

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Union Electric Company d/b/a)
Ameren Missouri Concerning a Natural Gas Incident) File No. GS-2016-0159
at 3404 Georgia Street in Louisiana, Missouri.)

AMEREN MISSOURI'S PROGRESS REPORT

COMES NOW Union Electric Company d/b/a Ameren Missouri (“Ameren Missouri” or “Company”) and for its response to the Missouri Public Service Commission's (“Commission”) *Order Scheduling Filings*, states as follows:

1. On July 10, 2017, per the Order Directing Filing, the Staff, Ameren Missouri, and the Office of the Public Counsel filed a proposed schedule of progress reports relating to implementing Staff's recommendations in this case.

2. On July 19, 2017, the Commission issued an Order Scheduling Filings, which stated that progress reports would be due on October 2, 2017, January 2, 2018, April 2, 2018 and July 2, 2018. On September 24, 2018, the Commission issued an order continuing the submission of quarterly progress reports.

3. Ameren Missouri has taken the following actions to date:

- Customer premise locations have been compiled from the customer account database.
 - The electronic service card database has been cleaned by expunging duplicate service cards per address (cards from service retirements, tie-overs, relocations, etc.) and main cards.
 - After expunging duplicates, the electronic service card database contains 132,953 records for review.
 - A 15% random sampling of service card records (19,943 service locations) from across the service territory has been chosen for a sample set.
- The review process and record validity criteria have been established.

4. The following actions are in process:

- Evaluation of the 15% random sampling of service card records is ongoing (15% from each operating center). To date, 11,079 service card records have been reviewed, representing 9,045 service locations and record validity criteria logged.
- Ameren Missouri issued a request for proposal ("RFP") for consultant services to expedite the review process. Vendors expressed concerns with meeting quality performance measures given the proposed timeline for completion of 15% of the sample set. Ameren Missouri is currently issuing a revised RFP extending the deadline for completion of the 15% sampling.
- Work continues with IT on a process to clean the customer premise file by expunging multi-meter locations from the file.

5. The next steps are:

- Review bids received in response to the RFP and award contract for consulting services.
- Compare the records in the clean electronic service card database to the records in the customer premise database to quantify missing service cards.

WHEREFORE, Ameren Missouri respectfully requests that the Missouri Public Service Commission accept this Progress Report as its quarterly report relating to its implementation of Staff's recommendations.

Respectfully submitted,

UNION ELECTRIC COMPANY
D/B/A AMEREN MISSOURI

/s/ Paula N. Johnson

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CERTIFICATE OF SERVICE

The undersigned certifies that a true and correct copy of the foregoing document was sent by electronic transmission, facsimile, or email to counsel for parties in this case on this 1st day of October, 2018.

/s/ Paula N. Johnson