

Capital Availability Management

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What is the Service?

Capital Availability Management – assist functions in the proper allocation of capital resources consistent with the corporate objectives of maintaining capital and ratings. Manage, and when appropriate liquidate, non core corporate assets such as leverage leases & equity funds.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Identify Capex Targets	Work with functions to determine forecast of capex for CMS and evaluate financial metrics to determine targets	50
Individual Project Evaluations	Maintain corporate EVA model and assist functions as necessary in the overall economic analysis	35
Manage assets	Manage non core investments, i.e. leverage leases & equity funds, and when appropriate liquidate to provide additional capital.	15

How Can You Help?

-Provide capex targets in a timely manner to allow functions to more efficiently allocate their capital resources.

How do I Compare?

Who is the Provider?

Lee Nickloy, Darrell Hughes, Dan Deschler, Kevin Redhage

Who is the Customer?

COR – Corporate (Executive Council)

Insurance Management

What is the Service?

Analyze and purchase bonds, insurance policies and various financial risk transfer products to manage the Company's risk, as well as, claims handling, contract negotiation, and risk assessment

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Liability	Excess Liability, Directors & Officers, Fiduciary	35
Property	Blanket Property	51
Nuclear	Property & Liability	7
Workers' Compensation	Excess W.C.	6
Bonds	Surety, W.C., Appeal	1

How Can You Help?

- Increase deductibles or retentions
- Reduce limits
- Reduce coverage *i.e.* terms & conditions
- Self-insure where possible

How do I Compare?

Who is the Provider?

Mark E. Blair
Managing Supervisor, Insurance
314.554.4087

Who is the Customer?

COR – Corporate (Executive Council)

Credit Risk Management

What is the Service?

To monitor and manage corporate exposure to credit-related losses and to mitigate such exposure as appropriate – establish and allocate credit limits for counterparties; perform valuation analysis on commodity deals; obtain collateral for credit exposure; negotiate credit provisions of contracts, and calculate daily credit exposures by counterparty.

Type of Service: Limited Control

What is Included?

Description	% of TC
Formal, in-depth financial analysis of business line counterparties	25
Transaction analysis; preparation of RMSC write-ups for deal approvals	20
Contract analysis; input on appropriate provisions	25
Analysis/handling of security reqmts (guaranties, letters of credit, cash deposits, etc.)	20
Report development and distribution; RMSC meeting preparation	10

How Can You Help?

-TBD

How do I Compare?

Who is the Provider?

Timothy I. Moloney, CFA
Credit Risk Management
Ameren Services Company

Who is the Customer?

COR – Corporate (Executive Council)
NNG – Non Nuclear Generation
BUS – Bus & Corp Svcs
AEF – AE / AEM

Cash Management

What is the Service?

Cash Management – Provide cash management services for all Ameren Companies. Banking fees and cost of maintaining short term liquidity have the greatest impact on our costs.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Volume Based Costs	Bank Fees and Short Term Borrowing	75
Labor Based Costs	FTEs	25

How Can You Help?

-Periodic review of bank account structure and associated fees.

How do I Compare?

Who is the Provider?

Donald L. Hollingsworth, Assistant Treasurer and Manager, Banking and Investor Services, 314.554.2838

Who is the Customer?

Corporate

Investor Services

What is the Service?

Investor Services – Correspond with investors, transfer stock, maintain shareholder records, disburse dividends, administer DRP plan, original issue.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Labor Based Costs	FTEs	99
Other	Certificates, office supplies, etc.	1

How Can You Help?

- Periodically review procedures and communicate with others to utilize best industry practices.
- Keep abreast of new technology to increase our service and make our processes more efficient.

How do I Compare?

Who is the Provider?

Donald L. Hollingsworth, Assistant Treasurer and Manager, Banking and Investor Services, 314.554.2838

Who is the Customer?

Corporate

Issue and Manage Securities

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What is the Service?

Issue and Manage Securities – Develop, analyze and implement corporate long-term financial plan; issue and manage long-term securities.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
LT Financial Management	LT corporate financial planning & management	40
Issue and Manage LT Securities	Capital raising, LT securities management	35
Misc. Projects	Assist with various corporate finance related needs	25

How Can You Help?

- Utilize the most efficient means of raising capital available
- Manage security portfolio to the lowest possible embedded cost of capital within the company's risk and ratings parameters

How do I Compare?

Who is the Provider?

Lee Nickloy, Mike O'Bryan

Who is the Customer?

Corporate

Trust & Investment Management

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Includes all activities associated with monitoring and investment management of benefit funds such as Pension, 401(k), Post-Retirement and Active Medical, Dental and others. Also includes Investment and Trust support for the Nuclear Decommissioning Trust and Investment Management of the Charitable Trust.

Type of Service: Corporate Service

What is Included?

How Can You Help?

Category	Description	% of TC
Labor Costs	FTE's	100

How do I Compare?

Who is the Provider?

Who is the Customer?

Stephen Lux, Assistant Treasurer and
Manager, Trust Investments

314.554.2400

Corporate

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B&CS Products & Services

Section V

F04 - Controllers

Controllers

Products & Services

Process

Demand Driven

Commodity Margin Reporting & Analysis

R2R

Limited Control Over Demand

Commodity Transaction Support

R2R

Fuels Accounting

R2R

Corporate

Close the Books

R2R

Internal Compliance Controls

R2R

Investor Relations

R2R

Rate Case Filings

N/A

Regulatory Reporting/Filing

R2R

Pass-throughs

Government Fees

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Commodity Margin Reporting and Analysis

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Provide Profit and Loss information for Generation, Tariff and Interchange sales and purchases including Daily/Monthly reporting, and adhoc analysis of the impacts to margin from operational conditions and trading strategies.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Daily	Daily Margin reporting by entity	35
Monthly	Monthly Strategy Reporting	15
Monthly	Monthly Margin Reporting and Hedge Activity Reporting, including Accounting Closing Activity	50

How Can You Help?

- Advance planning for new strategies implemented by each Trading organization
- Define standardize reporting formats

How do I Compare?

Who is the Provider?

Kent Crnokrak, Manager, Wholesale Power and Fuel Acct., 314.613.9058

Who is the Customer?

