Exhibit No.:	
Issues:	Advertising Expense, Low Income Weatherization, Hot Weather Safety Program
Witness:	Richard J. Mark
Sponsoring Party:	Union Electric Company
Type of Exhibit:	Rebuttal Testimony
Case No.:	ER-2008-0318
Date Testimony Prepared:	October 14, 2008

MISSOURI PUBLIC SERVICE COMMISSION

CASE NO. ER-2008-0318

REBUTTAL TESTIMONY

OF

RICHARD J. MARK

ON

BEHALF OF

UNION ELECTRIC COMPANY
d/b/a AmerenUE

St. Louis, Missouri
October, 2008

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REBUTTAL TESTIMONY

OF

RICHARD J. MARK

CASE NO. ER-2008-0318

I. INTRODUCTION

Q. Please state your name and business address.

A. My name is Richard J. Mark. My business address is One Ameren Plaza, 1901 Chouteau Avenue, St. Louis, Missouri 63103.

Q. By whom and in what capacity are you employed?

A. I am employed by Union Electric Company d/b/a AmerenUE ("AmerenUE" or "Company") as Senior Vice President, Missouri Energy Delivery.

Q. Are you the same Richard J. Mark who filed direct testimony in this case?

A. Yes, I am.

II. PURPOSE AND SUMMARY OF TESTIMONY

Q. What is the purpose of your rebuttal testimony in this proceeding?

A. The purpose of my rebuttal testimony is to respond to that portion of the Staff Report on Cost of Service ("Staff Report") which deals with advertising expense, sponsored by Staff witness Erin M. Carle. In addition, I will respond to the testimony submitted by Laura Wolfe from the Missouri Department of Natural Resources ("DNR") and John Howat from AARP.

III. ADVERTISING EXPENSE

Q. What position did Staff take on AmerenUE's advertising expense?

A. Staff recommended an amount that was approximately $2.36 million lower than what AmerenUE had requested in its recommended revenue requirement. In its Staff Report, Staff did not provide any explanation of why the $2.36 million should be excluded; it was just removed from the revenue requirement. I will attempt to provide context for each type of advertisement which was excluded by Staff, but reserve the right to provide additional explanation if Staff further explains the basis for their proposed disallowance in its rebuttal testimony.

Q. Does AmerenUE agree with Staff's disallowance?

A. No, at least not in its entirety. Following its review of information provided by the Staff, AmerenUE agrees that it is appropriate to exclude approximately $831,687 of its test year advertising expenses. However, the remaining $1,529,307 should be included in the revenue requirement and should be allowed to be recovered by AmerenUE.

Q. Please explain.

A. Of the $1,529,307 mentioned above, approximately $1,355,000 is related to AmerenUE's project Power On. The remaining $174,245 relates to legitimate expenditures which should be recoverable in AmerenUE's revenue requirement.

Q. Aside from the Power On advertising, what other advertising was recommended by Staff to be excluded?

A. Aside from the Power On advertising, there are five groupings of advertisements which were excluded by Staff. The first grouping is telephone directory advertising. Staff excluded $108,062 for these advertisements. The second grouping is Dollar More advertising. Staff excluded $60,257 for these advertisements. The third grouping is Vegetation Management advertising. Staff excluded $4,783 for these

advertisements. The fourth, and final, grouping is Power Plant Opportunities advertising. Staff excluded $1,142. Schedule RJM-RE2 (attached) contains representative samples of advertising from each of these categories.

Q. Please explain why you believe it inappropriate to disallow these advertising expenditures.

A. First, I note that individually, none of these proposed disallowances represent a large amount of money, at least in the context of this case. However, they all represent legitimate, prudently incurred expenditures that provide valuable information for customers and that therefore AmerenUE should be able to recover these costs.

Telephone book advertising - AmerenUE lists an 800 phone number as its customer contact number in various telephone directories, in both of the sections traditionally labeled the "yellow pages" and the "white pages." Of course, yellow page advertisements have a cost associated with them. Similarly, 800 numbers are not listed in the white pages of the telephone directory unless a separate charge is paid to the directory company. It only makes sense that AmerenUE's customer contact number needs to be available for its customers, whether they look in the yellow pages or the white pages. The idea that the cost of placing the Company's customer contact number into a telephone directory should be a disallowable expense makes no sense to me. I believe this proposed disallowance by the Staff must have been an oversight on their part and that these costs should be recoverable. I would certainly think the Commission would be supportive of making it easier for customers to contact the Company when necessary.

Dollar More advertising - Dollar More is a program designed to provide low-income individuals in AmerenUE's service territory with monetary assistance in paying

their energy bills. It is funded by voluntary contributions from AmerenUE customers and by Ameren Corporation. The funds are all allocated by the program's administrator, the United Way of Greater St. Louis, to a network of social services agencies throughout the Company's service area.

Advertising is a way to both solicit contributions from our customers and to inform customers of the existence of the program. This program has provided more than 120,000 customers over $24 million since 1982. Many of our customers and our employees voluntarily support to this program. This too is important information for our customers, and the Commission should encourage the Company to publicize its availability by supporting recovery of these advertising costs in rates.

Vegetation Management advertising – Communication with our customers about our vegetation management practices and about what types of trees or other vegetation are recommended for planting in areas next to our power lines is very important. The more our customers know about how vegetation management works, the more we can work in concert with them to better protect our distribution system. These types of communications may prevent customers from planting trees near lines that should not be planted there, and help gain customer cooperation when we need to trim trees outside our right-of-way. Additionally, exclusion of the cost of this information is inconsistent with recent Commission rulemakings on vegetation management practices, which certainly emphasizes the importance of good vegetation management practices. Here again, perhaps it was an oversight on the part of Staff to recommend exclusion of this valuable information. If Staff's rebuttal testimony contains further explanation, I will address it in my surrebuttal testimony.

Power Plant opportunities advertising – As the Commission may be aware, utilities are facing a severe shortage of qualified and diverse work personnel in certain areas of the business. This advertising focused on recruiting efforts for positions in our power plants – including general mechanics, certified welder repairmen, machinist welder repairmen, welder repairmen and machinist repairmen. This type of advertisement may not easily fit into the Commission's five categories of advertisements as set forth in R*e: Kansas City Power and Light Company,* Case No. EO-85-185, et. al., 28 Mo P.S.C. (N.S.) 228, 269-71 (1986). However, failure to clearly fit one of these categories should not automatically render the advertisement non-recoverable. Finding qualified employees to help promote safe and efficient operation of our power plants benefits customers. If advertisements are necessary to fill vacancies in AmerenUE's operations, that expenditure should be included in AmerenUE's revenue requirement.

Q. Is Staff's disallowance of money spent on Power On advertising a reasonable recommendation for them to make to the Commission?

A. It is not. The Power On advertising is an important component of AmerenUE's communication with its customers about some of the most important investments AmerenUE is making in its distribution system. As I stated in my direct testimony, our customers told us after the storms of 2006 and 2007 that they wanted more information about how we are investing in our system and what steps we are taking to harden the distribution system against the impacts of vegetation and weather. The Power On advertising does exactly that. These advertisements are a form of mass communication that cannot be accomplished in any other manner. My direct testimony addressed why the Company felt this communication was not only appropriate, but why it considers this a

necessary expense in order to improve communication with our customers. This explanation has not yet been responded to by Staff. If Staff addresses this issue in its rebuttal testimony, I reserve the right to further develop the Company's position in surrebuttal testimony.

Q. Why should the Commission be concerned with the Company's communication to customers about why these investments are being made?

A. These communications provide important information to customers, which benefit the customers, the Company and the Commission. The Power On project involves approximately $500 million in mandated environmental expenditures, $300 million in undergrounding work to harden the distribution system against the effects of severe storm, and approximately $150 million to more aggressively trim trees. The federal government has mandated the environmental expenditures, and the other Power On expenditures are driven by a combination of customer and Commission demands and new Commission rules. The Commission is now and will be called upon in the future to raise the Company's rates to cover these large expenditures and will be challenged by customers and customer representatives to justify those rate increases. Better informed customers, who are demanding the kinds of system improvements these expenditures make possible, will better understand that there is a link between environmental and reliability improvements and the costs they pay for electricity.

IV. LOW INCOME WEATHERIZATION

Q. What did DNR request for low income weatherization funding?

A. DNR requested that AmerenUE be required to continue funding low income weatherization in the amount of $1,200,000 per year, which was the funding level established

in the Report and Order from Case No. ER-2007-0002. Further, DNR requested that this be an ongoing commitment, so that there is stability of funding.

Q. Is this request one that AmerenUE considers appropriate?

A. It is not. First of all, the $1,200,000 consists of $600,000 from AmerenUE shareholders and $600,000 from AmerenUE customers. The Company is especially concerned about any proposal that the Commission order AmerenUE shareholders to make expenditures that are not allowed in the Company's revenue requirement. AmerenUE makes many charitable donations and the choice of recipients for those donations is not something that should be dictated by the Commission. AmerenUE does not deny that DNR, through its Environmental Improvement and Energy Resources Authority ("EIERA"), provides an important service for low income individuals in the State of Missouri. In fact, the low income weatherization program may well be a recipient of additional funds in the future from AmerenUE. However, shareholder contributions should be made at the discretion of AmerenUE, not the Commission. The Company is asking for the Commission to continue the funding provided by its customers and since these dollars would be collected through rates, it is entirely appropriate for the Commission to decide whether and to what extent customers should be charged to fund this kind of program.

Finally, while AmerenUE appreciates that a known and continuous funding source would be beneficial to EIERA and its weatherization work, the Company does not believe it prudent to commit long-term (at least past AmerenUE's next rate case) to this contribution. As long as that money is included in rates, the Company will continue to provide the funding to EIERA. However, the filing of a new rate case will necessarily place that funding in question. This Commission cannot bind future Commissions to including this

contribution in rates. It is a discretionary decision by the Commissioners. Accordingly, it is necessary that the funding commitment made by AmerenUE extend only until its next rate case. When AmerenUE is able to go years without filing a rate case, then the funding will remain stable. However, in today's environment, the cost increases AmerenUE is facing and its need to file additional rate cases in the future necessarily introduces more uncertainty into this funding. AmerenUE understands how this is a concern for DNR, but feels it is an uncertainty that cannot be avoided at this time.

V. HOT WEATHER SAFETY PROGRAM

Q. What did AARP recommend as its "Hot Weather Safety Program?"

A. AARP's witness, John Howat, recommended that AmerenUE be required to provide a credit on the summer monthly bills of the Company's low income customers aged 65 and above. This recommendation was based upon his belief that these individuals are reluctant to use air conditioning in their homes because of a concern about the cost of operating this equipment.

Q. Does AmerenUE support this recommendation?

A. No. AmerenUE does not believe the proposal is properly targeted nor does the Company believe it would actually have the result intended by AARP. In fact, AmerenUE, AARP, Staff and other parties discussed this proposal earlier this year and because the Company believed that the proposal would likely not accomplish its goal, the Company decided not to undertake AARP's proposal.

Q. What does AmerenUE do to assist its elderly and low-income customers?

A. AmerenUE is very concerned about the health and safety of its customers, especially elderly and low income customers. During the hottest summer months, the

Company works with various community outreach organizations to alert the public about the dangers of excessive heat, to encourage the use of air conditioning and to promote the location of the cooling centers within AmerenUE's service territory. This past summer alone, AmerenUE donated 500 window air conditioners as part of its annual "Be Cool" Air Conditioner Program. The air conditioners were all Energy Star®-listed units that meet the strict energy efficiency guidelines set by the U.S. Environmental Protection Agency and the Department of Energy. Eligible recipients were low income and low income elderly customers.

As part of the "Be Cool" program, each air conditioner recipient also received a hot weather survival kit, which includes a tote bag, a refrigerator magnet with AmerenUE's number on it, a water bottle, an ink pen, a pad of paper, a nightlight, a flashlight and a "conservation wheel" that contains tips on how to cut energy costs. The kit also includes the St. Louis Area Energy-Assistance Guide and brochures about AmerenUE's payment options, online Energy Savings Toolkit, having a more energy-efficient home and a fold-out poster showing where customers can save energy and money.

Additionally, AmerenUE contracted for an independent survey of elderly (over 60) customers to identify the needs and risk factors of these individuals in dealing with heat-related hazards. As a part of this survey, 405 telephone interviews were conducted with eligible respondents by the Center for Advanced Social Research of University of Missouri-Columbia in June and July of 2008. The complete survey report is attached to my testimony as Schedule RJM-RE3.

The survey was very instructive and found that 85% of the 405 respondents reported that they cooled their residence during summer months by air-conditioning, three

percent relied on electric fans, and 12% used both. When asked "*Do you routinely run your air conditioning unit during 'heat waves,' that is, the hottest days of the summer months?*" 98% said "yes," one percent (1%) "no," and another one percent (1%) responded "don't know/not sure." These results seem to indicate that providing a credit on the bill of AmerenUE's low-income, elderly customers would not make a significant difference – 98% already are running their air conditioners during the hottest days of summer.

Q. Does the Company oppose this program even though AARP would provide funding by charging all ratepayers?

A. Yes. The Company does not want ratepayers to pay rates higher than necessary to cover AmerenUE's legitimate revenue requirement, based upon services that make sense for customers. As I explain above, the Company does not believe this proposed program is necessary or that it will have the desired effect. It appears to me that charging customers for such a program is poor policy. There is also a larger issue associated with Commission-mandated funding of what amounts to a social program. In light of AARP's proposed program, one must ask just how far down the path of implementing social programs the Commission should venture. State social programs are typically funded by the legislature and there has been no legislative directive to undertake such a program. This seems to be an area that is outside the Commission's legislative mandate.

Q. Does this conclude your rebuttal testimony?

A. Yes, it does.

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI

In the Matter of Union Electric Company d/b/a AmerenUE for Authority to File Tariffs Increasing Rates for Electric Service Provided To Customers in the Company's Missouri Service Area.	))))))	Case No. ER-2008-0318

AFFIDAVIT OF RICHARD J. MARK

STATE OF MISSOURI)
) **ss**
CITY OF ST. LOUIS)

Richard J. Mark, being first duly sworn on (his/her) oath, states:

1. My name is Richard J. Mark. I am employed by AmerenUE as Senior Vice President of Missouri Energy Delivery.

2. Attached hereto and made a part hereof for all purposes is my Rebuttal Testimony on behalf of Union Electric Company, d/b/a AmerenUE, consisting of 10 pages (and Schedules RJM-R2 through RJM-R3 if any), all of which have been prepared in written form for introduction into evidence in the above-referenced docket.

3. I hereby swear and affirm that my answers contained in the attached testimony to the questions therein propounded are true and correct.

Richard J. Mark

Subscribed and sworn to before me this 13th day of October, 2008.

