

## Industrial Hygiene Services

### What is the Service?

Provide industrial hygiene evaluations, monitoring and surveys for physical and chemical agents.

### What is Included?

Category	Description	% of TC
Evaluations, Monitoring and Surveys	Provide health hazards evaluations, monitoring and surveys for physical and chemical agents. Provide monitoring for OSHA compliance. Perform indoor air quality and ergonomic assessments, noise surveys	80%
Education & Training	Provide guidance for other issues such as bird droppings, sewage and mold exposure. Provide employee safety & Health education on select topics. Provide in-service education on the operation of new monitoring equipment. Assist training groups in development of compliance training.	20%

### How Can You Help?

- Use the testing laboratory recommended in management instructions.
- Notify Safety & Health of changes in equipment which may effect noise exposure or exposure to contaminants

### Who is the Provider?

Tom Frank – Safety & Health

### How do I Compare?

### Who is the Customer?

Energy Delivery, non nuclear  
generation, nuclear, B&CS

# Medical Evaluation Services

## What is the Service?

Administer and coordinate the OSHA required medical surveillance for personnel.

## What is Included?

Category	Description	% of TC
Administer OSHA Medical Surveillance	Provide guidance to business lines on the requirements for testing for exposure to various contaminants. Administer and coordinate the OSHA required medical monitoring for personnel. Provide tracking and payment to medical monitoring vendors. Review examination results and schedule employees for follow-up exams if necessary. Assure that medical clearance or declination forms are received for all employees	10%
Medical Evaluations	Contracted Services	90%

## How Can You Help?

- Maximize the number of personnel at each facility during regular medical van visit.
- Assure employees are sent for follow-up visits to a healthcare provider on company time

## Who is the Provider?

Tom Frank – Safety & Health

## How do I Compare?

## Who is the Customer?

ED- Mo      ED-IL      ED Svc  
 Generation      B&CS

## Safety Glasses & Safety Shoes

### What is the Service?

Administer the corporate prescription safety eyewear program.  
Support the corporate safety shoe program.

**Type of Service:** Demand Driven Service

### What is Included?

Category	Description	% of TC
Eyewear Administration	Administer the corporate safety prescription eyewear program. Act as liaison between authorized eye care providers and manufacturer of safety eyewear.	6%
Eyewear	Cost of prescription safety eyewear, eye examinations and dispensing fees	68%
Shoe Administration	Review reimbursement requests for proper bargaining unit forms. Process reimbursements. Authorize payment of invoices	1%
Shoes	Cost of Shoes (ASC budget)	25%

### How Can You Help?

- Ensure that only those employees who are exposed to eye hazards at work are permitted to obtain prescription safety eyewear
- Ensure employees purchase only the numbers of shoes and/or repairs permitted by their union contract.
- Submit accurately completed form for shoe reimbursement
- Negotiate reimbursement of all shoes as benefit payable annually

### Who is the Provider?

Tom Frank – Safety & Health

Jane Schmidt – Safety & Health

Carol Hunt - ACS

### How do I Compare?

### Who is the Customer?

Energy Delivery  
Non-Nuclear Generation  
Nuclear  
Bus & Corp Svcs

## Vehicle Maintenance

### What is the Service?

Maintenance of company vehicles/equipment in Ameren garages and by outside shops

Annual License Renewals

Administrative and Garage Supervisory Costs

Capital acquisitions of garage equipment

Vehicle Disposition

### What is Included?

Category	Description	% of TC
Repairs and Preventative Maintenance	Performance of routine maintenance and assessment of vehicles/equipment plus repairs/replacement of failed parts	81%
License Renewals	Annual Renewal of vehicle license registrations	5%
Administrative Costs	Administration of activities that support the maintenance programs, disposition of vehicles and invoice payments/data entry for vendor services.	12%
Garage Capital	Purchase of capital equipment/tools to be used in the maintenance of vehicles	2%

### How Can You Help?

- Comply with pre-determined preventative maintenance schedules for equipment types.
- Proper use of equipment. Follow Manufacturer and Fleet guidelines.
- Perform appropriate operator inspections for equipment types.
- Review and complete AOC maintenance jobs timely.
- Monthly review of transportation ledger (PD7360).

