

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

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|-------------------------------------|---|-----------------------|
| 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 STATUS REPORT

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

1. On June 6, 2013 the Missouri Public Service Commission Staff (Staff) filed a motion in which it informed the Commission that a severe storm struck the St. Louis area on May 31, 2013. The Staff stated that the storm disrupted operations of the printing contractor that prints and mails bills to customers of Ameren Missouri. As a result, Staff stated that Ameren Missouri had to temporarily relocate its printing functions out of state, with resulting disruptions in the mailing of bills to customers. Because of these disruptions, the Staff stated that it was concerned that Ameren Missouri may be unable to comply with customer billing standards imposed by the Commission's rules.

2. In response to the Staff's motion, the Commission opened this proceeding and ordered Ameren Missouri to file a status report, no later than June 14, describing whether it is in compliance with the Commission's billing standards and describing what actions it is taking to remain in, or return to, compliance with these standards.

3. Staff is correct that on Friday, May 31, 2013 a severe storm, including tornadoes, struck the St. Louis area. At approximately 7:05 p.m. a building located in Hazelwood, Missouri, owned by Fiserv, Inc. (Fiserv), the contractor that prints and mails bills to customers of Ameren Missouri, was severely damaged by the storm. Specifically, electric power to the

building was lost, portions of the roof collapsed, several interior walls collapsed, and the building was declared unsafe due to the structural damage. Authorities did not allow anyone to enter the building from Friday, May 31 until Tuesday, June 4.

4. The building damaged by the storm was the building where Fiserv printed and mailed all of Ameren Missouri's bills. All of the printing machines, software, paper stock and other materials used to bill Ameren Missouri's customers were housed in that building. As a consequence, the damage from the storm immediately disrupted Ameren Missouri's bill printing and mailing schedules.

5. Beginning Saturday, June 1, Fiserv, in cooperation with Ameren Missouri, began working to implement its Disaster Recovery Plan, which consisted of relocating the printing and mailing functions to a Fiserv facility in Indianapolis, Indiana. By Friday, June 7, Fiserv's Indianapolis facility had mailed all bills that had been delayed due to the storm, and was mailing all current bills on time. However, for the six-day period from Friday, May 31 through Thursday, June 6, the mailing and delivery of bills was delayed due to the impact of the storm.

6. On Monday, June 3 Ameren Missouri notified the Staff of the situation, and the Company has continued to provide periodic updates to the Staff.

7. The Commission's rules and the Company's tariff contain billing provisions which address the timing of customer billing. Specifically, 4 CSR 240-13.020(7) provides as follows:

A monthly-billed customer shall have at least twenty-one (21) days and a quarterly-billed customer shall have at least sixteen (16) days from the rendition of the bill to pay the utility charges, unless a customer has selected a preferred payment date in accordance with a utility's preferred payment date plan. If the due date or delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the utility regularly used for the payment of customer bills are not open to the general public, the due date or delinquent date shall be extended through the next business day. The date of payment for remittance by mail is the date on which the utility receives the remittance. A utility shall not base an assessment of a

deposit or delinquent charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the due date or delinquent date.

In addition, 4 CSR 240-13.015 defines the "rendition" of a bill to mean "...the mailing or hand delivery of a bill by a utility to a customer." Finally, Ameren Missouri's tariff provides that bills are due within ten (10) days from the date of the bill and become delinquent after twenty-one (21) days from the date of the bill. *See, for example*, MO P.S.C. Schedule No. 5, 40th Revised Sheet No. 28.

8. The damage caused by the storm disrupted the scheduled mailing of bills for the period from May 31 through June 6. Specifically, although bills from May 31 had been transferred to the custody of the U.S. Post Office (and therefore may technically have been "rendered") they were still sitting on the loading docks of the Fiserv building when the storm hit. Consequently the Post Office was unable to retrieve the bills until Tuesday, June 4. Bills for Monday, June 3, which were in the process of being produced when the storm hit were not completely mailed until Friday, June 7. Bills that were scheduled to be mailed on Tuesday, June 4 and Wednesday, June 5 were mailed on Thursday, June 6. And bills scheduled to be mailed on Thursday, June 6 were not mailed until Friday, June 7. As a result, during this period, in some cases customers did not have as much time between the rendering of the bill and the due date/delinquent date, as the Commission rules and the Company's tariff provide. The chart below provides the relevant information for each day during the period impacted by the storm.

| Date Bills Were to be Mailed | Due Date | Delinquent Date | Date Bills Were Actually Mailed | Number of Bills Affected |
|------------------------------|-----------|-----------------|---------------------------------|--------------------------|
| 5/31/2013 | 6/12/2013 | 6/21/2013 | 6/4/2013 | 47,540 |
| 6/3/2013 | 6/13/2013 | 6/24/2013 | 6/7/2013 | 57,437 |
| 6/4/2013 | 6/14/2013 | 6/25/2013 | 6/6/2013 | 55,899 |
| 6/5/2013 | 6/17/2013 | 6/26/2013 | 6/6/2013 | 52,398 |
| 6/6/2013 | 6/18/2013 | 6/27/2013 | 6/7/2013 | 48,333 |
| 6/7/2013 | 6/20/2013 | 6/28/2013 | 6/7/2013 | No bills affected |

9. To ensure that customers are not adversely impacted by the storm, Ameren Missouri has waived all late payment charges for the accounts that were affected by the storm. As a result, customers will face no adverse billing-related consequences from the storm.

10. Although Fiserv's Indianapolis facility is now current in mailing bills, it is not currently capable of providing bill inserts to customers, which Ameren Missouri occasionally provides. We expect Fiserv to have this capability within the next week or so, and we will notify the Staff when they have restored this capability.

11. Fiserv plans to continue printing and mailing bills from its Indianapolis facility for at least the next sixty (60) days, as it works to restore its capabilities in St. Louis. Ultimately Ameren Missouri expects that this function will be returned to the St. Louis Metropolitan Area.

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

Respectfully Submitted,

/s/ Thomas M. Byrne

Thomas M. Byrne, #33340

Director & Assistant General Counsel

Wendy K. Tatro, #60261

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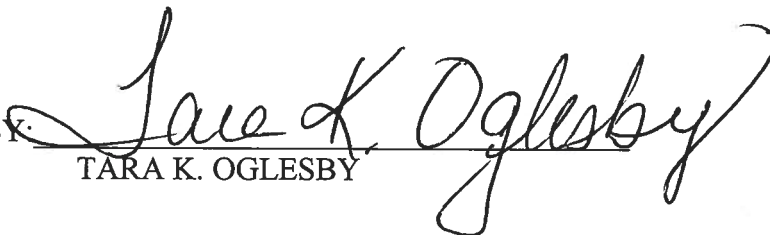
**ATTORNEYS FOR UNION ELECTRIC
COMPANY d/b/a AMEREN MISSOURI**

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 d/b/a AMEREN MISSOURI

BK. 
TARA K. OGLESBY

Subscribed and sworn to before me, the undersigned Notary Public in and for the city and state aforesaid, on the 14th day of June, 2013.


Notary Public

My Commission expires: 4-11-2014

