

BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of Customer Billing
Impacts of a Recent Severe Storm
In the Area of St. Louis, Missouri

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File No. EO-2013-0512

ORDER GRANTING STAFF'S MOTION REGARDING STORM IMPACTS ON AMEREN MISSOURI'S CUSTOMER BILLING

Issue Date: June 7, 2013

Effective Date: June 7, 2013

The Commission's Staff filed a motion on June 6, 2013, informing the Commission that on May 31, 2013, a severe storm struck the St. Louis area. The storm disrupted operations of the printing contractor that prints and mails bills to customers of Union Electric Company, d/b/a Ameren Missouri. As a result, Ameren Missouri has had to temporarily relocate its printing functions out of state, with resulting disruptions in the mailing of bills to customers. Because of those disruptions, Staff is concerned that Ameren Missouri may be unable to comply with customer billing standards imposed by the Commission's rules.

Staff asks the Commission to open a case and direct Ameren Missouri to file regular status reports 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 those standards. The Commission will do as Staff requests.

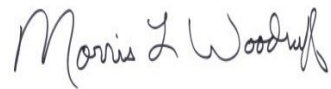
THE COMMISSION ORDERS THAT:

1. Union Electric Company, d/b/a Ameren Missouri shall 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 those standards.

2. The Commission's Staff may file additional information in this case as it deems appropriate.

3. This order shall become effective upon issuance.

BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

Morris L. Woodruff
Secretary

Morris L. Woodruff, Chief Regulatory
Law Judge, by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 7th day of June, 2013.