### Who is the Customer?

Reg IL  
Reg MO

### Who is the Provider?

### How do I Compare?

## Vehicle Purchases

### What is the Service?

Design, specification, bidding, purchase and delivery of new vehicles/equipment.

Leased vehicles/equipment payments

Licensing and Titling of New Vehicles

### What is Included?

Category	Description	% of TC
Purchase	Costs associated with the design, specification, bidding, purchase and delivery of new vehicles/equipment	91%
Leasing	Payments made on leased vehicles/equipment	8%
Licensing and Titling	Administrative costs related to acquiring the initial license registration and titles for new vehicles	1%

### How Can You Help?

- Timely response to requests for vehicle order forms.
- Adhere to the suggested, standardized specifications that are developed by equipment teams comprised of operations superintendents.
- Purchase of all vehicles should be coordinated with Fleet Services to ensure proper registration and capture of data for all Ameren systems. Contact Fleet Services prior to purchasing any vehicles.
- Adhere to the modification process defined by ED/EDTS operations.
- Include costs to purchase additional vehicles in business cases when increasing staffing levels.

### Who is the Customer?

Reg IL  
Reg MO

**How do I Compare?**

**Who is the Provider?**

# Transmission and Substation Design

## What is the Service?

Provide design and project management for transmission lines and substations.

## What is Included?

Category	Description	% of TC
Facility Design	Design transmission lines >100kV and all substations that are safe, reliable, environmentally sound, and cost effective. Includes site/route selection, expert witness testimony, technical & drawing support for federal/state/local permits, National Electric Safety Code & applicable standard compliance, material & equipment specification and order initiation, drawing & documentation development, review & issuance to construction & testing, construction specification & technical support, startup procedure development & commissioning oversight, as-built drawings, issue operating diagrams, maintain and control documents. Disciplines include civil & structural, system protection, substation & line design engineering; and construction drafting and document control. Provide system protection engineering for Ameren generation, and drafting & document control services for UE generation.	55%
Project Management	Actively manage authorized projects. Provide estimates, review & comment on system development & conceptual designs, provide budget & work order overall & cash flow estimates, develop & maintain schedules, arrange & lead project team meetings, communicate with project team & other affected internal & external stakeholders, approve invoices. If contracted design services are used, oversee them.	20%
Standards	Develop design guides and equipment specifications, and standard drawings to insure quality & consistency, and aid in project and inventory efficiencies. Represent Ameren on AEIC, ASCE, IEEE, NERC, NESC & SERC technical committees.	10%
Special Studies	Provide engineering expertise to special requests, e.g. fault studies, lightning shielding, structural analysis, unique applications, etc.	10%
Operations Support	Investigate and analyze protective relay operations for all transmission and major substation outages. Initiate corrective actions, if any required.	5%

## How Can You Help?

- Provide timely notice of major facility needs
- Involve us early in large customer & interconnection inquiries
- Be our partner on the project & help us understand what's important or special locally
- Ask for our technical help in outage investigations or operations concerning these facilities, the protection system, and unique situations

## Who is the Customer?

AER, BCS, Reg IL, Reg MO

## Who is the Provider?

Paul Nauert, Manager  
T&D Design  
314-554-4144

## How do I Compare?

# Electric Standards

## What is the Service?

Design, Review, and communicate electric construction standards. Develop material specifications and approve material used on distribution system. Investigate material problems and provide training assistance on the use of material.

