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Witness: Aubrey M. Krcmar
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File No.: ER-2024-0319
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MISSOURI PUBLIC SERVICE COMMISSION

FILE NO. ER-2024-0319

SURREBUTTAL TESTIMONY

OF

AUBREY M. KRCMAR

ON

BEHALF OF

UNION ELECTRIC COMPANY

D/B/A AMEREN MISSOURI

**St. Louis, Missouri
February, 2025**

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AUBREY M. KRCMAR

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I. INTRODUCTION

1

2 **Q. Please state your name and business address.**

3 A. My name is Aubrey M. Krcmar. My business address is 101 Madison Street,
4 Jefferson City, Missouri 65101.

5 **Q. Are you the same Aubrey M. Krcmar who submitted rebuttal**
6 **testimony in this case?**

7 A. Yes, I am.

II. PURPOSE OF TESTIMONY

8

9 **Q. To what testimony or issues are you responding?**

10 A. My surrebuttal testimony responds to rebuttal testimony filed by Missouri
11 Public Service Commission Staff witness Sarah Fontaine related to Ameren Missouri's Property
12 Management Portal. I am also including a response to rebuttal testimony filed by Dana Gray on
13 behalf of Renew Missouri Advocates, relating to the Property Management Portal.

III. RESPONSE TO WITNESS FONTAINE

14

15 **Q. What is your response to the Staff recommendation included in Ms.**
16 **Fontaine's rebuttal testimony?**

17 A. As discussed in my rebuttal testimony, Ameren Missouri has begun work
18 on a Property Management Portal modernization project where we intend to ensure that

1 appropriate authentication, authorization and audit flows/mechanisms are in place to
2 confirm the safety, privacy, and security of our customers. Ms. Fontaine's rebuttal
3 testimony includes a recommendation that Ameren Missouri allow for Staff feedback
4 during the portal modernization project, as well as keep Staff regularly apprised of project
5 progress during its quarterly meetings with Staff. I agree with this recommendation and
6 Ameren Missouri will consider Staff feedback as the project progresses. Modernizing the
7 portal will allow Ameren Missouri to continue to provide this valuable service to property
8 owners, while also ensuring that concerns related to customer safety, privacy, and security
9 are addressed and resolved.

10 **IV. RESPONSE TO WITNESS GRAY**

11 **Q. What is your response to the recommendation related to the Property**
12 **Management Portal included in Ms. Gray's rebuttal testimony?**

13 A. I appreciate the data Ms. Gray shared, which demonstrates some of the
14 benefits to portal users, including obtaining average energy consumption which can be
15 used for energy disclosures and energy efficiency initiatives. Although the current state of
16 the portal does include a requirement that property owners/portal users obtain tenant
17 consent to release usage and other account information and start/stop service on their
18 behalf, this customer release information is not currently maintained by Ameren Missouri.
19 The portal includes the functionality where users can download usage reports that do not
20 include the name of the account holder. However, the portal functionality does allow users
21 to view usage/charges/account number/customer name. As we progress through the portal
22 modernization project, we plan to seek a solution which better ensures that customer
23 consent has been obtained prior to information release to portal users.

Surrebuttal Testimony of
Aubrey M. Krcmar

- 1 **Q. Does this conclude your surrebuttal testimony?**
- 2 A. Yes, it does.