Amanda Tesdall
Notary Public

My commission expires: _____

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Columbia.......... [illegible]
[illegible] Council [illegible] Providence Columbia.......... [illegible]
[illegible] ABE Resource Center 409 Woodlawn Ave.......... [illegible]
Missouri Association Of Secondary School Principals
2409 Ash W Columbia.......... [illegible]
Missouri State [illegible] Assn 407 S 6th St Columbia.......... [illegible]
[illegible] J's Family [illegible] 115 McBaine Columbia.......... [illegible]

[illegible]

[illegible] Gordon H & Associates 8851 Karl La S Columbia.......... [illegible]7-0434
Missouri Migrant Education & English Language Learning Services
2410 Hyde Park Rd Jefferson City.......... [illegible]
Access Link 1111 Madison St Jefferson City.......... [illegible]
[illegible] Group 103 Collier Ln.......... [illegible]
Veritas Assessment Systems Columbia.......... [illegible]

[illegible]

Hawthorne Educational Services
800 Gray Oak Dr Columbia.......................... 874-1710
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(CONTINUED NEXT PAGE)

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SCHEDULE RJM-RE2-2

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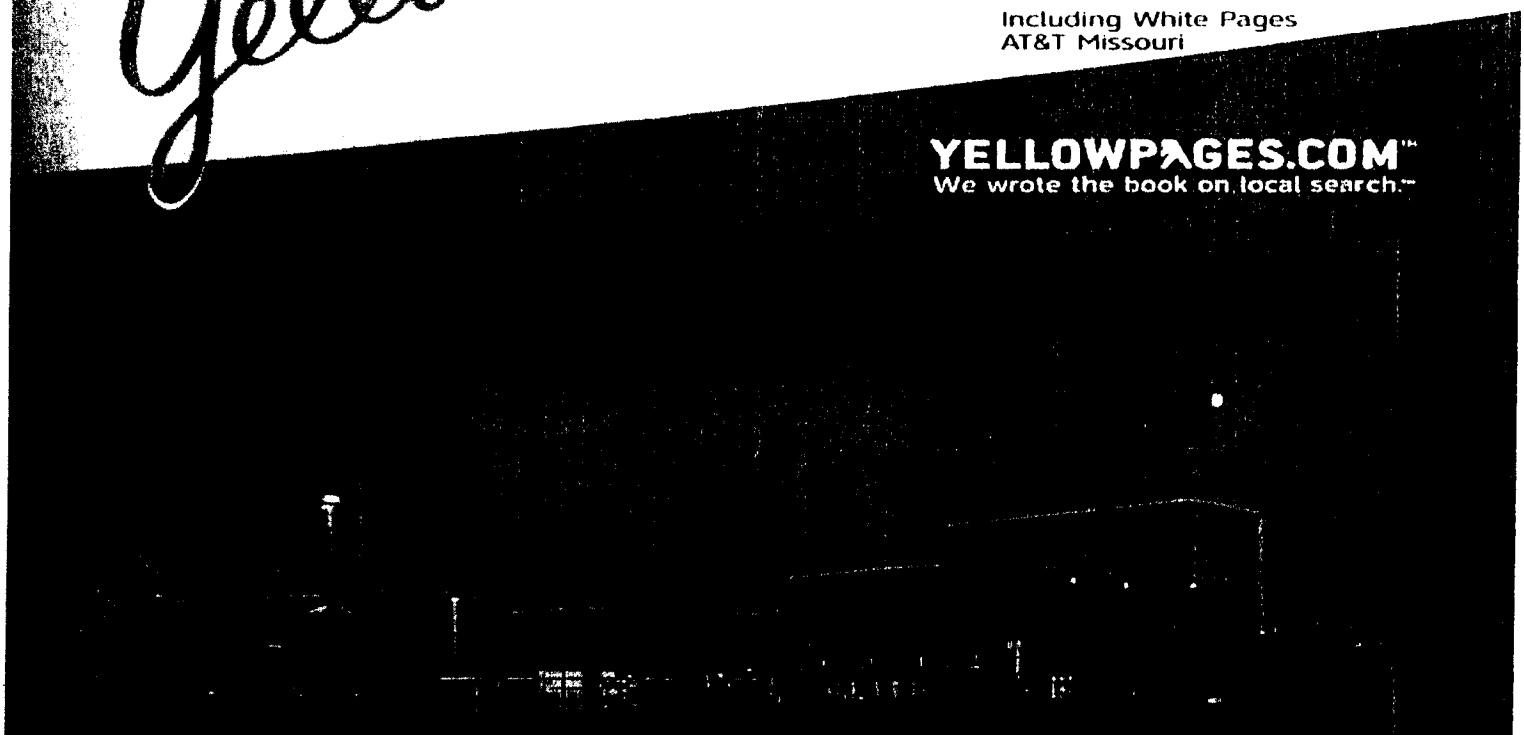

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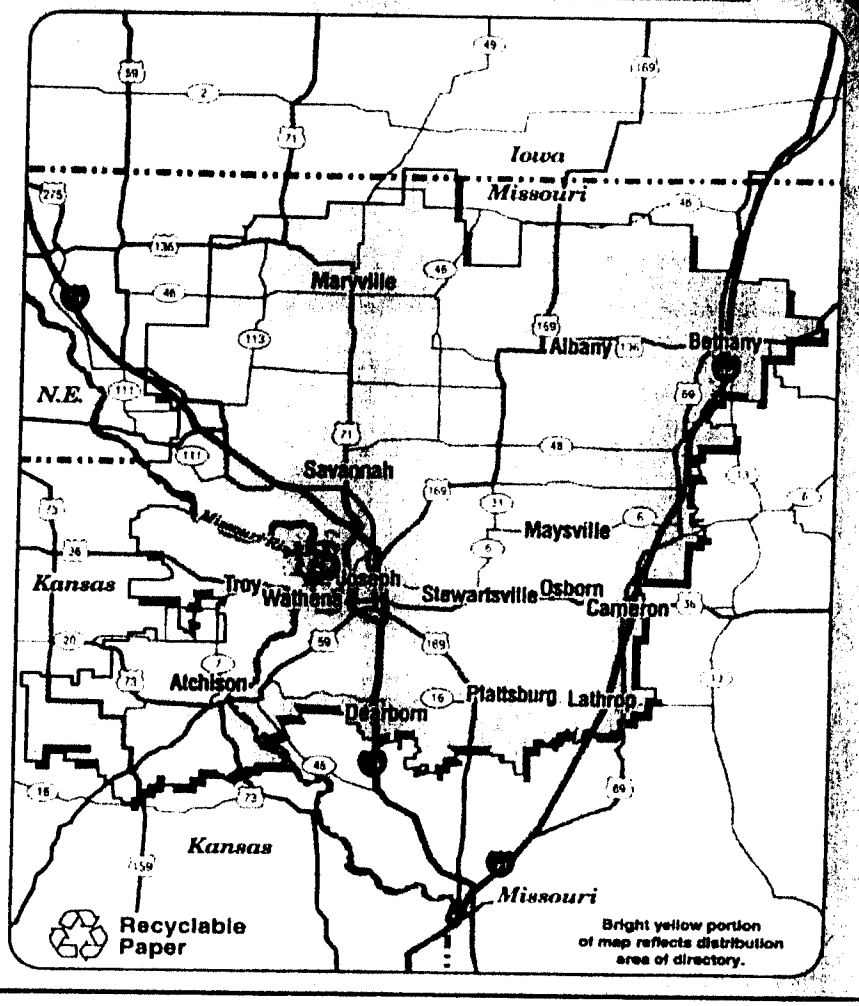

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SCHEDULE RJM-RE2-5

Movie Gallery
1406 S Main St Maryvl (5,D7).....660 582-8550
Movie Magic
616 Commercial St Atchsn (6,F5).....913 367-4433
Movie Magic
216 W 3rd St Maryvl (5,D4).....660 582-3681
Priscilla's
3116 N Belt Hwy St Jsph (2,B6).....816 233-2121
Total Entertainment Center & Tanning
100 N 25th St Bethany.....660 425-6116
Video Plus 512 Center St Lathrop.....816 528-4525

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3137 Pear St St Jsph (4,A5).....816 390-3332
WESTERN ROBIDOUX INC
4006 S 40th Terr St Jsph (4,C5).....816 279-1617

EAR PIERCING SVCE.

Claire's Boutiques
3702 Frederick Ave St Jsph (2,C8)...816 232-5588

EAR PLUGS

See Sporting Goods-Sales & Rental

ECONOMIC DEVELOPMENT ORGANIZATIONS

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EDUCATIONAL ASSOCIATIONS

See Associations

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December 2007
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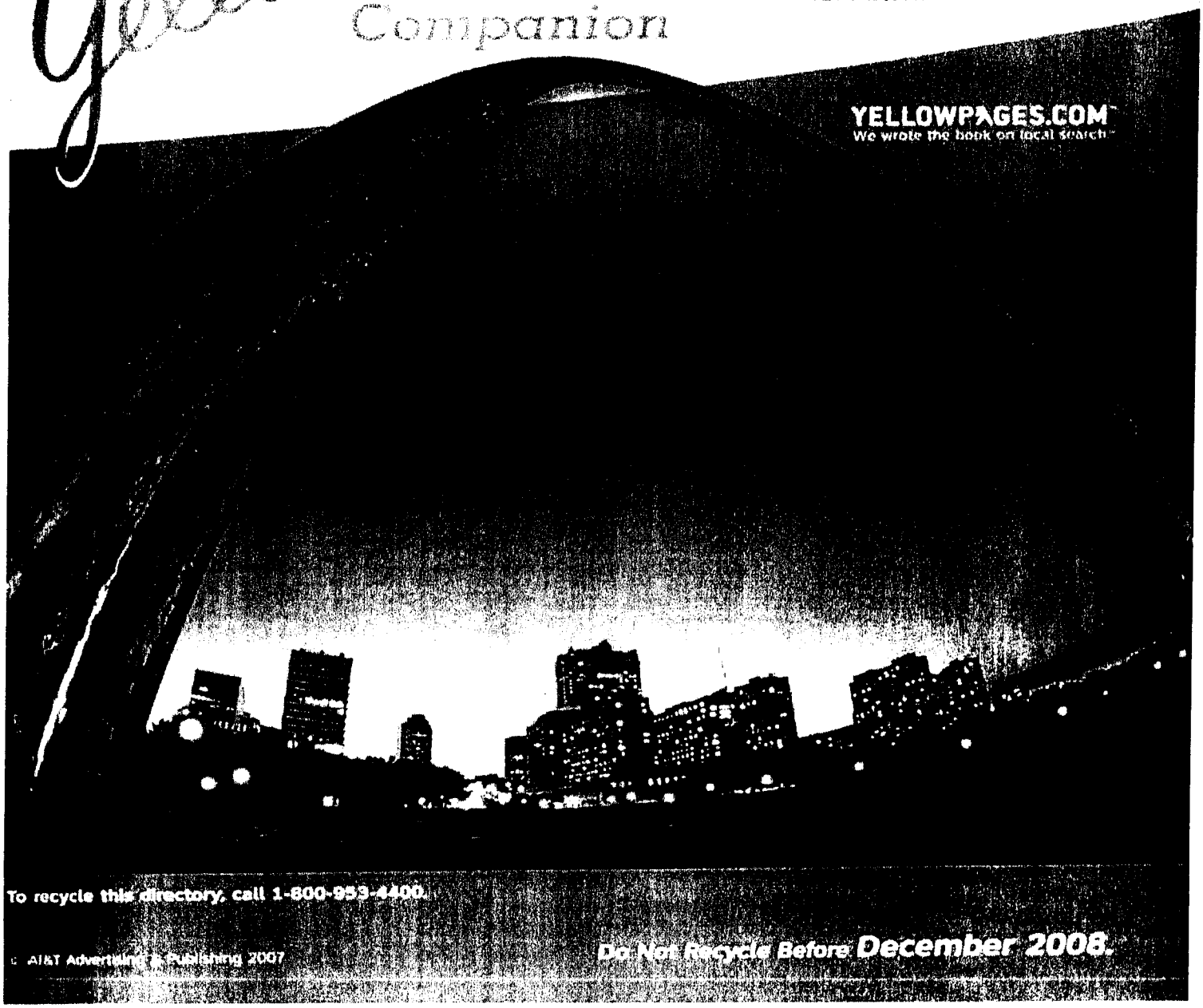

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AmerenUE

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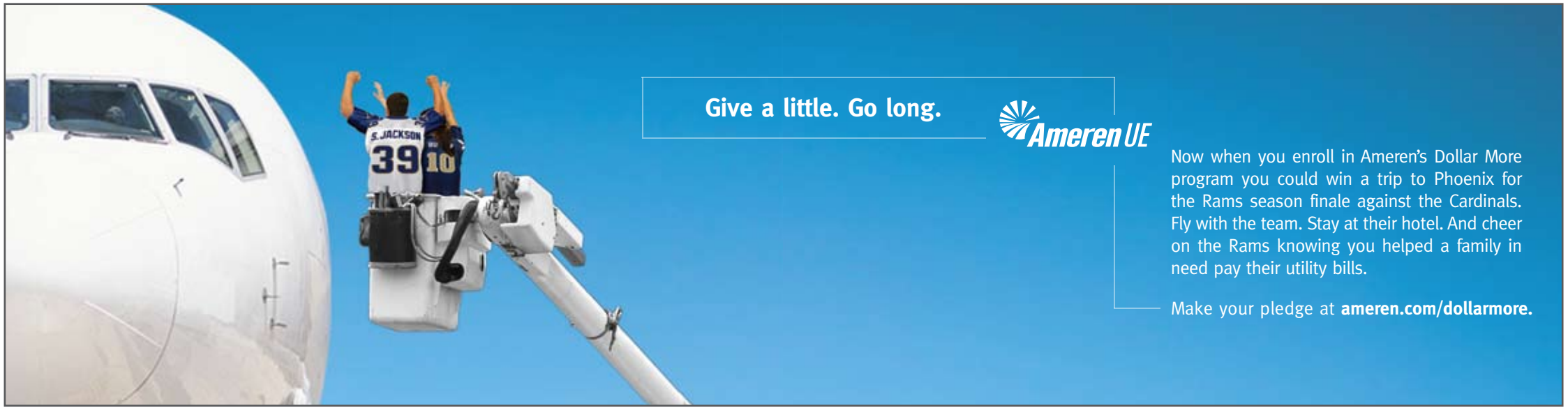

SCHEDULE RJM-RE2-9

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Ameren UE

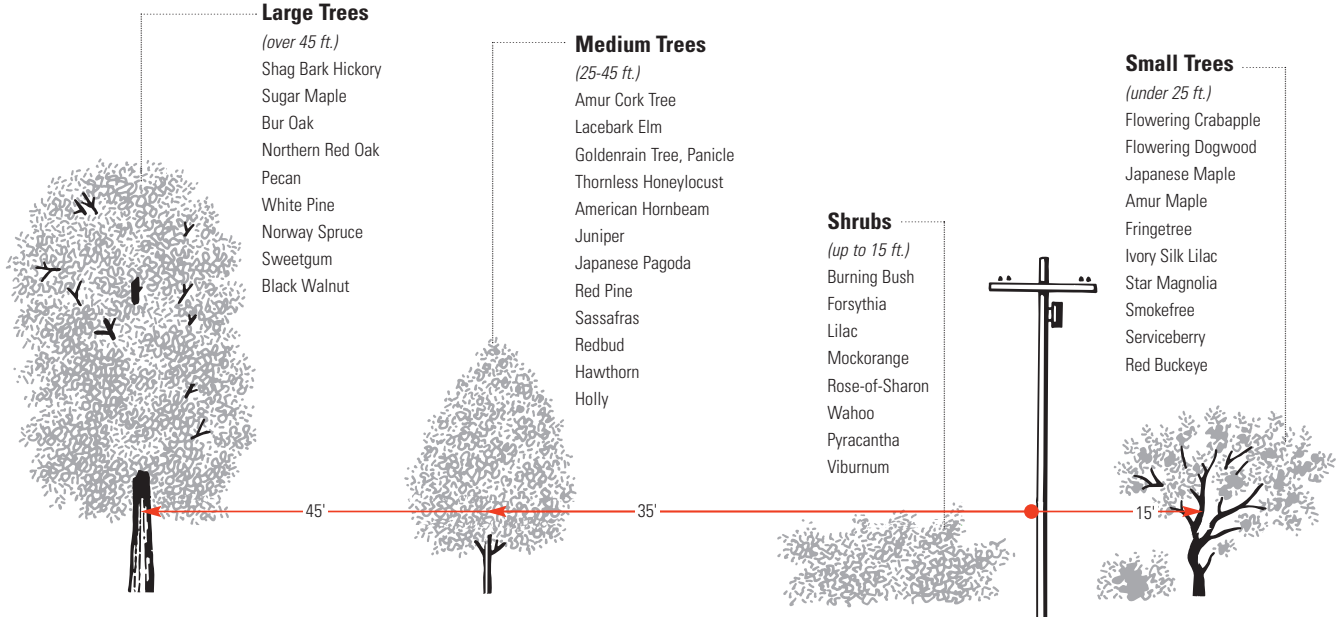
APPROACH EVERY DAY LIKE GAME DAY.

