

FMLA & Unemployment Administration

What is the Service?

Administration and support of various HR related policies and programs related to FMLA, Sick Leave, Essential Function Surveys (EFS) and Unemployment Administration.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
FMLA	Family Medical Leave Act (FMLA) administration includes the management of potentially qualifying FMLA absences.	65%
Sick Leave	Responsible for administration of disciplinary action program related to sick leave usage and pay provisions of the applicable labor agreement	20%
Essential Function Surveys	Process and provide recommendations for completion of EFSs prepared by Local Management. Review and approve completed surveys.	8%
Unempl. Admin.	Responsible for processing and tracking unemployment claims received, investigating and issue written responses to requesting agencies, prepare witnesses for hearings and participate in hearings as a company expert.	7%

How Can You Help?

- Timely entry of FMLA in PeopleSoft by operating departments to comply with FMLA notification and proactive management of absenteeism.
- Timely reporting of time in TRIS.
- Medical documents submitted to supervision in individual operating departments must be sent to appropriate compliance personnel in a timely manner.
- Proactively address requirement to create EFS forms for all jobs in your area. Make someone in operating department a subject matter expert who is responsible for accuracy and completion of EFS form for all jobs in your operating dept.
- Operating Departments must provide prompt response to inquiries. Failure to respond by the deadline required by the state results in an automatic loss of Ameren's appeal rights.
- Timely and accurate documentation from operating departments is necessary to support reason for termination of an employee.

How do I Compare?

Who is the Provider?

Who is the Customer?

Pat Boehm, Compliance Specialist, 314.554.2299

COR - Corporate

Mike Moran, Compliance Specialist,
314.554.6405

Karan Henderson, Supervisor, Policy Admin.,
314.554.4047

Tax Compliance

What is the Service?

Prepare and process various municipal taxes, payroll taxes, sales and use taxes, gas taxes, electricity excise taxes. Process taxes for accounts payable and shareholder services. Prepare and process property tax payments.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Periodic Taxes	Prepare the multi-state sales & use and municipal taxes, electricity excise taxes, assistance charges and gas revenue taxes monthly. Process and remit payroll taxes per payroll cycle. Record and process multi-state Property tax returns. Process tax related disbursements.	88%
1099s	Receive 1099 Data from AP and shareholders services to upload to the IRS.	3%
W-2 & 1099-R	Provide guidance for W-2s to employees, 1099-R statements to retirees and 1099-M statements to beneficiaries and vendors..	9%

How Can You Help?

- Ensure CSS and quarterly PeopleSoft Payroll Reports are accurately capturing the right data for preparation of tax returns.
- Automate the process to upload 1099's to the IRS
- Require W-9 for all vendors to facilitate data collection
- Use of IRS TIN matching program
- Reduce the number of legal entities (companies) to reduce the complexity of balancing each company.
- Avoid contract to management promotions and employee transfers during the year. Transfer if possible on January 1.

How do I Compare?

Who is the Provider?

Who is the Customer?

Bob Cecil, Supervisor, Tax Compliance,
314.554.2084

Carole Hunt, Manager, Business
Services Operations, 314.554.4122

COR – Corporate

DOT Compliance

What is the Service?

Coordinate drug and alcohol testing for compliance of federally regulated drivers and gas workers, as well as the non-regulated negotiated pools. Manage various Driver Qualification files for over 3,500 drivers. Work with local management & vendors to coordinate all required physicals for drivers.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
DOT	Coordinate pre-employment, random, follow-up and reasonable suspicion drug testing Maintain documentation for driver qualification files Coordinate scheduling of medical van for physicals Review and approve expenditures related to DOT/Drug Testing	100%

How Can You Help?

- Respond to requests for information in a timely fashion to eliminate need for continuous follow-ups.
- Indicate proper DOT/Drug Test classification on Employee Data Change form (Form 3480).

How do I Compare?

Who is the Provider?

Karan Henderson, Supervisor, Policy Admin., 314.554.6405
 Marlene Rodgers, Compliance Specialist, 314.554.3272

Who is the Customer?

COR - Corporate

IT Operations

Products & Services

Process

Demand Driven

Cellular / Blackberry Services	N/A
Mobile Data Terminal Services	N/A
Pager Services	N/A
Voice Radio	N/A
Computer Training Services	N/A
Desktop and Email Services	N/A
Special Services – Reproduction & Printing	N/A
SCADA Service	N/A
Help Desk Services	N/A

Limited Control Over Demand

Mailing Services
Advanced Voice Services
Local Voice Services
Long Distance Services
Telephone Moves, Adds, Changes, Remodeling Services
LAN Services
WAN Services
Mainframe Services
Server Operations Services
Corporate Records Management

Cellular / Blackberry Services

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What is the Service?

Provide for cost effective cellular phone services and equipment for employees and remote data collection services for metering infrastructure. Service is provided by a vendor service contract and is entirely dependent on the vendor's coverage area. Cell services are provided with a base service, cellular voice mail, 3 way calling, call waiting, caller ID, no roaming charges, and long distance at a flat per minute rate.

Provide for cost effective Blackberry service, hardware, and access to corporate email. Service is provided by a vendor service contract and is entirely dependent on the vendor's coverage area.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren – Cellular Unit Cost - (per minute/per phone)/per month

Cingular	\$0.084/\$10.75
Verizon	\$0.00/\$46.88
Nextel	\$0.00/\$45.35
1st Cellular	\$0.00/\$49.84

Average Cost Per Minute \$0.09

Average Cost Per Phone Per Month \$50.21

Ameren –Blackberry Unit Cost (Monthly)

Cingular Blackberry Costs	\$55.79 + \$0.084/min
Verizon Blackberry Costs	\$99.69*
Nextel Blackberry Costs	\$84.47*

* Pooled plan. As average usage goes up, price goes up.

Average Cost Per Blackberry per Month \$95.19

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

How do I Compare?

How Can You Help?

Avoid making specific cellular service providers request due to personal preferences.