EDY

NNG -Non-Nuclear Generation

AEF - AE/AEM

Commodity Transaction Support

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Manage \$2 billion annual cash flow management for non-RTO settlements, Net annual settlement of \$200 million for RTOs (MISO/PJM). 3,100 trades entered annually.

Type of Service: Limited Control over Demand

What is Included?

Category	Description	% of TC
Weekly	Multi-commodity settlement of financial and physical transactions (Retail, Wholesale, and Inter-company) of capacity, energy, transmission, and ancillary products	50%
Daily	RTO Shadow Settlement, Analysis, and strategy support	25%
Daily	Deal entry/validation in ZaiNet for Risk/Credit valuation	15%
Monthly	Regulatory reporting requirements for customers	5%
Daily	Margin maintenance on exchange accounts	5%

How Can You Help?

- Increase front-office deal entry
- Decrease trade capture errors

How do I Compare?

Who is the Provider?

Kent Crnokrak, Manager, Wholesale Power and Fuel Acct., 314.613.9058

Who is the Customer?

AEF – AE/AEM

NNG – including AFS

COR - Corporate

Fuels Accounting

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Recording of fuel burn, gas purchased for resale, interchange, purchase power, emissions, derivative activity, 10Q, EIA, and FERC reporting, PGA filings and reconciliation, GMC wholesale retail activities. Additionally, fuel cost and margin reports for business lines and special projects.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Accounting	Recording of fuel burn, gas purchased for resale, interchange, purchase power, emissions, derivative activity, 10Q, EIA, and FERC reporting, PGA filings and reconciliation, GMC wholesale retail activities	90
Reporting	Fuel cost and margin reports for business lines and special projects	10

How Can You Help?

- Continually look for ways to work closer with Fuels and Business and Corporate Services group to improve efficiencies
- Careful consideration of special projects

How do I Compare?

Who is the Provider?

Kent Crnokrak, Manager, Wholesale Power & Fuels Acct., 314.613.9058

Who is the Customer?

AEF – AE / AEM
NNG – AFS
BUS - Controllers

Close the Books

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Responsible for the collection of financial and statistical data, calculation and the recording of transactions for month-end and year-end financial close process. Also, responsible for performing consolidation entries when appropriate.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Entry	Consolidation entries	5%
Collection	Data collections	15%
Entry	Non consolidated data entry	55%
Review	Data review	25%

How Can You Help?

- Reduce number of legal entities
- Reduction in the need to make correcting journal entries
- Further explore automation of journal entries

How do I Compare?

Who is the Provider?

Peggy Carter, Assist. Corp. Controller 314/554-3417
 Len Mans, Managing Supv Gen Ledger 314/554-2203
 Kent Cmokrak, Manager, Power & Fuels, 314/613-9058
 Carole Hunt, Assist. Treasurer – Mgr BSO 314/554-4122
 TBD, Supv Plant Acctg. 314/554-2945

Who is the Customer?

COR – Corporate

Internal Compliance Controls

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Work performed to satisfy Sarbanes-Oxley compliance. Includes the preparation of account reconciliations, internal and external auditor questions and general compliance questions.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Compliance	SOX compliance	30%
Reconciliation	Account reconciliation	10%
Auditor	Internal & external auditor questions	20%
BL Inquiries	Business line inquiries	40%

How Can You Help?

- Reduction of process complexity within SOX compliance systems
- Reduction in the number of accounts & legal entities, which reduces the number of Account reconciliations
- Increase the number of self-service policies & procedures including training on policies

How do I Compare?

Who is the Provider?

- Peggy Carter, Assist. Corp. Controller 314/554-3417
- Bruce Steinke, Assist. Corp. Controller 314/554-2574
- Len Mans, Managing Supv Gen Ledger 314/554-2203
- Kent Cmokrak, Manager Pwr. & Fuels, 314/613-9058
- Carole Hunt, Assist. Treasurer – Mgr BSO 314/554-4122
- Bruce Lenox, Supv AP 314/554-2297

Who is the Customer?

COR – Corporate

Investor Relations

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Responsible for the management of all institutional investor relation activities, including all financial news releases, investor conferences, marketing, conference call management and responding to questions from the equity markets.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Presentations	Investor Presentations	40%
Conference Calls	Quarterly Conference Calls	20%
Investors	Investor Inquiries	20%
Outside Services	Outside consulting services; Database services; IR website; Capital market surveillance; investor targeting	20%

How Can You Help?

-Timely responses by the Business Lines to Investor Relations Department questions

How do I Compare?

Who is the Provider?

Bruce Steinke, Assist. Corp. Controller 314/554-2574
Theresa Nistendirk, Supv. Fin. Comm. 314/206-0693
Lisa Wollin, Fin. Spec. 314/554-4618

Who is the Customer?

COR – Corporate

Regulatory Reporting / Filing

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Responsible for annual and quarterly SEC filings for 7 Ameren Registrants; annual and quarterly FERC filings for 5 Ameren Registrants; annual ICC filings for 3 Ameren Registrants and annual filings for UE with MoPSC. Also responsible for monthly consolidation & analysis and reporting of legal entity financial results and ownership of CRS tool.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
SEC	SEC Filings	40%
FERC	FERC Filings	20%
Consolidation	Consolidation of financial reporting (incl. CRS)	20%
Analysis	Other analysis and data requests	20%

How Can You Help?

- Reduce SEC & FERC reporting entities
- Improve financial systems
- Timely responses by the Business Lines to Investor Relations Department questions

How do I Compare?

Who is the Provider?

Bruce Steinke, Assist. Corp. Controller
314/554-2574

Who is the Customer?

COR – Corporate

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B&CS Products & Services

Section VI

F14 - Finance and Accounting Other

Regulatory Accounting

Products & Services

Process

Demand Driven

Limited Control Over Demand

Corporate

Rate Case Filings

Rate Case Filings

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Analysis and development of revenue requirements for rate case filings.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Analysis	Revenue requirements analysis and development	25%
Testimony	Testimony and exhibits	10%
Respond	Respond to data requests by regulatory commission & other groups	45%
Analysis	Analysis of other group filings	20%

How Can You Help?

