FILED July 31, 2024 Data Center Missouri Public Service Commission

Exhibit No. 9

MCFFC – Exhibit 9 Respondent's Answer to Complainants' DR 1.3, with attachments File No. EC-2023-0037

Ameren Missouri Case Name: EC-2023-0037 Docket No(s): HVAC - MO Coalition for Fair Comp & Malone

Response to Discovery Request: MCFFC-MCFFC 1.3 Date of Response: 7/9/2024 Witness: N/A

Question: 1.3 For each communication identified in response to Request 1.2, please state:

(a) the date(s) the communications were provided (a range is sufficient);

(b) how was it made available (i.e., on or as an inclusion to billing statements, direct e-mail, etc.); and

(c) the number of copies distributed.

Response:

Prepared By: Shelly Harmon Title: Manager, Energy Efficiency, MO Energy Efficiency & Renewab Date: July 9, 2024

Subject to the Company's objection, please see attached.



PAYS 2022



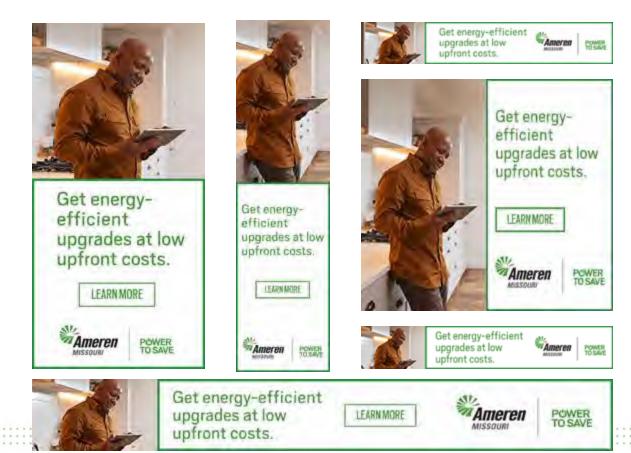
2022 PAYS Creative Tactic Outline



- PPC: 8/8 12/31
- Display: 8/8 12/31
- Direct Mail: 1/21 (1,503), 4/15 (2,524), 8/4 (1,012), 8/16 (1,012), 9/2 (977), 9/12 (1k), 9/26 (1k)
- Email: 3/3 (506), 5/10 (1,037)
- Facebook: 3/7-4/3, 7/14-8/7
 - O Standard targeting for direct mail and email begins with active Ameren Missouri residential customers with electric service, who have not participated in PAYS before, not in threat of disconnection or delinquent, with a household income of great than \$75k.
 - O Then we consider the budget dollars we have to spend on the send (direct mail), other emails that are being sent to customers and de-dupe accordingly (in alignment with our email governance policy), the wait time for customers to be scheduled for an assessment, and what location we want to target to maximize the data collector's schedule.
 - O Facebook targeting was to the Ameren Missouri service territory.
- Energy Statement Message: March, May, October
- Key Accounts eBoard: Oct + November
- PR: (joint press release with Spire) 6/1

PAYS Display Banners - 8/8 - 12/31





PAYS Direct Mail - August

+3k customers located in the Jefferson City area







AMERICA MISSOURI POROX ISODIRE ST 10015, MOS7179

Reduce your energy bill with the PAY AS YOU SAVE (PAYS®) PROGRAM

Trinking about energy-efficient upgrades this summer? Take advantage of the PAYS program from American Missions It's a low upfront cost way to pay for improvements like a new HVAC system, insulation and wanthetization. See if you qualify in just three easy steps.

- Completé pur anteni form to schedule your tree in-home, energy assessment.
- 2. Agree to upgrades recommended by our team of professionals.
- 3. Pay for your upgrades through a monthly addition to your energy bit.

