

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

In the Matter of Union Electric Company d/b/a)
Ameren Missouri's Tariffs to Adjust Its) GR-2021-____
Revenues for Natural Gas Service.)

NOTICE OF CASE FILING

COMES NOW Union Electric Company d/b/a Ameren Missouri ("Ameren Missouri"), and for its notice submitted under 20 CSR 4240-4.017(1) that it will file new or modified tariff sheets to initiate a natural gas general rate case for its Missouri service territory, states as follows:

1. The issues likely to be before the Missouri Public Service Commission ("MPSC") in this case may be any issue related to revenue requirement, class cost of service studies, and rate design and tariff issues.

2. Ameren Missouri has had communications with the Office of the Commission (as defined in 20 CSR 4240-4.015(10)) respecting a couple matters that may be addressed in the rate case in the 90 days prior to filing this notice (on November 25, 2020 and January 19, 2021), as summarized in the attached documents regarding discussions held with MPSC Commissioners and some Commission advisors.

Respectfully submitted,

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

/s/ Wendy K. Tatro

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CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing was served on the Staff of the Commission and the Office of the Public Counsel via electronic mail (e-mail) on this 28th day of January, 2021.

Wendy K. Tatro
Wendy K. Tatro

From: Lyons, Marty J
Sent: Wednesday, November 25, 2020 11:24 AM
To: ryan.silvey@psc.mo.gov; bill.kenney@psc.mo.gov; scott.rupp@psc.mo.gov; maida.coleman@psc.mo.gov; jason.holsman@psc.mo.gov
Cc: kim.Burton@psc.mo.gov; cherlyn.voss@psc.mo.gov; alexander.antal@psc.mo.gov; charlene.Ketchum@psc.mo.gov; kristy.manning@psc.mo.gov; Wood, Warren; Shannon, Catina R; Suggett, Gaye L; Baxter, Warner L; Tatro, Wendy K
Subject: Letter to Missouri Commissioners
Attachments: MJL Letter to MO Commissioners Nov 2020.pdf

Please see the attached.

Have a wonderful Thanksgiving.
Marty

MARTIN LYONS :: President, Ameren Missouri :: T 314.554.4711
Ameren Missouri :: 1901 Chouteau Avenue, MC10 :: St. Louis, MO 63103



Martin J. Lyons
President
Ameren Missouri

November 25, 2020

Chairman Ryan Silvey
Commissioner Bill Kenney
Commissioner Scott Rupp
Commissioner Maida Coleman
Commissioner Jason Holsman

Dear Missouri Public Service Commissioners,

Thank you for taking the time to meet with me, Warren and Gaye on Monday. I enjoyed the opportunity to provide an update on several Ameren Missouri operational initiatives and discuss topics of interest to you.

I know each of you had interest in a topic, which we could not discuss, which was COVID 19 customer and related financial impacts. I want to bring your attention to a letter submitted yesterday by Warner Baxter to United States Senators Brown and Merkley in response to a written request for related information. Ameren MO filed that response with the Commission as part of the Pandemic Recovery Workshop (AW 2020-0356) for your access.

Have a wonderful Thanksgiving!

Sincerely,

A handwritten signature in black ink, appearing to read "Martin J. Lyons".

Martin J. Lyons
President, Ameren Missouri

Cc: Kim Burton
Cherlyn Voss
Alexander Antal
Charlene Ketchum
Kristy Manning

From: Suggett, Gaye L
Sent: Tuesday, January 19, 2021 4:40 PM
To: Shelley Brueggemann (shelley.brueggemann@psc.mo.gov); Chairman Ryan Silvey; Commissioner Bill Kenney (bill.kenney@psc.mo.gov); Commissioner Scott T. Rupp (scott.rupp@psc.mo.gov); Commissioner Maida Coleman (maida.coleman@psc.mo.gov); jason.holsman@psc.mo.gov; Burton, Kim; 'cherlyn.voss@psc.mo.gov'; 'alexander.antal@psc.mo.gov'; Ketchum, Charlene (Charlene.Ketchum@psc.mo.gov); kristy.manning@psc.mo.gov; Natelle Dietrich (natelle.dietrich@psc.mo.gov); Eastlick, Jay; justin.edwards@psc.mo.gov; Claire Eubanks (claire.eubanks@psc.mo.gov); charles.poston@psc.mo.gov; Anderson, Douglas; Marke, Geoff; Poston, Marc
Cc: Wood, Warren; Byrne, Thomas M; Krcmar, Aubrey M
Subject: Press release: Energy Assistance Funds Available

Good afternoon,

Please find below the press release distributed this afternoon alerting families facing COVID-19 hardship that energy assistance funds are still available to help them. We want customers to know that there are LIHEAP funds available and it is easier than ever to apply for these funds. Also, in addition to energy assistance grants, Ameren Missouri offers payment agreements and other programs to help customers get current and stay current on their energy statement.