- Rate case filing frequency can be reduced through other cost containment measures
- BL timely response to data requests

How do I Compare?

Who is the Provider?

Gary Weiss, Manager Regulatory Accounting 314/554-3878

Who is the Customer?

COR - Corporate

Risk Management

Products & Services

Process

Demand Driven

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Limited Control Over Demand

Market Risk Management

N/A

Corporate

Market Risk Management

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Monitor and report on AFS, AE & AEM forward position activity and check for compliance to Risk Policies. Maintain Risk Policies for Corporate, AFS, AEM-mktg, AEM-trading, and AE. Support risk analysis for forward transactions and mark-to-market of fuels derivative transactions.

Majority of the cost of this department is labor. Other costs include RTSIM model for determining trade floor forward length/short position, contracts with brokerage services for market price information and the IL auction manager in support of the IL supply contracts MTM.

Type of Service: Limited Control over Demand

What is Included?

Category	Description	% of TC
Daily Reporting Costs	Daily capture and valuation of trading positions. Aggregate roll-up of corporate risk to RMSC	65
Demand Driven Business line RMSC requests	Preparation and risk analysis of proposals from business lines that require special approval.	25
Other	Systems maintenance, data requests, audits etc.	10

How Can You Help?

-Choice and number of brokers used for fwd price curve development

How do I Compare?

Who is the Provider?

Ken Rutter, Manager, Market Risk Management, 314.554.4946

Who is the Customer?

COR – Corporate (RMSC)
 NNG – Non Nuclear Generation
 BUS – Bus & Corp Svcs
 AEF – AE / AEM

Tax

Products & Services

Process

Demand Driven

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Limited Control Over Demand

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Corporate

Tax Services

N/A

Tax Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Providing tax advisory, accounting and compliance services to Ameren Corporation.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Non-income Taxes	Tax advisory services for all taxes other than income taxes; tax accounting & compliance services for all property and franchise taxes	25%
Income Taxes	Tax advisory, accounting & compliance services for all income taxes	75%

How Can You Help?

- Engage the tax department as soon as possible when tax questions arise.
- Follow the guidance given by the Tax department.
- Include the Tax department in strategic and transactional planning activities.
- Provide the Tax department with timely and accurate information when requested to do so.

How do I Compare?

Who is the Provider?

- Greg Nelson, VP & Tax Counsel, 314-554-6490
- Christine Cudney, Manager (Non-income taxes), 314-554-4405
- Charles Mannix, Manager (Income taxes), 314-206-1533

Who is the Customer?

Corporate

Internal Audit

Products & Services

Process

Demand Driven

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Limited Control Over Demand

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Corporate

Internal Audit Services

N/A

Internal Audit Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Review of Ameren's business processes and associated controls

Type of Service: Corporate

What is Included?

Description	% of TC
Sarbanes-Oxley and other regulatory required compliance work	36
Internal Audit Reviews	59
Special Projects (Officers/Board requested audits)	5

How Can You Help?

- Input on areas for Internal Audit to focus its resources
- Timely response to data requests, report feedback, etc.
- Active participation in audit opening and closing meetings

How do I Compare?

Per 2006 benchmarking information (The Institute of Internal Auditor's Annual Global Audit Information Network report), for utilities and companies of our size, the average IA department is made up of 23 FTEs and a budget of approximately \$4.0 million

Who is the Provider?

Mark Brawley, Vice President,
Internal Audit, 314.554.6113

Who is the Customer?

Audit and Risk Committee
Business and Corporate Services
Operating Segments

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B&CS Products & Services

Section VII

F55 - Strategic Initiatives

Strategic Initiatives

Products & Services

Process

Demand Driven

Limited Control Over Demand

Climate Change

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Strategic Planning and Support

RTO

Management & Administration

Corporate

Climate Change

What is the Service?

Strategic Initiatives coordinates corporate activities associated with climate change including development of coalitions, development of strategies to inform and impact climate legislation and regulation, and coordinate development of strategies to implement and comply with Federal and State requirements.

What is Included?

Type of Service: Limited Control over Demand

Category	Description	% of TC
Climate Coalition	Manage and coordinate coalitions that support Ameren positions on Climate	
Monitoring and Reporting of Emissions	Develop and manage process to track and report CO2 equivalent emissions	
Climate Modeling	Utilize internal and external resources to model impact of different climate regulations on Ameren Business Lines	
Strategy Development	Provide information on strategic implications of climate regulations and provide options to business lines to develop profitable strategies recognizing impacts of different climate scenarios	
Climate Lobbying		5%

How Can You Help?

- Support activities associated with alliance member recruitment
- Ensure Strategic Initiatives (SI) is aware of activities in organization that affect climate initiatives
- Communicate business strategies so SI can adequately recognize impacts to different business strategies and provide feedback to organization
- Identify activities within organization that may impact CO2 equivalent emissions
- Identify opportunities associated with climate related activities.

Who is the Provider?

Shawn Schukar, Vice President
 Paul Pike
 Anthony Artman
 Analysts

Who is the Customer?

CIL CIP IPC
 GMC UEC

How do I Compare?

Strategic Planning and Support

What is the Service?

Strategic Initiatives coordinates our corporate activities associated with environmental change with other major stakeholders with similar interests to include meeting with Federal and State legislators and staffers.

What is Included?

Type of Service: Limited Control over Demand

Category	Description	% of TC
Track and evaluate impact of environment related regulation and legislation	<ul style="list-style-type: none"> ▪ Complete documentation in report form of the environmental compliance plan ▪ Provide emission position information and assist in near term compliance (NOx) ▪ Provide support associated with evaluation of impacts from potential changes to regulatory rules 	25%
Provide evaluation of strategic activities including environmental compliance activities	<ul style="list-style-type: none"> ▪ Assist in economic evaluation of various scrubber technologies ▪ Identify, analyze and develop options for business lines to meet strategic goals 	75%

How Can You Help?

- Ensure Strategic Initiatives (SI) is aware of activities in organization that affect environmental initiatives
- Communicate business strategies so SI can adequately recognize impacts to different business strategies and provide feedback to organization
- Identify activities within organization that NOx compliance may impact

How do I Compare?

Who is the Provider?

