

Exhibit No.:
Issue: Low-Income Assistance
Witness: Richard J. Mark
Type of Exhibit: Direct Testimony
Sponsoring Party: Union Electric Company
Case No.:
Date Testimony Prepared: May 23, 2003

MISSOURI PUBLIC SERVICE COMMISSION

CASE NO. _____

DIRECT TESTIMONY

OF

RICHARD J. MARK

ON BEHALF OF

**UNION ELECTRIC COMPANY,
d/b/a AmerenUE**

**St. Louis, Missouri
May 2003**

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

In the Matter of Union Electric Company,
d/b/a AmerenUE, for Authority to File
Tariffs Increasing Rates for Gas Service
Provided to Customers in the Company's
Missouri Service Area.

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Case No. _____

AFFIDAVIT OF RICHARD J. MARK

STATE OF MISSOURI)
) ss.
CITY OF ST. LOUIS)

Richard J. Mark, being first duly sworn on his oath, states:

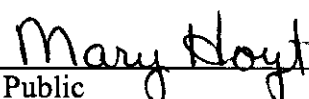
1. My name is Richard J. Mark. I work in the City of St. Louis, Missouri, and I am employed by Union Electric Company, d/b/a AmerenUE, as Vice President of Energy Delivery - Customer Service.

2. Attached hereto and made a part hereof for all purposes is my Direct Testimony on behalf of Union Electric Company, d/b/a AmerenUE, consisting of 5 pages, and Schedule RJM-1, which have been prepared in written form for introduction into evidence in the above-referenced docket.

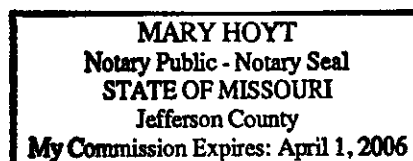
3. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded are true and correct.


Richard J. Mark

Subscribed and sworn to before me this 22nd day of May, 2003.


Notary Public

My commission expires: 4-1-2006



DIRECT TESTIMONY

OF

RICHARD J. MARK

CASE NO. _____

Q. Please state your name and business address.

A. My name is Richard J. Mark. My business address is One Ameren Plaza,
1901 Chouteau Avenue, St. Louis, Missouri.

Q. By whom are you employed and in what capacity?

A. I am employed by Union Electric Company, d/b/a AmerenUE
("AmerenUE" or "Company"), as Vice President of Energy Delivery - Customer Service.

Q. Please describe your educational background and work experience.

A. I received a Bachelor of Science Degree from Iowa State University and a
Master of Science degree from National Louis University.

Q. Please describe your duties in your current position.

A. I am responsible for Ameren customer care areas, including the customer
contact center, customer accounts, and customer credit assistance, including AmerenUE's
Dollar More Program.

Q. What is the purpose of your direct testimony in this proceeding?

A. The purpose of my direct testimony is to explain AmerenUE's proposal to
continue to assist low-income customers in paying for their gas bills through
contributions to the Dollar More Program.

1 **Q. Could you please explain what the Dollar More Program does?**

2 A. The Dollar More Program is an existing energy assistance program that
3 provides funds to needy families in AmerenUE's service territory to assist them in paying
4 their energy bills. It is designed so that AmerenUE customers can easily make voluntary
5 contributions to help those families. In addition, the Company has historically
6 contributed an amount each year to supplement those contributions.

7 **Q. When was the Dollar More Program created?**

8 A. The Dollar More Program was created in November 1982.

9 **Q. Who administers the Dollar More Program?**

10 A. The Company collects money from customers, as discussed below. These
11 funds are then sent to The United Way of Greater St. Louis. That organization allocates
12 the funds to the Dollar More agency network.

13 **Q. What agencies make-up the Dollar More network?**

14 A. Currently there are forty (40) agencies, located throughout AmerenUE's
15 gas and electric service territories, which receive funding through this program. I have
16 attached a list of these agencies as Schedule RJM-1.