You won't see our linemen on this field. But our efforts are visible throughout the Edward Jones Dome—and the community. And while Ameren powers the home of the Rams, you can help power the home of a family in need. Just visit the Promotions section of stlouisrams.com to enroll in Dollar More, and enter to win a road trip with the Rams.

SCHEDULE RJM-RE2-10

Examples of Plantings that Provide Safe Spacing from Overhead Lines

Please use this guide to help determine the best tree choices near service lines and poles.



Points to Remember

- Before working on existing trees or planting new ones, look up and look down.
- Call AmerenUE at (800) 552-7583 for assistance in disconnecting drop serviced lines before beginning tree trimming on your property.
- Call "Missouri One Call" at (800) 344-7483 (or 800-DIG-RITE) to check for underground utility lines before you dig.

For more information on tree trimming or to find out more about Project Power On, call (314) 342-1111, or visit www.ameren.com/poweron.

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Tree-Trimming Guide

SCHEDULE RJM-RE2-11

Your Power and Your Trees

Tree-trimming crews from AmerenUE are in your area and will be working for several months to help maintain safe and reliable power delivery to your home.

As much as we value our trees, they account for many outages, flickers, and blinks when they come into contact with power lines. High-voltage power lines pulled to the ground by fallen trees and limbs create a particular public safety threat.

AmerenUE's intensified tree-trimming effort is part of *Project Power On*, a three-year, $1 billion initiative to improve service reliability, upgrade power delivery systems, and enhance the environmental performance of our power plants. Tree trimming will continue to be a priority into the future.

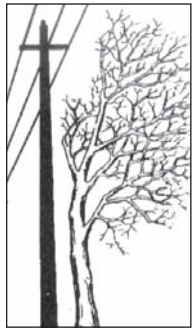
Crews will be cutting trees on utility easements throughout the area. Easements are parts of your property that utility workers have the right to enter to maintain electric, phone, or cable lines. Those lines usually found in the lowest position on a pole (telephone and cable lines) do not have clearance requirements since they are not used to carry electricity into your home or business.

You do not need to contact AmerenUE for this service. Over the next few months, you might notice crew members on the streets and easements in your neighborhood making a preliminary assessment of the trees adjoining your lines. Some time after that, crews will begin the trimming process.

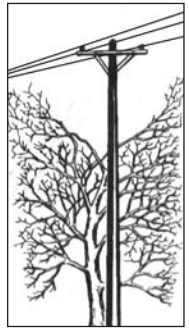
Our Professional Pruning Techniques

Our professional vegetation program has been recognized by Tree Line USA®, sponsored by The Arbor Day Foundation. The program promotes the dual goals of dependable utility service and abundant healthy trees in America's communities. Requirements for becoming a Tree Line USA utility include: 1) quality tree care; 2) annual worker training; and, 3) tree planting and public education. AmerenUE's trimming practices promote healthier forests, reduced tree mortality, lower line clearance costs, and increased reliability of service.

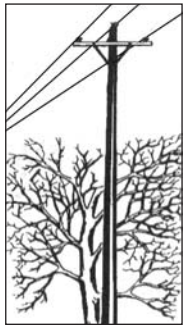
These methods, shown in the illustrations below, protect the health of the tree while still providing established minimum safety clearances.



Side Pruning



"V" Pruning



Crown Reduction

Using this process, the tree is "trained" to grow away from the line, minimizing the need for and severity of future trimming.

Maintaining Trees and Power Lines on Your Property

AmerenUE trims trees in rights-of-way and easements. Trees near the electric line that runs from the main power line to your home — called a service drop — are your responsibility. If you are concerned about tree growth near your service drop, you may call AmerenUE at (800) 552-7583 to schedule an appointment to have the power disconnected so the trees near this line can be trimmed safely.

We recommend that you hire a professional tree-trimming service to perform this trimming work to ensure future growth does not interfere with the power lines.

Planting the Right Tree in the Right Place

The Forestry Department at AmerenUE urges you to prevent avoidable disruptions of electrical service by maintaining existing trees on your property and selecting the appropriate new or replacement tree and the right place to plant it.

Trees increase the value of our homes. They absorb pollution, prevent soil from eroding, reduce home energy costs, help the environment, and offer homes for wildlife. Before planting, consider how a mature, full-grown tree will look on your property and where it might cause damage if it ever comes down. AmerenUE encourages you to ask your nursery or arborist for advice on the right kind of tree and the best place to plant.

Homeowners sometimes buy fast-growing trees in order to have mature trees in a short time. However, these types of trees generally have softer wood, making them susceptible to damage from storms, wind, and ice. Fast-growing trees also have relatively shorter life spans. Slower-growing species tend to live longer, have strong, dense wood, attract wildlife, and are less prone to damage from insects and disease.

Another consideration when planting trees is that some utility lines run underground. Before you dig to plant a tree, call "Missouri One Call" at (800) 344-7483 (800-DIG-RITE). This service is free.

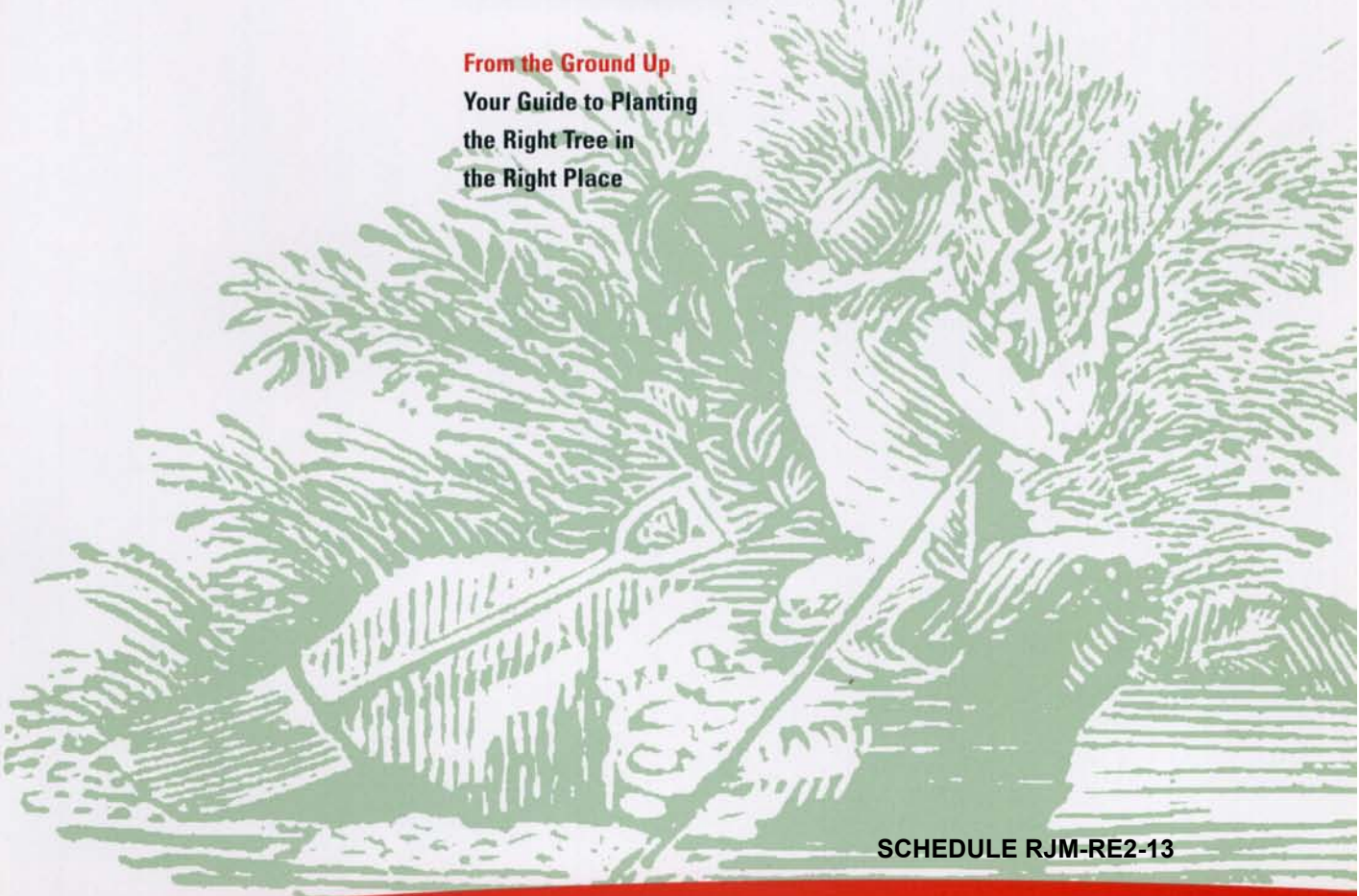
Ameren

365. AND THEN SOME.

Planting Trees

From the Ground Up

Your Guide to Planting the Right Tree in the Right Place



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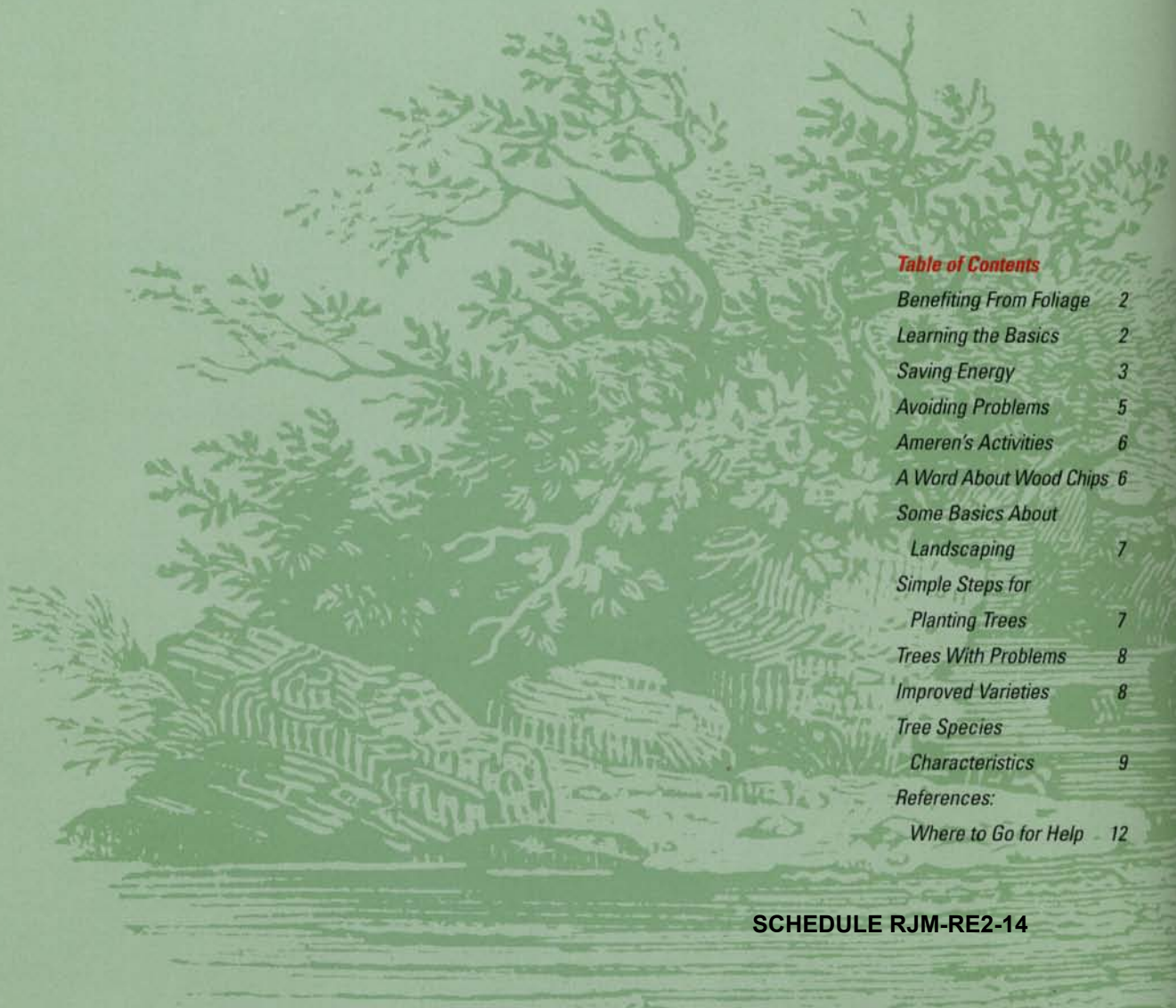

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Ameren Corporation

is expanding its role beyond that of a reliable energy supplier to serving as a valuable partner in helping you use energy efficiently. ✸ This guide is part of that effort. We created this publication to answer some of the most commonly asked questions about landscaping. It suggests native and well-adapted trees for our region and offers tips on selecting and planting them successfully. It also offers advice on selecting the right tree for the right place – where to plant, what to plant and what not to plant. ✸ This information is also offered to help prevent avoidable disruptions of electric service caused by tree limbs that become entangled in lines, trees that fall on lines or windblown branches that cross lines. ✸ We hope this guide helps you contribute to the greening of our communities and leads you to discover that there are opportunities for saving energy right in your own backyard.

Ameren

Benefiting from Foliage

Q WHY PLANT TREES?

A Trees absorb pollution created by industrial plant emissions and automotive exhaust. They help prevent soil from washing and blowing away, suppress noise, and serve as vital animal habitats.

Even more important to your pocketbook, properly placed trees can substantially reduce home energy consumption by providing shade for roofs and walls. Three well-placed trees around a house can cut energy needs for home air conditioning by 10 to 15 percent.

In addition to saving you money, trees can help the environment: Declining energy use translates to less need to burn fossil fuels to generate energy.

Besides, planting trees is good for your community. Today, only one tree is planted for every four that die or are removed in American cities and towns.

Q WHAT IMPACT CAN LANDSCAPING AND TREE PLANTING HAVE ON THE VALUE OF MY PROPERTY?

A All other factors being equal, trees and shrubs help beautify neighborhoods and can add up to 20 percent to the value of a typical home.

