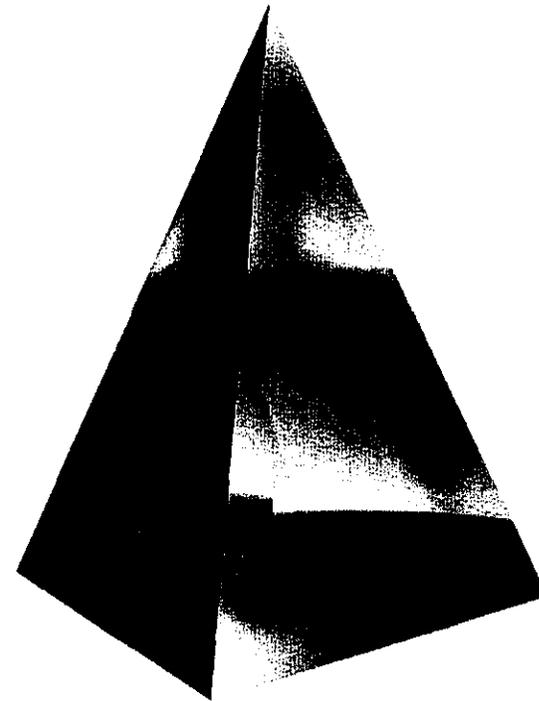




**Business & Corporate Services
Products & Services Catalog
2009 Budget**

June 24, 2008



Ameren THE Performance Leader

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Introduction

The purpose of this document is to serve as a comprehensive B&CS Products & Services Catalog to provide greater transparency into service definition and associated costs for all of the products & services that B&CS provides to internal customers in the operating Business Segments and B&CS, external customers and the Executive Council. In addition to products & services, this catalog identifies pass-through cost items that are accumulated in B&CS on behalf of Business Segment and Corporate customers. This catalog explains the entirety of the B&CS budget by product & service type and customer.

B&CS Products & Services Categorization

The B&CS Products & Services were categorized into four categories in order to identify the customer and the mechanism by which service delivery is reviewed for improvement. The intent is to foster *shared accountability* with customers for performance and results.

- **Demand Driven Services:** Business Segment customers can dial up and down usage and/or service levels for the provision of these products & services.
- **Limited Control over Demand:** There are two types of Limited Control over Demand services:
 - Delivery of products & services to Business Segment customers that are mandated by the Executive Council. Examples include corporate strategy and performance management processes, M&A support and integration, etc.
 - Products & services that are provided in a enterprise-wide, standardized manner, primarily through end-to-end processes, to ensure the most cost-effective service delivery for all of Ameren. Examples include payroll, accounts payable, etc.
- **Corporate Services:** Services provided by B&CS to external customers such as the Board of Directors, government/regulatory agencies, etc., in order to keep Ameren in good standing. Examples include regulatory filings, investor relations, corporate compliance, etc.
- **Pass-throughs:** Costs that are accumulated in B&CS cost centers (i.e. RMCs) on behalf of Business Segment customers or the Corporation at large. These costs are not part of delivering or administering a specific product or service. Examples include government/regulatory fees, memberships, benefits for all employees in the operating Business Segments, etc.

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B&CS Products & Services

Section I

F15 - Human Resources

Corporate HR

Products & Services

Process

Demand Driven

Organization Development Consulting	N/A
Segment Pay & Performance Design & Mgt	N/A
External Sourcing & Selection	N2F
Internal Sourcing & Selection	N2F

Limited Control Over Demand

Benefit Plan Administration, Training & Education	N/A
Develop, Implement & Monitor Corporate Benefits	N/A
Policy Governance, Medical Review Program, and HR Compliance Training	N/A
Diversity Services, Training and Council	N/A
Leadership Development	N/A
Professional Skills Training	Training
Tuition Reimbursement	N/A
Corporate Metrics Development	
Corporate Pay & Performance Design & Mgt	N/A
Market Rate & Salary Management	N/A
Workforce Planning	N2F

Corporate

Affirmative Action Compliance	N/A
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Pass-throughs

Tuition Reimbursement	
Benefits/Labor Loading	

Organization Development Consulting

Appendix Exhibit 1.4 (Revised)
Page 9 of 248

What is the Service?

Internal consulting in the areas of Change Management, Performance and Process Improvement and strategic facilitation.

Type of Service: Demand Driven Service

What is Included?

Category	Description	% of TC
Change Management	Working with leadership to design change strategies that increase the effectiveness and acceptance of an initiative.	30%
Process Improvement	Improving existing processes through Workouts and After Action Reviews, Organization Design, and Line of Sight initiatives.	30%
Group and Team Facilitation	Work with groups and teams regarding implementation of strategy or strategic initiatives.	40%

How Can You Help?

- Bring in the consultants in the early stages of projects.
- Utilize consultants on most strategic initiatives.
- When utilizing external consultants, quickly partner the internal resources with the external consultants.

How do I Compare?

Who is the Provider?

Melanie Curtis, Manager, Organization and Leadership Development
314.554.4276

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Segment Pay & Performance Design & Management

What is the Service?

All activities associated with the design, development, and ongoing management of business-line compensation, performance management and recognition programs.

All analysis, reporting, and consulting activities designed to support leadership decision making as well as all reporting that is required for regulatory purposes.

Type of Service: Demand Driven Service

What is Included?

Category	Description	% of TC
Compensation Management	Business-line specific compensation and reward program design and management.	30%
Compensation Reporting	Regulatory data requests, annual pay and performance reports for Sr. Leadership, EPB/COP reporting, negotiation support, etc.	70%

How Can You Help?

- Leverage corporate-level compensation, performance management and recognition programs. Avoid significant customization or redesign.
- Provide feedback regarding any unneeded reports.

How do I Compare?

Who is the Provider?

Krista Bauer, Manager, Compensation & Performance

(314) 554-2049

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

External Sourcing & Selection

Appendix Exhibit 1.4 (Revised)
Page 11 of 248

What is the Service?

Gather job requirements, decide and implement best way to acquire talent. Recruit, screen, test applicants, facilitate selection of best candidates, check backgrounds, make offer, provide relocation assistance, and on-board new hire.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Fixed Costs	Applicant Screening, Testing, Assessment; Background Checking, Pre-Employment Drug & Physical Testing, Applicant Travel	10%
Variable Costs	Relocation Advertising, Search Firms	75% 10%
Other	Immigration, Exit Interviews	5%

How Can You Help?