17 **Q. How much money is contributed each year to the Dollar More**
18 **Program?**

19 A. In the last four years, customer contributions to the Dollar More Program
20 were as follows:

21	\$753,997.57	1999
22	\$787,926.67	2000

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1 \$825,373.79 2001

2 \$859,400.54 2002

3 In addition, pursuant to the terms of the Stipulation and Agreement
4 negotiated by the parties in the 2002 AmerenUE electric rate proceeding, Case
5 No. EC-2002-1, the Company contributed \$5 million to the Dollar More Program in
6 2002, and it committed to contribute an additional \$1 million per year in each year from
7 2003 to 2006. The 2002 contribution has already provided a substantial benefit to
8 customers both through the traditional type of payment of utility bills and through the
9 “Clean Slate” program that was initiated by AmerenUE earlier this month. The Clean
10 Slate program permitted customers to use \$3 million in funds from the Company’s
11 contribution to the Dollar More Program to completely eliminate unpaid balances that
12 had accrued on their AmerenUE accounts. The Clean Slate funds were distributed to
13 customers through 40 agencies. The program was met with a very favorable response
14 from both the agencies that were involved and the customers to whom assistance was
15 provided. In the case of most agencies, demand was so great that the available funds
16 have already been fully committed to low-income customers. Several agencies had
17 depleted the Clean Slate funds by the first week of the program.

18 **Q. How do AmerenUE customers contribute to the Dollar More**
19 **Program?**

20 A. Typically, customers contribute to the Dollar More Program by making a
21 pledge on their energy bills. The Dollar More pledge is then included on the customer’s
22 bill each month. Customers also contribute to Dollar More by sending checks to Ameren
23 or to the United Way, or making pledges on Ameren Corporation’s web site.

1 **Q. Who is helped by the Dollar More Program?**

2 A. Families in financial need are helped by the Dollar More Program. The
3 intent of Dollar More is to supplement the agencies' energy assistance programs;
4 therefore, Dollar More adheres to the guidelines of each agency which may permit
5 assistance to both customers who are eligible for assistance under the federal
6 Low-Income Heating Assistance Program ("LIHEAP") and customers who fall outside
7 the LIHEAP guidelines. This philosophy provides the agencies with flexibility in
8 addressing the needs of their clients and ensuring that their administrative costs are kept
9 to a minimum. In addition, the agencies maintain their role as social service experts, and
10 the Company does not attempt to perform that role.

11 **Q. How many families are assisted by the Dollar More Program?**

12 A. This year we expect approximately 9,000 families to be assisted by the
13 Dollar More Program from both customer and Company contributions.

14 **Q. How will the contributions to the Dollar More Program proposed in**
15 **the testimony of Company witness Warner Baxter be handled?**

16 A. If Mr. Baxter's proposal is accepted by the Commission, the Company
17 intends to allocate its contributions to Dollar More to social service agencies serving
18 AmerenUE's natural gas service territory in Missouri. However, the funds could be used
19 to pay any energy bill of an eligible low-income person or family, based on the guidelines
20 of each agency.

21 **Q. Have the Company's contributions to the Dollar More Program made**
22 **a significant difference in helping low-income families manage their energy utility**
23 **bills?**

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1 A. Absolutely. In the last year, AmerenUE's \$5 million contribution to the
2 Dollar More Program, and its implementation of the Clean Slate program, have improved
3 the lives of thousands of Missouri's low-income citizens. The additional contribution
4 proposed by the Company in this case would extend those benefits even further, and
5 provide much needed assistance to Missouri's neediest citizens.