Learning the Basics

Q WHAT GENERAL ADVICE CAN YOU OFFER BEFORE I GO OUT TO BUY A TREE?

A A general rule of thumb is: Remember to place the right tree in the right place. Also choose trees that are hardy, appropriate for your climate, and provide a good shade canopy. Take into consideration the tree's fall color, branching and whether it has flowers or fruit.

Also buy trees that will fit the site at maturity. Before you purchase a tree, find out what it will look like when it is fully grown; then visualize how a tree of that size and shape would look in your yard. For example, a tree that grows to about 40 feet at maturity works best as a background – that is, planted behind the home – or to frame the home on either side. That size tree is also better for a one-story home. Multi-story homes benefit from larger trees (over 40 feet). Smaller trees work best for streetside locations.

Q WHICH IS BETTER: FAST-GROWING OR SLOW-GROWING SPECIES?

A There's a tendency to buy fast-growing trees to have a mature tree in your yard as quickly as possible. But they offer several disadvantages and usually aren't the best choice. For example, fast-growing trees generally have softer wood, making them susceptible to damage from ice storms, high winds and heavy snow. Fast-growing species also are relatively short-lived, have poor branching habits and are more prone to disease. Slower growing species tend to live longer, have strong, dense wood, attract wildlife and are less prone to damage from insects and disease.

(For a list of problem trees, see page 8 in this publication.)

SCHEDULE RJM-RE2-16

Q HOW IMPORTANT IS SOIL IN DETERMINING THE SUCCESS OF PLANTING?

A Planting methods should be adjusted to fit soil types. Poorly drained clay soils, typical of modern urban developments in this region, require procedures that differ from well-drained, friable (crumbly) soils found in many older neighborhoods. Soil reaction, or pH, is an indicator of nutrient availability. In slightly acidic to neutral soils, most nutrients are available at optimal levels, while some nutrients are less available in alkaline soils.

Consult your nursery or arborist about what vegetation and trees perform best in the soil available in your yard. County offices of the University of Missouri Extension Service or the Illinois Cooperative Extension Service will test soils for nominal fees.

Q WHAT TREES ARE BEST FOR ATTRACTING BIRDS?

A The natural way to invite birds into your yard is to use trees and shrubs that provide food and shelter. The number of species of birds that feed on a particular plant can vary. Many birds feed regularly on berries – their favorite being bright and decorative. Consider planting trees and shrubs with fruits that remain as a food source throughout the winter.

Q ARE PLANTS POISONOUS FOR CHILDREN?

A Leaves and berries on a number of plants can be poisonous. If you have young children around, check with extension agents, your nursery or landscape designer to make sure you are not planting poisonous plants where children play.

Saving Energy

Q CAN LANDSCAPING HELP ME SAVE ON HEATING AND COOLING COSTS?

A Yes. Proper use of trees, shrubs and vines can minimize the effects of the factors responsible for unwanted heat or cold.

Here are some techniques that will help:

- Directly shade your house from both direct sunlight and reflected light from the ground, buildings, and sky. For example, use shrubbery to shade glass patio doors from late afternoon rays.
- Use plants to reduce the transfer of cool or hot air around your house. Reducing the amount of energy needed to cool or heat a house during times of peak temperatures allows homeowners to use smaller air conditioners or heating units.
- Plant trees to reduce the velocity of wind striking outside walls of your house and to moderate temperature fluctuations inside.

Q **TO GAIN THE GREATEST ENERGY EFFICIENCY THROUGH LANDSCAPING, WHAT WOULD AMEREN RECOMMEND?**

A Your first priority should be to shade windows, especially those on the east and west sides of your house. If trees are planted on the south side, they should be pruned along the lower portion of the trunk to allow maximum solar heating of walls in winter.

In general, for energy savings, shade as much of the roof and walls as possible. If you must make a choice between dense shade covering a smaller portion of the roof and walls or less-dense shade covering more area, the larger, but less-dense, coverage is more beneficial.

Q **CAN YOU NAME SOME TYPES OF TREES AND OFFER SOME TECHNIQUES THAT WOULD BE BEST FOR SAVING ENERGY?**

A Deciduous varieties, such as maple, oak and ash trees, are leafy in the warmer months – late spring, summer and early fall – but drop their leaves in late fall, while evergreens hold their needles throughout the year. Deciduous trees planted on the west and southwest sides of a house will provide cooling shade in the summer, but in the winter, the bare branches will let most of the sunshine through to warm the house.

Evergreens can be used effectively not only for their year-round decorative appearance, but also as excellent protection against winter winds. A windbreak of evergreens planted to the north and west of your house can save energy during the winter. The use of evergreen trees or tall growing shrubs must be restricted to areas where the plant's shadow does not fall on the south-facing windows during winter months.

(Also see pages 9-11 in this brochure for a listing of trees, their heights at maturity and other characteristics.)

Q **IS IT A GOOD IDEA TO PLANT TREES OR OTHER VEGETATION SO THAT THEY SHADE MY AIR CONDITIONER?**

A Yes. By shading your air conditioner, the air temperature in the shaded area is lower. This will significantly increase the operating efficiency and life of your air conditioner. The air conditioner area should be completely shaded during the late afternoons of the warmest months (July and August) by planting as close to due west of the unit as possible. One caution: The exhaust from an air conditioning unit can kill a sapling that is planted too close to that part of the unit.

Other vegetation should be grown on trellises two feet to three feet away from the air conditioner to avoid obstructing the air intakes and to allow access to the unit. Place shrubs far enough away so that shadows – rather than leaves – fall on the air conditioner.

Avoiding Problems

Q WHAT SHOULD YOU AVOID WHEN LANDSCAPING?

A All power lines – overhead and underground. Again, when planting trees, you should consider planting the right tree in the right place.

Strong winds, wet snow, sleet and ice storms can cause trees and limbs to fall across power lines, putting you and your neighbors in the dark. Falling limbs and trees can result in risk to the public from downed power lines and in property damage. To avoid planting a tree that might grow into power lines, check trees for mature sizes before purchasing any tree type.

(Consult your nursery or arborist. Also see pages 9-11 in this brochure for listings of trees and their heights at maturity and other characteristics.)

If you want a tall tree, don't plant it within 35 feet of overhead lines; tall trees growing near lines, even when trimmed properly, will need pruning in later years. Even if these trees are trimmed properly, they will look somewhat unnatural. Pruning is done to ensure delivery of safe and reliable electric service.

Q BUT POWER LINES ARE EVERYWHERE, SO WHAT KINDS OF TREES CAN I PLANT NEAR LINES?

A You can have safe and beautiful trees near power lines if small-maturing trees are planted and regularly pruned while the trees are young and small. Varieties of these smaller trees include crabapples, hawthorns and cherries. Avoid planting poplars, elms, silver maple and other fast-growing varieties.

Trees planted near lines should reach a height of no more than 25 feet.

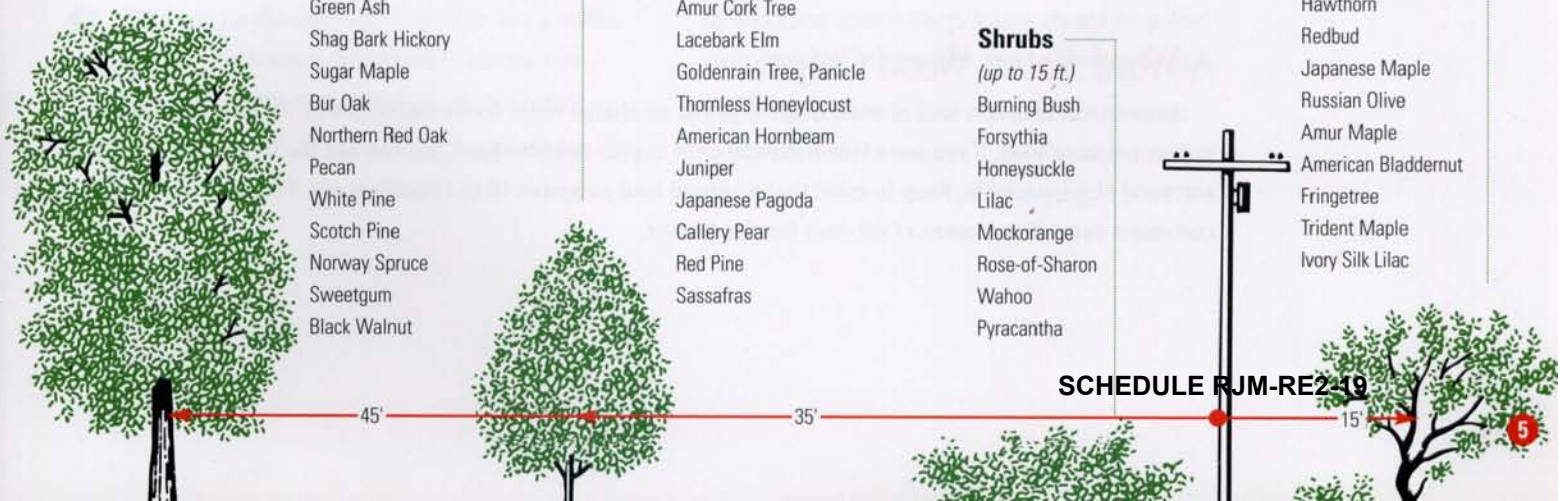
Use this chart or the graphic showing examples of plantings that provide safe spacing as a handy reference:

DISTANCE FROM HIGH VOLTAGE OVERHEAD LINE*	CHOOSE TREES WITH THIS MAXIMUM HEIGHT AT MATURITY**
Up to 20 feet	25 feet tall
20 to 30 feet	25–45 feet tall
Beyond 30 feet	Over 45 feet tall

** Within either side of the overhead line. If you plan to plant near a cross-country transmission line (typically those with steel structures), please call an Ameren Customer Service Center.*

*** See pages 9-11 in this brochure for listings of trees and their heights at maturity and other characteristics.*

EXAMPLES OF PLANTINGS THAT PROVIDE SAFE SPACING FROM OVERHEAD LINES



Q WHAT SHOULD I DO IF I HAVE A TREE THAT IS GROWING INTO POWER LINES?

A Call an Ameren Customer Service Center, and a Forestry Department representative will visit you to determine the proper course of action.

Q WHAT ABOUT UNDERGROUND LINES? ARE THEY A PROBLEM?

A They can be. Always check the location of underground services before starting any digging project, including tree planting. Cutting into a line can be deadly. How can you tell which kind of service you have? Easy. If you don't see overhead lines nearby or wires coming into your house, your service is underground. Besides electric lines, there is also danger in uncovering or damaging telephone cables, cable television, gas or sewage lines. Check before you dig. In Missouri, call 1-800-344-7483, and in Illinois, call 1-800-892-0123, before starting any excavation work. If necessary, utility representatives will meet you at the site to determine the location of underground facilities and avoid costly damage, danger to you and time delays.

Ameren's Activities

Q WHAT IS AMEREN DOING TO ENCOURAGE USE OF TREES AS AN ENVIRONMENTAL RESOURCE?

A In 2001, Ameren announced its first annual $25,000 contribution to Forest Releaf as the premier sponsor of project CommuniTree-a 10 acre nursery operation. Established in 1996, volunteers grow trees at the nursery for planting on public properties and nonprofit facilities throughout Missouri and into Illinois. Based in Missouri, Forest Releaf is committed to guiding and inspiring personal and community stewardship of trees and forest. Through Project CommuniTree, based in Berkeley, Mo., the nonprofit organization has distributed more than 18,000 free trees for public plantings in parks, at schools and along municipal streets. For many years, Ameren has provided grants to encourage the planting of trees and gardens; the company's sponsorship of Project CommuniTree continues that tradition with an organization that has demonstrated a strong commitment to the region and the environment. Individuals, organizations, community groups and municipalities are eligible to apply to Forest ReLeaf for the trees, which are available on a first-come, first-served basis each spring and fall. Recipients are asked to care for the trees for at least three years after planting. (For more information, call toll-free 1-888-4-RELEAF or St. Louis, call 314-533-LEAF.)

A Word About Wood Chips

Ameren will deliver a load of wood chips to you at no charge when crews contracted by Ameren are working in your neighborhood. If you see a tree-trimming crew in your neighborhood, you can ask the foreman if there are any wood chips available. Keep in mind that a normal load measures 10 to 12 cubic yards. For more information, customers can call an Ameren Customer Service Center.

Some Basics About Landscaping

- Avoid planting trees directly beneath power lines, near poles or too close to electrical equipment. The diagram on page 5 can be used as a guide to safe spacing from overhead lines for various species of trees.
- Don't plant a large tree too close to a house. It may loosen roofing, mar paint and clog gutters with leaves. A shallow-rooted and weak tree could fall onto the house, causing major damage.
- Avoid trees with low branches that are too close to the driveway and can scratch cars.
- Avoid planting large trees in the area between the curb and the sidewalk. These areas are typically not large enough to support the growth habits for trees with a mature height over 25 feet.
- Remove limbs of large shade trees that can obscure street signs and traffic lights, creating a hazard for motorists and pedestrians. Screening your own driveway so that you cannot see approaching traffic is also dangerous.
- Don't plant shallow-rooted trees that can clog sewer lines causing damage.
- Plant clean trees – those that don't shed fruit or flowers – near the patio to avoid littering the area.

Simple Steps for Planting Trees

1. Dig a hole three times wider than the tree's root ball and no deeper than necessary to cover the roots.
2. Make sure the root ball doesn't have compacted, circling roots. Loosen them with your fingertips. Keep the delicate roots moist and out of direct sunlight.
3. Place the tree at the correct depth (with the top of the root ball at or just above the soil surface) and at a right angle to the ground.
4. Partially fill the hole, lightly pack the soil around the roots with the handle of your shovel to eliminate air pockets and water. Refill and pack again until the soil is even with the top of the root ball.
5. Stake and tie the tree only if stability is a problem. If a tree continues to lean in the planting hole, staking is always recommended. In most cases, staking only requires a single metal fence post or long wooden stake driven into the ground two to three feet from the tree. Leave enough of the stake above ground so at least the top of the stake is even with the lowest branch. To prevent bark damage, attach the tree to the stake by a rope or twine through a piece of hose. Don't leave the stake on for more than two growing seasons.
6. Use the leftover soil to form a 4" deep by 3' wide water basin around the tree. WATER DEEPLY!
7. Place a circle of mulch around the newly planted tree to conserve soil moisture and moderate soil temperatures. The mulch should cover an area four times the diameter of the root ball and be three to four inches deep. Mulch should be pulled away from the trunk of the tree to prevent disease or rot.

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Trees with Problems

AILANTHUS: (Tree of Heaven) This durable tree will grow almost anywhere. It has an extensive root system. Root suckers and sprouts spring up along that system causing the tree to take over the landscape. It is not recommended for small urban sites.

EASTERN COTTONWOOD: This fast-growing tree can withstand heat and poor soils. Its massive production of cotton-like seeds can cause allergy problems and clog air conditioners. Even the cottonless variety produces a massive root system that can destroy sewers, walks and foundations. And its branches are susceptible to wind and ice damage.

WHITE BIRCH: This short-lived ornamental tree is highly susceptible to bronze birch borer, birch leaf miner and other serious pests. A popular tree, it is somewhat tolerant of city environments but is not a tree that can be depended upon to survive.