- If close to a land line, utilize the land line instead of your cell phone for all calls.
- If the standard cellular equipment will work, don't ask for non-standard equipment.
- Only utilize the cellular phone for business use and only utilize on an as needed basis.
- Verify that your employees have valid business reasons for the utilization of the Blackberry.
- If Cingular service will cover most of your traveling area, go with it versus a Verizon or Nextel due to lower overall costs associated with the service.
- Consider using blackberry cell phone functionality vs. carrying a separate company cell phone.
- Do not upgrade equipment just to get onto the latest equipment that is being advertised. When you upgrade within your contract, Ameren pays full retail price for the equipment.

Mobile Data Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Provide the capability of getting onto the Ameren network via a wireless wide area network mobile data service. This service typically is utilized via a MDT in a mobile vehicle.

Service is provided by a vendor service contract and is entirely dependent on the vendor's coverage area.

Included in the offering is the wireless service, usage, and modem hardware. Also includes ~300K associated with Automated Meter Reading.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren – Unit Cost (per subscriber/per month)	
Cingular	\$67.99/Unlimited usage/per month
Verizon	\$29.99/up to 25 Megabyte/month
	\$49.99/unlimited usage/per month
Telemetry plans 1 MB/month	\$9.99
Average Cost per Kilobyte	\$0.004
Purchase cost of a MDT	\$4,000

How Can You Help?

Only utilize the wireless service when out in the field. When feasible, check E-Mail and internet when the user is in the local office.

Consider a loaner pool for employees. MDT's are an expensive convenience.

Retire older devices, spares still require software licensing

Wireless Cards for Laptops should be deployed for valid business reasons not employee convenience

How do I Compare?

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

Who is the Customer?

Energy Delivery - ILL
Energy Delivery- MO

Pager Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Provide for cost effective pager service. The standard service will be one-way paging service. Service is provided dependent upon carrier service contracts and service provider's coverage area.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren – Unit Cost

Average Monthly Cost per Pager \$9.34

How Can You Help?

Identify possible duplication of services if a person has devices (cell phone, pager, blackberry, etc). See if a device multiple can be eliminated.

How do I Compare?

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

Who is the Customer?

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

Voice Radio Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Provides for a private voice radio system. The service provides for 90% coverage for our service territories, based upon utilization of mobile radio coverage and not handheld devices. Included in this service is centralized radio dispatching capability at specified dispatch offices.

Type of Service: Demand Driven Service

Per Unit Cost Information

<u>Ameren – Unit Cost</u>	<u>MO</u>	<u>IL</u>
Mobile radio costs		
Annual per radio	\$300	\$833
One Time Cost	\$3,300	\$3,375
Handheld radio costs		
Annual per radio	\$300	\$833
One Time Cost	\$3,000	\$3,022
MAC costs		
Install	\$210	\$210
Removal	\$50	\$50

**** Illinois costs higher due to usage fees vs. depreciation expense not shown for Missouri**

How Can You Help?

- Minimize Moves, Adds, and Changes when swapping radios from vehicles
- Avoid multiple radios. Don't give out a mobile and a handheld unit to one person unless necessary.
- Consider using a cell phone instead of a dedicated radio.

Who is the Provider?

Tom Vavra, IT Operations
314-554-3420

Who is the Customer?

Business & Corporate Services
Nuclear Energy Delivery - ILL
Energy Delivery- MO EDTS
Generation – Unregulated Generation - Regulated

Computer Training Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Provide training and reference material on corporate supported computer applications and coordinate/oversee corporate training initiatives.

Type of Service: Demand Driven Service

Per Unit Cost Information

- Instructor-led classes noted on Scholar are funded by IT. Cost to IT is typically \$650 per class plus training materials.
- Average Cost per Student In Class \$86.
- Customized instructor-led class costs are quoted and funded by the business lines.
- MindLeaders eLearning Courses – Desktop Subscription is funded by IT. The cost is \$15,000 per year (770 corporate-wide subscribers therefore approx. \$20/person).

How Can You Help?

- Plan ahead for your training needs and promptly involve Computer Training Services. Requests for customized classes should be made 3-6 weeks prior to the class date.
- Meet with your employees to determine their training needs and allow employees to take advantage of Ameren's training opportunities.
- Ensure your employees attend the scheduled training. If employees cannot attend, ensure they cancel from class 5 days' prior to class date. The minimum instructor-led class size is 6 or 7 students.
- Give employees relevant assignments immediately after training so they can apply and reinforce newly acquired skills.

Who is the Provider?

Betty Sullentrup, IT Operations
314-554-4964

Who is the Customer?

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

Desktop & Email Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Desktop/Email Services provides PC guidance & management for the corporation which includes hardware selection, imaging, software distribution & patch management. Desk-side support services, Remote Access service, PC & printer repair & replacement services are included in addition to email services. This includes virus protection, SPAM & content filtering, regulatory archiving services, integrated FAX & paging services, instant messaging & rapid disaster recovery service.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren - Unit Cost – 2006

Desktop:

\$985 per desktop or laptop per year

Email:

\$126.30 per mailbox per year

10,260 Email users

How Can You Help?

- Reduce the number of systems per user. Don't use desktop + laptop when a laptop only solution will do.
- Follow corporate standards for purchasing desktop computer equipment.
- A laptop is the most expensive offering. Consider using remote desktop from home via Webdesk, using a blackberry if email is the primary application needed, using hotel internet access and Webdesk when traveling.
- Adhere to corporate 4-year life-cycle replacement.
- Use hyper-links where possible; do not send attachments or forward attachments when it is not absolutely necessary to do so.
- Don't "reply all" unless warranted; never "reply all" to informational messages with wide dissemination.

How Do We Compare?

Desktop Cost Trends

Who is the Provider?

Darin Quayle, IT Operations
314-554-2392

Who is the Customer?

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

** IT funds & manages Callaway's life-cycle replacement program

Special Services – Reproduction and Printing

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Ameren Special Services – Full service document reproduction and finishing to include: color and B&W (black and white) copying, large format printing of maps and engineering drawing, scanning, assorted finishing processes and document packaging. Convenient copier service and support through the GOB campus.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren - Unit Cost - 2006

\$.02 per copy B&W High Speed Printing

\$.17 per copy Color Laser Printing

\$.25 per square foot B&W Plotter Printing

\$.40 per square foot Color Plotter Printing

How Can You Help?