To see program details and start saving new scan the QR code or visit:

Ameren Missour/Savings.com/EfficientHome





PAYS Direct Mail - September

+3k customers located in the Mid-Missouri area



AmerenMissouriSavings.com/EfficientHome



Ameren Missouri

AMEREN MISSAGRI PO BOJI 70009E ST. LOUIS, MD 53179

Reduce your energy bill with the PAY AS YOU SAVE (PAYS®) PROGRAM

Thinking about energy-efficient upgrades this summer? Take advantage of the PAYS program from Ameren Missouri, It's a low upfront cost way to pay for improvements like a new HVAC system insulation and weatherization See if you qualify in just three easy steps.

- Complete our online form to schedule your free in-home energy assessment.
- 2. Agree to upgrades recommended by our team of professionals.
- 3. Pay for your upgrades through a monthly addition to your energy bill.

To see program details and start saving now, acan the QR code or visit:

Ameran Missour/Savings.com/EfficientHome



PAYS Email - 3/3/22

+500 customers using standard targeted list





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Upgride Approval

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Pay As You Shire

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For more information on the PAYS program, click the button below or call 1.877.215.6752.

LEARN MORE

EE Email Newletter - 3/22/22

All Ameren Missouri residential customers who have opted into receiving marketing emails

- Promotions included:
 - PAYS, EE Tips, Smart Thermostats, HPWH

Celebrate spring with easy ways to increase your home's energy efficiency from Ameren Missouri. Fresh offers, energy-saving tips and discounted products let you choose how to save.

PLUG INTO SAVINGS Putting the power to save in your hands

Low Upfront Cost, Energy-Saving Upgrades as Easy as 1-2-3

The Pay As You Save (PAYS[®]) program from Ameren Missouri offers a low upfront cost way to increase your home's energy efficiency and reduce your energy bill.



Fill out a simple online form and receive a free, no obligation home energy assessment to identify the upgrades that will save you the most on your energy bill.



Ameren Missouri covers most or all of the upfront costs of the recommended and installed upgrades.



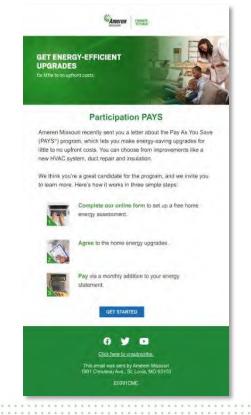
Use the savings from the upgrades to repay the upgrade costs through a charge on your electric bill.

GET STARTED NOW



PAYS Email - 5/10/22

+1k customers using standard targeted list





EE Email Newsletter - 8/16/22

All Ameren Missouri residential customers who have opted into receiving marketing emails

> Promotions included: Peak Time Savings, EE Tips, HPWH, Smart Thermostat, PAYS



professionals.

Complete our online form to schedule your free inhome energy assessment.



Agree to upgrades recommended by our team of



Pay for upgrades through a monthly addition to your energy bill





PAYS Facebook - 3/7-4/3

Post:

The Pay As You Save® (PAYS®) program makes energy-efficient upgrades affordable now and helps save on your bill later.

Headline: PAYS: Upgrades that save.

Link Description: Get started now - it's easy!

CTA: Learn More

URL: AmerenMissouriSavings.com





PAYS Facebook - 7/14 - 8/7





PAYS Energy Statement - March



Energy Efficiency Upgrades Made Affordable

Don't let your home's efficiency overwhelm you. Let us help! With little to no upfront costs through the PAYS[®] program, you can enjoy immediate energy savings while you pay the upgrade cost over time on your bill.

Learn how it works by visiting

AmerenMissouriSavings.com/EEUpgrades



PAYS Energy Statement - May



Energy Efficiency Made Easy with PAYS®

Ameren Missouri and Spire are working together to bring you the Pay As You Save (PAYS) program. Lower your energy bill through home improvements - such as insulation, duct repair or a new HVAC system - with little to no upfront costs.

Get started with PAYS at AmerenMissouriSavings.com/EEHome

Some restrictions may apply.