LOMBARDY POPLAR: This is a very short-lived tree. It may live only 10 years before disease and wood bores destroy it. The tree also has a weak wood that is susceptible to wind and ice damage.

SILVER MAPLE: This is a widely planted tree but one with weak wood that is susceptible to wind and ice damage.

AMERICAN ELM: The native American Elm is among the fastest-growing and reaches a great height but is being ravaged by Dutch Elm disease.

SCHEDULE RJM-RE2-22

Tree Species Characteristics

Small (Up to 25 feet at maturity)

Common Name	Fast, Moderate, Slow	Full Sun, Partial Shade, Shade	Ornamental, Shade, Windbreak, Broadleaf Evergreen	Improved Varieties Available	Attractive Spring, Summer Flowers, Fall & Winter Fruit	Yellow to Reddish, Orange to Red Fall leaf color	Botanical Name
Yoshino Cherry	F	F	O		Sp	Y	Prunus Yedoensis
Corkscrew Willow	F/M	F	O	✓		Y	Salix matsudana
Flowering Crabapple	M	F	O	✓	Sp		Malus
Flowering Dogwood	M/S	P/S	O	✓	Sp	R	Cornus florida
Washington Hawthorne	M/S	F/P	O	✓	Sp	Y/R	Crataegus phaenopyrum
American Holly	S	F/P	O/B	✓	F		Ilex opaca
Amur Maple	M	F/P	O	✓		Y/R	Acer ginnala
Japanese Maple	S	P/S	O				Acer palmatum
Redbud	M	F/P	O	✓	Sp	Y	Cercis canadensis
Rose-of-Sharon	F	F	O	✓	S	Y	Hibiscus syriacus
Serviceberry	M	S	O	✓	Sp	Y/R	Amelanchier arborea
American Smoketree	M	F	O	✓	Sp	Y/O/R	Cotinus obovatus
Sumac	F	F	O	✓		R	Rhus typhina

Medium (25-45 feet at maturity)

Amur Cork Tree	M	F	O			Y	Phellodenron amurense
Lacebark Elm	M	F/P	O/S			Y	Ulmus parvifolia

SCHEDULE RJM-RE2-23

Ameren

Tree Species Characteristics

Common Name	Fast, Moderate, Slow	Full Sun, Partial Shade, Shade	Ornamental, Shade, Windbreak, Broadleaf Evergreen	Improved Varieties Available	Attractive Spring, Summer Flowers, Fall & Winter Fruit	Yellow to Reddish, Orange to Red Fall leaf color	Botanical Name
Goldenrain Tree, Panicle	M	F	O/S		Sp		Koelreuteria paniculata
Thornless Honeylocust	F/M	F	O/S	✓		Y	Gleditsia triacanthos
American Hornbeam	S	F	O/S			Y/O	Carpinus caroliniana
Japanese Pagoda	M	F	O	✓		Y	Sophoro japonica
Juniper	M	F/P	W	✓			Juniperus virginiana
Red Pine		M	F	O/S/W			Pinus resinosa
Sassafras	F	F/P	O/S			O/R	Sassafras albidum

Large (Over 45 feet at maturity)

Green Ash	F	F	S	✓		Y	Fraxinus pennsylvanica
Baldcypress	M	F/P	O/S			Y	Taxodium distichum
Blackgum	M	F/P	O/S			O/R	Nyssa sylvatica
Ginkgo	M/S	F	O/S	✓		Y	Ginkgo biloba
Shag Bark Hickory	M/S	F/P	O/S			Y	Carya ovata
Japanese Zelkova	F/M	F	O/S	✓		Y	Zelkova serrata
Kentucky Coffeetree	F/M	F/P	O/S			Y	Gymnocladus dioicus
Littleleaf Linden	M	F	O/S	✓	Sp	Y	Tilia cordata

SCHEDULE RJM-RE2-24

Tree Species Characteristics

Common Name	Fast, Moderate, Slow	Full Sun, Partial Shade, Shade	Ornamental, Shade, Windbreak, Broadleaf Evergreen	Improved Varieties Available	Attractive Spring, Summer Flowers, Fall & Winter Fruit	Yellow to Reddish, Orange to Red Fall leaf color	Botanical Name
Norway Maple	M	F/P	O/S	✓		Y/R	Acer platanoides
Red Maple	F/M	F/P	O/S	✓		O/R	Acer rubrum
Sugar Maple	M	F	O/S	✓		R/Y	Acer saccharum
Bur Oak	S	F	S		F	Y	Quercus macrocarpa
English Oak	M/S	F	S		F	Y	Quercus robur
Northern Red Oak	M	F	S		F	O/R	Quercus rubra
Shumard Oak	M	F	S		F	O/R	Quercus shumardii
Pecan	M	F	S	✓	F	Y	Carya illinoensis
Eastern White Pine	M	F	O/S/W		F		Pinus strobus
Scotch Pine	M	F	O/S/W		F		Pinus sylvestris
River Birch	F	F	O/S	✓		Y	Betula nigra
Blue Spruce	S	F	O/S/W	✓	F		Picea pungens
Norway Spruce	S	F	O/S/W		F		Picea abies
Sweetgum	F/M	F	O/S	✓	F	O/R	Liquidambar styraciflua
Tuliptree	F	F	O/S		Sp	Y	Liriodendron tulipifera
Black Walnut	M	F			F	Y	Juglans nigra

SCHEDULE RJM-RE2-25

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References: Where to Go for Help

This booklet is designed to give you broad guidelines on the selection, planting and care of new trees. Here is a listing of other sources of more specific information and expert help as you select and add trees or shrubs to your home's landscape:

AVOIDING UNDERGROUND UTILITY FACILITIES:

In Missouri: 1-800-344-7483 (1-800-DIG-RITE)
In Illinois: 1-800-892-0123

GENERAL INFORMATION ON TREE PLANTING AND CARE:

Forest Releaf of Missouri: 888-4-RELEAF
University of Illinois Extension: 217-782-4617
Illinois Department of Natural Resources: 217-785-8744
Missouri Department of Conservation: 573-522-4115
Missouri University Extension Service
(Each county has a university extension office; check your local directory)
The National Arbor Day Foundation, Nebraska City, NE: 1-888-448-7337

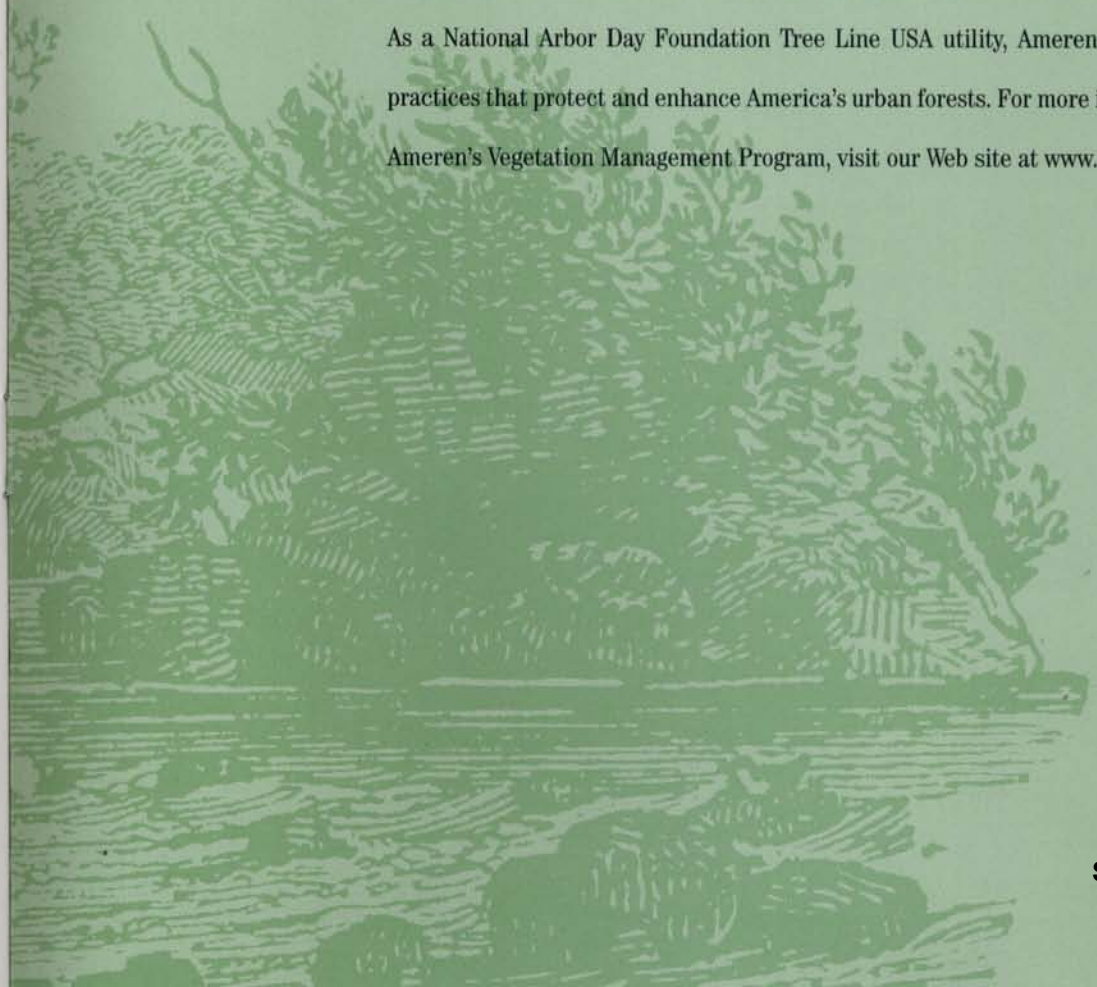
GENERAL GARDENING INFORMATION:

Missouri Botanical Garden Center for Home Gardening: 314-577-9440
Hortline Garden Information: 314-776-5522

SCHEDULE RJM-RE2-26

About Ameren

Based in St. Louis, MO., Ameren Corporation was created with the year-end 1997 merger of Union Electric, now doing business as AmerenUE, and CIPSCO Incorporated, once the parent company of Springfield, Ill.-based AmerenCIPS. ✹ Ameren has grown since then to include Peoria, Ill. based AmerenCILCO and Decatur, Ill.-based AmerenIP. Today, Ameren Corporation provides energy services to 2.3 million electric and 900,000 natural gas customers over 64,000 square miles in Illinois and Missouri. Among the nation's top utility companies in size and sales, Ameren prides itself on a long tradition of cost containment, low rates, customer service and preservation of the environment. ✹ As a National Arbor Day Foundation Tree Line USA utility, Ameren demonstrates practices that protect and enhance America's urban forests. For more information on Ameren's Vegetation Management Program, visit our Web site at www.ameren.com.



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Other Ameren Environmental Services:

- Compressed Air Analysis
- Chilled Water Optimization
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- Lighting Efficiency Analysis
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To inquire about these services,
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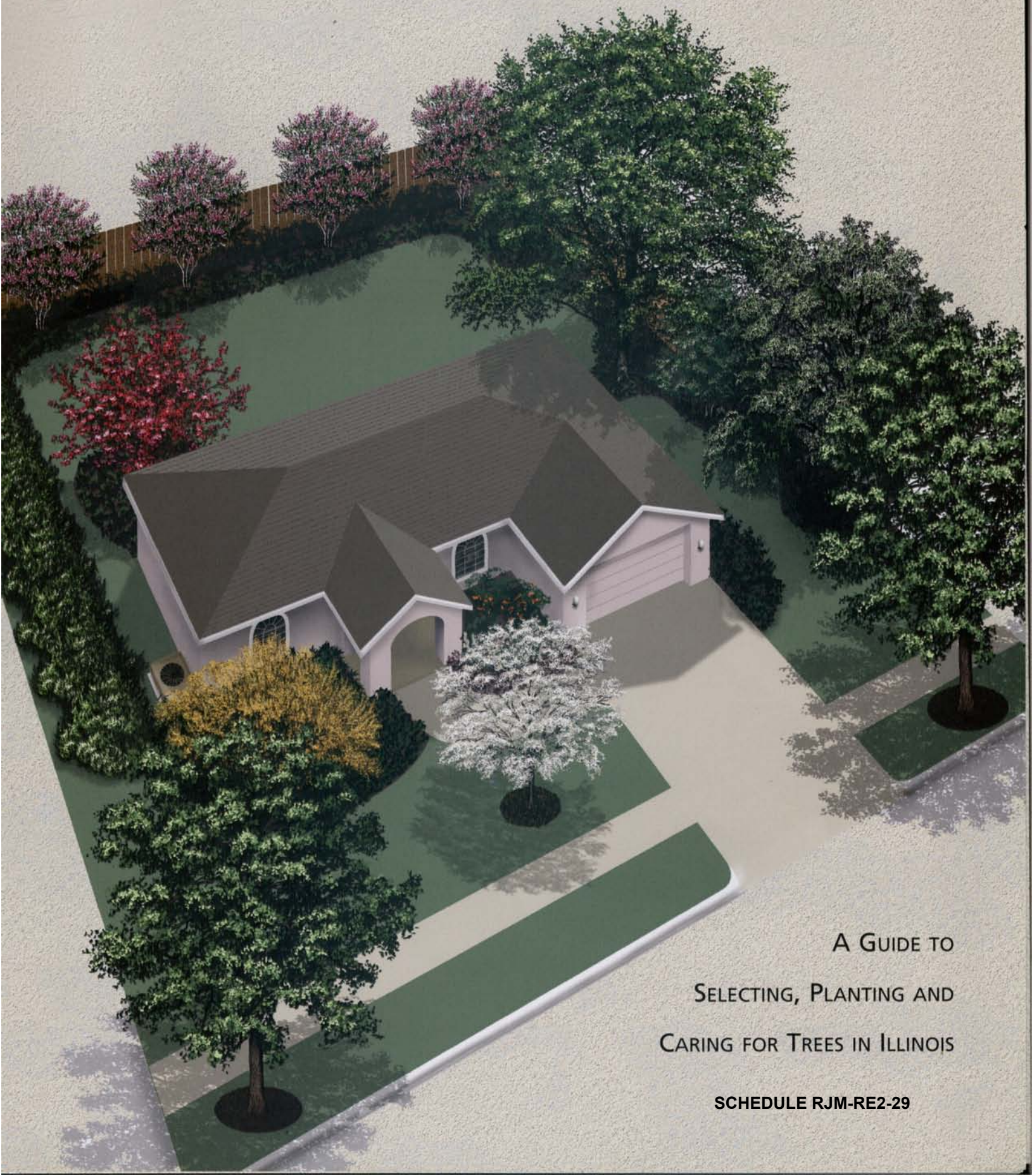
CREATING PERSONAL GREEN SPACE



A GUIDE TO SELECTING, PLANTING AND CARING FOR TREES IN ILLINOIS

SCHEDULE RJM-RE2-29

Planning Your Landscape

What a difference trees make in our communities! Stately and beautiful sentries, they clean our air and provide shady respite for our homes and outdoor family activities while inviting songbirds into our yards and gardens.

Working together, we can maximize the benefits trees provide to you and your community. This guide will assist you in planning your landscape, planting new trees and providing our leafy friends with proper care and maintenance. Please recycle this brochure by sharing it with a friend.

In Your Planning, Consider:

Season: For best results, plant trees from mid-March through May or from mid-September through November. Spring-dug trees can be planted from June to early September, but require a more attentive watering program. Attentive watering also helps conifers transplant well in mid-summer, but only after candle/shoot elongation is complete.