- Print in B&W rather than color when ever possible. Color can cost as much as \$.17/page where B&W can cost as little as \$.02/page.
- Submit your print request with the proper lead time.
- Utilize double sided printing.
- For binding options, consider stapling rather than coil binding. Stapling is less labor intensive.
- Submit printing jobs electronically with 1 file rather than multiple, separate files. This reduces the setup time needed.
- When color printing is needed in a mostly B&W document, group your color items together. This reduces the hand collating time.
- Laminating and folding costs are extra so use minimally.
- See the Scholar website for guidelines in How to Submit Requests.
- Consider use of multi-function printer with copier, faxing & scanning capability and eliminating multiple network/desktop printers & standalone fax machines.

How Do I Compare?

Who is the Provider?

Greg Gates, IT Operations
314-554-2460

Who is the Customer?

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

SCADA Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

SCADA Services are comprised of the cost associated with connecting RTUs (remote terminal units) in electric substations and gas facilities for the purpose of remotely controlling or monitoring our assets to our Energy Management System (EMS).

The service includes the telephone or wireless circuit connecting the Ameren gas or electric facility back to the EMS system in St. Louis. It also includes private backbone system connecting the services to St. Louis. All system/site problems are supported 24 hours per day, 7 days a week.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren – Unit Cost
~\$5,000 per electric substation / gas facility per year

How Can You Help?

How Do I Compare?

Who is the Provider?

Tom Vavra, IT Operations
314-554-3420

Who is the Customer?

Energy Delivery - ILL Energy Delivery- MO
EDTS
Generation – Unregulated Generation - Regulated

Help Desk Services

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What is the Service?

The ASC/IT Service Desk is the central resource for employees to contact for 24x7 support and assistance on all ASC/IT related systems, services and technology.

Type of Service: Demand Driven Service

Per Unit Cost Information

Ameren - Unit Cost – 2007

\$12.07 per call for level-I support – 70%

\$25.64 per call for level-II and III– 25%

\$27.50 average cost per call (\$3.00 per minute) PC-Helps support – 5%

How Can You Help?

- Use the Service Desk! It is a more cost effective resource than on-site field support or peer support. Peer-to-peer support cost are ~\$100/problem.
- Use the Help and Support options available within the applications.
- Use the Self-Ticketing and Knowledge Management tools on the ASC/IT web site.
- Properly train work force for appropriate PC applications.
- Provide candid and frank feedback. It is essential to insure the service remains responsive and meets your business needs.

How Do I Compare?

Service Desk Cost Trends

Who is the Provider?

Dave Griese, IT Operations
314-206-1228

Who is the Customer?

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

Mailing Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Customer Mailing – Billing and other customer correspondence that must be mailed in a timely manner or risk cash flow costs to the Company. Represents 90% of total service costs.

Other Mailing – Internal interoffice mail, mail delivery within the General Office Building, mailings to employees and any other mail that goes outside of the Company

Type of Service: Limited Control Over Demand

What is Included?

Customer Billing Cost: \$11.5M
Other Mail Cost: \$1.24M

Postage alone represents over 85% of cost.
Labor represents ~7% of total service costs.

Service includes mailing materials, enclosing machine maintenance and service, postage and various postal services.

Mail delivery in the GOB occurs 2 times daily and once a day M-F between Ameren sites

How Can You Help?

Below are cost levers you can manipulate:

- Inserting postcards cost ~\$120K
- Encourage customers to pay bills on-line and elect to no longer receive a hard-copy bill
- Use electronic means to communicate with employees rather than sending information through the Post Office
- Use ePay self-service options on PeopleSoft to receive on-line pay statements

How do I Compare?

Who is the Provider?

John Hughes, IT Operations
314-992-9798

Who is the Customer?

CIL – AmerenCILCO Billing
CIP – AmerenCIPS Billing
IP – AmerenIP Billing
UE – AmerenUE Billing
Other – All other mailing
Interoffice, Employee, Other

Advanced Voice Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Advanced Voice Service are call center type services and include the equipment, network infrastructure and services that enable Call Center like features and functionality. This includes ACD functionality, IVR hardware, voice recording, diverse call routing, CTI (screen Pops) functionality, disaster recovery, home ACD agents, and telephones. Advanced Voice Services are supported 24 hours per day, 7 days a week.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren – Unit Cost

\$853 per ACD extension per year

\$3375 One-time charge per new ACD extension

How Can You Help?

- Reduce the number of Call Centers
- Continue to utilize and exploit technology such as an IVR to handle as many customer calls as possible without employee intervention.

How Do I Compare?

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

Who is the Customer?

Business & Corporate Services
Energy Delivery- MO
Energy Delivery - ILL

Local Voice Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Local Voice Service include the equipment, network infrastructure and services that enable employees to access/distribute voice communications from their desktop throughout Ameren (i.e. the infrastructure and services required to deliver dial tone to telephone handsets.) The telephone system standard for Ameren is based upon the Avaya PBX platform. Smaller sites may be a small phone system or individual telephone lines from the phone company. Individual local voice service is supported during regular business hours. Major system/site problems (Level 1) are supported 24 hours per day, 7 days a week.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren – Unit of Cost
\$17.33 per month per line
\$45.59 per month per substation

How Can You Help?

- Reduce the number of substations requiring local phone lines.
- Reduce the number of phone extensions and fax machines at each location to only the amount required to do business.
- Utilize email faxing services where possible

How Do I Compare?

Local Voice Services Cost Trends

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

Who is the Customer?

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

Long Distance Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Long Distance Services are comprised of the cost to provide telephone long distance and toll-free(800) services. Currently, this service is provided by AT&T and McLeod. IT manages these services balancing costs and features.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren – Unit Cost
\$0.034 per minute

How Can You Help?

- Limit long distance call duration to that required to conduct business
- Limit International call duration.
- Limit using information services(411). Instead, utilize the various websites on the internet that provides the same information.

How Do I Compare?

Long Distance Cost Trends

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

Who is the Customer?

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

Telephone Move, Adds, and Changes (MAC)

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What is the Service?

Telephone Moves, Adds, and Changes are any changes to an existing telephone or an addition of any new telephone extensions. Included in these costs are any cabling required to support the telephone.

Current Service Level– 90% of normal request completed within 5 work days

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren – Unit Cost

\$152.00 per typical MAC

\$702.00 per Remodeling MAC

How Can You Help?