## What is Included?

Category	Description	% of TC
Standards Development	Insure compliance with National Electric Safety Code, improve reliability, and provide safe construction to both employee and public.	20 %
Material Approval	Develop specifications to insure will have quality and durability, develop material inspection procedures, investigate material problems that occur in the field. Assist Sourcing on material shortages.	60 %
Training	Provide training to insure understanding and correct utilization of equipment and standards	15 %
Special Projects	Provide engineering expertise to special requests, e.g. unique standard applications, special material requirements, tool applications, protective grounding, etc.	5 %

## How Can You Help?

- Use Ameren Standards for all new construction and rebuild projects
- Ask questions early in projects in regards to NESC applications.
- Utilize Standards expertise in determining solutions to repeat outages.
- Alert Standards to applications where present material or standards do not efficiently solve the problem or type of service Ameren is attempting to provide.
- Consult with Standards on types of training available when new material is introduced and when questions arise on older material in use on the system.
- Alert Standards to applications you see within your division for new material found in trade magazines or discussions with other utility engineers.

## How do I Compare?

## Who is the Provider?

Bart Angeli, Supervising Engineer  
 Distribution Standards  
 314 554 3034

## Who is the Customer?

ED-MO ED-IL

## Systems Analysis

### What is the Service?

Systems Analysis provides Engineering support for the advanced ED applications (Electric and Gas: GIS, FRAMME, Byers, CDIS, Visual Dispatch, GPS truck tracking, DEW, Synergie, AutoCAD, Load Analysis, Load Reporting, OAS, and DOJM). Systems Analysis supports, designs, implements, directs, coordinates maintenance and enhancements with IT, Business Users, and/or respective software vendors. Systems Analysis provides Engineering Analysis and Business expertise for various engineering and business projects. Produces special data and or map products as requested.

### What is Included?

Category	Description	% of TC
Application Maintenance	Includes production support and maintenance of current application functionality.	75%
Application Enhancement	Includes functional enhancements made to support changing business requirements and business process improvements.	15%
Engineering Analysis	Special engineering assignments and projects related to changing business requirements and business process improvements.	10%

### How Can You Help?

- Most of the cost are required to maintain operation/functionality of these key systems.

### How do I Compare?

### Who is the Provider?

Charles Schaeffer  
Manager, Technical Applications  
314-554-2412

### Who is the Customer?

Energy Delivery - MO  
Energy Delivery - IL

## Drafting

### What is the Service?

Drafting maintains and updates the AmerenUE maps and engineering records. Products include (AM/FM Framme, Plat Pages, Network Pages, Operating Maps, Street Light Maps, Cable Route Maps, Lateral Maps, etc.). Most of this information is accessible through Byer's Map viewer. Drafting also provides dispatching services (wallboard and map updates) for the AmerenUE DDO and AmerenUE Transmission departments. Drafting also maintains and updates other special purposes drawings and records (TLM, Distribution Construction Standards, Service Manual, etc..)

### What is Included?

Category	Description	% of TC
Map and Records Maintenance	Maintain and Update required maps and records.	87%
DDO Drafting Services	Maintain DDO maps and wallboards (1/2 FTE)	5%
Transmission Drafting Services	Maintain and Update required maps and records. (1 FTE)	8%

### How Can You Help?

- Most of the cost are required to maintain required records and information.

### How do I Compare?

### Who is the Provider?

Charles Schaeffer  
Manager, Technical Applications  
314-554-2412

### Who is the Customer?

Energy Delivery – Missouri  
*Some products used in ED Illinois*

# Distribution Planning and Asset Performance

## What is the Service?

Electric distribution system planning and technical support. Internal consulting services for Energy Delivery reliability engineering, asset performance, information systems and operations.

## What is Included?

Category	Description	% of TC
Electric Distribution System Planning	Assess power delivery system adequacy. Identify, justify and initiate projects for electric distribution system operation and expansion.	40%
Electric System Technical Expertise	Perform electrical system analyses, power flow studies and special projects. Prepare associated documentation and reports.	25%
Reliability Engineering & Asset Performance	Develop and support the ED reliability strategy. Perform electrical distribution equipment life-cycle analyses. Develop and support associated expenditure and operational guidelines.	20%
Information System & Operational Support	Provide ED operational system data analysis and reporting. Develop, implement, and support operational system applications. Assist in major storm service restoration.	15%

## How Can You Help?

- Provide comprehensive and timely electric distribution system and customer load information and growth projections.
- Regularly interact and communicate with electric distribution planners in initiation and completion of projects and studies.
- Regularly interact and communicate with our work group leadership to convey expectations and evaluate performance of internal consulting services.