6 **Q. Does this conclude your direct testimony?**

7 A. Yes, it does.

AMEREN UE Dollar More Agencies

Agency Name	Street Address	City	State	Zip	Phone #
Human Development Corporation	4548 Martin L King Drive	St. Louis	MO	63113	314.535.7633
STEP, Inc.	2709 Woodson Road	St. Louis	MO	63114	314.863.0015
American Cancer Society	4207 Lindell Blvd	St. Louis	MO	63108	314.286.8180
Circle of Concern	112 St. Louis Avenue	Valley Park	MO	63088	636.861.2623
Doorways	4385 Maryland	St. Louis	MO	63108	314.535.1919
Feed My People	#1 Miracle Dr.	High Ridge	MO	63049	636.677.9885
Hosea House	2635 Gravois	St. Louis	MO	63118	314.773.9027 x.100
Guardian Angel Settlement	P O Box 2055 or 1401 LaSalle	St. Louis	MO	63158	314.231.3188
Multiple Sclerosis Society	1867 Lackland Hills Parkway	Maryland Heights	MO	63146	314.781.9020
National Kidney Foundation	1423 Hanley Industrial Court	St. Louis	MO	63144	314.961.2828
International Institute	3654 S. Grand Blvd	St. Louis	MO	63118	314.773.9090
Paraquad	311. N. Lindbergh	St. Louis	MO	63141	314.567.1558
Presbytery of Giddings Lovejoy	2236 Tower Grove	St. Louis	MO	63110	314.772.2395
St. Patrick Center	800 N. Tucker	St. Louis	MO	63101	314.802.0700
Salvation Army	1130 Hampton Ave.	St. Louis	MO	63139	314.534.1250
Urban League Community Center	4151 Olive	St. Louis	MO	63108	314.652.6954
Webster/Rockhill Ministries	111 Waymire	St. Louis	MO	63119	314.961.5082
American Red Cross	3880 Jeffco Blvd.	Arnold	MO	63010	636.464.9150
Salvation Army	3740 Telegraph Road	Arnold	MO	63010	636.464.0787
St. Vince de Paul Society	4141 Forest Park Blvd.	St. Louis	MO	63108	314.531.2183
Mid East Area Agency on Aging	14535 Manchester Road	Ballwin	MO	63011	636.207.0847
Sts. Joachim & Ann Care Services	4112 McClay Road	St. Charles	MO	63303	636.441.1302
American Red Cross - Adair Co	315 S. Franklin (Lower Level)	Kirkville	MO	63501	660.665.5686
North East Missouri Community Action Agency	1011 S. Jamison, PO Box 966	Kirkville	MO	63501	660.727.2861
Missouri Ozark Community Action Agency	P O Box 69	Richland	MO	65556	573.765.3183
East Missouri Action Agency	107 Industrial Drive or PO Box N	Park Hills	MO	63601	573.431.5191
Hope House	14 Lakeland Road Ste.101	Eldon	MO	65026	573.365.0099
North East Community Action Agency	1365 S. Fifth LL	Bowing Green	MO	63334	573.324.2251
Good Samaritan Center	339 E. Broadway	Excelsior Springs	MO	64024	816.630.2718
Samaritan Center	429 Clark, PO Box 1687	Jefferson City	MO	65102	573.634.7776
Delta Area Economic Opportunity Corporation	99 Skyview Road	Portageville	MO	63873	573.379.3851
Jefferson Franklin Community Action Agency	725 Maple	Hillsboro	MO	63050	636.789.3563
Franklin county residents phone number					636.742.0808
Loving Hearts Outreach	310 International	Washington	MO	63090	636.390.8300
St. Marie du Lac - SVDP	350 S. Main	Ironton	MO	63650	573.546.2391
Missouri Valley Human Resources CAA	1415 S. O'Dell	Marshall	MO	65340	660.886.7476
West Central Missouri CAA	18520 Second Street	Versailles	MO	65084	573.378.4432
Green Hills Community Action Agency	1506 Oklahoma Avenue	Trenton	MO	64683	660.359.3907
South Central Missouri CAA	P O Box 69	Winona	MO	65588	573.325.4255
Central MO Counties Human Development C	807 B North Providence Road	Columbia	MO	65203	573.443.8706