- Consider location of candidates and follow guidelines as published (relocation is 65% of total external hire costs)
- Exhaust HR screening/assessment strategies before inviting numerous candidates in for interview process.
- Ensure best contract with search/staffing firms by negotiating through HR & Strategic Sourcing.
- Use low-cost advertising first (employee referrals, grass-roots campaigns). Exhaust internal recruiting strategies before employing search firms and high-cost advertising.

How do I Compare?

Who is the Provider?

Karen Boulanger, Manager, Workforce Planning and Talent Acquisition,
314.554.6311

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Internal Sourcing & Selection

Merren Exhibit 1.4 (Revised)
Page 12 of 248

What is the Service?

Gather job requirements, decide and implement best way to place internal talent. Recruit, screen, test employees, check performance data, and facilitate selection of best candidates.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Selection Cost	Canvassing, Screening, Testing, Assessment	100%

How Can You Help?

- Exhaust HR screening strategies before interviewing (larger interviewing pool increases BL costs and HR costs)
- Improve education & experience requirements descriptions to ensure efficient screening criteria.
- Consider location of candidates and follow guidelines as published

How do I Compare?

Who is the Provider?

Karen Boulanger, Manager, Workforce Planning and Talent Acquisition,
314.554.6311

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Benefit Plan Administration, Training & Education

What is the Service?

Provide participants/vendors with internal benefits support; administer pension/LTD plans & payments; process plan participant divorces and benefit splits; monitor/ process invoices, payroll ded. and co. contrib. from appropriate source; educate/ communicate on benefit matters; process death claims and provide benefit support for survivors; annual enrollment support; vendor management. Also, provide employees, HR Partners, Union Leaders and Management with information to improve understanding of benefits.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Administrative Costs	Cost of contracts for Third Party Administrators (Hewitt Associates, Merrill Lynch, and Financial Engines) and internal administration of LTD, pension and death processing.	55%
Support Costs	Time and resources used to resolve issues, process benefits; invoice, deduction and company contributions processing.	35%
Other	Misc. education, communication, recordkeeping, annual enrollment, vendor management.	9%
Training & Development Costs	Monthly New Employee Orientation, New Supervisor Training, Ad Hoc request from Business Lines, BL specific training	1%

How Can You Help?

- Support "best practice" plan designs to reduce costs especially through negotiations initiatives.
- Develop robust business line strategy around negotiating benefit plan changes in line with corporate recommendations
- Lead and express your support of benefit program changes and initiatives in your organization
- Express your support of the efforts to outsource transactional work to vendors who provide the right balance of value and service to employees.
- Be willing to use and allow employees to use alternative communication methods such as webcasts, recorded presentations, etc.

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Who is the Provider?

Marla Langenhorst, Manager, Employee Benefits, 314.554.2565

Develop, Implement & Monitor Corporate Benefits

What is the Service?

Research/design benefits which meet Ameren's needs; develop long-term benefits strategy; assist business lines in benefit negotiations; provide budgeting, modeling, valuation, benchmarking, reporting, and analytical support; research/contract with vendors to provide services; ensure legal/regulatory compliance; M&A evaluation & implementation; establish cost sharing methods; design annual enroll. initiatives.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Fixed Costs	Legal and regulatory compliance	15%
Variable Costs	Plan design; labor negotiations; vendor contracts; consultants	65%
Variable Costs	Costing, benchmarking and analytical support	20%

How Can You Help?

- Develop robust business line strategy around negotiating benefit plan changes in line with corporate recommendations
- Support benefit program initiatives in your organization

How do I Compare?

Who is the Provider?

Marla Langenhorst, Manager, Employee Benefits, 314.554.2565

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Policy Governance, Medical Review Program, and HR Compliance Training

What is the Service?

Develop, review, and post corporate-level policies. Provide policy interpretation to local management for risk management purposes. Manage immigration and NERC processes.

Facilitate fitness for duty and independent medical examinations to ensure employees can safely and effectively perform the essential functions of their positions. At the business line's request, deliver various compliance-related modules for skill development and risk management.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Policy development, review and posting	Partner with business lines and Legal to develop new corporate-level policies that satisfy business needs and regulatory requirements; ensure corporate-level policies conform to corporate standard; post approved policies on intranet .	30%
Policy Governance	Advise business line leadership on policy interpretation and implementation for risk management and overall administration	35%
Facilitate medical evaluations	Work with the business lines to get employees evaluated by Ameren-approved occupational medicine specialists to ensure employees can perform the essential functions of their positions	30%
Compliance Training	Develop and deliver face-to-face training on various compliance products including FMLA, DOT, EEO, Affirmative Action, Immigration, NERC, and ADA.	5%

How Can You Help?

- Ensure policies conform with regulatory requirements
- For non-regulatory policies, ensure policies are aligned with Ameren's Mission, Vision, and values.
- Initially use the Medical Information Form whereby the employee obtains information from his/her treating physician (No cost to the Company)
- For training, invite as many participants as possible to reduce the need for multiple sessions.

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

How do I Compare?

Who is the Provider?

Chris Marchioro, Managing Supervisor HR Compliance and Policy, 314.554.2162

Diversity Services, Training and Council Ameren Exhibit 1.4 (Revised) Page 16 of 248

What is the Service?

Consultation, planning, administration of diversity programs and initiatives, diversity recruitment, community outreach and program development. Service associated with developing and delivering Diversity training programs. This includes need/gap analyses, developing associated training plans, developing class materials, preparing for and delivering training, and assessing the training.

All Diversity activities associated with the Ameren Corporate Diversity Council, including meetings, consultants, training and development, diversity committee support within business lines and program development & support.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Diversity Services	Consulting work and Program Management	85%
Diversity Training	New employee diversity training; Diversity scripts; Supervisor Diversity Training; ALT Diversity Training; Diversity Speakers	8%
Diversity Council	Off-site Training & Development; Diversity Award Program; Diversity Day Initiatives; Speakers & Consultants; Materials	7%

How Can You Help?

- Provide additional "diversity ambassadors" within the business line
- Support BL Diversity Committees
- Provide department budget for diversity activities (i.e. diversity day)
- Provide data for annual diversity reporting
- Include diversity in hiring and succession planning
- Ensure attendance at all scheduled meetings & events

Who is the Customer?

EDY – Energy Delivery
NNG – Non Nuclear Generation
NCL - Nuclear
BUS – Bus & Corp Svcs
AEF – AE / AEM

How do I Compare?

Who is the Provider?

Sharon Harvey-Davis, Manager
Diversity, 314-554-4118

Leadership Development

What is the Service?