## How do I Compare?

## Who is the Provider?

Greg Ringkamp, Manager Distribution  
Planning and Asset Performance  
314.554.3913

## Who is the Customer?

ED-MO ED-ILL EDTS B&CS

# Vegetation Management

## What is the Service?

Develop, plan and administrate vegetation management strategies that align with corporate safety, reliability, financial and regulatory initiatives and requirements. Administrate contracts with outside vendors including performance management and quality assurance programs that are included in Ameren contracts with vendors. Provide substation and facilities grounds keeping for Ameren facilities thru out the Il and Mo. service territory.

## What is Included?

Category	Description	% of TC
New construction	Clear and trim vegetation for construction of new distribution and transmission facilities.	10%
Vegetation management distribution	Provide vegetation management services for over 62,000 miles of distribution and sub transmission circuits –ensuring compliance with regulatory commitments and corporate initiatives	60%
Groundskeeping	Provide bare ground weed control, grass mowing and landscape maintenance at over 3000 sites thru use of internal and external resources.	10%
Vegetation management Transmission	Provide vegetation management services for over 8,500 miles of transmission circuits –ensuring compliance with regulatory commitments and corporate initiatives.	20%
Storm Restoration	Support overall storm restoration activities in Missouri and Illinois.	Varies

## How do I Compare?

## How Can You Help?

- Provide early information on large construction projects
- Discuss reliability action plans
- Interaction with community leaders
- Project design that takes into account future maintenance activities

## Who is the Customer?

Regulatory –MO and Regulatory - IL

## Who is the Provider?

Tom Beerman, Superintendent – Vegetation Mgmt.-IL, 314-554-4126

Rick Schenk, Superintendent – Vegetation Mgmt.-MO, 314-554-3694

Mary Hetz, Superintendent – Vegetation Mgmt. – Transmission, 314-554-6379

Ray Wiesehan, Manager, S&RM, 314-554-3279

## Construction Services

### What is the Service?

Project management of EDTS contracted construction projects in MO/IL. Project management of contracted overhead and underground distribution work in MO. Typically, SRM Construction Services manages between \$50–\$70 million annually in contractor construction contracts.

### What is Included?

Category	Description	% of TC
Construction Management	Construction Project Management of transmission line, substation, overhead and underground distribution projects to assure project cost and schedule objectives.	60%
Contractor Performance Management	Develop and monitor alliance contractor scorecards to ensure contractor safety, productivity, cost, customer satisfaction and process efficiency.	20%
Contractor Safety	Actively participate in contractor safety efforts including contractor safety audits, jobsite safety meetings, and the Ameren/Contractor Safety Steering Committee.	20%
Storm Restoration	Support overall storm restoration activities in Missouri and Illinois.	Varies

### How Can You Help?

- Early involvement with construction project to allow for constructability review and contractor workload planning.
- Timely completion of work scope documents (including drawings) to allow for material deliveries, labor and equipment resource planning.
- Early starts on civil/site construction projects to avoid winter ground conditions when possible.

### Who is the Provider?

Jerry Anderson, Managing Supervisor –  
Construction Services, 314-554-3938

Ray Pour, Superintendent – Construction  
Svcs., 314-554-2298

Ray Wiesehan, Manager, S&RM, 314-554-  
6379

### How do I Compare?

### Who is the Customer?

ED—MO, ED-IL, EDTS

## Electric Training

### What is the Service?

Provide training to Ameren contract workers to support the electrical craft positions with apprentice training as well as training to maintain a highly skilled journeyman workforce.