- Minimize the number of moves required due to changing personnel locations or remodeling.
- Schedule Move, adds, and changes in advance of the required date. We must limit the emergency MAC work due to planning issues.
- Only request after hour moves when absolutely necessary for valid business requirements.

How Do I Compare?

Who is the Provider?

Brian Hartman, IT Operations
314-206-1842

Who is the Customer?

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

Local Area Network (LAN) Services

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What is the Service?

Local Area Network includes the network infrastructure that enables employees to access the Ameren data network from a any location. The LAN equipment includes the Ethernet switch at each location. Major system/site problems (Level 1) are supported 24 hours per day, 7 days a week.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren – Unit Cost

\$182 per active LAN port per year (PC, Printer, hot port in conference room, etc)

How Can You Help?

- Eliminate any “rogue” or unapproved wireless LANs that have been installed locally without the approval of IT. Not only do these devices create a possible security hole, but these unapproved network systems may negatively impact performance and reliability of other IT infrastructure.
- Eliminate any unnecessary active ports in cubicles and offices. Only one port per cubicle/office should be required by the normal users.

How Do I Compare?

LAN Cost Trends

Who is the Provider?

Joe Ostendorf, IT Operations
314-554-2909

Who is the Customer?

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

Wide Area Network (WAN) Services

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What is the Service?

Wide Area Network includes the equipment, network infrastructure and data services that enable employees to access the Ameren data network from a remote location. This service also includes a virus free environment where we employ multiple layers of virus security and hacker security for enhancing networking availability. The WAN equipment include the router, CSU/DSUs, and the connectivity provided by either a WAN link provided by a telephone company or a WAN link provided by Ameren private facilities. Major system/site problems (Level 1) are supported 24 hours per day, 7 days a week.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren – Unit Cost

\$204 per device per year (PC, laptop, MDT, network printer)

How Can You Help?

- Eliminate and/or minimize the number of dial up modems required to access the network
- Contact Enterprise Networking as much in advance as possible for new WAN requirements.

How Do I Compare?

WAN Cost Trends

Who is the Provider?

Joe Ostendorf, IT Operations
314-554-2909

Who is the Customer?

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

Mainframe Services

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Application and data hosting services on mainframe class infrastructure for multiple applications for Ameren and all of its subsidiaries. Infrastructure is maintained to be compliant with security/regulatory requirements and proper patch management. Mainframe and databases are monitored for availability, performance, and capacity. Service includes maintenance & repair, centralized backup, recovery, and 24 hr. monitoring and database admin support. High-Availability & Disaster Recovery solutions are also provided based on business justification and business risk.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren - Unit Cost - 2006

\$8,145 per MIP

How Can You Help?

- Enter your TRIS time daily and avoid the end-off pay period crunch.
- Retire legacy applications in a timely manner. This will provide capacity for enhancement to key applications.

How Do We Compare?

Mainframe Cost Trends

Who is the Provider?

Larry Miller IT Operations
314-554-3895

Who is the Customer?

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

Server Operations Services

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What is the Service?

Application and data hosting services on server class infrastructure (Unix or Intel). Hosting is classified into three levels: 1) Critical, 2) Business Essential, and 3) Business Support. Infrastructure is maintained to be compliant with security/regulatory requirements and proper patch management. Servers and databases are monitored for availability, performance, and capacity. Service includes maintenance & repair, centralized backup, recovery, and 24 hr. monitoring and database admin support. Server hardware, software and databases are managed under life-cycle programs. High-Availability & Disaster Recovery solutions are also provided based on business justification and business risk.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Ameren- Unit Cost – 2006
\$8,750 / year per Intel server.
\$108,490/ year per Unix server.

How Can You Help?

- Eliminate unnecessary data. Let us know what can be archived or purged to reduce disk and tape usages.
- Build or purchase applications which support remote database access solutions.
- Build or purchase applications which can be hosted in a virtualized environment (ie: VMWare).
- Adhere to corporate infrastructure standards
- Centralize server & database support, distributed support models are not economical.

How Do We Compare?

Server Operations Cost Trends

Who is the Provider?

John Soden, IT Operations
314-554-3743

Who is the Customer?

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

Corporate Records Management Services

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What is the Service?

The Records and Information Management Services group is responsible for maintaining, retrieving and disposing of physical corporate records in accordance with current policies and procedures. They also provide scanning and indexing of documents.

Type of Service: Limited Control Over Demand

Per Unit Cost Information

Not Applicable

How Can You Help?

- Ensure that the physical records sent to the Records Centers require storage, are properly cataloged and the disposal dates are noted.
- Help identify any retention requirements (legal or business) for physical and electronic records.
- Utilize the scanning & indexing services.

How Do I Compare?

Who is the Provider?

Harold Whitaker, IT Operations
314-554-2371

Who is the Customer?

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

IT Security and Planning

Products & Services

Process

Demand Driven

Limited Control Over Demand

- Business Continuity
- Data Integration Services
- Project Management Services
- Technology Review and Research
- IT Planning Services

Corporate

Business Continuity

What is the Service?

Provide planning and consulting services to help ensure that Ameren's business processes will continue to function adequately in the face of unusual events such as fires, floods, earthquakes, pandemics, etc. that would significantly disrupt the normal operating environment.

Type of Service: Limited Control Over Demand

What is Included?

Description	% of TC
<ul style="list-style-type: none"> • Gather requirements from customers through workshops • Collaborate with BLs to develop work area recovery strategies and develop Continuity Plans for each BL • Test plans and feed lessons learned and gaps to Ameren Senior Team • Work with IT to develop solutions to close Application & Infrastructure gaps and manage projects that close gaps • Develop Pandemics plans and develop Incident Control Structure and test to determine gaps • Improve communications • Tie to corporate safety initiative 	100

How Can You Help?

Provide BL Reps to lead internal planning workshops and develop continuity plans rather than have the Business Continuity Office provide that role.

Challenge necessary resource requirements needed in the event of an emergency (i.e. people, PCs, phones, applications, etc.)

How do I Compare?

Who is the Provider?

Gene Weber, Supervisor, IT Security
314.554.6105

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

Data Integration Services

What is the Service?