Site: Soil conditions dictate how well or poorly your tree will grow. Compacted clay—common in newer subdivisions—can limit proper drainage. Sandy soils or those on a slope may drain more quickly and require a more drought-tolerant species. Low areas that are often wet may require a tree tolerant to flooding or wet soil conditions. In addition, consider the amount of sunlight needed and tolerance to extremely hot or cold temperatures.

Space: Give your tree sufficient room to grow, both above the ground for canopy and below the ground for its root system. Consider proximity to buildings, driveways, sidewalks, pools, patios and overhead, underground and ground-level utilities.

Selection: Once you have determined your purpose, planting site and space requirements, use the tree species selection guide for urban trees recommended by local arborists. By carefully selecting the right tree for your location, you can avoid the need for fertilization, which is a major source of water pollution.

Have a Purpose

- Create a privacy buffer or winter windbreak. Dense evergreens north and northwest of a home block winter winds.
- Cool your home and conserve energy by shading roof, walls, patios, driveways and air conditioning unit. Deciduous trees on the east, southeast, west and southwest sides of homes provide cooling summer shade and allow warming winter sun.
- Preserve special views from within your home.
- Attract birds and other wildlife.
- Beautify your property.

Right Tree/Right Place Checklist

Soil
Most new subdivision soils have been disturbed and are poorly drained clay.
- ☐ Well drained/Dry
- ☐ Poorly drained/Wet
- ☐ Shallow soil depth
- ☐ Sandy
- ☐ Loam
- ☐ Clay

Space
Consider the mature height and spread of the tree.
- ☐ Open space
- ☐ Important views
- ☐ Overhead and underground utilities
- ☐ Road signs or streetlights
- ☐ Adjacent building
- ☐ Other landscaping/trees

Sunlight
Most trees require partial to full sun.
- ☐ Full sun
- ☐ Full shade
- ☐ Partial sunlight

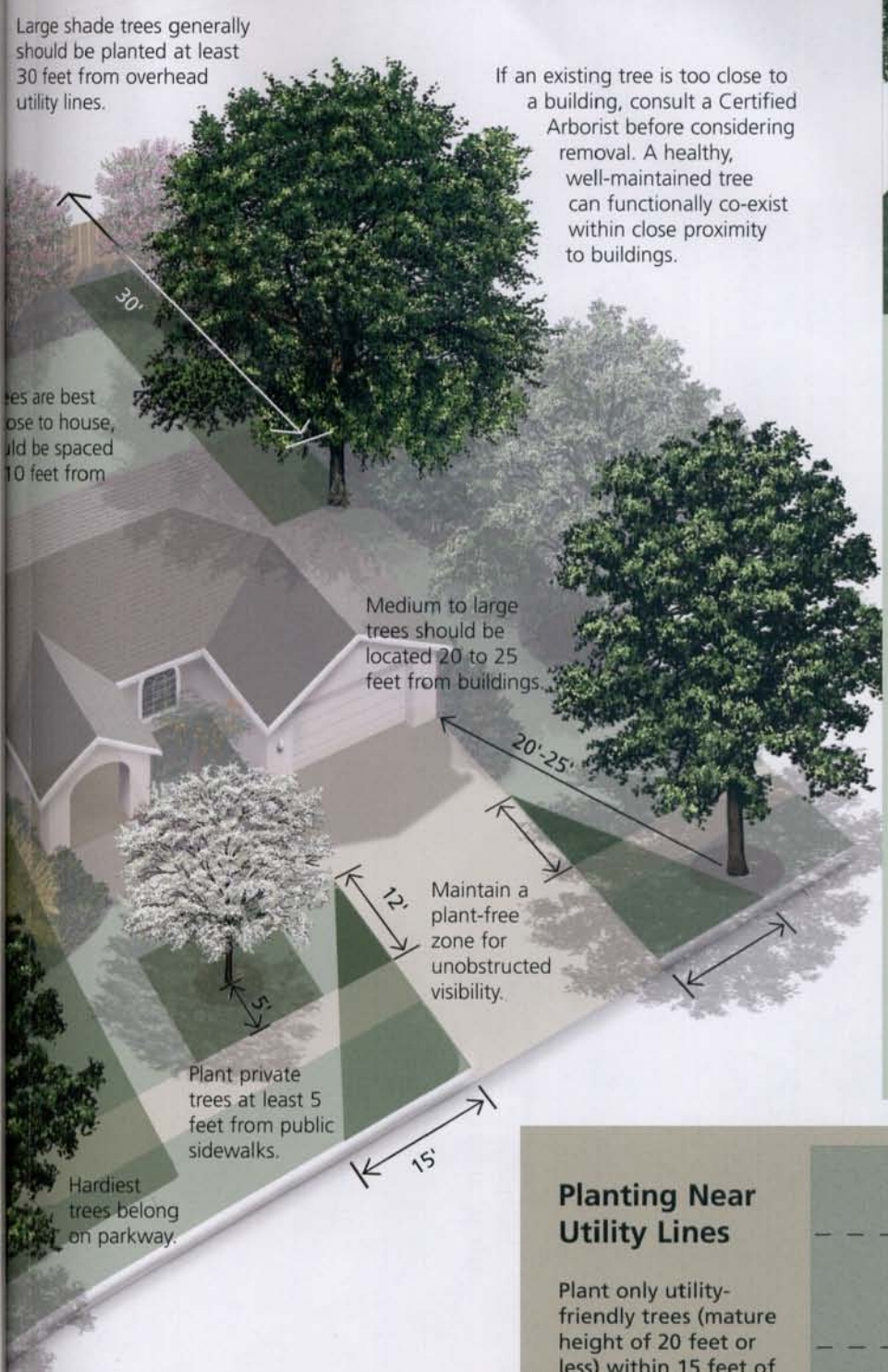
Characteristics
Unique attributes of trees can be attractive in all seasons.
- ☐ Flowering
- ☐ Fruiting
- ☐ Bark texture and color
- ☐ Fall leaf color
- ☐ Unique shape

Types of Trees
Only evergreen trees hold foliage throughout winter.
- ☐ Deciduous
- ☐ Evergreen

Special Situations
You may have additional site considerations.
- ☐ Salt burn from street and sidewalk de-icers
- ☐ Root space restrictions
- ☐ Disturbed soils from construction
- ☐ Future landscape or hardscape development

TIP

In areas of new home construction, it's best to wait [illegible] before planting trees since irrigating new turf can easily over-water newly planted trees. Plan to plant new trees the year following a new lawn.



Always Avoid:

- blocking traffic signs, fire hydrants, views of oncoming traffic, pedestrian crosswalks and desirable night lighting. City ordinances may require planting permits and dictate corner planting setbacks.
- planting too close to sidewalks, foundations or other pavement areas.
- planting trees or shrubs around underground utilities.
- planting flowers in root areas of young trees.
- planting trees too close together. Allow room for mature spread of each adjacent tree.
- blocking desirable views from within a home or frequented area of the yard.
- shading gardens.
- encroaching on neighbor's gardens or yard space without consultation.
- planting too many of the same species.
- planting evergreen trees on parkways.

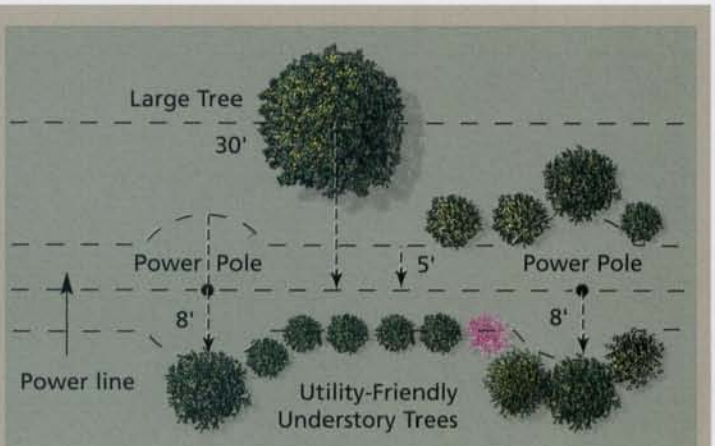
Proper Tree Spacing

Above-ground space for canopy
Small trees = 20 feet minimum
Medium trees = 30 feet minimum
Large trees = 40 feet minimum

Below-ground space for roots (minimum 2-foot soil depth)
Small trees = 100 to 200 square feet
Medium trees = 150 to 300 square feet

Planting Near Utility Lines

Plant only utility-friendly trees (mature height of 20 feet or less) within 15 feet of utility lines; no closer than 8 feet to power poles; and 5 feet from center of utility easement when access to utility is limited.



Some narrow-shaped trees may be able to survive closer than 30 feet to utility lines without creating a conflict, but in no case should trees that grow to or above utility lines be planted closer than a distance equal to one-half their mature spread.

Suggested tree setbacks from power lines are for typical overhead residential distribution lines and do not apply to high-voltage transmission rights-of-way.

How to Select a Tree

A high-quality tree has:

- a root ball whose diameter equals or exceeds a ratio of 12" for each inch of diameter at the base of the trunk (caliper).
- a single leader or central trunk or well-spaced, multi-stemmed trunk that does not show signs of crowding or stem squeeze.
- a trunk free of mechanical wounds and wounds from incorrect pruning.
- a strong form with well-spaced, firmly attached branches along the upper two-thirds of the trunk.
- leaves with good color and no obvious insect or disease damage.

A low-quality tree has:

- crushed or circling roots in a small root ball or small container.
- a trunk with wounds from mechanical impacts or incorrect pruning.
- a weak form in which multiple stems squeeze against each other or branches squeeze against the trunk.
- undersized or discolored leaves.

TIP Smaller trees establish more quickly and grow faster because fewer roots are lost in transplanting.

Sponsors

City of Urbana

Illinois Arborist Association

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Illinois Forestry Development Council

Champaign County Design & Conservation Foundation (CCDC)

Autumn Tree Care Experts, Inc.

ILCA Illinois Landscape Contractors Association

University of Illinois Extension

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SCHEDULE RJM-RE2-32

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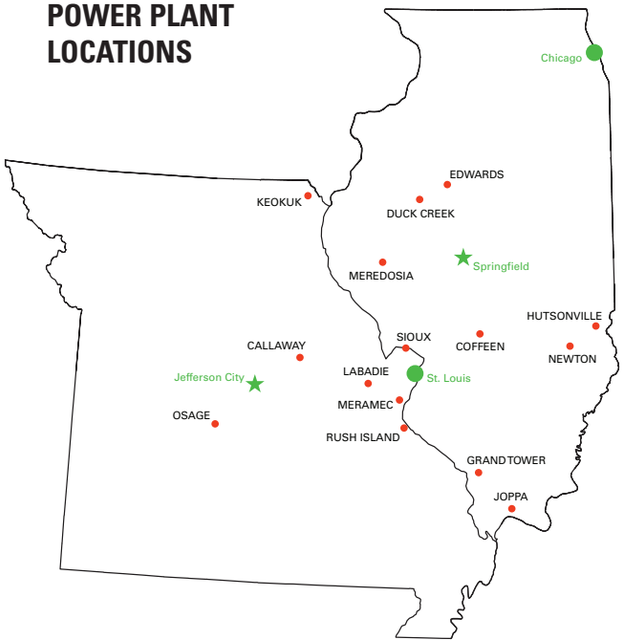

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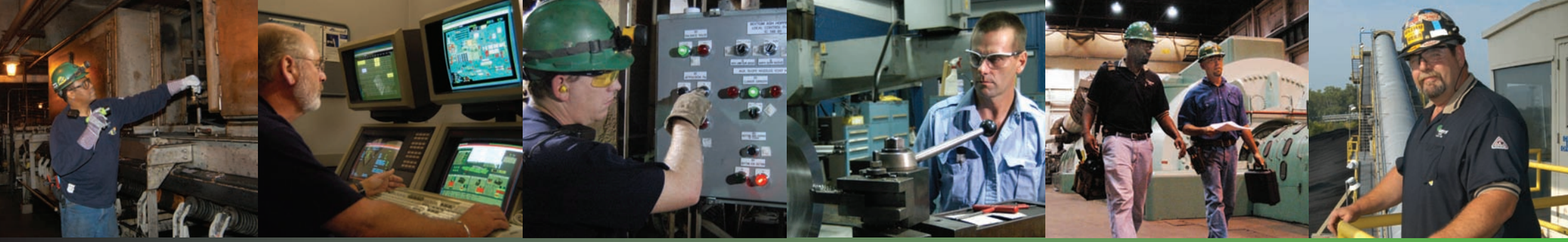

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Power Plant Mechanical Maintenance encompasses a variety of job scopes. The job titles and responsibilities will vary from one power plant to another but the maintenance tasks are very similar. Mechanical maintenance can be categorized into the following major work areas.

- Plant Structural Welding
- Boiler Certification Welding
- Pipe & Valve Installation and Maintenance
- Pipe & Component Insulation
- Sootblowing Equipment Maintenance
- Pumps
- Gears and Gearboxes
- Conveyer Belt Systems
- Electric & Air Valve Actuators
- Coal Mills and Crushers
- Mechanical Drives

Ameren is…

- A 100 year old, financially solid and growing electric and gas production and distribution company
- *A Fortune 500* company – one of the largest and most respected electric utilities in the nation
- The electric and gas provider for 3.2 million people in Missouri and Illinois
- A large marketer of wholesale electricity to the eastern US
- The operator of coal-fired and natural-gas fired generating plants as well as hydro plants and a nuclear plant
- An industry leader in environmental power generating technologies

Training

Ameren offers advanced training that builds upon what you learned in school. You get hands-on experience with the specific systems and equipment in the power plant where you work.

In your Ameren training program you work side-by-side with more senior employees who are ready to answer your questions and offer practical guidance and advice.

Because we need skilled craft employees who already have fundamental skills and knowledge, successful applicants must pass a written test and a performance skills test.

Working at Ameren means…

- Challenging work with leading-edge technologies
- Opportunities for advancement
- Competitive pay and excellent benefits for you and your dependents
- A retirement plan as well as a 401(k) savings plan with company match
- Comprehensive training and career development programs
- Tuition reimbursement to help you further you education and your career goals
- Great employee camaraderie and team work
- Midwest values
- Opportunities to live and work in a variety of Missouri and Illinois locations, in both urban and rural areas
- Union representation for many skilled craft positions

Skilled Craft Opportunities

Depending on your educational background, skills and experience, you may join Ameren in an entry level skilled craft position as either a journeyman or an apprentice.

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SCHEDULE RJM RE2-34

Survey Report

Elderly & Heat Hazard Survey
AmerenUE/Missouri Public Service Commission

Center for Advanced Social Research
School of Journalism
University of Missouri-Columbia
August 2008

Introduction

To effectively examine the needs and risk factors of elderly people aged 60 or above in Missouri in dealing with heat-related hazards during hot summer months and design better programs and services to assist them to improve their overall well being, 405 telephone interviews were conducted with eligible respondents by the Center for Advanced Social Research of University of Missouri-Columbia in June and July 2008. The survey was paid by AmerenUE.

Survey Instrument

The survey instrument was jointly developed by researchers of AmerenUE. It was designed to collect the following information.