### What is Included?

Category	Description	% of TC
Electrical apprentices	Provide all- encompassing training for overhead & substation apprentice programs – classroom and hands-on	30%
Operations Training	Provide training for positions involved with the operation of Ameren's electrical system (operators, troublemen, & dispatchers)	10%
Continuous Development Training	Provide skilled craft positions with training and information to support and maintain a highly skilled workforce	25%
Related Training	Provide training on related subjects to enable employees to perform their job duties (AC/DC, CDL, etc.)	5%
Storm Restoration	Support overall storm restoration activities in Missouri and Illinois.	Varies

### How do I Compare?

Ameren Electrical Training provides specific training for internal customers not available from outside vendors

### How Can You Help?

- Provide a consistent and quality source for skilled journeymen to replenish an aging workforce
- Maintain existing workforce with training and information to ensure safe, efficient, and effective employees
- Provide an avenue for specific electrical quality craft training unavailable from outside sources
- Provide training support with journeymen instructors

### Who is the Customer?

ED-MO, ED-IL, EDTS

### Who is the Provider?

Daniel Greiner, Superintendent – Training,  
314.344.9864

Ray Wiesehan, Manager - S&RM, 314-554-6379

## Engineering & Joint Use Services

### What is the Service?

- Coordination of 3<sup>rd</sup> party attachments on Ameren facilities.
- Coordination of consulting and engineering services through the development of Engineering Service and Task Agreements
- Field inspection services in support of the Circuit Inspection Program, WPC Program (IL), and 4 or More Program (MO).
- Supplemental pole strength services through the application of steel reinforcements.
- Provide specialty contracting services relating to rock hole drilling and soft dig hole drilling.

### What is Included?

Category	Description	
Permit Application Processing	Coordination of the application and approval of all 3 <sup>rd</sup> party attachments to Ameren facilities. Includes pole load analysis.	
Circuit Inspection (Visual)	Provide visual inspection of identified circuits checking for various reliability-related items.	
Circuit Inspection (Pole)	Provide physical assessment of wood poles, identifying poles falling below NESC requirements and retreatment of those that pass.	
Reinforcement	Installation of steel reinforcement and retreatment of standing wood poles to restore groundline strength	
Service Agreements	Development and coordination of Engineering Service Agreements with consulting and engineering companies	
Rock Hole Drilling / Soft Dig	Coordination of scheduling contractor for drilling of rock holes and utilizing soft dig technology	

### How Can You Help?

- Contact the responsible Joint Use Supervisor when there is a concern or question relating to 3<sup>rd</sup> party attachments.
- Contact ESA engineer when needing a new Task Agreement for an established ESA contractor.
- Contact Field Supervisor when requesting specialty contractor services.
- Support the overall pole and circuit inspection process.

### Who is the Provider?

Scott Liebel, Supv. Engineer, Engineering & Joint Use Services, 314-554-2533

Ray Wiesehan, Manager - S&RM, 314-554-6379

### How do I Compare?

### Who is the Customer?

ED-MO, ED-IL, Real Estate,  
Reliability – MO, Reliability - IL

# Budget & Project Management Organization (BPMO)

## What is the Service?

Coordinates and/or prepares function/departmental budgets and provides other financial and project coordination/management services.

## What is Included?

Category	Description	% of TC
Budget/Financial Management	Provide overall budget coordination/preparation and assist/advise in other financial and accounting matters.	30%
Project Coordination/Management	Administer capital projects assisting with scheduling and cash flows and manage/coordinate multi-site/very large projects. Develop, administer, and support the Emprv/P3e tool and various work processes.	50%
Performance Management	Track and communicate project metrics (e.g. schedule, quality, cost, and associated variances).	20%

## How Can You Help?

- Commit to and use newly developed tools/systems
- Attend scheduled training for these tools/systems
- Provide constructive feedback to new systems/processes
- Provide accurate financial/project information in a timely manner and adhere to processes and associated timelines

## Who is the Provider?

David DeWeese, Managing Supervisor – BPMO,  
314-554-2533

Ray Wiesehan, Manager – S&RM, 314-554-6379

## How do I Compare?

## Who is the Customer?

Energy Delivery Technical Services

## Maintenance of Substation Equipment

### What is the Service?

Manage all assets within Ameren substations. Preventive and corrective maintenance of substations. Trouble investigations. Rebuild transformers.