Provide consultative role in designing and developing flexible application integration designs. Goals include reuse of code and services, reduce redundant data, assist with problematic interfaces in order to allow for quicker development cycles, lower costs. Support business intelligence and data warehousing initiatives to expose information to the Bus. Segs. and provide “one version of the truth”.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Integration Workshops	Facilitate workshops to discuss requirements, develop high level & detailed designs, maximize reuse opportunities.	60
Broker Development	Provide broker integration & shared services development and support.	35
Education & Architectural Guidelines	Integration methodology (Service Oriented Architecture), tools (roadmaps) and technology decision tree.	5

How Can You Help?

Engage Technology Planning when:

- At the inception of new projects
- Two or more applications need to be integrated
- You need data from other applications
- You're not sure what tools are available for integration

How do I Compare?

Who is the Provider?

Mike Ginger, Supervisor, Technology Planning - 314.554.3606

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

Project Management Services

What is the Service?

The Project Management Office (PMO) provides management and technical expertise in the areas of Program Management, Project Management and associated Methodologies and Tools. In addition to providing “hands-on” Project Management services, the PMO also provides mentoring and consulting services using proven PMO techniques to achieve established objectives of scope, quality, time, cost, and stakeholder satisfaction.

Type of Service: Limited Control Over Demand

What is Included?

Description	% of TC
Hands-on” Program or Project Management Project Management Consulting/Mentoring Project Management Best Practices Project Plan, WBS, and Schedule Development Project Manager Development Enterprise Project Manager (EPM) Tool usage Business Case Advice Inputs to RFP’s Project Management Methodologies, Tools & Templates EPM Software	100

How Can You Help?

Don’t purchase full Microsoft Project License if the browser only EPM version is sufficient

How do I Compare?

Who is the Provider?

Marvin Sowers, Mng. Supervisor, IT
 Planning 314.206.0232

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

Technology Reviews & Research

What is the Service?

Review project technical specifications against standard technology architecture and roadmaps. Conduct research and make recommendations on technologies. Provide new technology learning opportunities for internal and business lines.

Type of Service: Limited Control Over Demand

What is Included?

Description	% of TC
Creation & Communication of Roadmaps (Application & Infrastructure) Technology Leadership & Project Management on large technology projects Evaluating and determining cost effective architectures Identify and lead various cost saving initiatives, identify potential alternatives to reduce costs Perform technology research and recommendation. Technology Idea Portfolio Strategy (TIPS) Technical Architecture Reviews	100

How Can You Help?

- Engage Technology Planning at the inception of projects.
- Perform Technical Architecture Reviews prior to selecting technologies or solutions.
- Allow us to participate in BL planning sessions.
- Utilize existing standard tools.
- Make decisions based on IT Guiding Principles.

How do I Compare?

Who is the Provider?

Mike Ginger, Supervisor, Technology Planning - 314.554.3606

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

IT Planning Services

What is the Service?

Support ASC/IT organization's audit requirements for SOX and other regulatory matters. Provide Project Justification, Joint Planning, Portfolio Management, Service Level Management, Performance Management, and other special assignments for the VP of Information Technology as needed.

Type of Service: Limited Control Over Demand

What is Included?

Description	% of TC
Joint Planning with BLs, SLAs, project portfolio management, service issues	24%
Performance Management, scorecards, benchmarking, surveys	8%
ASC/IT Strategic Planning, workforce and succession planning, financial reporting	10%
Compliance (Sarbanes Oxley) and audit responses/ data requests	7%
Research Advisory Services	17%
Special Projects	34%

How Can You Help?

TBD

How do I Compare?

Who is the Provider?

Who is the Customer?

Application Management (RMC 201,202, 204)

Products & Services

Process

Demand Driven – Application Development/Enhancement

CSS Applications	-
eCustomer & Voice Technologies	-
Energy Delivery Work Management	-
Nuclear Applications	-
Generation Applications	-
Trading and Marketing Applications	-
Finance Applications	-
HR Applications	-
Supply Chain Management Applications	-
Miscellaneous Applications	-

Limited Control Over Demand – Application Maintenance

CSS Applications	-
eCustomer & Voice Technologies	-
Energy Delivery Work Management	-
Nuclear Applications	-
Generation Applications	-
Trading and Marketing Applications	-
Finance Applications	-
HR Applications	-
Supply Chain Management Applications	-
Miscellaneous Applications	-
Management & Administration	-

Corporate

CSS Application Suite

Ameren Exhibit 1.4 (Revised)
Page 169 of 248

What is the Application Suite?

Customer Service System (CSS)

Metering Applications – Lodestar, USMS, AMR, MV90, MVRS

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	49%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	15%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	36%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives
- Ameren's maintenance costs for MV90 are based on the number of meters in the active data base. Holding the line at two years of history will delay next upgrade. For MVRS and MV90, work with the delivered functionality and avoid custom code. Avoid having separate systems that perform the same functionality that MV90 provides.
- Replace older meters and modems to reduce daily support issues.
- Avoid over-automation. Evaluate every change request to ensure IT resources are used wisely
- Strive for fewer, more consistent and simplified tariffs.,
- Analyze data retention requirements and delete old data where applicable.

2008 Capital Projects

Still under review by PSC:

- MDM/RTP (Meter Data Mgmt) Phase II
- CSS Business Intelligence Soln. (Phase I & II)
- CSS Interval Metering Process Enhancement
- Complaint Tracking
- Contact Center Front End Enhancement

Who is the Provider?

Joe Solari
Manager, Development-ED
314-554-6547

Who is the Customer?

Energy Delivery - ILL
Energy Delivery- MO
EDTS

eCustomer & Voice Application Suite

Ameren Exhibit 1.4 (Revised)
Page 170 of 248

What is the Application Suite?

eCustomer

Computer Telephone Integration & Voice Response Unit (CTI/VRU)

Peoplefind (4CALL)

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	40%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	11%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	49%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Periodically monitor licensing requirements for the Customer Contact Centers.
- Evaluate self-service opportunities, including but not limited to speech-recognition applications.

2008 Capital Projects

-Speech: Start & Transfer Service

Who is the Provider?

Joe Solari
Manager, Development-ED
314-554-6547

Who is the Customer?