Shawn Schukar, Vice President

Paul Pike

Analysts

Anthony Artman

Who is the Customer?

CIL

GMC

UEC

CIP

IPC

Regional Transmission Organization (RTO) Support

Ameren Exhibit L4 (Revised)
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What is the Service?

Strategic Initiatives coordinates our corporate activities associated with RTO including development and representation of corporate positions on RTO policy. This service also provided communication of RTO activities and assistance with incorporation of RTO rules into operating company strategies. Strategic Initiatives also provides value added support to FERC and State regulatory activities and filings.

What is Included?

Type of Service: Limited Control over Demand

Category	Description	% of TC
Provide coordination of RTO activities including RTO voting	Ensure activities at RTO are coordinated such that operating companies positions are appropriately represented at RTO	
Coordinate development of RTO position papers	Develop Ameren positions on RTO issues	
Provide representation and advocacy for Ameren at RTO	Support operating companies with representation at RTO as necessary	
Develop RTO strategies	Develop strategies to improve overall effectiveness with representation at RTO	
Support of State, Federal & RTO related filings	2008 AMUE Rate Case Energy Filing Various RTO Filings	
Technical and modeling support for state and federal activities		

How Can You Help?

- Clearly define business goals and needs
- Read and respond to information request provided by RTO coordination function
- Communicate areas of concern and specific issues as timely as possible.
- Clearly define scope and role of support required.

Who is the Provider?

Shawn Schukar, Vice President

Who is the Customer?

CIL CIP IPC
Reg MO Non-Reg GEN

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B&CS Products & Services

Section VIII

F05 - Supply Services

Building Services

Products & Services

Process

Demand Driven

Janitorial Services

N/A

Operations and Maintenance/Repair of Facilities

N/A

Porter Services

N/A

Limited Control Over Demand

Project Management (Engineering & Space Planning)

N/A

Corporate

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Janitorial Services

What is the Service?

Manage cleaning building interiors and limited exterior cleaning for 147 sites. Direct cost are included for all sites except Power Plants and Substations

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Customer Requested	General cleaning of Offices and Service Centers. Costs include purchase of supplies.	100%

How Can You Help?

Two cost levers are cleaning specifications and frequencies. Current cleaning service levels and frequencies are based upon industry best practices. Cleaning specifications and frequency chart are available.

How do I Compare?

Ameren Cost	\$0.69 / GSF
Industry Median	\$0.77 / GSF

Who is the Provider?

Jim Armistead, Manager, Building Services, 314.554.3053

Who is the Customer?

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

Operations and Maintenance/Repair Services of Facilities

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Manage operations, maintenance and repair of building structures, systems and related equipment for 147 sites. Direct cost is included for all sites except Power Plants and Substations.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC						
<u>Mtce / Rep</u> Required baseline mntce.	Preventative maintenance and code required maintenance such as fire suppression, emergency generator, backflow, HVAC, fleet and dock equipment, electrical, interior and exterior finishes, etc. Repair equipment and systems.	63%						
<u>Mtce / Rep</u> Customer Requested	Customer requested maintenance, i.e. add an electrical outlet, repair furniture, etc. Repair – finishes	5%						
<u>Operations</u>	<table border="0"> <tr> <td>Grounds Keeping</td> <td>Mail Services</td> </tr> <tr> <td>Pest Control</td> <td>Snow Removal</td> </tr> <tr> <td>Waste Management</td> <td>Utilities</td> </tr> </table>	Grounds Keeping	Mail Services	Pest Control	Snow Removal	Waste Management	Utilities	32%
Grounds Keeping	Mail Services							
Pest Control	Snow Removal							
Waste Management	Utilities							

How Can You Help?

- Minimize requests
- Report building defects as soon as practical

How do I Compare?

Ameren Cost * \$1.28 / GSF
Industry Median * \$1.46 / GSF

*Maintenance & Repair; excluding Operations

Who is the Provider?

Jim Armistead, Manager, Building Services,
314.554.3053

Who is the Customer?

COR – Corporate	NCL - Nuclear
EDY – Energy Delivery	AEF – AE / AEM
BUS – Bus & Corp Svcs	AFS – Ameren Fuels
NNG – Non Nuclear Generation	

Porter Services

What is the Service?

Delivery and pick up of items within the St. Louis, Peoria, and Decatur general office buildings, as well as auditorium and conference set up.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Customer Requested	Auditorium and conference room set ups, delivery and pick up of packages, boxes and equipment.	100%

How Can You Help?

- Plan in advance so items can be delivered efficiently. One day notice preferred.
- Minimize changes after requests have been submitted.
- Material for outside construction or maintenance projects should not be sent to the GOBs.

How do I Compare?

Who is the Provider?

Jim Armistead, Manager, Building Services, 314.554.3053

Who is the Customer?

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

Project Management (Engineering & Space Planning)

Ameren Exhibit 1.4 (Revised)
Printed on 1/4

What is the Service?

Facility construction projects (new and existing), engineering, space planning, design, renovation, and move management. Existing structure upkeep. Includes consulting services for code reviews, compliance, studies, planning and technical expertise.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Required baseline mntce.	Existing structure upkeep.	40%
Customer Requested	Additions and renovations	60%

How Can You Help?

- Consider space requirements when making organization changes.
- Adherence to space standards

How do I Compare?

Who is the Provider?

Jim Armistead, Manager, Building Services, 314.554.3053

Who is the Customer?

COR - Corporate
EDY - Energy Delivery
NNG - Non Nuclear Generation
NCL - Nuclear
BUS - Bus & Corp Svcs
AFS - Ameren Fuels
AEF - AE / AEM

Real Estate

Products & Services

Process

Demand Driven

Manage Real Estate

N/A

Limited Control Over Demand

Sell Real Estate

N/A

Acquire Real Estate

N/A

Corporate

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Manage Real Estate

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Management of both operating and non-operating properties in Illinois, Missouri, and Iowa to ensure that property assets are fully utilized and protected. Manage properties in conformance with regulatory requirements.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
FERC Required	Shoreline Management	46%
BL Driven	<ul style="list-style-type: none"> •Property Rental Management •Encroachment, Licensing Issues •Research Property Rights •Property Maintenance 	8% 46%

How Can You Help?

