlewis.com

/s/ **Wendy K. Tatro**

Wendy K. Tatro, # 60261
Associate General Counsel
Ameren Services Company
P.O. Box 66149
St. Louis, MO 63166-6149
(314) 554-3484 (phone)
(314) 554-4014 (fax)
AmerenMOService@ameren.com

Attorneys for Union Electric Company
d/b/a Ameren Missouri

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing Answer was served on the following parties via electronic mail (e-mail) or via certified and regular mail on this 17th day of October, 2011.

Kevin Thompson, Chief Staff Counsel
Staff of Missouri Public Service Commission
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
kevin.thompson@psc.mo.gov

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

Eric E. Vickers
Complainant
1100 Wyoming
St. Louis, MO 63118
eric_vickers@hotmail.com

/s/ Sarah E. Giboney

Sarah E. Giboney