PAYS Energy Statement - October



Efficient Upgrades as Easy as 1-2-3 with PAYS®

Schedule a FREE assessment with our online form, agree to recommended upgrades, and pay for upgrades through a monthly charge on your bill. It's that easy to Pay As You Save!

Get started at AmerenMissouriSavings.com/ScheduleNow



Some manifiche muy apply



PAYS 2023



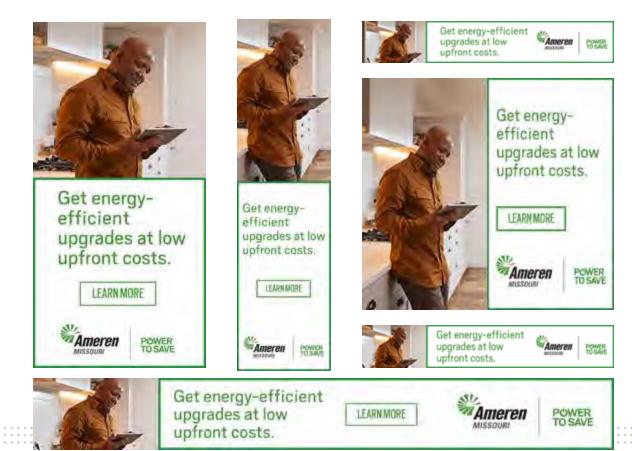
2023 PAYS Creative Tactic Outline



- PPC: Ran all year consistently
- Display: Ran all year consistently
- Direct Mail (customer count): 1/20 (2,010), 1/27 (2,011), 2/10 (2,011), 2/24 (2,013), 5/12 (9,612), 6/27 (19,209), 7/11 (20k), 8/7 (8k), 9/11 (7,878), 10/9 (7,604), 11/14(7,020), 12/5 (12k)
- Email (customer count): 1/24 (5k), 3/23 (27k), 4/26 (96,651), 5/9 (70k), 7/18 (9k), 7/31 (33k), 8/22 (34k), 9/19 (24k), 10/24 (22k), 11/30 (47k), 12/18 (20k)
- Facebook: 1/16-2/5, 2/13 3/5, 4/10-4/30, 5/29-6/18, 8/25-9/14, 10/16-11/6
 - Standard targeting for direct mail and email begins with active Ameren Missouri residential customers with electric service, who have not participated in PAYS before, not in threat of disconnection or delinquent, with a household income of great than \$75k.
 - O Then we consider the budget dollars we have to spend on the send (direct mail), other emails that are being sent to customers and de-dupe accordingly (in alignment with our email governance policy), the wait time for customers to be scheduled for an assessment, and what location we want to target to maximize the data collector's schedule.
 - Facebook targeting was consistent with direct mail and email targeting.
- Energy Statement Message: May, August, October

PAYS Display Banners - January-June





PAYS Display Banners - July-December







4

PAYS Direct Mail - 1/20 and 1/27

4k customers located in Mid-Missouri





Amster Mission Serings por Utificiant Home



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Reduce your energy bill with the PAY AS YOU SAVE (PAYS") PROGRAM

Division about rearry efficient upgrades this summer 7 Take advantage of the DRTS program from Annexe Moscouli in y a time uphrest test way to pay for improvements, like a new HVAC system, invalidate and weather action. See if youngointy in yout three say longs.

- Compilety star writing form to schedule your free at home energy interestment.
- 2. Agrees to apprades, recommended by our team of prohessionals.
- 3. Pay he year unerains through a monthly address to your energy bill

To nee program details and start saving new, acarstin QR code or exist.

Amaren Missouri Sevinge.com/EfficientHama





PAYS Direct Mail - 2/10 and 2/24

4k customers served by Wentzville Operating Center







AmerenMissauriSavings.com/EfficientHome

POWER TO SAVE



MARKEN MURITUME THE MER THROPHY AT LOUIS MURITUM



Reduce your energy bill with the PAY AS YOU SAVE (PAYS") PROGRAM

Trucking about mergy-efficient appraties this summer? Take advantage of the IROS (areas are here informers Massault, it is a low optional cent may to pay the improvements like a new IROS (arbitm, insulation and exertainization). Said you usedly to just three any attest.

