

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

In the Matter of the Union Electric Company d/b/a)
Ameren Missouri's Tariffs to Decrease Its) File No. ER-2019-0335
Revenues for Electric Service.)

In the Matter of Union Electric Company d/b/a)
Ameren Missouri's Request for a Waiver of)
Various Tariffs and Regulations to Enable the) File No. EE-2019-0382
Deployment of Automated Metering Infrastructure)
Beginning in 2020.)

**STATUS REPORT ON MARCH 2020 MEETING AND
CUSTOMER EDUCATION AND COMMUNICATION
PLANS**

COMES NOW Union Electric Company d/b/a Ameren Missouri ("Ameren Missouri"), and for its *Status Report on March 2020 Meeting and Customer Education/Communication Plans* states as follows:

Background

1. On February 28, 2020, the parties filed a Non-Unanimous Stipulation and Agreement resolving all but two issues raised by the Office of Public Counsel in Ameren Missouri's electric general rate case, File No. ER-2019-0335. On March 3, 2020, the parties submitted a Corrected Non-Unanimous Stipulation and Agreement (hereinafter "Stipulation") to correct two small items in the February 28, 2020 Stipulation and Agreement. The only party that did not sign the Stipulation indicated that it did not object to the Stipulation, so the Commission's rules allowed it to be treated as a unanimous stipulation.¹

2. In paragraph 27(a)(iv)(4) of the Stipulation, the parties agreed for Ameren Missouri to meet with the Staff of the Missouri Public Service Commission ("Staff"), the Office of the Public

¹ 20 CSR 4240-2.115(2)(C).

Counsel ("OPC"), and Missouri Department of Natural Resources – Division of Energy ("DE") "in March, April, May, and June 2020 to discuss plans to roll out customer engagement for customers receiving AMI meters." The parties also agreed that "[a] status report shall be submitted on the progress of these meetings in the pending AMI waiver docket (File No. EE-2019-0382)."²

3. On March 4, 2020, the Parties appeared for an on-the-record presentation of the Stipulation ("OTR"), and the Commissioners asked many questions regarding the new rate designs to be rolled out with AMI meters as agreed upon in the Stipulation.

4. On March 5, 2020, the Commission issued an Order Directing Responses, which directed "each party to respond stating if it is willing to provide an alternate stipulation and agreement that includes any or all of [three points]." The third point was identified as follows:

Submitting to the Commission timely status reports after the monthly customer engagement meetings identified in Paragraph 27 of the [Stipulation]. The status reports would detail the agreed to educational/communications programs. In addition, Ameren Missouri would present at Agenda in either June or July 2020, details of the customer outreach plans prior to their initiation.

5. On March 9, 2020, Ameren Missouri filed its Response to the Commission's Order Directing Responses on Willingness to Provide an Alternative Stipulation and Agreement. In response to the third point, Ameren Missouri stated:

While Ameren Missouri is not willing to provide an alternate stipulation and agreement, Ameren Missouri does not believe that the Stipulation would need to be changed to accomplish point three. Instead, Ameren Missouri commits to submit status reports and present at Agenda in either June or July 2020 as described in point three of the Commission's March 5, 2020 Order.

6. In accordance with paragraph 27(a)(iv)(4) of the Stipulation, Ameren Missouri met telephonically and via Skype³ with Staff, DE, and OPC on March 30, 2020.

² Stipulation, paragraph 27(a)(iv)(4)(a).

³ Due to the ongoing COVID-19 pandemic mitigation measures, the participants (representatives from Ameren Missouri, Staff, DE, and OPC) were not able to meet in person.

7. In accordance with its commitment as described in paragraph 5 above, Ameren Missouri provides the following status report regarding the March 2020 meeting and details of the educational/communication plans.

Status Report

8. The list of persons who participated in the March 30, 2020 meeting is attached and marked as Attachment 1.

9. Ameren Missouri reported on steps taken to implement the \$32 million decrease to be reflected in rates as of April 1, 2020.

10. The PowerPoint presentation attached as Attachment 2 was presented by Ameren Missouri representatives at the March 30, 2020 meeting.

11. As described in Slides 7 through 9 of Attachment 2, a significant amount of digital/IT work has been undertaken, including: assessing the scope of changes required to internal IT systems to move from billing approximately 1,900 customers using interval data to almost 1.2 million customers in just a few years, and overcoming the challenge of scaling up interval billing and shadow billing processes to give all customers access to time-of-use ("TOU") rates and bill comparison data for each available rate option. However, it was noted that interval billing also increases the flexibility of Ameren Missouri rate offerings, making it easier to adjust or add TOU structures in the future.

12. As explained in Slides 17 through 19 of Attachment 2, even prior to the Stipulation being reached in File No. ER-2019-0335, Ameren Missouri already planned to send multiple communications to customers in advance of their advanced metering infrastructure ("AMI") meter being installed and after their AMI meter being installed. In furtherance of Ameren Missouri's commitments under the Stipulation, however, Ameren Missouri is engaged in customer research,

designing new business processes, reviewing rate tool contractors, and (based on research) developing new communications and web designs.⁴

13. The participants in the March 30, 2020 meeting generally discussed potential topics to be addressed during the upcoming meeting in April 2020.

WHEREFORE, Ameren Missouri requests that the Commission accept this status report.

Respectfully submitted,

UNION ELECTRIC COMPANY
D/B/A AMEREN MISSOURI

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⁴ Attachment 2, Slide 15.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the foregoing was served via electronic mail (e-mail) to all parties of record on this 2nd day of April, 2020.

/s/ Jermaine Grubbs
Jermaine Grubbs