Provides people training and skills practice to various levels of leadership. Also provides a systematic method for ensuring we have a bench strength for various levels of leadership.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Supervisor Orientation and Certificate	Provides specific training to our first line supervisors in the areas of Managing Performance, EEO compliance, Diversity, and the basics of supervision.	60%
Management Development Forum	Provides specific training to our high potential second line leaders in the areas of understanding our business, career planning, leadership tools and techniques. This program balances leadership philosophy with business concepts.	15%
Leadership Development Design and Succession Planning	Provides a process to identify potential leaders and create development opportunities to ensure readiness to move to the next level of leadership. May include job rotation, training, action learning, and tracking of high potentials.	25%

How Can You Help?

- Merge toward one model of leadership development.
- More consistency regarding a core set of assessments.
- Send only high potentials to Management Development Forum

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

How do I Compare?

Who is the Provider?

Melanie Curtis, Manager, Organization and Leadership Development
314.554.4276

Professional Skills Training

Ameren Exhibit 1.4 (Revised)
Page 18 of 248

What is the Service?

Provides people skills training and skills practice to general population of employees, focusing on management employees.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Professional Skills Courses	Provide our employees with training opportunities, both off the shelf and customized, and skills practice in the areas of stress management, informal leadership, business acumen, career development, communication skills, meeting effectiveness, time management, conflict resolution and personal effectiveness.	100%

How Can You Help?

- Less customization of training.
- Less training of smaller numbers of individuals
- More consolidated training with people from various portions of the organization.

How do I Compare?

Who is the Provider?

Melanie Curtis, Manager, Organization and Leadership Development
314.554.4276

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Tuition Reimbursement

Ameren Exhibit 1.4 (Revised)
Page 19 of 248

What is the Service?

Management and contract employee college tuition benefit supporting employee development. Contract is negotiated.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Administrative	Process all requests and reimbursement forms	4%
Reimbursement	Payroll activity	96%

How Can You Help?

-Ensure courses taken are aligned with company need.

How do I Compare?

Who is the Provider?

Melanie Curtis, Manager, Organization and Leadership Development
314.554.4276

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Corporate Metrics Development

Ameren Exhibit 1.4 (Revised)
Page 20 of 248

What is the Service?

Development, Analysis, Feedback and Action Planning of various human capital and satisfaction metrics.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
VPQ	Work with leadership on any changes to the culture, survey, partner with vendor to distribute and analyze initial corporate survey. Feed back the information to senior leaders. Additional analysis and action planning performed with other leaders within the organization as requested.	50%
Surveys Customer Satisfaction Other	Distribute annual customer satisfaction survey for all areas of BCS in conjunction with corporate satisfaction KPIs. Responsibility includes areas of the survey process such as analysis, feedback and action planning. Ability to perform various survey analysis on a variety of metrics	50%

How Can You Help?

- Less customization of reports.
- Take action on data and implement plans to increase engagement of employees and satisfaction of customers.

How do I Compare?

Who is the Provider?

Melanie Curtis, Manager, Organization and Leadership Development
314.554.4276

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Corporate Pay & Performance Design & Management

What is the Service?

All activities associated with the design, development and on-going management of corporate-level compensation, performance management and recognition programs.

All planning, communication and consulting activities completed as part of the annual pay and performance process.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Corporate Reward Design	Program design and management.	25%
Annual Pay and Performance Cycle	Budget development, material development, communication, decision support, Board preparation, MeritNET system mtce.	75%

How Can You Help?

-Avoid substantial customization of corporate-level programs and processes.

-Leverage lump-sum merit increase option when pay is sufficient for work performed.

How do I Compare?

Who is the Provider?

Krista Bauer, Manager, Compensation & Performance

(314) 554-2049

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Market Rate & Salary Management

Ameren Exhibit 1.4 (Revised)
 Page 22 of 248

What is the Service?

All activities associated with the development and management of positions descriptions and postings, market rate and classification data determination and salary offer development.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Job Analysis	Job description development, salary survey participation, market rate analysis and determination.	60%
Salary Offers	Salary Offers for new hires and promotions.	40%

How Can You Help?

- Design entry/intermediate level positions when possible.
- Manage career path promotions conservatively.
- Manage salaries conservatively and based on performance.

How do I Compare?

Who is the Provider?

Krista Bauer, Manager, Compensation & Performance

(314) 554-2049

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Workforce Planning

What is the Service?

Analyze workforce to prepare for future needs. Forecast future talent needs, conduct a gap analysis between the current and future staff, decide how to close any gaps, and determine whether the needs will be met by recruiting, training or outsourcing.

Type of Service: Limited Control over Demand

What is Included?

Category	Description	% of TC
Fixed Costs	Workforce Projections and Analysis	65%
Variable Costs	Workgroup Break-out Projections and Analysis Consulting Re: Staffing Plans	25% 10%

How Can You Help?

-Assign a BL expert to support Workforce Planning Initiatives to ensure efficient data collection and accurate work group break-out analysis.

How do I Compare?

Who is the Provider?

Chris Marchioro, Managing Supervisor
HR Compliance and Policy, 314.554.2162

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Affirmative Action Compliance

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Ensure Ameren fully complies with Executive Order 11246 including preparation and release of mandatory affirmative action plans, and representing the company with regulatory agency inquiries and audits.

Type of Service: Corporate service

What is Included?

Category	Description	% of TC
Plan preparation	Work with external counsel to prepare Ameren's 58 affirmative action plans	60%
Audit defense	Work with external counsel to investigate and respond to all formal audits initiated by regulatory agencies	30%
Plan distribution	Work with HR Business and Corporate Services and the business lines to release and monitor the affirmative action plans	10%

How Can You Help?

-Ensure Ameren fully complies with the provisions of Executive Order 11246 through internal audits and by defending the company in regulatory audits

How do I Compare?

Who is the Provider?

Chris Marchioro, Managing Supervisor
HR Compliance and Policy,
314.554.2162

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

HR Business Services

Products & Services

Process

Demand Driven

HR Consulting & Project Management

N/A

Labor Relations Consulting

N/A

Limited Control Over Demand

HR Business Services Training

Training

Corporate

Corporate Compliance

N/A

HR Consulting & Project Management

Ameren Exhibit 1.4 (Revised)
Page 26 of 248

What is the Service?

As the single point of HR contact with the Business Segment, and in collaboration with HRCS, HRBS will partner with Business Segments to identify and design business segment specific and tailored solutions to HR issues impacting business objectives, including data gathering, identification of HR best practices, diagnosis and troubleshooting, action planning, implementation, and evaluation – end to end project support / management.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Workforce Planning	Workforce planning, personnel selection, job / organization design, succession planning	30%
Workforce Development	Leadership development, change management	20%
Workforce Support	Personnel performance management / coaching, absence management, merit and incentive comp consulting for non bargaining unit employees	50%

How Can You Help?