- Complete pur police from to schedule your fees to home unlegy assessment.
- 2. Against to appradict incommondied by our taken of professionals.
- 3. Pills The year opposition through a monthly addition to your energy bill.
- To one program distants and shart favoring now in an the QD code or wint:

Ameren Muspavillavings.anm/Efficienthier



PAYS Direct Mail - 5/12

XYZ customers





PAYS Direct Mail - 6/27





PAYS Direct Mail - 7/11

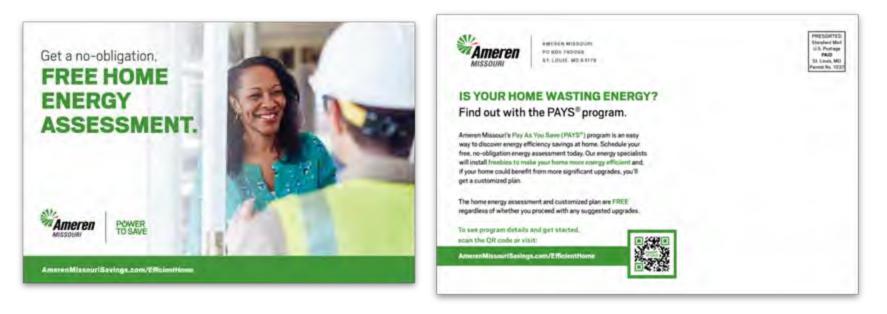
21k customers served by Wentzville Operating Center





PAYS Direct Mail - 8/7





PAYS Direct Mail - 9/11







PAYS Direct Mail - 10/9





PAYS Direct Mail - 11/7





PAYS Direct Mail - 12/11

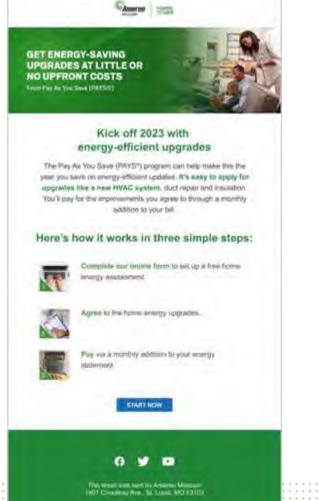






PAYS Email - 1/24

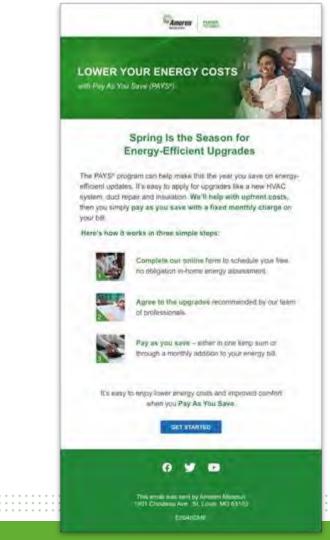
5k customers located in Mid-Missouri





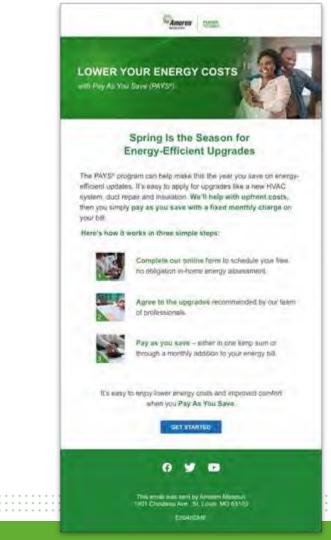


PAYS Email - 3/23





PAYS Email - 4/26





PAYS Email - 5/8



Enjoy a variety of free energy efficiency products and a plan of upgrades.