Please let me know if you have any questions.

Thank you
Gaye

For Immediate Release

Financial help available for families facing COVID-19 hardship

Ameren Missouri encourages customers to apply for available energy assistance dollars and utilize payment programs

ST. LOUIS (Jan. 19, 2021) – Energy [assistance dollars are still available](#) for families experiencing financial strain due to the coronavirus pandemic. The federal Low Income Home Energy Assistance Program (LIHEAP), administered by the Missouri Department of Social Services, has funds available. Ameren Missouri is also offering payment agreements and working with customers to avoid disconnection.

"This time of year following the holidays can come with an extra financial burden for families, and the pandemic has made things even worse," said **Tara Oglesby**, vice president of customer experience at Ameren Missouri. "That's why we are continuing to offer payment plans with more flexible terms than normal, and doing everything we can to work with our customers during this challenging time. This includes working to ensure that families who are new to being in a low-income bracket are aware of what options are available."

Since March, the company has helped thousands of Missourians with their statement balances and provided nearly \$12 million in energy assistance and charitable contributions.

"We are encouraged because families are contacting us and our partner agencies every day for help, but we know thousands more are eligible for these funds and haven't applied," said **Connie Taylor**, manager of customer advocacy at Ameren Missouri. "When customers don't reach out, their balances keep growing and available assistance dollars go unused."

The following programs are ready to help customers who apply:

Federal assistance program: Low Income Home Energy Assistance (LIHEAP)

Federal assistance is available through [LIHEAP](#), administered by the Missouri Department of Social Services. Ameren Missouri works with contracted community action agencies to distribute LIHEAP funds. Some LIHEAP agencies report an abundance of funding available, but a decrease in application volume.

LIHEAP can help in two ways; through a one-time payment for a heating bill from November through March, or through the winter Energy Crisis Intervention Program (ECIP). ECIP helps pay up to \$800 toward fuel bills when a household's energy is shut off or at risk of disconnection.

To be eligible for LIHEAP funds, customers must:

- Be responsible for paying home heating costs.
- Have \$3,000 or less in bank accounts, retirement accounts or investments.
- Have a household income less than 135% of the federal poverty level (a monthly income of \$2,400 for a family of three or \$2,897 for a family of four).
- Be a U.S. citizen or legally admitted for permanent residence.
- For more details, including a video explanation in English and Spanish, visit AmerenMissouri.com/LIHEAP.

Applying for LIHEAP has never been easier. To apply:

- Contact your local Community Action Agency;
- Call 855-FSD-INFO (855-373-4636) to request or
- Apply via a new online portal at MyDSS.MO.gov/energy-assistance.

2021 Federal Monthly Income Guidelines - 135%	
Size of Family	Monthly Income
1	\$1,435
2	\$1,939
3	\$2,444
4	\$2,947
5	\$3,451

or an application; funds to get company's

Ameren Missouri encourages customers to utilize LIHEAP current on their energy statement, then enroll in the Keeping Current program to help stay on track.

Keeping Current

Ameren Missouri's [Keeping Current program](#) makes customer energy bills more affordable by offering monthly bill credits and a reduction in past-due balances. When qualifying customers remain enrolled in the program and stay current on their bills, they continue to receive ongoing credits along with reductions in the total amount owed.

Keeping Current is administered by contracted community action agencies. To apply, contact your local agency. Find more details and a list of participating agencies [here](#).

Payment Agreements

Customers who owe for past due service have the opportunity to make a payment arrangement with Ameren Missouri to avoid disconnection. The Deferred Payment Agreement is a long-term installment payment option. It offers more time to pay a balance for customers who have active accounts.

The online payment assistance tool provides eligible payment assistance options based on a customer's account status. Learn more at AmerenMissouri.com.

For a complete list of energy assistance programs, visit AmerenMissouri.com/energyassistance.

Ameren Missouri has been providing electric and gas service for more than 100 years, and the company's electric rates are among the lowest in the nation. Ameren Missouri's mission is to power the quality of life for its 1.2 million electric and 132,000 natural gas customers in central and eastern Missouri. The company's service area covers 64 counties and more than 500 communities, including the greater St. Louis area. For more information, visit Ameren.com/Missouri or follow us on Twitter at [@AmerenMissouri](https://twitter.com/AmerenMissouri) or [Facebook.com/AmerenMissouri](https://facebook.com/AmerenMissouri).

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