Energy Delivery - ILL
Energy Delivery- MO
EDTS

Energy Delivery Work Management Application Suite

What is the Application Suite?

- Outage Analysis and Field Work Management System (OAS)
- Distribution Operations Job Management System (DOJM)
- Transformer Load Management (TLM)
- Misc. T&D Apps
- EMPRV – Fleet
- EMPRV – EDTS Suite (T&D Design, Substation, Transmission, Relay Serv)

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	69%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	21%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	10%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Minimize future customizations to the base code and revisit previous customizations for consolidation or deletion.
- Analyze data retention requirements and delete old data where applicable.
- Archive as much data as possible to reduce the amount of data being backed-up and sorted for processing and queries.
- Assist in standardization of process between the Companies, Districts, Plants, etc. in an effort to eliminate some unique programming.
- Have application uninstalled where not being used and only deploy when needed

2008 Capital Projects

- Graphical Outage Entry
- MDT Front End
- Graphically Display Reliability Improvements
- MCOT Phase 2

Who is the Provider?

Joe Solari (OAS, DJOM,,WFM, TLM)
Manager, Development-ED
314-554-6547

Jay Knobbe (EMPRV)
Manager, Development-OPS
314-554-2023

Who is the Customer?

Energy Delivery - ILL
Energy Delivery- MO
EDTS

Nuclear Application Suite

What is the Application Suite?

EMPRV Nuclear Suite , Primavera P3E

eB Suite (Document & Records Mgmt, Configuration Mgmt, Other)

Nuclear App Suite – Other (ERIP, CARS, Vanguard, Executive Dashboard, SSIS, Other)

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	84%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	0%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	16%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Take advantage of the applications already in place.
- Standardize and simplify data integration with other applications.

2008 Capital Projects

- EMPRV Callaway Phase 2

Who is the Provider?

Jay Knobbe
Manager, Development-OPS
314-554-2023

Who is the Customer?

Nuclear

Generation Application Suite

Ameren Exhibit 1.4 (Revised)
 Page 173 of 248

What is the Application Suite?

EMPRV Generation Suite

Non-Nuclear Apps Suite (Genesis, Insight, Primavera, SmarTeam, and 20+ other apps)

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	63%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	0%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	37%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Consider higher level of standardization between plants/companies.
- Take advantage of the applications already in place.
- Consider expanding the use of applications to other functions/departments, consolidating applications and extending the cost to a larger user base.
- Review externally supported applications to determine if they can be reduced by consolidating applications.
- Standardize and simplify data integration with other applications.

2008 Capital Projects

None

Who is the Provider?

Jay Knobbe
 Manager, Development-OPS
 314-554-2023

Who is the Customer?

Generation - Unregulated
 Generation - Regulated
 Generation - Tech Services

Trading & Marketing Application Suite

Ameren Exhibit 1.4 (Revised)
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What is the Application Suite?

- ZaiNet
- Joint Dispatch Agreement Allocator/Profit & Loss (JDA/P&L)
- nMarket
- Executive Information/Operational Analysis Reporting Portals
- Trading General Apps
- Entegrate Gas

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	47%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	16%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	37%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Consider expanding use of current systems to eliminate the need to maintain another.
- Evaluate and eliminate unneeded or redundant functionality.
- Establish and implement a data retention policy.
- Periodically review and adjust high availability needs

2008 Capital Projects

- AR Non-CSS (part of Project FIRST)
- Ancillary Services Market Implementation
- Unit Commitment/Portfolio Optimization Tool
- OARP Release 3.0

Who is the Provider?

Jay Knobbe
Manager, Development-Ops
314-554-2023

Who is the Customer?

AE/AEM
AFS
Business & Corporate Services

Finance Application Suite

What is the Application Suite?

General Ledger/Payroll Distribution

Power Plant/Power Tax

Corporate Budget/Corporate Reporting/Corporate Model (CBS/CRS/CMS)

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	17%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	3%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	80%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Minimize future customizations to the base code and revisit previous customizations for deletion.
- Archive as much data as possible to reduce the amount of data being backed-up and sorted through for query.
- Implement DataFlow to automate more of the manual processes that occurs between the bank, TWS and ReconNet.
- Implement the process to feed the CR (bypassing the initial GL feed prior to the CR).

2008 Capital Projects

- Project FIRST
- AssureNET GL
- Accelerated Close

Who is the Provider?

Paul Straughn
Manager, Development-BCS
314-554-6546

Who is the Customer?

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

HR Application Suite

What is the Application Suite?

PeopleSoft Human Resources/Payroll

TRIS

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	50%
Demand Driven	Application Enhancement – includes application functional enhancements made to support changing business requirements and business process improvement initiatives.	7%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	43%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Work with delivered PeopleSoft product functionality and reduce custom code.
- Avoid separate systems that duplicate functionality already provided.
- Standardize and simplify data integration with other applications.
- Labor contracts - strive for consistent and simplified work rules, reduce number of labor contracts and special agreements, document side contracts or agreements.
- Daily time entry / One place for time entry.

2008 Capital Projects

Contract Rule Automation (T2P)
Automate OT Callout & Equalization (T2P)
PeopleSoft 9.0 Upgrade

Who is the Provider?

Paul Straughn
Manager, Development-BCS
314-554-6546

Who is the Customer?

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

Supply Chain Management Suite

Ameren Exhibit 1.4 (Revised)
Page 177 of 248

What is the Application Suite?

Oracle Source to Settle Suite -Sourcing, Contracts,
Purchasing, iProcurement, Accounts Payable, iSupplier
Portal, Contractor Cost Tracking
Electronic Data Exchange (EDI, XML)
EMPRV Materials Suite

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	21%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	0%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	79%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Work with delivered Oracle product functionality and reduce custom code.
- Consider higher level of process standardization between operating locations.
- Standardize and simplify data integration with other applications.

2008 Capital Projects

-Oracle S2S Version 12 Upgrade

Who is the Provider?

Paul Straughn (Oracle S2S)
Manager-BCS
314-554-6546

Jay Knobbe (EMPRV – Materials)
Manager, Development-OPS
314-554-2023

Who is the Customer?

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

Miscellaneous Application Suite

What is the Application Suite?