It's easy to save with Pay As You Save (PAYS[®]) from Ameren Missouri. You'll get a free, no-obligation home energy assessment. Our energy specialists will give you freebies to make your home more energy efficient and, if your home could benefit from more significant upgrades, you'll get a customized plan. For any upgrade costs we cover, you repay through a fixed monthly charge on your bill.

GET STARTED NOW

0 🎔 🗈

This email was sent by Ameran Missouri 1901 Chouleau Ave., St. Louis, MO 63103

E0040CME



PAYS Email - 7/19

9k customers served by Wentzville Operating Center



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This email was sent by Ameran Missouri 1901 Chouteau Ave., St. Louis, MO 63103

E0040CME



PAYS Email - 8/01



Enjoy a variety of free energy efficiency products and a plan of upgrades.

It's easy to save with Pay As You Save (PAYS[®]) from Ameren Missouri. You'll get a free, no-obligation home energy assessment. Our energy specialists will give you freebies to make your home more energy efficient and, if your home could benefit from more significant upgrades, you'll get a customized plan. For any upgrade costs we cover, you repay through a fixed monthly charge on your bill.

GET STARTED NOW

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This email was sent by Ameran Missouri 1901 Chouleau Ave., St. Louis, MO 63103

E0040CME



PAYS Email - 8/22



Enjoy a variety of free energy efficiency products and a plan of upgrades.

It's easy to save with Pay As You Save (PAYS^{II}) from Ameren Missouri. You'll get a free, no-obligation home energy assessment. Our energy specialists will give you freebies to make your home more energy efficient and, if your home could benefit from more significant upgrades, you'll get a customized plan. For any upgrade costs we cover, you repay through a fixed monthly charge on your bill.

GET STARTED NOW

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This email was sent by Ameran Missouri 1901 Chouleau Ave., St. Louis, MO 63103

E0040CME



PAYS Email - 9/19





PAYS Email - 10/24





PAYS Email - 11/30

COLD WEATHER IS COMING.

Get a free home energy assessment.





Drafty attic? Gaps around windows? With cold weather approaching, make sure your home is energy efficient. Ameren Missouri makes it easy with the Pay As You Save (PAYS*) program. When you schedule a free, no-obligation home energy assessment, our energy specialists will give you freebles to make your home more energy efficient. And, if your home could benefit from additional energy-efficient upgrades, you'll get a customized plan for long-term savings.

The home energy assessment and customized plan are FREE regardless of whether you proceed with any suggested upgrades.

GET STARTED NOW



PAYS Email - 12/19







POWER TO SAVE

Get a plan for upgrades as well as a variety of FREE energy efficiency products

Make sure every corner of your home is comfortable. No drafts. No gaps around windows. Ameren Missouri's Pay As You Save (PAYS[®]) program is an easy way to discover energy efficiency savings at home. When you schedule a free, no-obligation home energy assessment, our energy specialists will give you freebies to make your home more energy efficient. And, if your home could benefit from more significant upgrades, you'll get a customized plan for long-term savings.

The home energy assessment and customized plan are FREE regardless of whether you proceed with any suggested upgrades.

GET STARTED NOW

PAYS Facebook - 1/16-1/31





Ameren Missouri Fublishes by Matthew Hibbard O - January 17 at 7/11 AM - O

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You can save on energy-efficient upgrades with the PAYS® program. Complete our online form today to apply for upgrades like a new HVAC system, duct repair and insulation.



AMERENMISSOURISM/INDS.COM Pay As You Save Apply today



Learn more

PAYS Facebook - 2/13-3/5, 4/10-4/30, 5/29-6/12, 8/25-9/14



Post Copy: The Pay As You Save (PAYS) program makes energyefficient upgrades affordable now and helps save on your bill later.

Headline: PAYS: Upgrades that save.

Link Description: Get started now — it's easy!

