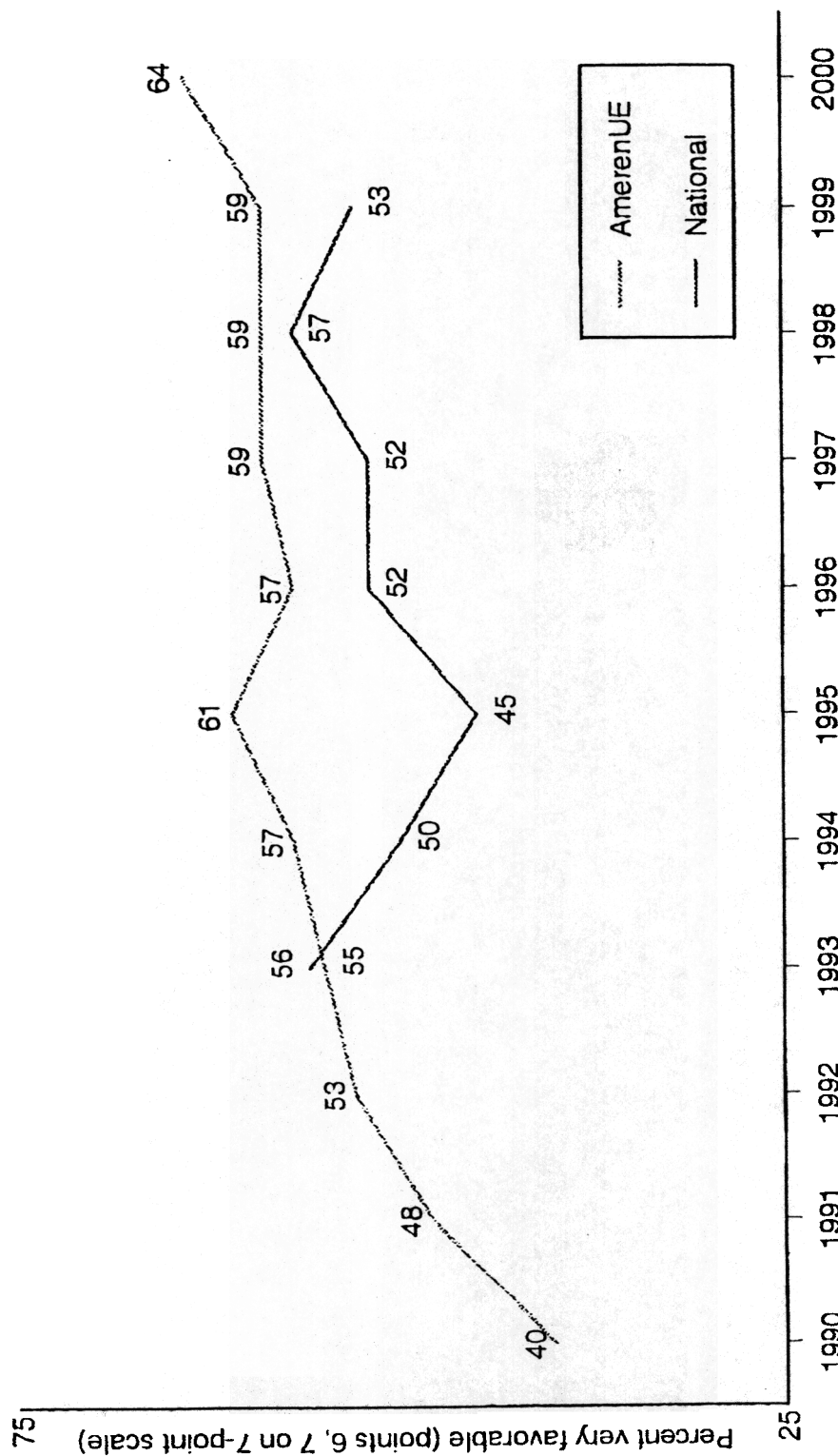


Favorability—Ameren Residential vs. National: 1990-1999



Note: Ameren data through 1997 is UE data; 2000 data point is for "Satisfaction" measure (1Q only)

Source: Cambridge Research Institute