- Utilize pre-designed programs and minimize customization.
- Develop cost estimates and/or business cases for projects and manage project scope.
- Involve HR early in project consideration / discussion.
- Link internal and external resources associated with project.
- Consider alternative solutions to issues.

How do I Compare?

Who is the Provider?

C. Iselin – VP, HR Business Svcs.	43814
J. Fey – ED IL	44116
E. Hearn – AER	42301
W. Jung – Reg. Gen. Power Op.	42840
R. Mullenschlader – ED MO	43383
M. Nessler – B&CS	43180
D. Slagley – Reg. Gen. Nuclear	42748

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AER
Fuels	B&CS	Corp

Labor Relations Consulting

Ameren Exhibit 1.4 (Revised)
Page 27 of 248

What is the Service?

Assist Business Segment management with issues regarding employment / disciplinary actions, labor strategy, negotiations, grievance and arbitration cases, and the interpretation and/or implications of labor agreements, past practices and side agreements.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Employment / Disciplinary Action	Investigate, advise and make recommendations regarding employment / disciplinary action involving bargaining unit and management employees.	40%
Labor Issues Consulting	Maintain files/records (hard copy/electronic), perform research and provide advice and recommendations regarding labor agreements, past practices and side agreements. Assist with negotiations.	40%
Grievances & Arbitration	Respond to grievances on behalf of business . Advise and make recommendations regarding grievances.	20%

How Can You Help?

- Create consistency across the labor agreements.
- Simplify / reduce number of labor agreements.
- Reduce / limit the number of side agreements.
- Enhance contract language to improve flexibility.
- Increase labor relations training for business segment management.
- Implement identified best practices, where appropriate.

How do I Compare?

Who is the Provider?

C. Iselin – VP, HR Business Svcs.	43814
J. Fey – ED IL	44116
E. Hearn – AER	42301
W. Jung – Reg. Gen. Power Op.	42840
R. Mullenschlader – ED MO	43383
M. Nessler – B&CS	43180
D. Slagley – Reg. Gen. Nuclear	42748

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AER
Fuels	B&CS	Corp

HR Business Services Training

Ameren Exhibit 1.4 (Revised)
Page 28 of 248

What is the Service?

Develop and deliver training programs including needs analysis, development of training plans and class materials, and delivery and assessment of the training.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Compliance Training	Develop and deliver compliance training, including ADA, Affirmative Action, EEO, FMLA, Anti-Harassment, and Workplace Violence, including routine ongoing sessions and specially requested sessions.	75%
Labor Relations Training	Develop and deliver labor relations training, including that for new supervisor classes and specially requested sessions.	25%

How Can You Help?

- Utilize pre-designed programs and minimize customization.
- Consider training delivery options (i.e. CBT, video, etc.).
- Reduce travel expenses.
- Avoid small training class size.

How do I Compare?

Who is the Provider?

C. Iselin – VP, HR Business Svcs.	43814
J. Fey – ED IL	44116
E. Hearn – AER	42301
W. Jung – Reg. Gen. Power Op.	42840
R. Mullenschlader – ED MO	43383
M. Nesslein – B&CS	43180
D. Slagley – Reg. Gen. Nuclear	42748

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AER
Fuels	B&CS	Corp

Corporate Compliance

What is the Service?

Investigate allegations of violation of Company policies and regulations related to EEO and Anti-Harassment, Affirmative Action, FMLA, ADA, Workplace Violence, Internet / Intranet / E-mail Usage, Computer System Access, DOT, and DOL, recommend appropriate corporate responses, and maintain records.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Corporate Compliance	Investigate allegations, recommend corporate responses, and maintain records.	100%

How Can You Help?

- Increase accountability for applying learned training.
- Increase employee awareness of employee diversity and compliance related issues.

How do I Compare?

Who is the Provider?

C. Iselin – VP, HR Business Svcs.	43814
J. Fey – ED IL	44116
E. Hearn – AER	42301
W. Jung – Reg. Gen. Power Op.	42840
R. Mullenschlader – ED MO	43383
M. Nesselin – B&CS	43180
D. Slagley – Reg. Gen. Nuclear	42748

Who is the Customer?

ED-MO	ED-IL	ED Tech
Nuclear	Generation	AER
Fuels	B&CS	Corp

Employee Communications

Products & Services

Process

Demand Driven

Training & Safety Services

N/A

Limited Control Over Demand

Senior Management Requested Services

N/A

Employee Communications

N/A

Corporate

Training and Safety Services

What is the Service?

This service involves creating training and safety tools and products. The finished product is generally a video or CBT (computer based training). A business line client requests support based on need. Working with the subject matter expert we will create the training materials.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Create Video tape	Determine client need, develop script, record, edit, duplicate, distribute, support infrastructure.	40%
Create on line computer based training	Work with client to develop lesson plans, lessons screens and computer code for training module. Develop and maintain interface between on line lessons and People Soft for course tracking	50%
Other MSL	Falls into posters, slide shows, executive presentations, meetings in a box, and live meetings	10%

How Can You Help?

-Keep the audience as broad as practical. It's more efficient to make a program that applies to all power plants instead of just the Missouri plants.

-Plan ahead. The process of creating a training CBT or video can take months and there are always projects in cue. Also the process requires a collaborative effort between the client/subject matter expert and the producer, ensure the client has the time and authority to see the process through to completion.

* NOTE: Much of the capital equipment used to facilitate Employee Communications is also used for Training and Safety Services efforts.

How do I Compare?

Who is the Provider?

Jim Trevor, Supervisor Communication Services

Dave Kempa, E-Learning Consultant

Who is the Customer?

ED-MO	ED-IL	ED-Serv
Nuclear	Generation	AEM/AE
Fuels	B&CS	Corp

Senior Management Requested Service

Ameren Exhibit 1.4 (Revised)
Page 32 of 248

What is the Service?

Provide strategic communications support to senior management to ensure consistency of the messages and facilitate change management for; Board of Directors meetings, Officer meetings, ALT meetings and employees.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Key Messages	Providing strategy and support for the key corporate messages.	60%
Special comm.	ALT meetings, Special I/Cs and senior mgt letters and emails	30%
Provide outside services to the community	Department expertise and services are volunteered by a member of senior management to outside organizations.	10%

How Can You Help?

- Support employee communication efforts by active and positive participation.
- Cascade and support executive messages
- Add local perspective and "what it means to me" context when talking with employees

How do I Compare?

Who is the Provider?

Dave Hunt, Director Employee Communications 314/554-4326

Who is the Customer?

Executive Council

Employee Communications

What is the Service?