CTA: Learn More

URL: AmerenMissouriSavings.com/PAYS

PAYS PAYS Community of the two of two of

VIDEO LINK

PAYS Facebook - October





PAYS Energy Statement - May



Is Your Home Wasting Energy? Get a FREE home assessment with PAYS!

Pay As You Save energy experts will do a walk-through of your home and install FREE energy efficiency products like low flow shower heads, smart power strips and more!

Get started at AmerenMissouriSavings.com/FreeHomeAssessment



*Some restrictions apply.

PAYS Energy Statement - August



Energy Efficiency Upgrades Made Easy

Is your home wasting energy? Lat us help with our Pay As You Save program! When you sign up, you get a FREE home energy assessment, FREE energy-saving products, and a plan for engoing savings.

Sign up today at Ameren Missouri Savings.com/FreeAssessment



PAYS Energy Statement - October



Get Peace of Mind About Your Energy Use

Is your home wasting energy? Let us hele with our Pay As You Save program! When you sign up, you get a FREE home energy susecament, FREE energy-saving products, and a plan for angoing savings.



Sign up today at AmerenMissouriSavings.com/FreeAssessment



PAYS 2024



2024 PAYS Creative Tactic Outline



- PPC: Running all year
- Display: Running all year
- Direct Mail (customer count): 1/29 (4k), 3/18 (4k), 4/25 (4k), 5/14 (8k), 6/4 (4k), 6/11 (12k)
- Email (customer count): 2/5 (30k) 3/26 (13,709), 5/1 (2,061), 5/22 (7k), 6/4 (6,500), 6/18 (5,717)
- Facebook: 1/8-3/31, 5/13-12/31
 - Standard targeting for direct mail and email begins with active Ameren Missouri residential customers with electric service, who have not participated in PAYS before, not in threat of disconnection or delinquent, with a household income of great than \$75k.
 - O Then we consider the budget dollars we have to spend on the send (direct mail), other emails that are being sent to customers and de-dupe accordingly (in alignment with our email governance policy), the wait time for customers to be scheduled for an assessment, and what location we want to target to maximize the data collector's schedule.
 - O In April, our PAYS vendor (ICF) began supplying us with customer lists using targeting parameters available within their system capabilities such as:
 - Standard targeting Ameren single-family residential customers who have not been targeted in the last two months, removing all multi-family and singlefamily income-eligible customers/past participants, removing customers who have already participated in PAYS or are currently scheduled or in process Tiers 1-4.
 - Additional targeting Prioritize low PAYS co-pay, followed by the lowest co-pay customers to meet the list size and further that we'd like the accounts to be geospatially clustered so try to focus on one or two counties and even within fewer towns/cities if possible. The use of the ICF digital twin propensity list is highly targeted based off customers who have the lowest co-pays and are most likely to participate. The email lists are limited since we can only target customers who have opted into email communications from Ameren.
 - Facebook targeting aligns with direct mail and email targeting.

PAYS Digital Display - January - April





Frame 1 Get a FREE HOME ENERGY ASSESSMENT.

[CTA] SCHEDULE TODAY

[Legal] Some restrictions may apply.

Frame 2

Identify energy waste with the PAY AS YOU SAVE (PAYS®) PROGRAM.

[CTA] SCHEDULE TODAY

[Legal]

Some restrictions may apply.

GIF

PAYS Digital Display - May/June





[FRAME 1] GET A NO-OBLIGATION, FREE HOME ENERGY ASSESSMENT.

[CTA] SCHEDULE TODAY

[Legal] Some restrictions may apply.



[FRAME 2] The PAYS[®] program can help ELIMINATE ENERGY WASTE.

[CTA] SCHEDULE TODAY

[Legal] Some restrictions may apply.

4

PAYS Direct Mail - 1/29

4k customers located within St. Louis city region





AmeronMissouriSavings.com/FreeAssessment





AMEREN MISSOURI PO EOX 790095 ST.LOUIS. MD 83175

PRESONTEC Starristed Mult U.S. Phetape PAD St. Louis, Mr. wmit No. 102

Get a no-obligation, FREE HOME ENERGY ASSESSMENT.