- Method of cooling residential households during summer months
- Usage of air conditioning during summer months and "heat waves"
- Experience with electric service providers
- Knowledge of the symptoms of a heat stroke
- Personal safety and evaluation of neighborhoods
- Primary sources of information about community, weather, and health
- Demographic information

Sampling Methodology

The 2008 Elderly & Heat Hazard Survey was based on a sample of names and phone numbers generated from the customer database of AmerenUE. All the households in the sample were screened for people who were 60 years of age or older. If the selected person did not meet the age requirement, she or he was asked if there was someone else aged 60 or older living in her/his household. Consequently, all the 405 interviews were completed with respondents that met the age requirement.

At least fifteen attempts were made to complete an interview at every sampled telephone number. The calls were scheduled over days of the week to maximize the chances of making a contact with a potential respondent. All refusals were recontacted at least once in order to attempt to convert them to completed interviews.

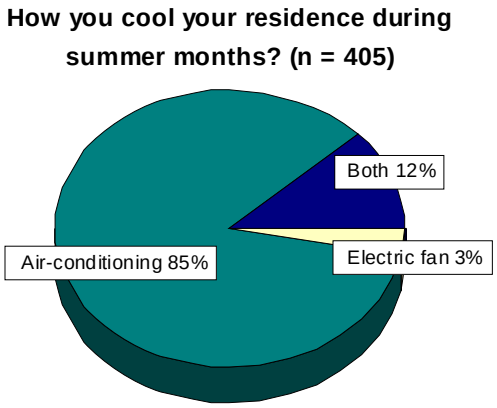
Field Operation

Four hundred and five (405) interviews were completed via telephone in the period from June 26 through July 20, 2008 by the trained interviewing and supervising staff of the Center for Advanced Social Research of University of Missouri's School of Journalism.

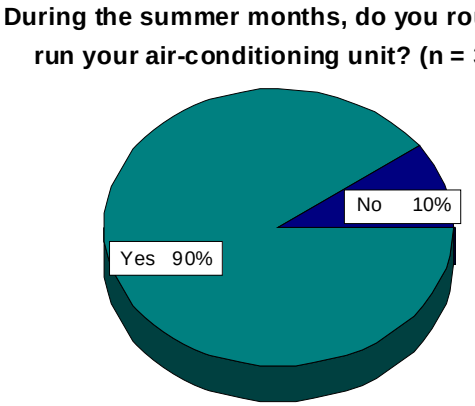
Survey Findings

Method of cooling residential households during summer months

As shown below, 85% of the 405 respondents reported that they cooled their residence during summer months by air-conditioning, three percent relied on electric fans, and 12% used both.



Usage of air conditioning during summer months and "heat waves"



Ninety percent (90%) of those who had air conditioning would routinely run their air conditioning units during the summer months.

As shown in Table 1 on the next page, 31% of the respondents with air conditioning routinely turned on their air conditioning when the outside temperature was in the 70s, 47% in the 80s, three percent (3%) in the 90s, and one percent (1%) in the 60s. It should be noted that 11% of the respondents either were not sure or did not know.

TABLE 1: Approximately at what temperature do you routinely turn on your air conditioning?

Categories of temperature	Percent (%)
In the 60s	1.4
In the 70s	30.9
In the 80s	46.5
In the 90s	3.4
Don't know/Not sure	11.3
Others	6.5

(*n* = 353)

Of the 37 respondents who would not routinely run their air-conditioning during the summer months, 35% indicated cost/too expensive as their main reason, and 16% said they would not turn it on when the weather is cool. Meanwhile, eight percent did not give any reasons, and 41% provided other reasons. Their responses are presented in Appendix B – Open-Ended Responses.

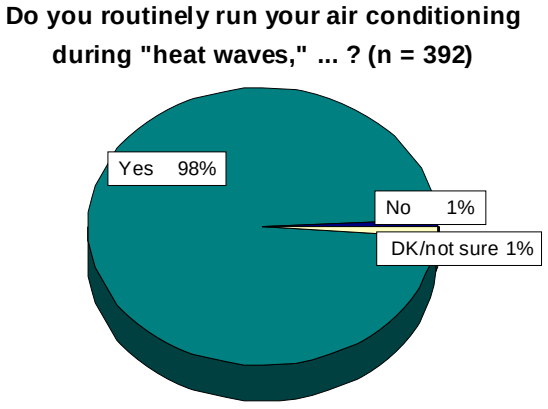
Caution is recommended in interpreting the result here because the effective sample size (n = 37) is too small for the numbers to be statistically meaningful.

TABLE 2: What are the main reasons that you do not routinely run your air conditioning?

Description of reasons	Percent (%)
Cost/Too expensive	35.1
When the weather is cool	16.2
Others – specify	40.5
Nothing in particular	8.1

(*n* = 37)

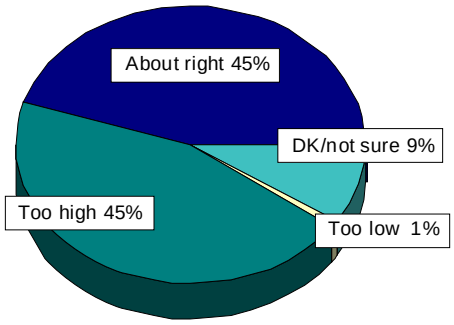
When asked "*Do you routinely run your air conditioning unit during 'heat waves,' that is, the hottest days of the summer months?*" 98% said "yes," one percent (1%) "no," and another one percent (1%) responded "don't know/not sure."



The five respondents that did not routinely run their air conditioning during "heat waves" were then asked for the main reasons that they did not, and asked what could be done to encourage them to run their conditioning during the hottest days of the summer months. Their answers can be found in Appendix B – Open-Ended Responses.

The survey also shows that 45% of the respondents thought the daily cost to run their air conditioning was too high, another 45% just about the right amount, and one percent (1%) too low. About nine percent (9%) either were not sure or did not know.

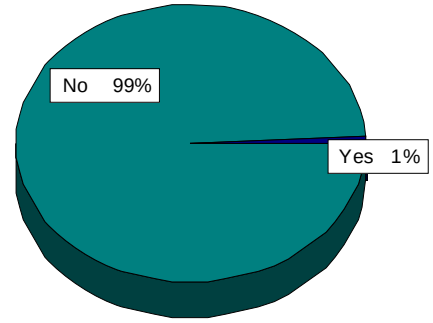
Do you think the daily cost to run your air continuing is? (n = 392)



Experience with electric service providers

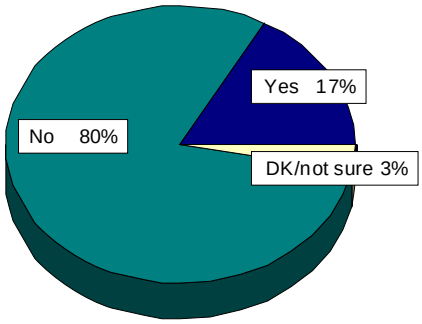
According to the survey, very few people interviewed had their utilities disconnected because of slow or non-payment in the past year.

In the past year, have you ever had your utilities disconnected for slow ... ? (n = 405)



Meanwhile, the current economic slowdown and higher energy costs appeared to impact the mindset of the respondents, as 17% of them were concerned about being unable to pay [their] utility company's electric bill during the summer, and 80% were not concerned. The result is presented on the next page.

Are you concerned about being unable to pay your utility company's ... ? (n = 405)

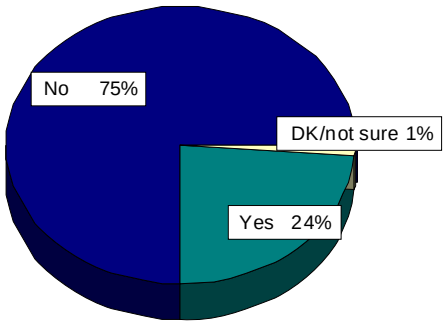


Of the 70 respondents who were concerned, 90% cited "having the money or budget" as their #1 concern.

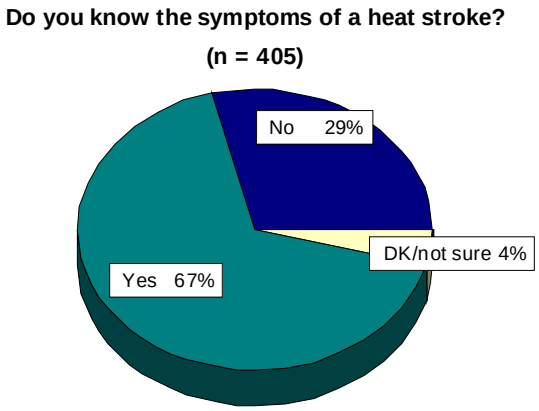
Knowledge of the symptoms of a heat stroke

The next set of survey questions was designed to see if respondents had been concerned or worried about falling ill due to the heat during the hottest days of the summer months, and if they believed that they knew anything about the symptoms of a heat stroke.

Have you ever been concerned or worried you might fall ill due to the heat ...? (n = 405)

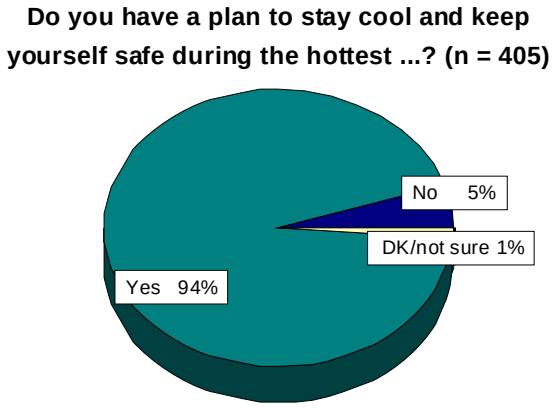


Nearly one-fourth of the respondents (24%) had been concerned or worried about falling ill due to the heat during the hottest days of the summer months, whereas three-fourth had not.



As shown above, 67% of the 405 respondents thought they knew the symptoms of a heat stroke, and 29% did not. A majority of those who knew the symptoms (97%) specified the symptoms they knew of, and their responses are presented in Appendix B – Open-Ended Responses.

When asked "*Do you have a plan to stay cool and keep yourself safe during the hottest days of the upcoming summer?*" 94% of the respondents said "yes," and five percent said "no."

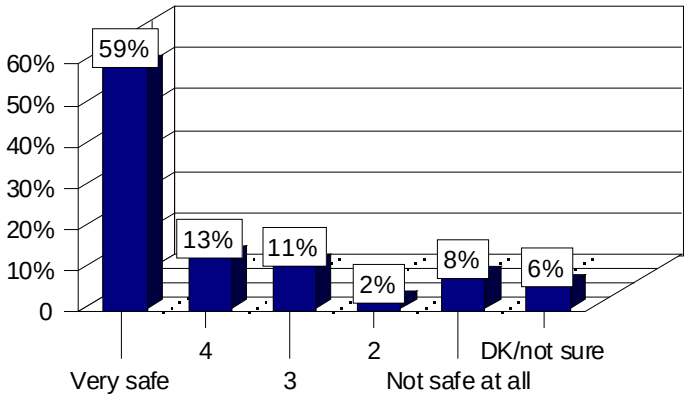


Ninety-eight percent (98%) of those who had a plan provided more specific information on that. Their responses can be found in Appendix B – Open-Ended Responses.

Personal safety and evaluation of neighborhoods

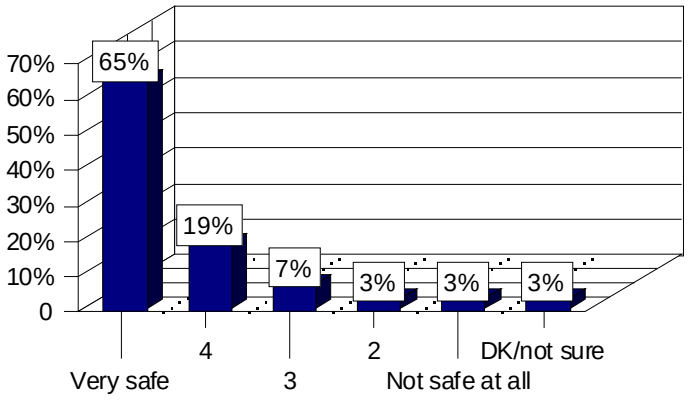
Previous research suggests that risk factors such as concern about personal safety, limited physical mobility, and social isolation, to name a few, contribute to the high death rate among elderly people during hot summer months. In the survey, respondents were asked about their perception of the safety of their neighborhood, as well as their access to public transportation and health care services. In addition, respondents were asked if they felt that they were close to persons such as friends and relatives or organizations such as churches and senior centers. Finally, respondents were asked to rate their neighborhood's police response time.

How safe do you feel opening your windows during the hot days of summer? (n = 405)



(Average score = 4.21, Standard deviation = 1.26)

How safe do you feel when you are out alone in the parking lots, the lawns, or ...? [n = 405)



(Average score = 4.43, Standard deviation = .99)

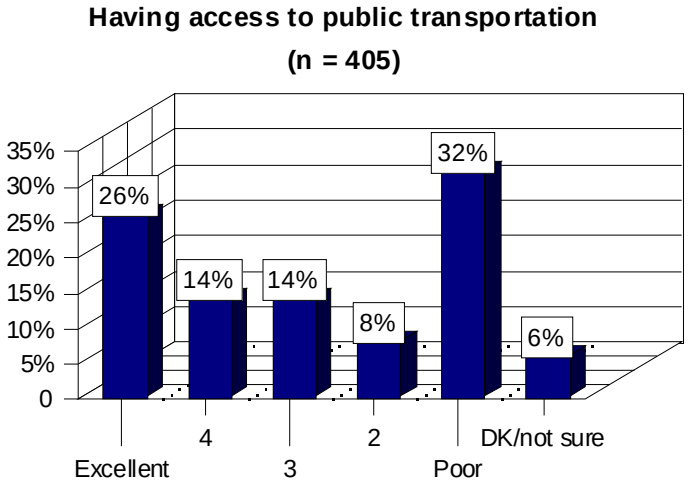
Although the results showed higher residence safety by the Missourian respondents (e.g., the first average score was 4.21 on a 5-poing scale with "5" being "very safe," and the second

was 4.43), it should be noted that eight percent thought it was not safe at all for them to open windows during the hot days of summer.

TABLE I: Mean scores regarding residence safety

	Question Items	Mean Score	Standard Deviation
1.	How safe to open windows during summer	4.21	1.26
2.	How safe in the parking lots, lawns, etc.	4.43	.99

Notes:
1. The question items were measured on a 5-point Likert scale ranging from 1 (not safe at all) to 5 (very safe).
2. n = 405.

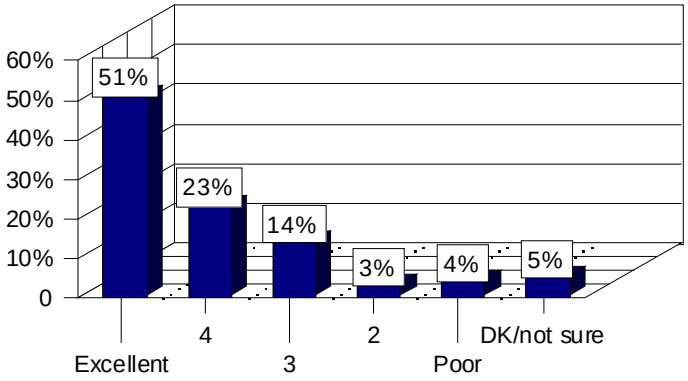


(Average score = 2.96, Standard deviation = 1.65)

The survey shows that 32% of the respondents aged 60 or older gave a “poor” rating to having access to public transportation, six percentage points higher than those who gave an “excellent” rating (26%).