### What is Included?

Category	Description	% of TC
Scheduled maintenance	Plan job, assemble parts & tools, schedule crew, report results, follow-up as needed.	30%
Condition-based and corrective maintenance	Review predictive maintenance test results, modify maintenance procedure, schedule job, support field crews.	60%
Substation Transformer Rebuilds	Manage transformer repair projects. Contract work to rebuild failing substation transformers.	10%

### How Can You Help?

- Operating groups need to perform accurate, timely, complete periodic substation inspections.
- Dispatch Operations provides WPA and outages as required.

### Who is the Provider?

### How do I Compare?

### Who is the Customer?

Reg IL  
 Reg MO  
 Unreg Gen

# Capital Project Construction & Checkout

## What is the Service?

Construction and checkout of capital projects and other substation and power plant upgrades. Commission all electrical equipment and protection and control equipment.

## What is Included?

Category	Description	% of TC
Construction	Internal labor used for site work, physical & electrical construction to ready substation for supply and feeder lines.	85%
Relay testing and scheme checkout	Commission testing of electrical equipment, protection & control equipment to ensure serviceable condition, functional, and proper calibration of protective, metering, & control, and prints are accurate.	15%

## How Can You Help?

- Planning must identify new substation requirements with sufficient lead time for design, materials, labor, and check-out.
- Supply lines construction must be coordinated.
- Feeder lines construction must be coordinated.
- Outages coordinated as required.

## How do I Compare?

## Who is the Provider?

## Who is the Customer?

Reg IL  
 Reg MO  
 Unreg Gen

# Maintenance of Relays & Control Schemes

## What is the Service?

Maintenance of relays, SCADA, and associated control equipment. Investigate and repair SCADA trouble. Assist System Protection with misoperation investigations and perform field repairs. Provide technical support and training to system technicians for system protection, equipment testing, SCADA, and related communications circuits.

## What is Included?

Category	Description	% of TC
Scheduled relay maintenance	Maintain relay setting database, test routines, field support for Relay & Control (SCADA). Routine calibration, repair, maintenance, trip testing as dictated by good engineering practice and regulatory requirements.	50%
Trouble calls (unscheduled maintenance)	Investigate and repair.	50%
		%

## How Can You Help?

- Local operating groups provide accurate, timely reporting of relay target indications and suspected malfunction evidence.
- Dispatch Operations provides operating information and collaborates on misoperation analysis.

## How do I Compare?

## Who is the Provider?

## Who is the Customer?

Reg IL  
 Reg MO  
 Unreg Gen

# Systems Training, Development and Delivery

## What is the Service?

Systems and job skills training, design, development, delivery, needs analysis, and project management relating to the Energy Delivery suite of system (OAS, DOJM, CSS, Byers) and initiatives.

## What is Included?

Category	Description	% of TC
Development	Develop and maintain comprehensive training materials and curriculum (CBTs, learning moments, job aids)	30%
Training Delivery	Provide instructor-led job skills training to new-hire programs (estimators, dispatchers, contact center personnel, office clerical), refresher training, process and policy changes.	40%
Projects	Lead or participate in projects that will ultimately result in training initiatives (PeopleSoft, process, policy, regulatory, etc.)	25%
Employee Dev.	Provide IDP tracking and reports as requested. Support ED's supervisor certificate through presentations, education, learning activity review, development.	5%
Storm Restoration	Support overall storm restoration activities in MO and IL	Varies

## How do I Compare?

## How Can You Help?

- Proactively plan for the technical and new-hire training needs of your organization.
- Acknowledge the need to utilize economies of scale around class size to realize cost-effectiveness.
- Utilize our subject matter expertise by involving us in the early phases of any projects that may require our training services.