Ameren Missouri's Pay As You Save (PAYS®) program offers you the chance to make your home more energy efficient. With our FREE home energy-assessment, you'll discover where your home is wasting energy. And if your home qualifies, you'll receive a personalized plan to make energy-efficient upgrades with minimal upfront costs.

To get started, scan the QR code or visit:

Ameren Missouri Savings.com/FreeAssessmen



PAYS Direct Mail - 3/18

+4k customers located in the St. Peters area





AmerenMissouriSavings.com/AffordableUpgrades





AMEREN MISSOURI PO BOX 700098 ST. LOUIS, MO 63179

PRESONTED Simoliard Mall U.S. Postage BAD BL Louet, Mo. Parmit No. 1037

Get a no-obligation, FREE HOME ENERGY ASSESSMENT.

Ameren Missouri's Pay As You Save (PAYS*) program offers you the chance to make your home more energy efficient. With our FREE home energy assessment, you'll discover where your home is wasting energy. And if your home qualifies, you'll receive a personalized plan to make energy-efficient upgrades with minimal upfront costs.

To get started, scan the QR code or visit:

AmerenMissouriSavings.com/AffordabieUpgrades





PAYS Direct Mail - 4/15

+4k customers using a propensity list from ICF

IS YOUR HOME WASTING ENERGY? Find out with a free assessment!



AmerenMissouriSavings.com/AffordableUpgrades



AMEREN MISSOURI PO BOX 790098 ST. LOUIS, MO 63179

PRESORTED Similard Mail U.S. Postage PAD BL Loart, Mn. Parmit No. 1037

Get a no-obligation, FREE HOME ENERGY ASSESSMENT.

Ameren Missouri's Pay As You Save (PAYS*) program offers you the chance to make your home more energy efficient. With our FREE home energy assessment, you'll discover where your home is wasting energy. And if your home qualifies, you'll receive a personalized plan to make energy-efficient upgrades with minimal upfront costs.

To get started, scan the QR code or visit:

AmerenMissouriSavings.com/AffordabieUpgrades





PAYS Direct Mail - 5/14

+8k customers using a propensity list from ICF





PAYS Direct Mail - 6/4 & 6/11



+16k total customers using a propensity list from ICF



PAYS Email - 2/8

4k customers located within the St. Louis city region





EE Email Newsletter - 2/22

All Ameren Missouri residential customers who have opted into receiving marketing emails

 Newsletter promotions included: PAYS, HPWH, Smart Thermostat, EE Tips, Peak Time Savings, HVAC



February in term, but it's not too lide ity commit to a line energy-efficient habits for XICA. American Massouri is brinn to help. Save both emergy and money assumd your home with decounts, cada-back programs, and special offers and tips.

Get a FREE Home Energy Assessment With the PAYS® Program



Amoren Masour's Pay As You Save (PAYS*) program in an easy way to discover energy efficiency existing at home energy assessment, our energy specialists will help you discover infere your home is wasting energy. And if you'r tome pusitime, you'n gel a customized plan for longterm twings







PAYS Email - 3/26



+13k customers located in the St. Peters area



EE Email Newsletter - 4/23

All Ameren Missouri residential customers who have opted into receiving marketing emails

> Ameren Po MISSOURI TO



Ameren Missouri is encouraging all customers to explore a few energyefficient shifts in honor of Earth Day. Read on to discover discounts, cashback programs, special offers and tips that can save both energy and money around '

Get a FREE Home Energy Assessment With the PAYS® Program

Promotions included: HVAC, Peak Time Savings, smart thermostat, HPWH, Advanced Power Strips, EE Tips, PAYS

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Get up to



Ameren Missouri's Pay As You Save (PAYS®) program is an easy way to discover energy efficiency savings at home. When you schedule a free, no-obligation home energy assessment, our energy specialists will help you discover where your home is wasting energy. And if your home qualifies, you'll get a customized plan for long-term savings.

