

Ameren Missouri's
Response to OPC Data Request - OPC 8
ER-2024-0319

In the Matter of Union Electric Company d/b/a Ameren Missouri's Tariffs to Adjust Its Revenues
for Electric Service

No.: OPC 8000

Were there Ameren Missouri customers that did not receive Ameren Missouri's text notice of the local public hearings for this rate increase case? If yes, please provide the estimated number of customers that did not receive the text notice by rate class and describe why these customers did not receive the text notice.

RESPONSE

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Date: February 3, 2025

Yes. To receive text messages, customers must sign-up and grant Ameren Missouri permission to send text to their cell phones, due to message and data rates that may apply.

There were 477,428 customers who received text messages. That would leave approximately 750,000 customers that did not receive a text message. We do not have rate class information compared to message preferences.

All electric customers regardless of their rate case or communication preference received bill inserts that contained the information either with their printed bill or electronically.