

**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 inadvertently missed filing a quarterly progress report for the period covering July 2021 through September 2021 in/before October 2021 and apologizes to the Commission for this omission. This Progress Report seeks to correct that omission and provide a progress update for the periods covering July 2021 through December 2021.

4. 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.
- Ameren Missouri identified a potential gap of paper service cards at local operations centers that required scanning, review, and entry into the electronic service card record database. A process to investigate and rectify those known gaps was completed on June 25, 2021. Ameren Missouri continues to reconcile paper service cards with the electronic service card record database, which to date, has resulted in identification and assessment of missing records for 2,455 service locations.
- Ameren Missouri had a services contract in place with a contractor to conduct locate investigations on service cards identified to have inadequate service location information. These investigations commenced on April 5, 2021. To date, the contractor investigated and updated service card records at 546 service locations, which resulted in updates of location information on service card records for 352 service cards and an additional 263 service card updates await processing.

5. The next steps are:

- Ameren Missouri will continue to manage the mitigation plan in accordance with its DIMP.
- Ameren Missouri will continue to process the 263 service card record updates performed by the locate contractor. Additionally, Ameren Missouri will continue

to perform locate investigations and record updates on service locations with missing location information utilizing internal resources.

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 and curing the inadvertently missed filing of a quarterly report for the period of July 2021 through December 2021.

Respectfully submitted,

**UNION ELECTRIC COMPANY
D/B/A AMEREN MISSOURI**

/s/ *Jermaine 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 20th day of December, 2021.

/s/ Jermaine Grubbs