Offer applies o



Some restrictions may apply



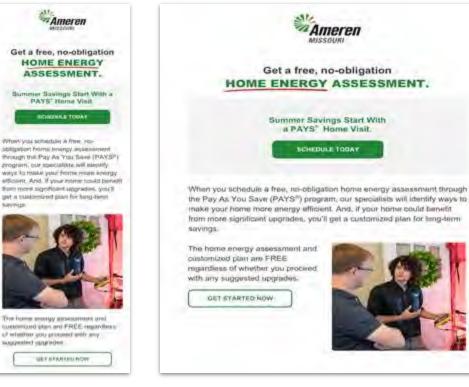
PAYS Email - 5/1

+2k customers using propensity list from ICF



PAYS Email - 5/22

+6k customers using propensity list from ICF

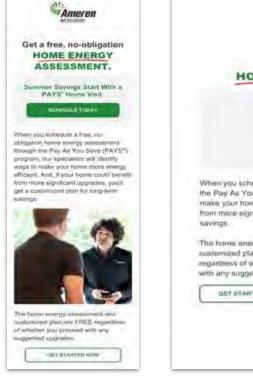


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PAYS Email - 6/3 & 6/18

+12k total customers using propensity list from ICF



Get a free, no-obligation HOME ENERGY ASSESSMENT. Summer Savings Start With a PAYS' Home Visit. SCHEDULE TODAY When you schedule a free, no-obligation home energy assessment through the Pay As You Save (PAYS*) program, our specialists will identify ways to make your home more energy efficient. And, if your home could benefit from more significant upgrades, you'll get a customized plan for long-term The home energy assessment and

suatomized plan are FREE regardless of whether you proceed with any suggested upgrades.

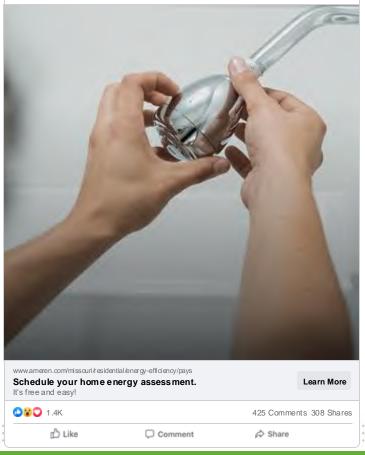
DET STARTED NOW



PAYS Facebook Ad - 1/8-3/31



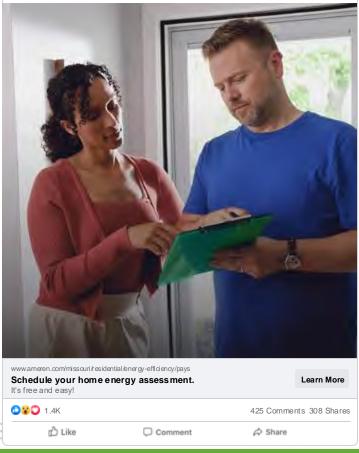
Get a FREE, no-obligation home energy assessment through the Ameren Missouri Pay As You Save program. If your home qualifies for energy-efficient upgrades, we'll help with upfront costs by spreading them over time through a fixed charge on your bill.



PAYS Facebook Ad - April ALT



Get a FREE, no-obligation home energy assessment through the Ameren Missouri Pay As You Save program. If your home qualifies for energy-efficient upgrades, we'll help with upfront costs by spreading them over time through a fixed charge on your bill.



PAYS Facebook Ad - May/June



Summer is the perfect time to schedule a FREE, no-obligation home energy assessment through the Ameren Missouri Pay As You Save program. If your home qualifies for energy-efficient upgrades, we'll help with upfront costs by spreading them over time through a fixed charge on your bil.



