

**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 June 28, 2017, per the Order Directing Filing, the Missouri Public Service Commission Staff (“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 156,383 service records with 132,953 service locations for review.
- A 15% random sampling of service card records (19,943 service locations) from across the service territory was chosen for a sample set. The 15% random sampling of service card records was completed (i.e., 15% from each operating center), and a total of 136,682 service card records were reviewed representing 101,336 service locations and the record validity criteria logged.

- A change order to review an additional 3,000 service cards identified for review was processed.
  - As of December 2019, a review of 100% of the service cards was completed. The customer service database information has been evaluated to determine existing individual service locations by identifying multi-meter bank accounts fed from single service lines. The customer service database and the service card database have been compared to identify service locations with no corresponding service card on record. There have been approximately 15,000 locations identified as having a missing service card record.
  - Ameren developed a mitigation plan to close the service card record caps identified in the review.
  - The mitigation plan developed by Ameren Missouri was incorporated into its Distribution Integrity Management Plan ("DIMP"). A copy of the updated DIMP was provided to Staff on April 3, 2020.
4. The next steps are:
- Ameren Missouri will continue to manage the mitigation plan in accordance with its DIMP.
  - Ameren Missouri has identified a potential gap of paper service cards at local operations centers that require scanning, review and entry into the electronic service card record database. A process to investigate and rectify those gaps will commence in 2021 with an anticipated completion of June 30, 2022 and is contingent upon availability of access to Ameren facilities during the COVID-19 pandemic.
  - By April 30, 2021, Ameren Missouri expects to have a services contract in place with a contractor to begin locating investigations on service cards identified to have inadequate service location information.

**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/ Germaine Grubbs*

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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 28<sup>th</sup> day of December, 2020.

*/s/ Germaine Grubbs*