- Support the leasing of operating property to third parties.
- Provide accurate billing rates and pole counts for pole attachments.
- Report encroachment activities.

How do I Compare?

Who is the Provider?

Jeff Douglass, Manager Real Estate,
314-554-2106

Who is the Customer?

EDY – Energy Delivery
NCL – Nuclear
NNG – Non Nuclear Generation
BUS – B&CS
AEF – AE/AEM

Sell Real Estate

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Dispose of property and property rights that are no longer needed for company operations.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Excess Property Sales	<ul style="list-style-type: none">• Perform due diligence, financial/market analysis• Prepare marketing program• Market property• Close transactions	100%

How Can You Help?

- Operational management support the sale of excess property rights

How do I Compare?

Who is the Provider?

Jeff Douglass, Manager Real Estate,
314-554-2106

Who is the Customer?

BUS – B&CS

Acquire Real Estate

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Acquisition of land rights for electric and gas distribution and transmission right of way, including but not limited to the costs of route selection, property right acquisition, contract negotiations and permitting. Also, the acquisition of non-right of way land rights for Company projects including but not limited to the costs of site selection, property right acquisition, contract negotiations and permitting.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Energy Delivery Support	<ul style="list-style-type: none"> •Route and Site Selection •Title, Appraisal, Document Preparation •Negotiations •Damage Settlements •Record and Transmit Documents 	95%
Generation, Nuclear, and BCS Support	<ul style="list-style-type: none"> •Route and Site Selection •Title, Appraisal, Document Preparation •Negotiations •Damage Settlements •Record and Transmit Documents 	5%

How Can You Help?

- Involve Real Estate early in the route/site selection process.
- Provide accurate and detailed drawings
- Communicate changes in project scope.

How do I Compare?

Who is the Provider?

Jeff Douglass, Manager Real Estate,
 314-554-2106

Who is the Customer?

EDY – Energy Delivery
 NCL – Nuclear
 NNG – Non Nuclear Generation
 BUS – B&CS
 AEF – AE/AEM

Supply Chain

Products & Services

Process

Demand Driven

Storeroom Operations	N/A
Delivery of Material and Equipment	N/A
Tool and Equipment Management	N/A
Salvage and Reclamation Operations	N/A

Limited Control Over Demand

Purchasing and Inventory Management	S2S
Strategic Sourcing	S2S
Supply Chain Process & Performance	S2S
Supplier Diversity	N/A

Corporate

-

Storeroom Operations

Ameren Exhibit 1.4 (Revised)
Page 114 of 248

What is the Service?

Order, receive & store material for 18 storerooms in support of ED-MO, ED-IL and UE Generation operations.

Type of Service: Demand Driven

What is Included?

Type	Description	% of TC
Baseline Support	Order, receive and store material	90
Overtime Support	Overtime support of outage and storm related activities	10

How Can You Help?

- Reduce service level by reducing labor hours. The principal driver is labor.
- Effectively plan material needs in accordance with lead times
- If material is more standardized, there will be less material to count/inventory
- Reduce the number of storerooms

How do I Compare?

Who is the Provider?

Ed Sampson, Manager, Supply Chain Operations, 314.554.2979

Who is the Customer?

EDY – Energy Delivery
NCL – Nuclear
NNG – Non Nuclear Generation
BUS – Bus & Corp Services

Delivery of Material and Equipment

Appendix Exhibit 1.4 (Revised)
Page 115 of 248

What is the Service?

Delivery to field storerooms and job sites for Energy Delivery and Generation.

Type of Service: Demand Driven

What is Included?

Type	Description	% of TC
Delivery	Storeroom delivery	80%
	Job site delivery	20%

How Can You Help?

- Reduce number of deliveries
- Adequate planning of material requirements

How do I Compare?

Who is the Provider?

Ed Sampson, Manager, Supply Chain
Operations, 314.554.2979

Who is the Customer?

EDY – Energy Delivery
NCL - Nuclear
NNG – Non Nuclear Generation
BUS – Bus & Corp Services

Tool and Equipment Management

Exhibit 1.4 (Revised)
Page 116 of 248

What is the Service?

Manage and repair capacitors, switches, tools, street lights, transformers, voltage regulators, and other miscellaneous equipment. Also includes waste management, recycling, and dielectric oil reclamation.

Type of Service: Demand Driven

What is Included?

Type	Description	% of TC
Tool & Equip.	Transformers ~ 46% Voltage Regulators ~ 11% Tools ~ 10% Capacitors ~ 3% Switches ~ 1% Others ~ 1%	72%
Waste Mgt. & Recycle	Waste management and recycling	27%
	Dielectric oil reclamation	1%

How Can You Help?

- Monitor tool issues
- Keep tools and equipment in good working condition

How do I Compare?

Who is the Provider?

Ed Sampson, Manager, Supply Chain Operations, 314.554.2979

Who is the Customer?

EDY – Energy Delivery

Salvage and Reclamation Operations

Attachment 1.4 (Revised)
Page 117 of 248

What is the Service?

Service is to provide for the scrap and salvage of materials.

Type of Service: Demand Driven

What is Included?

Type	Description	% of TC
Scrap & Salvage	Scrap and salvage of materials	100%

How Can You Help?

- Minimize waste materials
- Ensuring salvageable material gets returned from jobsites

How do I Compare?

Who is the Provider?

Ed Sampson, Manager, Supply Chain
Operations, 314.554.2979

Who is the Customer?

EDY – Energy Delivery

Purchasing and Inventory Management

Page 114 (Revised)
Page 118 of 248

What is the Service?

Manage supplier base, develop and monitor procurement strategies & policies, facilitate sourcing events, develop and issue contracts & PO's, monitor supplier performance. Inventory management and analysis, develop and monitor inventory policy and strategies.

Type of Service: Limited Control Over Demand

What is Included?

Type	Description	% of TC
Manage Suppliers	Manage, develop & monitor supplier base, supplier performance, strategies and policies	34%
Procurement	Facilitate sourcing events and develop & issue contracts on stock PO's	14%
	Develop and issue non-stock PO's	16%
Inventory Control	Inventory management and analysis, develop and monitor inventory policy	36%

How Can You Help?

