

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

In the Matter of Customer Billing)	
Impacts of a Recent Severe Storm)	File No. EO-2013-0512
In the Area of St. Louis, Missouri.)	

AMEREN MISSOURI'S SECOND STATUS REPORT

COMES NOW Union Electric Company d/b/a Ameren Missouri (Ameren Missouri) and states as follows:

1. On June 14, 2013, Ameren Missouri filed a Status Report related to the severe storm that impacted Ameren Missouri's bill contractor, Fiserv, Inc. (Fiserv) and how that impacted customer billing.

2. After filing the Status Report, Ameren Missouri learned on June 26, 2013, of additional delays in printing and mailing bills. Fiserv, using retrofitted machines to process customer bills in their Indiana facility, was behind on billing beginning on June 13, 2013. To address this concern, Fiserv retrofitted additional machines and brought in St. Louis personnel who were more familiar with Ameren Missouri's postcard bill. As of July 2, 2013, Ameren Missouri believes Fiserv is current on all of Ameren Missouri customer bills.

3. The chart on the next page provides the relevant information for each day during the period impacted by this delay.

Date Bills were to be mailed	Due Date	Delinquent Date	Date Bills Were Actually Mailed	Number of Bills Affected
06/13/2013	06/25/2013	07/05/2013	06/13/2013	49834
06/14/2013	06/26/2013	07/08/2013	06/14/2013	49207
06/17/2013	06/27/2013	07/09/2013	06/17/2013	44709
06/18/2013	06/28/2013	07/10/2013	06/18/2013	51363
06/19/2013	07/01/2013	07/11/2013	06/19/2013	48343
06/20/2013	07/02/2013	07/12/2013	06/20/2013	51220
06/21/2013	07/03/2013	07/15/2013	06/24/2013	58328
06/24/2013	07/05/2013	07/16/2013	06/24/2013	52634
06/25/2013	07/08/2013	07/17/2013	06/25/2013	62448
06/26/2013	07/09/2013	07/18/2013	06/26/2013	53388
06/27/2013	07/10/2013	07/19/2013	06/27/2013	42723

4. Ameren Missouri informed the Missouri Public Service Commission Staff (Staff) of this development on July 1, 2013.

5. At this time, Ameren Missouri personnel are on site at Fiserv's Indiana facility in order to monitor the printing and mailing of customer bills.

6. One additional update, Fiserv's Indiana facility is now capable of providing bill inserts to customers.

7. To ensure that customers are not adversely impacted by this additional delay, Ameren Missouri has waived all late payment charges for the accounts with bills printed between

June 13, 2013 and June 27, 2013. As a result, these customers will face no adverse billing-related consequences from this delay.

WHEREFORE, Ameren Missouri respectfully requests that the Commission accept this Second Status Report.

Respectfully Submitted,

/s/ Wendy K. Tatro

Wendy K. Tatro, #60261

Corporate Counsel

Thomas M. Byrne, #33340

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**ATTORNEYS FOR UNION ELECTRIC
COMPANY d/b/a AMEREN MISSOURI**

VERIFICATION

STATE OF MISSOURI)
) SS
CITY OF ST. LOUIS)

TARA K. OGLESBY, being duly sworn on oath, deposes and says that she is the Senior Director of Customer Experience of Union Electric Company d/b/a Ameren Missouri, that she has read the foregoing Status Report, knows the contents thereof, and that the information contained in that Status Report is true and correct to the best of her knowledge and belief.

UNION ELECTRIC COMPANY
d/b/a AMEREN MISSOURI

BY: Tara K. Oglesby
TARA K. OGLESBY

Subscribed and sworn to before me, the undersigned Notary Public in and for the city and state aforesaid, on the 8th day of July, 2013.

Julie Donohue
Notary Public

My Commission expires:

