## 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 CORRECTED 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, Fisery, Inc. (Fisery) 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 full page bills. Fisery, using retrofitted machines to process customer bills in their Indiana facility, was behind on full page billing beginning on June 13, 2013. Postcard bills did not experience the same level of delay, with only the June 21, 2013 bills being delayed. To address this concern, Fisery retrofitted additional machines and brought in St. Louis personnel who were more familiar with Ameren Missouri's postcard and full page bills. As of July 2, 2013, Ameren Missouri believes Fisery is current on all of Ameren Missouri customer bills.
- 3. The chart below provides the relevant information for each day during the period impacted by this delay for postcard bills.

Date Bills were to be mailed	Due Date	Delinquent Date	Date Bills Were Actually Mailed	Number of Bills Affected
06/21/2013	07/03/2013	07/15/2013	06/24/2013	58328

- 4. Ameren Missouri informed the Missouri Public Service Commission Staff (Staff) of this development on July 1, 2013.
- 5. As soon as this delay was discovered, Ameren Missouri personnel were sent to 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 impacted 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,

Is/ Wendy K. Tatro
Wendy K. Tatro, #60261
Corporate Counsel
Thomas M. Byrne, #33340
Director & Assistant General Counsel
1901 Chouteau Avenue, MC 1310
P.O. Box 66149
St. Louis, MO 63166-6149
Phone (314) 554-2514
Facsimile (314) 554-4014
amerenmoservice@ameren.com

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

Subscribed and sworn to before me, the undersigned Notary Public in and for the city and state aforesaid, on the 17 day of July, 2013.

My Commission expires: 4-11-2014

Mary Hoyt - Notary Public Notary Seal, State of Missouri - Jefferson County Commission #10397820 My Commission Expires 4/11/2014