

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

SUMMARY OF MEETING

COMES NOW Union Electric Company d/b/a Ameren Missouri (Ameren Missouri or Company) and for its Summary of Meeting states as follows:

On April 8, 2014, at 11:15 a.m., a tour of the Jefferson City Distribution Operating Center and the Jefferson City Customer Contact Center was held.

Participants from Ameren Missouri included: Senior Vice President Operations and Technical Services Dave Wakeman, Director Distribution Operations Steve Brophy, General Supervisor Customer Services Judy Farnam, Supervisor Customer Services Kim Gish, and Manager Regulatory Affairs Gaye Suggett.

Participants from Missouri Public Service Commission included: Commissioner Daniel Hall. Lewis Mills from the Office of the Public Counsel was invited. Barb Meisenheimer from OPC and personnel from MPSC were scheduled to attend, but were not able to attend due to the tour starting late.

Steve Brophy gave a presentation on Ameren Missouri's Emergency Response. That presentation is attached.

Respectfully Submitted,

/s/ Wendy K. Tatro

Wendy K. Tatro, #60261

Corporate Counsel

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

CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic transmission, facsimile, U.S. Mail or e-mail to all parties of record in all of its contested cases pending before the Missouri Public Service Commission on this 9th day of April, 2014.

/s/ Wendy K. Tatro

Wendy K. Tatro

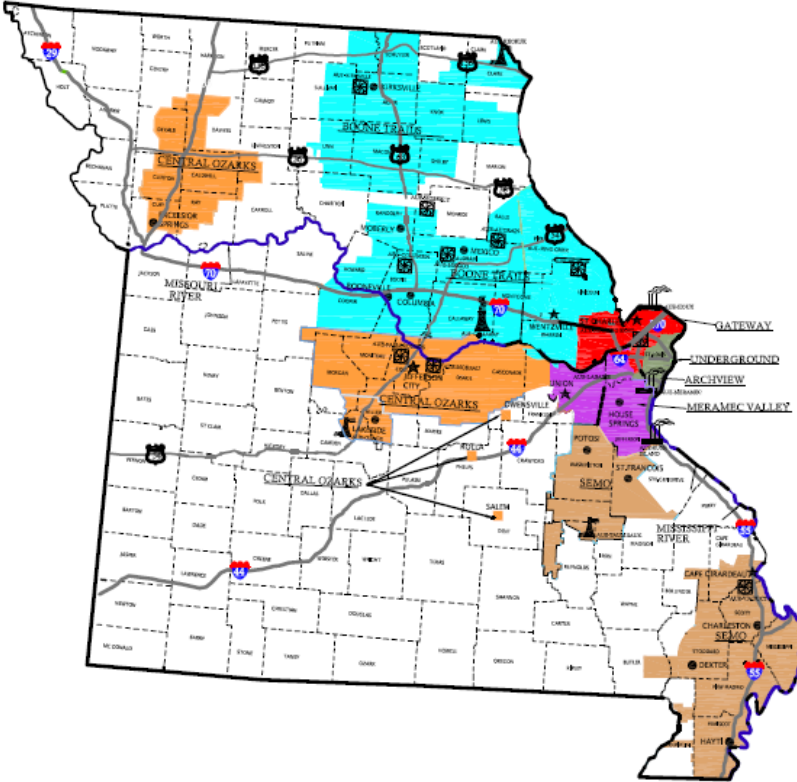
Ameren Missouri Emergency Response

Steve Brophy

04/08/2014



AMEREN MISSOURI ELECTRIC SERVICE DIVISIONS



Ameren Missouri Service Territory



Ameren Missouri Distribution Operating

Distribution Operating – operates the distribution system

Distribution System Control (St. Louis and Jefferson City)

Direct First Responders

Respond to customer outages, emergencies, routine service requests

Storm Response and Emergency Planning

Ameren Missouri EOC

Planning and Execution



Storm Response and Emergency Planning



Storm Response and Emergency Planning

Emergency Operations Center Coordinates the Response

Field Resources – Line Crews, Tree Trimmers, Damage Assessment, Public Safety

Safety – Safety Professionals Supporting field resources

Logistics – Lodging, Meals, Security, Fueling

Materials – Storm Trailers, Material delivery, Vendor support

Staging Sites – Strategically located

Public & Customer Relations



Storm Response Execution



Storm Response Execution

Emergency Operations Center Coordinates the Response

Ramp Up

- Damage Assessment
- Establish Priorities
- Resource Requirements
- Mobilize people and materials

Execute the Plan

- Safety – know where crews are working
- Fix what is broken
- Take care of the crews – lodging, meals, etc.
- Public communications

Ramp Down

- Collapse the response
- Resource Release Plan



Storm Response Execution

Response Priority

1. **Public Safety – wires, poles down, facilities blocking major highways or thoroughfares**
2. **Restoration Priorities**
 1. **Major circuits and/or substations**
 2. **Critical infrastructure (hospitals, EMS facilities, public infrastructure)**
 3. **Distribution feeders (hundreds of customers)**
 4. **Neighborhood circuits (dozens of customers)**
 5. **Transformers (one to a handful of customers)**
 6. **Single Services (a single customer)**

Storm Response Coordination with Agencies

Coordination with local and state officials

- **Missouri PSC – notification and updates**
- **State and local emergency management**
 - **Embed a resource in EM office as needed**
- **Coordination with local fire/police**
- **Coordination with MODOT or local highway officials**
- **City/County communication**
- **FEMA/National Guard**

Southeast Missouri - 2009



Southeast Missouri - 2009



Big Bend & Clayton Rd. - 2011





Ameren

MISSOURI

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