Employee Communications encompasses all the media the corporation uses to communicate with employees. Communication is a huge part of both employee engagement and culture change. Employee communications enables the corporation to provide consistent and accurate messages, providing employees with info and context to not only be better employees but to also act as Ameren ambassadors in the community.

Type of Service: Limited Control over Demand

What is Included?

Category	Description	% of TC
Corporate Media	AmerenJournal, Interconnect, AmerenOnLine, PeopleMatters, Scholar, HRPowerLine, Leadership Link and others.	65%
BL Assistance	Assist individual business lines with message development, meetings and presentations, (meeting in a box for ED, incentive compensation communication for HR).	10%
Corporate Assistance	Employee Communications also includes creating the annual United Way and Diversity Day tapes, Ameren image pieces for recruiting, public meetings, etc, managing the HRPartner network and coordinating and creating Annual Enrollment communications.	25%

How Can You Help?

- Coordinate business line/function communications with corporate provided materials/messages.
- Leverage ongoing communication vehicles to get information to employees.
- Support employee communication efforts by active and positive participation.

How do I Compare?

Who is the Provider?

Jim Trevor, Supervisor Communication Services

Who is the Customer?

ED-MO	ED-IL	ED Serv
Nuclear	Generation	
B&CS	Corp	

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B&CS Products & Services

Section II

F21 - General Counsel

General Counsel

Products & Services

Process

Demand Driven

Business Development Services	N/A
Community Development Services	N/A
Security Services	N/A
Investigative Services	N/A
Business Line Legal Support	N/A

Limited Control Over Demand

General Legal Services	N/A
Regulatory Services – General	N/A
Claims Management	N/A
Worker's Comp Management	N/A
Regulatory Policy (Federal)	N/A
Government Relations (Federal)	N/A

Corporate

Board of Director Services	N/A
Shareholders Meetings	N/A

Pass-throughs

Contributions	N/A
Memberships	N/A
Injuries and Damages	N/A
Worker's Compensation	N/A

Business Development Services

Ameren Exhibit 1.4 (Revised)
Page 37 of 248

What is the Service?

Business Development Services- Proactive business development marketing activities and technical project management support to new and expanding customers .

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Industrial Solicitation	Actively promote the Ameren service area to new and expanding customers	50
Project Management	Provide technical project management support to new and expanding customers as they consider new business locations in Ameren service territory.	50

How Can You Help?

-Effectively leverage state, regional and local resources in marketing service area.

Who is the Provider?

Mike Kearney, Manager, Economic Development 314.554.2304

Who is the Customer?

Energy Delivery - ILL
Energy Delivery- MO

Community Development Services

Ameren Exhibit 1.4 (Revised)
Page 38 of 248

What is the Service?

Community Development Services-Technical support to local communities designed to improve economic competitiveness and enhance service area's capacity to attract business growth.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Technical Support	Providing technical staff assistance for infrastructure planning, building /site inventory and support for workforce development issues	50
Membership Support	Provide financial and technical support to regional and local economic development organizations.	50

Who is the Provider?

Mike Kearney, Manager, Economic Development 314.554.2304

How Can You Help?

-Provide more wholesale approach to community development services through program offerings such as Partners in Development.

Who is the Customer?

Energy Delivery - ILL
Energy Delivery- MO

Security Services

Ameren Exhibit 1.4 (Revised)
Page 39 of 248

What is the Service?

Provide guard services to protect Ameren employees and properties.

Type of Service: Demand Driven

What is Included?

Description	% of TC
Personnel management at the General Office Buildings, perimeter control and outage control management at the power plants	75
Management, repair and monitoring of security-related protective devices, e.g. CCTV, Card-Access.	25

Who is the Provider?

Joseph Mullenschlader
Manager, Corporate Security
314-554-4469

How Can You Help?

Guard Service

-Communicate "outage" information in a timely manner. Short notice requires overtime rate for the first 3-day period.

-Communicate job-siting locations early so that Security can review the location and review risks and vulnerabilities at the site.

Monitoring

-Contact Security before work is done at the plants, works headquarters that affect either the card access or the CCTV systems.

-Clearly identify electrical circuits that are used by the Security systems. Many service calls are directly related to circuits that have been accidentally turned off for maintenance reasons.

Who is the Customer?

Business & Corporate Services
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Investigative Services

What is the Service?

Investigations of internal and external issues dealing with personnel matters, thefts, threats to the company, etc.

Type of Service: Demand Driven

What is Included?

Description	% of TC
INVESTIGATIONS	100

How Can You Help?

-Notify security early-on regarding pending investigatory issues or suspicious circumstances. Delays in reporting issues often lengthen the investigation time.

-Most thefts can be prevented through the proper set-up of the site. Good "house-keeping" procedures, on-time deliveries and the use of "storage vaults" should be mandatory at all job-site locations.

-Use of outside "surveillance" resources should be used as a "last-resort" mechanism due to costs.

Who is the Provider?

Joseph Mullenschlader
Manager, Corporate Security
314-554-4469

Who is the Customer?

Business & Corporate Services
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Business Line Legal Support

Ameren Exhibit 1.4 (Revised)
Page 41 of 248

What is the Service?

Respond to requests from Ameren business units for "on-demand" legal support of business transactions. This service is provided by Ameren's in-house legal staff with assistance from selective outside law firms, as required.

Type of Service: Demand Driven

What is Included?

Description
Legal drafting and/or review and approval of business transaction documents
Legal advice regarding transaction approach and structuring
Assessment of liability exposure and risks

How Can You Help?

- Use pre-approved forms and contracts when possible
- Seek Legal advice as soon as practicable
- Have all supporting details and background information available and organized to facilitate meaningful dialog with Legal staff

Who is the Provider?

Steve Sullivan
SVP , General Counsel & Secretary
314.554.2098

Who is the Customer?

AE, AEM, AFS
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

General Legal Services

Ameren Exhibit 1.4 (Revised)
Page 42 of 248

What is the Service?

Provide full-service legal support, other than litigation and regulatory matters, including such matters as bankruptcy, credit & collection, contracts, SEC & financing, environmental, HR, IR, intellectual property, M&A, municipal, nuclear and real estate matters. This service is provided by Ameren's in-house legal staff with assistance from selective outside law firms, as required.

Type of Service: Limited Control Over Demand

What is Included?

Description
Issue review, investigation, development
Legal review and approval of documents
Assessment of liability exposure and risk
Management and oversight

Who is the Provider?

Steve Sullivan
SVP, General Counsel & Secretary
314.554.2098

How Can You Help?

