

[REDACTED] ** noting
the entry that Ameren Missouri believes the Staff misinterpreted as a ** [REDACTED] **

4. In response to DR 0013, Ameren Missouri provided information to Staff that the
** [REDACTED]

[REDACTED].** Ameren Missouri first notified Staff of the system issue on March 9, 2022, stating:

It was discovered that with a system production change on 02/23/22, the outbound call system logic was not set to include a second call attempt when an answering machine was reached on the first call; this is being addressed with the vendor and we are currently working with them on a fix. We do expect this system issue to be resolved by the end of the week.

The automated call system issue was resolved in March 2022.

5. If the Commission determines that a violation of the Stipulation and Agreement in EE-2019-03821 occurred, Ameren Missouri requests the Commission also determine that the violation involving the automated call system has been corrected.

6. Ameren Missouri is agreeable to ** [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] **

WHEREFORE, Ameren Missouri submits this *Response to Staff Errata Sheet* and requests the Commission find Ameren Missouri has satisfactorily resolved the violation stated in the Staff Errata Sheet.

Respectfully submitted,

/s/ Jennifer L. Hernandez
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**ATTORNEY FOR UNION ELECTRIC
COMPANY d/b/a AMEREN MISSOURI**

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been emailed to the parties of record on
this 3rd day of June 2024.

/s/ Jennifer L. Hernandez

ATTACHMENT A

**IS CONFIDENTIAL
IN ITS ENTIRETY**

**PURSUANT TO
20 CSR 4240-2.135(2)(A)1**