- Utilize blanket purchase orders as much as possible
- Communicate material requirements with purchasing in a timely fashion. Understand material lead time requirements.
- Simplify/consolidate commodities to manage true drivers of cost
- Reduce buying non-stock items as much as possible
- Improve process flow from managing material to creating PO

How do I Compare?

Who is the Provider?

Ed Sampson, Manager, Supply Chain Operations, 314.554.2979

Who is the Customer?

EDY – Energy Delivery

NCL – Nuclear

NNG – Non Nuclear Generation

BUS – Bus & Corp Services

Strategic Sourcing

What is the Service?

Gather requirements, profile spend, estimate total cost of ownership, analyze supply market, conduct internal interviews and workshops, conduct supplier workshops, develop/issue RFPs, reference checks, negotiate with suppliers, develop and review contract/terms, provide contract compliance reporting

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Execution	Gather requirements/specifications, build fact base, develop sourcing strategy, negotiate purchase, contract review, and issuance of purchase order/contract	85
Planning	Planning, early involvement, standardization, and well defined need/specification, use of the procurement system and process	10
Other	Contract complexity	5

How Can You Help?

- Create a good specification/description of what needs to be procured
- Standardize on material and services when possible and practical
- Involve the Procurement Team early in your procurement activities
- Use the procurement system and process
- Planning/early involvement, well defined need/specification, and simplification/standardization have the greatest impact on our cost.

How do I Compare?

Who is the Provider?

Who is the Customer?

Price Marr
Manager, Strategic Sourcing
314.554.2575

EDY – Energy Delivery
NNG –Generation
NCL – Nuclear Generation
BUS – Business & Corporate Services

Supply Chain Process & Performance

Ameren Exhibit 1.4 (Revised)
Page 120 of 248

What is the Service?

Provide support for Supply Chain related processes and systems. Drive improvement opportunities relating to Supply Chain. Coordinate eBusiness opportunities relating to Supply Chain.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Process Development	Develop & maintain the Supply Chain processes, procedures, and policies. Lead related process improvement opportunities and implementation with BL user groups, Supply Chain & IT.	33
SC Sys. Coordination and Support	Provide Supply Chain systems user support, identify and coordinate improvements/upgrades as appropriate. This includes systems design, testing, training, & implementation.	33
Other	Coordinate and drive eBusiness opportunities within the Supply Chain (i.e. supplier enablement, contracts, etc.)	33

How Can You Help?

- Communicate & support adherence to procurement policies, systems, & procedures.
- Support S2S Site Champions and review S2S performance reports for each area.

How do I Compare?

Who is the Provider?

Mark Brandt
Manager, Supply Chain Process & Performance, 314.554.3090

Who is the Customer?

BUS - Business & Corporate Services
EDY - Energy Delivery
NNG - Generation
NCL - Nuclear Generation

Supplier Diversity

What is the Service?

Develop, implement and manage corporate wide programs to identify and maximize opportunities for increased diverse supplier utilization within Ameren.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Program Development	Support Ameren's efforts to increase diverse supplier development and utilization. Identification of commodities and services which can be supplied by diverse suppliers. Establish program benchmarks, strategies and goals.	50
Supplier Development	Guidance & support for diverse suppliers in the following areas: Bidding, bonding, insurance, cash flow, scheduling, supervision, project planning, project updates, union interfaces, accounts payable and accounts receivable.	25
Reporting	Tracking of diverse supplier indirect and direct utilization. Reporting on above in a timely and accurate manner to Ameren BL's/management and external agencies.	25

How Can You Help?

- Communicate the importance of the Supplier Diversity program to the organization.
- Involve the Supplier Diversity group in sourcing activities for your area.
- Assist in identifying opportunities that diverse suppliers could participate in.
- Identify diverse suppliers capable of providing goods/services for the BL.
- Follow procurement policies & procedures to ensure accurate tracking of diverse supplier utilization.

How do I Compare?

Who is the Provider?

Mark Brandt
Manager, Supply Chain Process & Performance, 314.554.3090

Who is the Customer?

BUS - Business & Corporate Services
EDY - Energy Delivery
NNG – Generation
NCL – Nuclear Generation

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B&CS Products & Services

Section IX

F18 - Ameren Services Center

Ameren Services Center - BSO

Products & Services

Process

Demand Driven

Contract Mgt/Construction Audit Reviews
Staffing Support

R2R
N2F

Limited Control Over Demand

Payroll Services
Stenographer Pool
Disbursements
Asset Unitization
Work Order Reviews
Asset Maintenance
Personnel Data Support
Banking and Reconciliation Services
Cashiers Working Fund
Elect. Remittance Processing
Corporate Employee Programs
Internal & External Lockbox

T2P
N/A
S2S
R2R
R2R
R2R
N/A
R2R
S2S
N/A
N/A
N/A

Corporate

FMLA & Unemployment Administration
Tax Compliance
DOT Compliance

N/A
N/A
N/A

Contract Management/Construction Audit Reviews

Ameren Exhibit 1.4 (Revised)
Page 1 of 10

What is the Service?

Review invoice charges per contract terms, process retention, and lien wavers.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Invoice Charges	Review time and material contracts or POs totaling \$200,000 or more to verify the Company is being billed according to terms.	80%
Retention	Maintain detailed log of retention by vendor and PO.	10%
Lien Wavers	Ensure liens are per contract terms.	10%

How Can You Help?

- Use more fixed bid or firm contracts
- Use vendors who have a good history of performance with the Company and eliminate need for retention
- Attach billing rates to iProcurement P.O.s
- Provide Construction Audit a list of subcontractors used on time and material jobs when the job is completed

How do I Compare?

Who is the Provider?

Bruce Lenox, Employee Supervisor,
Plant Accounting, 314.554.2945

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

Who is the Customer?

EDY
NNG
NCL
BUS

Staffing Support

What is the Service?

Responsible for the review and standardization of internal management job postings, contract job postings and rackups, employee and consultant data changes. Collect probationary ratings for union employees, maintaining the various union probationary rating cycles.

Type of Service: Demand Driven

What is Included?