## Who is the Customer?

MO-ED, IL-ED, EDTS, MO and IL Contact Centers and Vendors

## Who is the Provider?

Patty Carrig, Managing Supervisor, Emp. Dev. & Sys Training,  
314.206.0890

Bill Dampf, Manager, Corporate Safety & Training, 314.554-2527

## Safety Support Services

### What is the Service?

Field & phone support/expertise, regulatory inspection support , development of guidelines, database management of employee injuries and other safety issues. Regulatory interface and citation resolution.

### What is Included?

Category	Description	% of TC
Program Development and Communications	Develop programs and procedures that comply with OSHA standards. Interpret and communicate regulatory requirements and assist with implementing compliance strategies	15%
Liaison to Regulatory Agencies	Act as primary liaison and interface with OSHA and other agencies during inspections. Track proposed regulations and submit written comments and provide testimony.	10%
OSHA Recordkeeping	Maintain corporate OSHA recordkeeping database and provide required reports and postings	10%
Technical Support	Provide ongoing technical support and consultation in the areas of Fire Protection, Emergency Response, Medical Surveillance, Industrial Hygiene and OSHA compliance.	65%

### How Can You Help?

- Centralizing technical experts minimized FTE's.
- Ensure operations personnel are aware of guidelines to avoid non-compliance.

### Who is the Provider?

Tom Frank – Safety & Health

### How do I Compare?

### Who is the Customer?

EDY, NNG, NCL, Bus

# Fire Protection & Emergency Response Services

## What is the Service?

Emergency response planning and training.

## What is Included?

Category	Description	% of TC
Emergency Response Programs	Coordinate and administer fire extinguisher hydrotesting program; hazard communication program; and maintain MSDS imaging system.	10%
OSHA Required Training	Coordinate and provide incipient fire training; structural fire training, confined space rescue training, and Hazwoper training. Operate and maintain Page fire school.	60%
Fire Protection Inspections	Conduct fire readiness review audits and assist with insurance company facilities inspections	10%
NRC and OSHA requirement	Provide assistance in inspection, testing and maintenance of emergency response equipment to meet NRC requirements at Callaway Nuclear Plant and OSHA requirements at fossil power plants.	20%

## How Can You Help?

- Minimize the number of employees that reserve training and do not attend

## Who is the Provider?

Tom Frank – ES&H

## How do I Compare?

## Who is the Customer?

EDY, NNG, NCL, BUS

## Vehicle Fuel

### What is the Service?

All tasks associated with the fueling of vehicles/equipment, including the purchase of fuel and the administration of a fueling program

Coordination of fuel distribution in the event of a storm

### What is Included?

Category	Description	% of TC
Fuel Purchases	Costs for actual fuel being used	99%
Administration	Administration of the fueling program and fuel transactions	1%
		%
		%

### How Can You Help?

- Ensure that Local Vehicle Agents are familiar with their responsibilities: 1) Order replacement fuel cards 2) Review monthly transaction statements 3) Review monthly Non-fuel exception reports.

### How do I Compare?

### Who is the Provider?

### Who is the Customer?

Reg IL  
 Reg MO

## Locate Services

### What is the Service?

Contractor services to mark the location of underground facilities (electric and gas) to prevent damage by excavators. Tickets are received by vendor, on AmerenUE's behalf from Missouri One Call directly to vendor.

### What is Included?

Category	Description	% of TC
Contractor Service	Missouri 1 Call services – State agency that accepts excavator calls and directs tickets to our Locate Services Contractor.	12%
Contractor Service	Locating Services – Contractor that visits excavation site and marks (paints) on the ground to the location of our Underground Electric and Gas facilities.	88%
Contractor supervision	Drafting supervisor oversees contract.	0%

### How Can You Help?

- Required by state law
- Cost dependent on overall economy. Construction and excavation activity in our service territory drive our ticket volume/cost.
- 4 year contract with vendor expires on 12/31/2008. Strategic sourcing process will be utilized again.