Real Estate Imaging

Claims Management

Enterprise Security Management Systems (ESMS)

EMPRV – Building Service

Workforce Management (eWFM)

Misc. IP and other applications which are not otherwise counted

Internet/Scholar/ACMS

What Services are Included?

Type	Description	% of TC
Ongoing: Limited Control	Application Maintenance – includes production support and maintenance of current application functionality.	%
Demand Driven	Application Enhancement – includes application functional enhancements make to support changing business requirements and business process improvement initiatives.	%
Demand Driven (Business Case)	Application Development – includes major projects and new application development requests which require funding over \$100,000	%

How Can You Help?

- Aggressive review and categorization of work requests through user groups.
- Identification of business benefits which are attributable to development projects.
- Active participation on project teams in order to assure that delivered solution meets business objectives.
- Eliminate customizations to the vendor supplied and maintained code.
- Reduce the amount and number of applications that perform similar functions for other areas of the company..
- Reduce data replication between interfacing business and IT systems.
- Assist in Standardization of process between the Companies, Districts, Plants, etc. in an effort to eliminate some unique applications and programming.
- Have applications uninstalled where not being used and only deploy when needed

2008 Capital Projects

None

Who is the Provider?

Varies by Application

Who is the Customer?

Varies by Application

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B&CS Products & Services

Section X

F20 - Environmental Services

Environmental Services

Products & Services

Process

Demand Driven

Environmental On-site Support Svcs
Environmental Customer Services

N/A
N/A

Limited Control Over Demand

Special Services and Compliance Review
Regulatory Reporting Services
Environmental Advocacy Services
Emergency Response Services
Environmental Permitting Services

N/A
N/A
N/A
N/A
N/A

Corporate

Environmental / Property Assessments
Remediation Services

N/A
N/A

Pass-through

Environmental Permitting Services
Government Fees

Environmental On-site Support Services

Amenon Exhibit 1.4 (Revised)
 Page 182 of 248

What is the Service?

Environmental staff assigned to provide on-site environmental duties.

Type of Service: Demand Driven Service

What is Included?

Category	Description	% of TC
On-site Environmental Duties	Perform routine environmental duties for the assigned facility in place of facility operations personnel. Due to the close proximity of the facilities, FTEs have been minimized by providing ES&H personnel assigned to several facilities.	100%

How Can You Help?

- Share Environmental personnel with other facilities
- Utilize Environmental personnel as plant support staff

How do I Compare?

Who is the Provider?

John Pozzo - Water 314/554-2280
 Ken Anderson - Air 314/554-2089
 Warren Mueller-Env. Assessments 314/554-3063

Who is the Customer?

UE Non-Nuclear Generation
 AER – Non Nuclear Generation

Environmental Customer Services

Ameren Exhibit 1.4 (Revised)
Page 183 of 248

What is the Service?

This activity covers the labor and resource cost associated with developing programs and procedures to interpret and communicate regulatory requirements to operating groups and coordinating with operating groups to develop cost effective implementation of compliance strategies. Provide corporate level guidance for federal, state and local regulations.

Type of Service: Demand Driven Service

What is Included?

Category	Description	% of TC
Develop Programs	Develop program, procedures, interpretations & respond to operating personnel associated with non-permit related inquiries.	35%
Liaison to Regulatory Agencies	Act as primary liaison and interface with regulatory agencies to maintain consistency between the agencies and individual power plants for programs such as TRI.	5%
Technical Support	Respond to routine requests for regulatory guidance and interpretations to support ongoing operations. Provide technical support as needed including wetland evaluation, animal nuisance and response support for public complaints. Provide informal compliance assessments.	60%

How Can You Help?

-Centralizing experts minimizes FTEs. Ensure operations personnel are aware of guidelines and policies to avoid non-compliance.

--

How do I Compare?

Who is the Provider?

Warren Mueller-Env. Assessments 314/554-3063
John Pozzo - Water 314/554-2280
Ken Anderson - Air 314/554-2089
Paul Pike – Ash/Global Climate 314/554-2388

Who is the Customer?

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

Special Services and Compliance Review

Ameren Exhibit 1.4 (Revised)
Page 184 of 248

What is the Service?

Conduct special environmental studies, monitoring, and modeling to support facility operations.

Develop corporate Environmental policies. Conduct formal compliance audits and due diligence assessments.

Type of Service: Limited Control Over Demand Services

What is Included?

Category	Description	% of TC
Conduct Studies	Conduct special environmental studies, monitoring, and modeling to support facility operations. Develop work scope, coordinate with plant and regulators, collect and analyze field data, compile reports and recommend future actions based on study results. A large percent of this service involves collection of information required for environmental permit applications, fish kill investigation, macrofouling support and depth surveys.	95%
ES&H Compliance	Develop and implement comprehensive programs to monitor environmental compliance. These services include comprehensive facility compliance audits, CEM performance audits, waste management vendor audits, and fire readiness review audits. Informal compliance audits are performed on request. Respond and negotiate with regulatory agencies on inspections and enforcement issues.	5%

How Can You Help?

- Centralizing experts minimizes FTEs. Ensure operations personnel are aware of guidelines and policies to avoid non-compliance.
- Make ES&H aware early when services may be needed.
- Use ESH recommended outside disposal vendors to reduce company's environmental liabilities.

How do I Compare?

Who is the Provider?

Mike Menne - VP, ESH 314/554-2816
 Steve Whitworth - Mgr. Env. Services 314/554-4908
 Warren Mueller - Env. assessments 314/554-3063
 John Pozzo - Water 314/554-2280
 Ken Anderson - Air 314/554-2089
 Paul Pike - Audit 314/554-2388

Who is the Customer?

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

Regulatory Reporting Services

Ameren Exhibit 1.4 (Revised)
Page 185 of 248

What is the Service?

Develop programs and systems to manage environmental recordkeeping and reporting required for compliance.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Develop Programs	Develop programs and systems to manage environmental recordkeeping and reporting required for compliance.	20%
Assist Plants	Provide assistance to plants in on-site data acquisition and recordkeeping needs.	10%
Submit Reports	Coordinate the timely preparation and submittal of reports and notifications to agencies. Major reporting requirements are for CEMS and NPDES programs. Maintain consistency in reporting policies between regulatory agencies and individual power plants.	70%

How Can You Help?