- Seek Legal advice as soon as practicable
- Have all supporting details and background information available and organized to facilitate meaningful dialog with Legal staff
- Be open to exploring alternative approaches to reducing legal risks and/or resolving legal issues

Who is the Customer?

AE/AEM
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Regulatory Services - General Ameren Exhibit 1.4 (Revised) Page 43 of 248

What is the Service?

Represent the Company before various regulatory agencies, including MPSC, ICC, FERC, SEC, NLRB, DOJ, OSHA, FCC, STB, EPA, DNR etc. Develop regulatory solutions to critical issues and establish, implement and monitor procedures and policies to ensure corporate compliance with regulatory rules and orders. This service is provided by Ameren's in-house legal staff with assistance from selective outside law firms, as required.

Type of Service: Limited Control Over Demand

What is Included?

Description
Legal drafting and/or review and approval of regulatory/business related documents and legal filings
Provide legal advice regarding regulatory/business matters
Review proposed legislation and provide legal opinions
Review and provide advice regarding AEM retail contracts
Assess regulatory risks and exposure

Who is the Provider?

Steve Sullivan
SVP , General Counsel & Secretary
314.554.2098

How Can You Help?

-When involved in regulatory matters, have all supporting details and background information available and organized to facilitate meaningful dialog with Regulatory staff.

-Keep abreast of regulatory compliance requirements in your area of expertise.

Who is the Customer?

AE/AEM
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Claims Management

Ameren Exhibit 1.4 (Revised)
Page 44 of 248

What is the Service?

Represent and defend all Ameren companies in claims and litigation actions brought against them for property damage and personal injury. This includes traditional defense as well as assessing all insurance coverage issues, cross claims and third-party actions. This service is provided by Ameren's in-house legal staff with assistance from selective outside law firms, as required.

Type of Service: Limited Control over Demand

What is Included?

Description
Case review, investigation, development, and filing
Expert Witness Services (if applicable)
Assessment of liability exposure and risk
Management and oversight

Who is the Provider?

Shig W. Yasunaga
Associate General Counsel
(314)554-3273

How Can You Help?

- Report damage claims to third party administrator as soon as practicable.
- Compile and secure documents and information as soon as practicable after any event with potential liability exposure.
- Proactively look for ways to mitigate potential risks that could lead to property damage or personal injury.

Who is the Customer?

AE/AEM
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Workers' Compensation Management

Ameren Exhibit 1.4 (Revised)
Page 45 of 248

What is the Service?

Represent and defend all Ameren companies in claims and litigation actions brought against them for work-related injuries. Once a claim is accepted this includes payments for all benefits associated with workers' compensation. This service is provided by Ameren's in-house legal staff with assistance from selective outside law firms, as required.

Type of Service: Limited Control over Demand

What is Included?

Description
Case review, investigation, development, and filing
Expert Witness Services (if applicable)
Assessment of liability exposure and risk
Management and oversight

Who is the Provider?

Jackie French
Associate General Counsel
(314)554-2223

How Can You Help?

- Continue to have Safety as the primary focus of all job tasks to prevent an injury from happening.
- Report injuries immediately, even if medical treatment is not required.
- Where warranted, conduct an in depth investigation into the accident, the cause and how to prevent future accidents.
- Keep a management employee involved throughout the life of the injury/case.

Who is the Customer?

AE/AEM
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Regulatory Policy - Federal

Ameren Exhibit 1.4 (Revised)
Page 46 of 248

What is the Service?

Provide monitoring and analysis of Federal (FERC) filings, dockets, hearings, technical conferences and rule makings. Manage Ameren's "public relations" with FERC Commissioners and staff, regulatory strategies and positions. Direct and provide assistance to the Business Lines and Ameren executives to ensure corporate compliance with FERC "market" rules.

Type of Service: Limited Control Over Demand

What is Included?

Description
Develop Ameren policy, procedures, training and protocols to ensure corporate compliance with FERC's various "market" rules and assist Business Units with their compliance implementation.
Initiate and maintain a working business relationship with FERC's staff and Commissioners to advance Ameren's position on pertinent issues.
Develop Ameren's position and strategies related to proposed or current FERC regulations
Monitor FERC regulatory activities and provide status reports to Ameren Business lines on issues that are of importance to their operations.
Coordinate Federal regulatory filings with Ameren's legal unit and assist Business Lines in developing testimony and strategic positions

Who is the Provider?

Joseph M. Power – Federal
202-783-7604

How Can You Help?

- Assist in developing Ameren or industry positions and policies related to Federal inquiries, filings, rule makings or dockets.
- Provide feedback as to which Federal activities are most important to your Business Line.

Who is the Customer?

AE/AEM
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Government Relations - Federal

Ameren Exhibit 1.4 (Revised)
Page 47 of 248

What is the Service?

All tasks associated with providing Ameren and its subsidiaries with efficient and effective representation before political and governmental bodies with the goal of furthering corporate strategies and goals.

Type of Service: Limited Control Over Demand

What is Included?

Description
Monitoring and evaluating legislation and government regulations
Lobbying of corporate positions
Provide internal consulting to Ameren regarding government relations
Keep business lines informed of ICC & MOPSC initiatives and State Code of Conduct/Affiliate Rule implementation.
Participate in membership organizations that will complement Ameren's corporate goals and government relations activities.

Who is the Provider?

Joseph M. Power – Federal
202-783-7604

How Can You Help?

- Engage in regular meetings with Government Relations to discuss initiatives/developments in your respective areas
- Provide prompt responses to requests for information on pending issues
- Contribute to the Corporate PAC / participate in membership organizations related to their operations

Who is the Customer?

AE/AEM
Business & Corporate Services
Nuclear
Energy Delivery - ILL
Energy Delivery- MO
Energy Delivery - Services
Generation - Unregulated
Generation - Regulated
Generation - Tech Services

Board of Directors Services

What is the Service?

Administer compensation and reimbursement of expenses for members of the Board of Directors.

Type of Service: Corporate

What is Included?

Description	% of TC
Fees, retainers and stock compensation	85
Reimbursement of expenses (includes directors' education)	8
Consultants and miscellaneous	7

Who is the Customer?

Corporate

Who is the Provider?

Jerry Waters, Assistant Secretary,
Corporate Secretary's
314.554.2715

Shareholders Meetings

What is the Service?

Processes involved in order to conduct the Annual Shareholders Meeting.

Type of Service: Corporate

What is Included?

Description	% of TC
Printing and distribution of SEC Form 10K and proxy material	61
Voting tabulation	37
Set-up & hosting meeting	2

Who is the Customer?

Corporate

Who is the Provider?