Category	Description	% of TC
Admin Forms	Process personnel admin. forms to create and update the PeopleSoft records of employees and consultants.	55%
Job Postings	Create job postings in PeopleSoft and distributing them accordingly; create union rackups in the Bid Rackup System.	35%
Probation Ratings	Distribute probationary rating forms to supervisors of new union employees. Track receipt of forms and follow-up with supervisors as necessary.	10%

How Can You Help?

- Utilize PeopleSoft's Employee Self Service (ESS) and Manager Self Service (MSS) for transactions that are available. Examples:
ESS – Home Address and Phone Number changes
MSS – Retire or Terminate Employee, Terminate Consultant)
- Fill forms out accurately and completely
- Submit completed forms in a timely fashion

How do I Compare?

Who is the Provider?

Wanda Bradley, Supervisor, 314.554.2029

Patty Kress, Managing Supervisor, Employee Administrative Services, 314.554.3041

Carole Hunt, Manager, Business Service Operations, 314-554-4122

Who is the Customer?

EDY

NNG

NCL

AEF

BUS

Payroll Services

What is the Service?

Payroll services for all active employees.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Payroll	All activities required to pay management and union employees in accordance with company policies and government regulations.	91%
Tuition Reimbursement	Process and track reimbursement of tuition fees to employees enrolled in higher education. Includes the MBA pilot program.	3%
Inquiries & Research	Analyze data for BLs, individual employees, HR and government agencies. Investigate potential changes in policies and labor agreements.	6%

How Can You Help?

- Simplify labor agreements
- Use employee self-service tools
- Move to 100% of payroll to direct deposit
- Ensure 3840 forms are submitted in a timely manner prior to hire, transfer or promotion
- Be accountable for accurate and timely employee time reporting. Enter TRIS on a daily basis.
- Ensure a full understanding of company and governmental regulations related to timekeeping/labor

How do I Compare?

Who is the Provider?

Dave Kuda, Supervisor, Central Payroll,
314.554.2633
Patty Kress, Managing Supervisor, Employee
Admin. Services, 314.554.3041
Carole Hunt, Manager, Business Services
Operations, 314.554.4122

Who is the Customer?

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

Stenographer Pool

Ameren Exhibit 1.4 (Revised)
Page 128 of 248

What is the Service?

Provide bargaining unit temporary clerical/administrative support for organizations throughout Ameren. Familiar with MicroSoft Office Suite applications.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Steno Services	Clerical, stenographic and word processing work	100%

How Can You Help?

- Contact Dave Kuda, Supervisor, Central Payroll before using an outside vendor to fill a temporary clerical position.
- Review operations to see if highly skilled employees are doing clerical tasks. Consider using Steno Pool for these assignments/tasks/projects versus your professional, more highly paid staff.

How do I Compare?

Who is the Provider?

Dave Kuda, Supervisor, Central Payroll,
314.554.2633

Patty Kress, Managing Supervisor,
Employee Admin. Services,
314.554.3041

Who is the Customer?

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

Disbursements

What is the Service?

Ensure payments are processed in a timely fashion, voiding and reissuing payments.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Disbursements	Supplier data collections and setup within API, invoice processing, payment processing, general accounting	86%
Inquiries & Research	Provide responses to data requests, provide payment information to suppliers and BLs, statistical research, research discrepancies, etc.	14%

How Can You Help?

- Vendor consolidation
- Spend consolidation
- Increase use of POs
- Timely reporting of material receipts for three way matching
- Timely approvals of invoices
- Increase training compliance on use of API
- Have suppliers send invoices directly to AP
- Advocate electronic commerce to minimize paper transactions (XML Invoicing – ACH Payments)

How do I Compare?

Who is the Provider?

Steven Bott, Employee Supervisor,
Accounts Payable, 314.554.2297

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

Who is the Customer?

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

Asset Unitization

What is the Service?

Review of project charges to identify the retirement units, location, qty, amount, etc. for each 3xx account on a project

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Unitize Asset	Check interface data from DOJM and EMPRV. Manual review of project charges, API, PO, project files, discussions with field, etc., to determine retirement units.	100%

How Can You Help?

- Provide more descriptive information at the start of a project in order for accountants to better assess appropriateness of accounts. Provide retirement unit code in estimate.
- Provide work order estimates at the retirement unit level
- Provide location data
- Prepare project revisions and documentation for scope changes

How do I Compare?

Who is the Provider?

Bruce Lenox, Employee Supervisor,
Plant Accounting, 314.554.2945

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

Who is the Customer?

EDY – Energy Delivery
NNG – Non Nuclear Generation
NCL - Nuclear
BUS – Bus & Corp Svcs

Work Order Reviews

Ameren Exhibit 1.4 (Revised)
Page 131 of 248

What is the Service?

Daily review of project scope, authorized amount, charge accounts, etc., of projects routed for approval.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Ongoing	Review approval authority, charge accounts and locations are appropriate and AFUDC eligibility.	80%
Annual	Annual construction budget reviews	20%

How Can You Help?

- Use project notes to fully define scope and other info
- Attach detailed estimates for location property – power plants, subs, transmission lines, buildings
- Attach retirements and removal estimates along with construction information
- Notify accounting to perform a pre-review before a project is sent for approval to avoid a project being rejected and having to be rerouted

How do I Compare?

Who is the Provider?

Bruce Lenox, Employee Supervisor,
Plant Accounting, 314.554.2945

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

Who is the Customer?

EDY – Energy Delivery
NNG – Non Nuclear Generation
NCL - Nuclear
BUS – Bus & Corp Svcs

Asset Maintenance

What is the Service?

Process plant retirements and transfers

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Ongoing	Prepare retirement estimates Process retirements in the asset system Process transfers in the asset system Maintain RUC, location and other system tables	100%

How Can You Help?

- Provide timely and accurate information to process retirements and transfers
- Provide descriptive information instead of vendor part number, etc., to better identify the asset in the records
- Perform timely retirements. This helps save Ameren money by not paying Missouri personal property tax on items we no longer own.

How do I Compare?

Who is the Provider?

Bruce Lenox, Employee Supervisor,
Plant Accounting, 314.554.2945

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

Who is the Customer?

EDY – Energy Delivery

NNG – Non Nuclear Generation

NCL - Nuclear

BUS – Bus & Corp Svcs

Personnel Data Support

What is the Service?