- Provide accurate reasons for non-compliance and maintain monitoring systems.
- Provide information in a timely manner
- Utilize Environmental personnel to assist with problem solving

How do I Compare?

Who is the Provider?

Warren Mueller-Env. Assessments 314/554-3063

John Pozzo - Water 314/554-2280

Ken Anderson - Air 314/554-2089

Who is the Customer?

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

Environmental Advocacy Services

Ameren Exhibit 1.4 (Revised)
 Page 186 of 248

What is the Service?

Monitor and review evolving federal, state and local environmental laws and regulations affecting Company operations.

Type of Service: Limited Control over Demand Service

What is Included?

Category	Description	% of TC
Monitor	Monitor and review evolving federal, state and local environmental laws and regulations affecting Company operations.	5%
Influence	Influence as appropriate through comment, testimony, direct agency contact, industry groups and trade associations; including support to Company governmental affairs representatives. Includes Corporate memberships.	90%
Communicate	Coordinate and communicate these issues on a timely basis with affected Company operating groups.	5%

How Can You Help?

-Centralizing experts minimizes FTEs. However, local personnel can notify Environmental of any rules or pending legislation that may impact company operations.

How do I Compare?

Who is the Provider?

Mike Menne - VP, ESH 314/554-2816

Steve Whitworth – Mgr. Env Services 314/554/4908

Who is the Customer?

ED-MO ED-IL ED Svc
 Generation Nuclear

Emergency Response Services

Ameren Exhibit 1.4 (Revised)
 Page 187 of 248

What is the Service?

Field & phone support/expertise, regulatory inspection support, development of guidelines, training programs for environmental and emergency response issues. Regulatory interface and enforcement resolution.

Type of Service: Limited Control Over Demand Service

What is Included?

Category	Description	% of TC
Develop and administer programs	Assist in the development and administer emergency response plans, procedures and training programs for oil spills, chemical spills and Homeland Security chemical facility procedures.	5%
Cleanup incidents	Provide on-site support in the investigation, mitigation and cleanup of emergency incidents. Provide verbal and written agency reporting as required	5%
Training	Coordinate and administer hazard communication program;; and Hazwoper Training for plant personnel; Homeland Security Chemical Facility training and guidance. Develop custom presentations.	60%
Risk Management Plans	Provide assistance in inspection and audits required by risk management plans for hazardous material facilities. Update risk management plans and provide interface with regulatory agencies.	30%

How Can You Help?

- Minimize the amount of people that reserve training but do not show.
- Make Environmental personnel available as soon as possible when needed via dedicated emergency phone line.
- Utilize computer based training programs to meet requirements.

Who is the Customer?

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

How do I Compare?

Who is the Provider?

Warren Mueller - Env. Assessments 314/554-3063

Environmental Permitting Services

Ameren Exhibit 1.4 (Revised)
Page 188 of 248

What is the Service?

Obtain and maintain environmental permits and other approvals required for facility construction, modification, operation and maintenance in accordance with regulatory requirements.

Type of Service: Limited Control Over Demand

What is Included?

Category	Description	% of TC
Obtain Permits	Obtain and maintain environmental permits and other approvals required for facility construction, modification, operation and maintenance in accordance with regulatory requirements.	40%
Coordinate Resources	Coordinate internal and external resources to develop information to complete and submit timely permit applications.	50%
Regulatory Interface	Act as the primary interface with the regulatory agency to negotiate and secure reasonable and consistent permit terms and conditions and improvements to existing conditions wherever possible.	10%

How Can You Help?

-Notify ES&H early in the planning stages of modifications or changes.

How do I Compare?

Who is the Provider?

Warren Mueller-Env. Assessments 314/554-3063
John Pozzo - Water 314/554-2280
Ken Anderson - Air 314/554-2089
Paul Pike – Landfill 314/554-2388

Who is the Customer?

EDY – Energy Delivery
NNG – Non Nuclear Generation
NCL - Nuclear

Environmental / Property Assessments

Ameren Exhibit 1.4 (Revised)
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What is the Service?

Determines environmental liability associated with property transfers.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Property Inspection	Perform a property inspection and initial sample collection to determine, if potential environmental liabilities are associated with a property.	40%
Cleanup Assistance	Provide estimates, additional investigation and cleanup assistance, if contamination is found or suspected.	60%

How Can You Help?

- Provide requested background information regarding the property and specific directions to the site.
- Arrange for access when needed.

How do I Compare?

Who is the Provider?

Warren Mueller-Env. Assessments 314/554-3063

Who is the Customer?

COR - Corporate

Environmental Remediation Services Ameren Exhibit 1.4 (Revised) Page 190 of 248

What is the Service?

Project management for environmental remediation.

Type of Service: Corporate

What is Included?

Category	Description	% of TC
Project Management	Project management for cleanup projects resulting from third party disposal vendors and abandon company operations. Develop site investigations plans, cleanup objectives, community relations plans, liaison with regulatory agencies, company employees and local officials and manage cleanup contractors. Provide testimony for environmental rate riders.	1%
Contractor costs	Contractor Services	99%

How Can You Help?

-Ensure operations personnel use only ESH recommended vendors for disposal of materials.

How do I Compare?

Who is the Provider?

Warren Mueller-Env. Assessments 314/554-3063

Who is the Customer?

COR - Corporate

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B&CS Products & Services

Section XI

F06 - Energy Delivery Technical Services

Energy Delivery Technical Services

Products & Services

Process

Industrial Hygiene Services
Medical Evaluation Services
Safety Glasses and Safety Shoes
Vehicle Maintenance
Vehicle Purchases
Transmission & Substation Design
Electric Standards
Systems Analysis
Drafting
Distribution Planning and Asset Performance
Vegetation Management
Construction Services
Electric Training
Engineering and Joint Use Services
Budgeting and PM Organization
Maintenance of Substation Equipment
Capital Project Construction & Checkout
Maintenance of Relays & Control Schemes
Systems Training Development & Delivery
Safety Support Services
Fire Protection & Emergency Response Services
Vehicle Fuel
Locate Services

Note: Budget % Allocations do not include pass through costs.