Jerry Waters, Assistant Secretary,
Corporate Secretary's
314.554.2715

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B&CS Products & Services

Section III

F13 - Corporate Planning

Corporate Planning

Products & Services

Process

Demand Driven

Commercial Transmission and Congestion/FTR Analysis	P2R
MISO/PJM Market Analysis and Regulated Pricing	P2R
Portfolio, Trading and Price Volatility Analysis	P2R
Energy Efficiency and Demand Response	N/A
Production Cost Simulations	P2R
Resource Planning	P2R

Limited Control Over Demand

Load & Revenue Forecasting & Analysis	P2R
Modeling for Ameren Forward View	P2R
Manage Corporate Model	P2R
B&CS Planning and Support	P2R
Corp. Strategy & Perf. Mgmt. Processes	P2R
M&A Modeling, Support & Integration	P2R
Corporate Budget Support	P2R

Corporate

Commercial Transmission and Congestion/FTR Analysis

What is the Service?

Provide transmission analytical services to trading and marketing organizations for evaluation of generation offer, virtual bidding and other trading, FTR and hedging activities.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Commercial Transmission Analysis	<ul style="list-style-type: none"> •Transmission model development, Simulations and Post-simulation analysis •Standard LMP forecasts and other transmission assessment reports •Software and systems 	80
Congestion & FTR Analysis	<ul style="list-style-type: none"> • Analysis of congestion and FTR value on specific MISO and PJM paths •Reporting of hedge effectives and potential FTR portfolio values 	20

How Can You Help?

Reduce complexity and frequency of the analysis

Reduce frequency of reporting

How do I Compare?

Who is the Provider?

Ajay Arora, Manager, Commercial Transactions, 314.613.9178

Who is the Customer?

AEF – AE/AEM

MISO/PJM Market Analysis & Regulated Pricing

Ameren Exhibit 1.4 (Revised)
Page 48 of 48

What is the Service?

Review and understand in detail the key tariff rules and charges in MISO and PJM. Review and perform financial analyses of the impact of market design changes in MISO and PJM to provide forecasts of RTO charges, input on structured transactions and trading strategies. Provide regulated pricing support to AE, including modeling and contract review.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
MISO/PJM Market Analysis	<ul style="list-style-type: none"> •Attending key RTO stakeholder and internal meetings to discuss Market Design Issues •Review and understand proposed and implemented tariff changes •Analysis of Market Design changes on Ameren's business operations 	90
Regulated Pricing Support	Pricing structured transactions (AE only)	10

How Can You Help?

Reduce complexity of analysis
Number of times prices are refreshed

How do I Compare?

Who is the Provider?

Who is the Customer?

Ajay Arora, Manager, Commercial Transactions, 314.613.9178

AEF – AE/AEM

Portfolio, Trading and Price Volatility Analysis

Ameren Exhibit 1.4 (Revised)
2008-05-24

What is the Service?

Provide Portfolio risk and margin analysis to internal trading and marketing organizations for evaluation of commodity hedging and trading strategies to optimize generation portfolio. Provide load and commodity price volatility modeling for evaluation of forward commodity hedging strategies.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Portfolio & Analysis & Reporting	<ul style="list-style-type: none"> •Model development, simulation and scenario analysis •Developing tools and reports 	60
Price Volatility Modeling & Analysis	Modeling price and load volatility	40

How Can You Help?

Detailed model runs versus incremental spreadsheet analysis

Reduce complexity of analysis

Frequency of simulation modeling

How do I Compare?

Who is the Provider?

Ajay Arora, Manager, Commercial Transactions, 314.613.9178

Who is the Customer?

AEF – AE/AEM

Energy Efficiency and Demand Response Implementation

What is the Service?

Address regulatory commitments in Missouri and relevant law in Illinois to implement a robust set of customer energy efficiency initiatives across all customer classes. Rules in both states set annual load reduction goals and budget limits.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Labor	Internal labor to perform analysis, enter forecast data and run models.	5
Consultants and Equipment	Consultants and equipment for specific projects stemming from regulatory requirements.	95

How Can You Help?

Reduce reliance on external consulting

-A key component of rulemaking in both IL and MO is cost recovery for IOU's. We expect 100% of costs to be recovered through a specific rate provision.

How do I Compare?

Who is the Provider?

Rick Voytas, Manager, Energy
 Efficiency and DSM 314.554.3025

Who is the Customer?

EDY

Production Cost Simulations

Ameren Exhibit 1.4 (Revised)
Page 57 of 248

What is the Service?

Production cost simulations for fuel budgets, trading strategies, fuel strategies, financial modeling, outage planning, and corporate strategy studies.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Production Cost Simulations	Run models to develop production cost estimates under specified operating scenarios.	100

How Can You Help?

Reduce complexity and number of scenarios

How do I Compare?

Who is the Provider?

Ajay Arora, Manager, Commercial Transactions, 314.613.9178

Who is the Customer?

Executive Council
AEF – AE/AEM
BUS – Business & Corporate Services
NNG – Non-nuclear Generation
NCL – Nuclear Generation

Resource Planning

What is the Service?

Develop long-term integrated least cost resource plans, analyze regulatory compliance options and support the evaluation of strategic decisions related to power generation assets.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Labor	Internal labor to perform analysis, enter forecast data and run models.	10
Consultants and Equipment	Consultants and equipment for specific projects stemming from regulatory requirements.	90

How Can You Help?

Simplify IRP rule requirements
Reduce reliance on external consulting

-Resource planning work is governed by prescriptive rules in MO. Although rules do not currently exist in IL, we anticipate that IL will address rulemaking in regards to renewable energy, energy efficiency and demand response initiatives. A key component of rulemaking in both IL and MO is cost recovery for IOU's. We expect 100% of costs to be recovered through a specific rate provision.

How do I Compare?

Who is the Provider?

Ajay Arora, Manager, Commercial Transactions, 314.613.9178

Who is the Customer?

AEF – AE/AEM

EDY

NNG

Load & Revenue Forecasting & Analysis

Ameren Exhibit 1.4 (Revised)
Page 59 of 248

What is the Service?

Develop commodity load, sales and revenue forecasts by rate jurisdiction and customer class and analyze actual results and variances to forecasts.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Labor	Internal labor to perform analysis, enter forecast data and run models.	90
Consultants	Consultants for specific projects stemming from regulatory requirements or internal customer requests.	10

How Can You Help?

Reduce complexity or frequency of forecasts and analyses

Make data extraction simpler (currently accounts for 80% of labor costs)

How do I Compare?

Who is the Provider?

Ajay Arora, Manager, Commercial Transactions, 314.613.9178

Who is the Customer?