Responsible for the seniority maintenance of certain union employees, control table maintenance, administration of death related activities, filing (personnel and medical) and general day to day office tasks.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Ongoing	Updating and maintaining employee seniority in TRIS for certain union employees. Updating and maintaining information on the control tables for which the group is responsible, such as job code table, department table and earnings code table.	62%
Ad hoc Reporting	Create sophisticated data reports from PeopleSoft in response to internal and external requests.	38%

How Can You Help?

- Fill Personnel Administration forms out accurately and completely
- Submit completed forms and requests in a timely fashion
- Provide all components needed to add or update control table items to prevent the need to follow-up regarding the missing data elements
- Provide detailed information regarding request, including reason information is needed and timeframe in which it needs to be received

How do I Compare?

Who is the Provider?

Wanda Bradley, Supervisor,
314.554.2029
Patty Kress, Managing Supervisor,
Employee Admin. Services,
314.554.3041

Who is the Customer?

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

Banking & Reconciliation Services

Ameren Exhibit 1.4 (Revised)
Page 134 of 248

What is the Service?

Provide support for Treasury cash management. Perform reconciliation of bank accounts and accounts receivable items. Provide unclaimed or abandoned property to various state authorities.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Banking Support	Receive and process non-regulated receivables. Print legal entity checks for AP and customer refund checks. Process Positive Pay file and send to banks	23%
Reconciliations	Reconcile corporate bank accounts, working funds, and A/R and identify/correct variances.	70%
Unclaimed Property	Conduct unclaimed property investigations and escheat funds to various states.	7%

How Can You Help?

- Encourage vendors to move to an electronic format for invoice payment
- Make sure that Form 7's are complete and accounting is accurate.
- Follow up on outstanding checks with vendors, employees or others after a 60-90 day period rather than waiting for them to be moved to unclaimed
- Ensure proper addresses are on file for any customer or vendor receiving payments and follow up on uncashed checks after 90 days

How do I Compare?

Who is the Provider?

Georgia Thigpen-Jones, Supervisor,
314.554.6350

Nicole White, Supervisor Bank Reconciliations,
314.554.4221

Diane Bortmess, Supervisor, Treasury
Technology, 217.535.5073

Who is the Customer?

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

Cashiers Working Fund

Ameren Exhibit 1.4 (Revised)
Page 135 of 248

What is the Service?

Working fund services provide disbursements of funds to customers and employees. Handle miscellaneous lockbox payments.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Working Fund	Responsible for the disbursement of refund checks for UE, CIPS, IPC, & CILCO customers. Answer inquiries related to refunds and prepare returned refund checks for escheatment. Handle misc. lockbox payments.	27%
T&E	Process employee expense accounts and reimbursing the employee through a check or direct deposit. Audit expenditures.	73%

How Can You Help?

- Be sure to check the status in CSS of a refund check prior to sending an inquiry or WFM.
- Respond to inquiries from the Cashiers Working Fund in a timely manner.
- Make sure the accounting on the Individual Expense Report is correct.
- Ensure there are receipts for any expenditure over \$25.
- Ensure the mileage rate claimed is correct.

How do I Compare?

Who is the Provider?

Valarie Jones, Supervisor, Treasury Technology, 314.554.2150

Pam Anders, Managing Supervisor, Treasury Technology, 314.554.4737

Who is the Customer?

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

Electronic Remittance Processing

Ameren Exhibit 1.4 (Revised)
Page 136 of 248

What is the Service?

Responsible for administering all electronic payment programs offered by UE, IPC, CIPS or CILCO including walk-in payment systems, internet payments, credit/debit cards, ATM and Direct Pay (EFT).

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
EFT & EDI	-EFT administration which includes enrollment, banking updates and file total verification -EDI administration which includes enrollment, mtce updates and research to misapplied payments	30%
3 rd Party Vendors	Monthly invoice processing; contract negotiations for third party vendors	70%

How Can You Help?

- Customer Contact Center employees and Key Account Executives can encourage customers to remit their Ameren payments electronically.
- Contact Treasury Technology Services immediately if an issue arises with third-party providers.

How do I Compare?

Who is the Provider?

Diane Bortmess, Supervisor, Treasury Technology, 217.535.5073

Pam Anders, Managing Supervisor, Treasury Technology, 314.554.4737

Who is the Customer?

EDY – Energy Delivery

Corporate Employee Programs

Ameren Exhibit 1.4 (Revised)
Page 137 of 248

What is the Service?

Responsible for the corporate coordination and administration of programs such as the United Way Campaign, Arts & Education, blood drives, etc.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Programs	Work closely with United Way and other charitable organizations. Distribution, collection, and entry of fund pledges.	100%

How Can You Help?

- Choose responsible local campaign representatives.
- Encourage employees to respond in a timely manner.

How do I Compare?

Who is the Provider?

Debra Doyle, Admin. Assistant,
314.554.2333

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

Who is the Customer?

EDY – Energy Delivery

NNG – Non Nuclear Generation

NCL - Nuclear

BUS – Bus & Corp Svcs

AEF – AE / AEM

Internal & External Lockbox Processing

Ameren Exhibit 1.4 (Revised)
Page 138 of 248

What is the Service?

Responsible for processing CIPS, CILCO and UE customer payments mailed to Ameren. Includes overseeing IP payments processed by a third party lockbox. Ameren receives 1.6M lockbox payments worth \$360M per month.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Lockbox	Process regulated receipts received via U.S. mail	100%
	Process DRP and non-utility payments	
	Manage relationship with third party lockbox provider	

How Can You Help?

- Customer Contact Center employees can encourage customers to send their bill stub with a payment or choose to pay electronically
- Customer Contact Center can encourage customers with multiple accounts to move to our Summary Billing Option
- Data Operations can provide quality control on bill print to ensure scan lines are in the correct location with clean, sharp printing

How do I Compare?

Who is the Provider?

Dedra Norde, Supervisor, Treasury
Technology, 314.554.2072

Georgia Thigpen-Jones, Supervisor,
314.554.6350

Pam Anders, Managing Supervisor, Treasury
Technology, 314.554.4737

Who is the Customer?

EDY – Energy Delivery