Having access to health care services

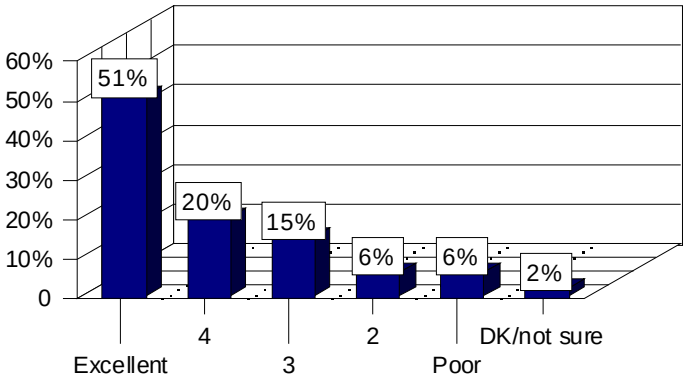
(n = 405)



(Average score = 4.20, Standard deviation = 1.07)

Being close to friends or relatives

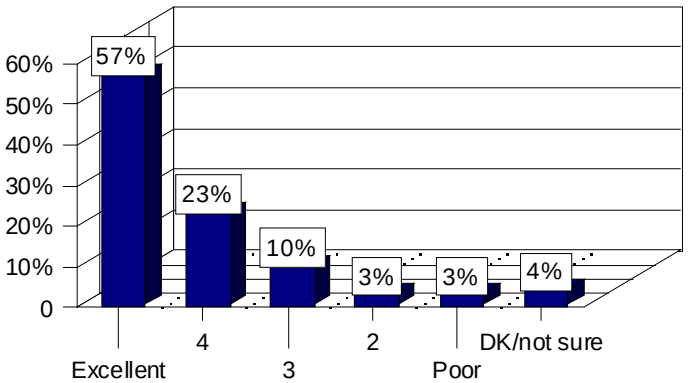
(n = 405)



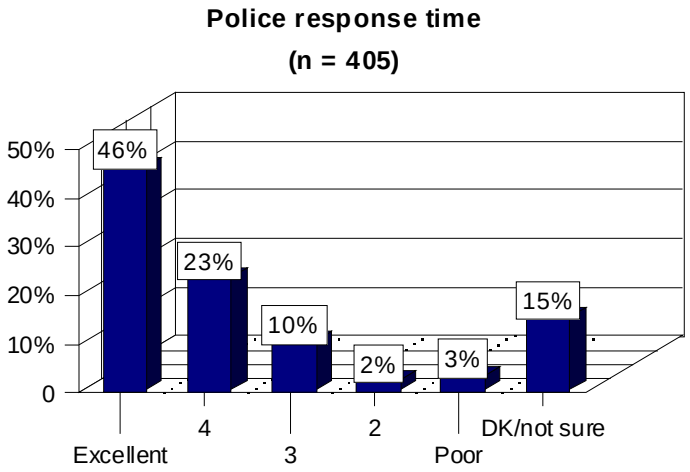
(Average score = 4.07, Standard deviation = 1.23)

Being close to churches or senior centers

(n = 405)



(Average score = 4.33, Standard deviation = .99)



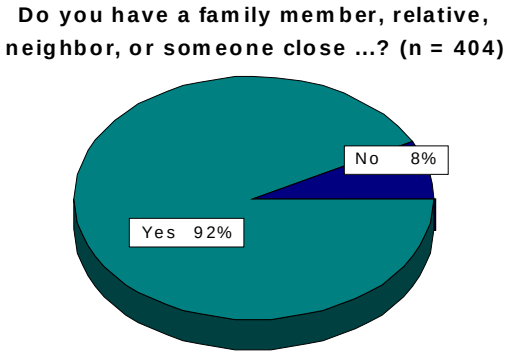
(Average score = 4.25, Standard deviation = 1.05)

TABLE 2: Mean scores regarding evaluation of neighborhoods

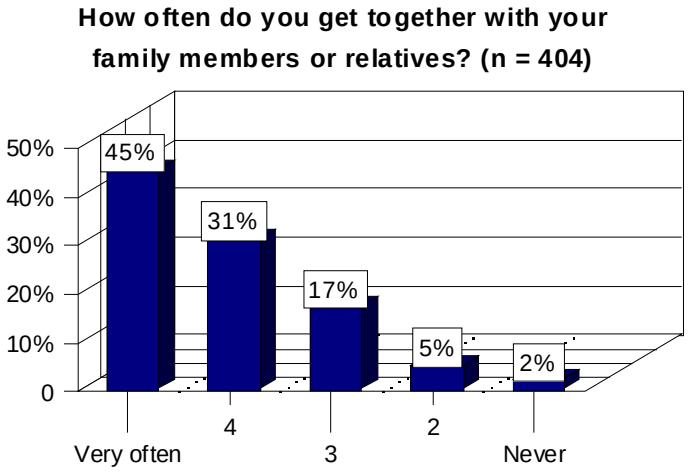
	Question Items	Mean Score	Standard Deviation
1.	Having access to public transportation	2.96	1.65
2.	Having access to health care services	4.20	1.07
3.	Being close to friends or relatives	4.07	1.23
4.	Being close to churches or senior centers	4.33	.99
5.	Police response time	4.25	1.05

Notes:
1. The question items were measured on a 5-point Likert scale ranging from 1 (poor) to 5 (excellent).
2. n = 405.

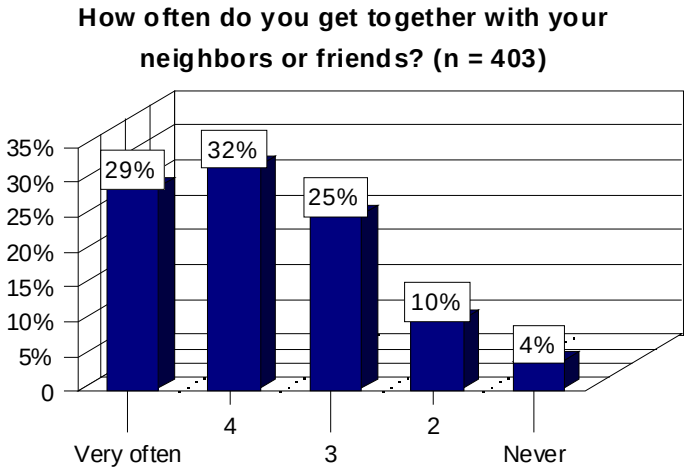
The survey also shows that most of the respondents did not seem to be socially isolated, as 92% of them had a family member, relative, neighbor, or someone close that the could talk to or visit on a daily basis.



In addition, on a 5-point scale with "5" being "very often," respondents gave an average score of 4.13 (standard deviation = .98) in responding to *How often do you get together with your family members or relatives?* and 3.70 (standard deviation = 1.12) to *How often do you get together with your neighbors or friends?*



(Average score = 4.13, Standard deviation = .98)



(Average score = 3.70, Standard deviation = 1.12)

Primary sources of information about community, weather, and health

Next, respondents were asked to indicate their primary sources of information about current events, weather, and health topics in their city or county. Their responses are presented in Tables 3-5 on the next page.

TABLE 3: Primary source of information about current events in city or county

Description of sources	Percent (%)
Newspapers	41.5
Radio	3.5
Local television	42.5
The Internet	3.7
Friends or family members	0.7
Newsletters, brochures, & fact sheets	1.2
Others – specify	4.4
Don't know/Not sure	2.0
Refused	0.5

(*n* = 405)

TABLE 4: Primary source of information about the weather in city or county

Description of sources	Percent (%)
Newspapers	3.2
Radio	6.9
Local television	78.0
The Internet	6.7
Friends or family members	n.a.
Newsletters, brochures, & fact sheets	0.5
Others – specify	3.5
Don't know/Not sure	1.2
Refused	n.a.

(*n* = 405)

TABLE 5: Primary source of information about health

Description of sources	Percent (%)
Newspapers	7.9
Radio	1.5
Local television	16.0
The Internet	8.4
Friends or family members	4.9
Newsletters, brochures, & fact sheets	11.1
Doctor/Physician	34.8
Others – specify	10.1
Don't know/Not sure	4.9
Refused	0.2

(*n* = 405)

As expected, newspapers (41.5%, Table 3) and local television (42.5%, Table 3) dominated as primary sources of information about current events in local communities, as reported by the 405 respondents. As for information about weather, however, local television (78%, Table 4) was the dominant source. When asked about the primary source of information about health, 35% of the respondents cited "my doctor/physician," 16% local television, 11%

newsletters, brochures, and fact sheets, eight percent the Internet, and another eight percent newspapers.

Respondents were next asked to indicate their preferences in receiving public services related information. Tables 6 and 7 display the "yes" percentages reported by the 405 respondents.

TABLE 6: Preferences in receiving public service related information

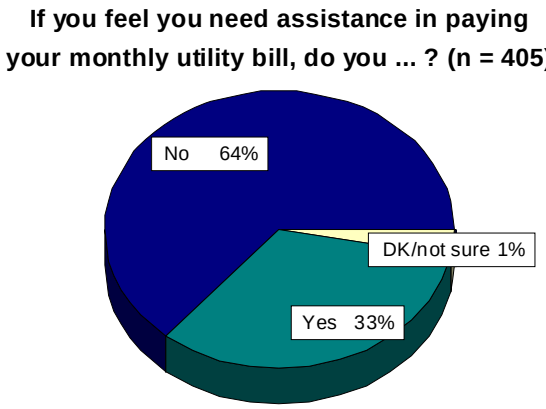
Description of preferences	**"Yes" Percent (%)**
Local television	26.7
Newspapers	18.8
Newsletters, brochures, & fact sheets	17.5
Radio	6.9
The Internet	4.7
Friends or family members	4.2
Social service agencies (meals on wheels)	3.2
Communication action agencies	2.2
Email	2.0
Community classes/Presentation	0.5
Billboards	0.2
Video or tapes	n.a.

TABLE 7: Other Preferences

Description of preferences	**"Yes" Percent (%)**
Mail	6.2
Telephone	1.5
Others – specify	10.1
Not checked	82.2

(n = 405)

As reported on the next page, when asked *If you feel you need assistance in paying your monthly utility bill, do you know how to receive that assistance?* nearly two-thirds (64%) of the respondents said "no," and 33% "yes." This finding alone suggests that, for those aged 60 or above, there is an opportunity for increased promotional or marketing activities if it is deemed important to inform these people of the assistance available to them.



Demographics

At the end of the survey, demographic information such as age, education, ethnicity, home ownership, income, and gender was collected from the respondents. The purpose was to obtain a comprehensive profile of the survey participants for better understanding of the survey results. These results are shown in the following tables and graphs.

Age

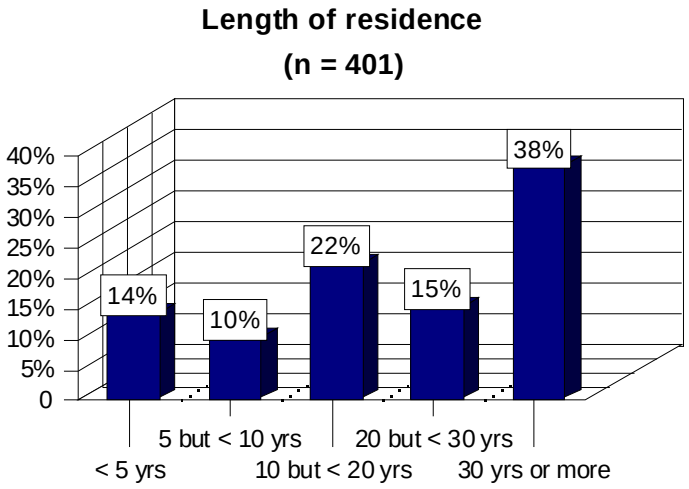
The average age of the 405 respondents was 71.3 years, with a standard deviation of 7.9 years. Participants ranged from 60 to 97 years of age.

TABLE 8: How many adults 18 or older, including yourself, Live in your household?

Number of adults	Percent (%)
One	38.0
Two	47.9
Three or more	12.6
Refused	1.5

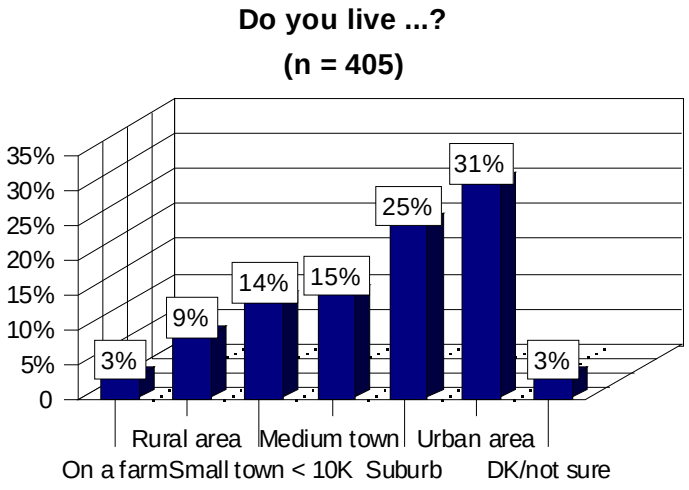
(*n* = 405)

Length of residence

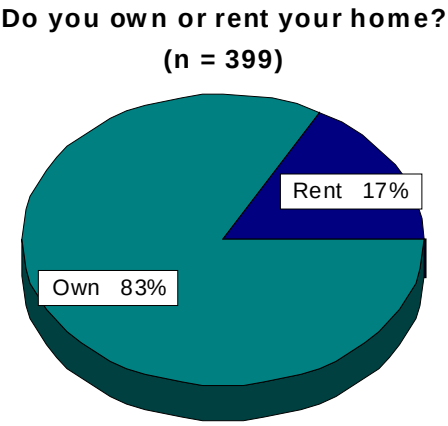


(Average length of residence = 23 years; standard deviation = 15.9 years)

Location of residence



Home ownership



Education

Level of Education

Level of Education	Percent (%)
Less than high school	15.0
High school / GED	28.9
Vocational/technical/community college	5.7
Some university but no degree	16.8
4 year college degree	18.5
Some graduate work but no degree	2.7
Master's degree	9.1
Doctorate degree	2.0
Don't know/Not sure	0.5
Refused	1.0

(*n* = 405)

Ethnicity

Ethnicity

Categories of ethnicity	Percent (%)
White	80.5
African American	13.6
Latino/Hispanic	n.a.
Asian American	0.2
American Indian	0.2
Multiracial	1.7
Others	0.7
Don't know/Not sure	1.2
Refused	1.7

(*n* = 405)

Income

Household Income

Categories of Income	Percent (%)
Less than $10,000	7.4
$10,000 but less than $25,000	16.3
$25,000 but less than $50,000	20.0
$50,000 but less than $75,000	14.8
$75,000 but less than $100,000	6.4
$100,000 but less than $125,000	2.5
$125,000 or more	4.7
Don't know/Not sure	7.2
Refused	20.7

(*n* = 405)

Willingness to be re-contacted for future studies

Seventy-two percent (72%) of the 405 respondents were willing to be re-contacted for future studies related to their living conditions.

Gender