AEF – AE/AEM

BUS – Controller's

EDY

COR

Modeling for Ameren Forward View

Ameren Exhibit 1.4 (Revised)
Page 60 of 248

What is the Service?

Perform modeling to develop the Ameren Forward View.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Simulation	Midas model set up, simulation and analysis	75
Daily changes	Daily output processing	25

How Can You Help?

Frequency of calibration and detailed model runs

How do I Compare?

Who is the Provider?

Ajay Arora, Manager, Commercial
Transactions, 314.613.9178

Who is the Customer?

Executive Council
AEF – AE/AEM
EDY – Energy Delivery
NNG – Non-nuclear Generation
NCL – Nuclear Generation

Manage Corporate Model

What is the Service?

Build, develop, and maintain corporate financial forecasting models to support corporate planning, decision-making, and financial market communications, and coordinate key assumptions that go into the forecast.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Basic financial forecasting	Forecast updates, budget coordination, CBS interfaces, model code updates/revisions, database maintenance	60
Case studies	Rating agency model runs, legislative and regulatory scenarios, capex sensitivities, price sensitivities/risk analysis, goodwill impairment testing	40

How Can You Help?

- Case studies – amount and complexity can affect costs; however, the corporate model is a very efficient tool, designed to run and compare multiple scenarios, and the value of these studies is typically very high
- The amount of detail required in the model and the frequency of re-forecasting can affect costs

How do I Compare?

Who is the Provider?

Jerry Grant, Manager – Budget,
Forecasting, & Acquisitions

314.554.4249

Who is the Customer?

Executive Leadership Team

Segment Controllers

B&CS Planning and Support

What is the Service?

Provide the leadership, planning and analysis for BCS to significantly lower the cost of delivery for business and corporate services, optimize service levels, and implement a management framework that will ensure the sustainability of cost reductions and performance gains.

Type of Service: Limited Control Over Demand Service

What is Included?

Category	Description	% of TC
Program Management	Provide program management for B&CS optimization initiative (business cases, benchmarking, etc).	25%
Demand Management	Coordinate demand management for B&CS services	50%
End-to-End	Coordinate end-to-end process management	25%

How Can You Help?

- Provide assistance to BCS teams to reduce consulting support
- Be an active proponent of change to accelerate the BCS changes
- Be an active participant in the End to End and Joint Planning teams

How do I Compare?

Who is the Provider?

Todd Decker, Manager Corporate Planning B&CS Support

314 554 4994

Who is the Customer?

EDY – Energy Delivery

NNG – Non Nuclear Generation

NCL - Nuclear

BUS – Bus & Corp Services

AEF – AE / AEM

Corporate Strategy & Performance Management Processes

What is the Service?

Develop and support corporate strategic planning and performance management processes.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Strategy	Manage Corp. Strat. Plng. & Perf. Mgmt. processes.	20
Strategy	Manage off-site strategy meetings for Exec Council and AEE Board; develop & research mtg. topics.	20
Perf. Mgmt.	Support balanced scorecard design, administration & KPI development company-wide.	10
Strategy	Support strategy dev & bus plng in the bus lines.	10
Benchmkg	Manage external benchmarking initiatives.	20
Budget	Support Corporate budgeting process.	10
Report	Research & report on topics of strategic interest to AEE senior leadership.	10

How Can You Help?

Consider using internal consulting resources where appropriate to lower external labor costs.

Identify any existing low-value activities to reduce resource requirements.

How do I Compare?

Who is the Provider?

Mark Vantrease, Manager, Strategic Planning

Who is the Customer?

Executive Council

AEF – AE/AEM

BUS – Business & Corporate Services

NNG – Non-nuclear Generation

NCL – Nuclear Generation

EDY – Energy Delivery

M&A Modeling, Support and Integration

Ameren Exhibit 1.4 (Revised)
Page 64 of 248

What is the Service?

Modeling and analytical support for M&A transactions, coordination of due diligence (non-legal), regulatory approval support, communication coordination and integration of completed transactions.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Screening and Initial Assessment	Acquisition candidate screening and development of materials for Board and senior management	50
Financial Modeling	Development of financial statements and deal analysis (accretion/dilution, DCF)	25
Due Diligence	Coordination of Phase 1 due diligence, including data review, site visits and management presentations.	25
Integration	Integration planning and implementation and support of regulatory approvals.	Incremental

How Can You Help?

Total cost includes cost for assessment and phase 1 due diligence for up to five acquisitions. Does not include incremental external resources to complete these efforts as required by key functional areas. Integration planning and implementation would be additional incremental costs.

- Simultaneous acquisitions or evaluations can increase costs.
- The depth of due diligence verification can affect costs.
- Keeping the focus of due diligence on value items can reduce costs.

How do I Compare?

Who is the Provider?

Jerry Grant, Manager – Budget, Forecasting, & Acquisitions

314.554.4249

Who is the Customer?

Executive Leadership Team

Segment Controllers

Corporate Budget Support

What is the Service?

Coordination and preparation of Ameren's corporate budget by legal entity and by segment

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Analysis	Corporate performance reporting & analysis. Labor and non-labor spend analysis. Employee statistical analysis. B&CS budget analysis.	30%
Operating and Construction plan	Coordinate, develop, and input of Ameren's operating and construction plan. Create and maintain standard budget reporting. Facilitate multi-year planning process. Review budget submissions.	40%
Budget Admin	Maintain corporate budget systems. Perform system admin tasks. Train users.	20%
Org Changes	Coordinate with HR, move/adjust budgets and targets to reflect changes in the organization.	10%

How Can You Help?

Costs are affected by:

- Amount of detail that must be maintained and supported in the budget tool
- Frequency of re-forecasting
- Amount, timing, and complexity of org changes
- Number of budget users and amount of training required
- Degree of compliance with corporate policies, procedures, and deadlines related to budgeting and forecasting
- Degree to which spending forecasts stay in line with corporate and segment targets

How do I Compare?

Who is the Provider?

Jerry Grant, Manager – Budget, Forecasting, & Acquisitions

314.554.4249

Who is the Customer?

Executive Leadership Team
Segment Controllers
Budget Coordinators

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B&CS Products & Services

Section IV

F09 - Treasurers

Treasurers

Products & Services

Process

Demand Driven

-

Limited Control Over Demand

Capital Availability Management

N/A

Insurance Management

N/A

Credit Risk Management

N/A

Corporate

Cash Management

N/A

Investor Services

N/A

Issue & Manage Securities

N/A

Trust & Investment Management

N/A

Pass-Throughs

Interest Expense

-

Insurance Premiums

-

Captive Insurance Purchases

-

Captive Insurance revenues