



Ameren Missouri – Smart Meter Program

Rate Case Deliverables - TOU Rate Options: Key Risks

Key Risk Area	Initial Assessment	Mitigation
Scaling our existing systems – A full TOU deployment to customers will require significant system enhancements to implement interval billing and shadow billing for all rate options and across all customers.	MEDIUM	A plan has been developed to execute our requirements through our existing CSS billing processes and supports the optimal path to expedited success. A robust System Integration plan to develop, execute and test our changes has been developed.
Customer education / customer satisfaction – Ensuring that customers are well informed with the appropriate amount of information and insights to be able to make appropriate rate choices that are best for their energy needs.	MEDIUM	Customer Research is being conducted to understand the optimal messaging and education path for customers. A robust plan has been developed to ensure we have online tools and mailers throughout the project that align with our regulatory communication requirements.
Minimizing incremental operating costs – Ensuring that our operating teams including Customer Care, Customer Accounts, etc. can deploy these new options while minimizing costs and incremental work.	MEDIUM	Business Process Design sessions have been integrated in the plan to ensure that all key Ameren Missouri stakeholders have a voice in the rollout. Process design sessions will be focused on optimal customer outcomes while managing internal costs effectively.
Delivery timeline - Completing all requirements within the timeframe allowed will pose some pressures and challenges to our team / capabilities.	HIGH	Our existing AMI resources had significant plans in place to begin execution this summer and will need to align a robust work plan to meet an aggressive timeline.
COVID 19 – Existing work plans are evolving and there could be risks to our TOU rate initiative.	MEDIUM	The SMP team will continue to monitor and adjust based on environmental conditions. This project is heavily weighted on systems development, back office processes, and communications.