### How do I Compare?

### Who is the Provider?

Charles Schaeffer  
 Manager, Technical Applications  
 314-554-2412

### Who is the Customer?

Energy Delivery – Missouri

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## **B&CS Products & Services**

# *Section XII*

# *F38 - Ameren Energy Fuels & Services*

## Fuels & Services

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### Products & Services

Coal Supply & Transport  
Renewables  
Rail Track  
Ash Management  
Gas Supply & Transportation  
MO Central Railroad

### Process

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

## Coal Supply & Transport

### What is the Service?

The procurement, transportation, contract administration, of coal for Ameren power plants. Also includes emissions, limestone, etc.

### What is Included?

Category	Description	% of TC
Procurement	Develop strategies, send out RFPs, contract for coal, transportation, limestone, fuel oil, etc.	30%
Transportation	Coordinate the transportation of coal, limestone etc. to the plants. Maintain the fleet of railcars, leased and owned	30%
Planning & Administration	Maintain contract filing system and administer all contracts. Develop fuel budgets, fuel patterns, coal supply related financial communications, etc.	30%
SO2 Allowance Trading	Ensure compliance with RMSC policies regarding emission positions by legal entity by procuring and selling emission allowances, or entering into various financial transactions to hedge SO2 exposure.	10%

### How Can You Help?

- Keep AFS informed of any fuel restrictions/limitations
- Keep AFS informed of any unit or receiving outages
- Minimize the duration of receiving outages
- Unload trains as quickly as possible
- Be as flexible as possible on what fuels will work

### How do I Compare?

Leave Blank

### Who is the Provider?

Robert K Neff, VP of Coal Supply

### Who is the Customer?

Regulated MO

AER

Other

## Renewables

### What is the Service?

The investigation, procurement, and communications of alternate energy sources.

### What is Included?

Category	Description	% of TC
Investigation	Research and evaluate projects to deliver renewable energy to Ameren customer base and include in integrated resource plan	30%
Procurement	Develop strategies, send out and evaluate RFPs for wind and other renewable energy supply. Procurement can include a purchase power agreement or purchase of a wind farm or other generation source.	30%
Communications	Develop voluntary customer program, work with regulatory bodies to move renewable projects forward, answer customer inquiries, legislation initiatives, take part in trade industry organizations, etc.	40%

### How Can You Help?

### How do I Compare?

Leave Blank

### Who is the Provider?

Bill Barbieri, Managing Supervisor of  
 Renewables Group

### Who is the Customer?

Regulated MO  
 Regulated IL  
 Non-Regulated IL

# Rail Track

## What is the Service?

Maintenance of the rail track at all AmerenUE, AERG, and GENCO rail served plants.

## What is Included?

Category	Description	% of TC
Inspection & Planning	Perform routine inspections of all trackage and plan the maintenance program, including budgeting	50%
Procuring services and oversight	Solicit bids for major work and arrange for oversight for all work	40%
Record Keeping	Maintain a complete filing system for all rail maintenance projects	10%
		%

## How Can You Help?

- Alert AFS when defects are known
- Contact AFS when planning work near tracks

## How do I Compare?

Leave Blank

## Who is the Provider?

Charles Henderson, Managing  
 Executive Coal Operations and Ash

## Who is the Customer?

Regulated MO  
 GENCO  
 AERG

# Ash Management

## What is the Service?

Planning, removal, and special projects related to ash.

## What is Included?

Category	Description	% of TC
Planning	Develop and update annually ash business plans for all plants with ash ponds	40%
Removal/ Contract Administration	Solicit bids for CCPs. Administer contracts for ash removal	30%
Special Projects	Seek out possible ash related projects. Pursue those that make economic sense. Manage these projects.	30%
		%

## How Can You Help?

- If at all possible, run the units in such a manner as to limit the amount of off spec ash
- Consider using ash as fill in any projects

## How do I Compare?

Leave Blank

## Who is the Provider?

Charlie Henderson, Managing  
 Executive Coal Operations and Ash

## Who is the Customer?

Regulated MO  
 GENCO  
 AERG

## Gas Supply & Transportation

### What is the Service?

Source and manage the delivery of natural gas resources and the monitoring and control of these resources for the reliable, safe, and economic operation of Ameren's gas utilities and gas-fired generators.

### What is Included?

Category	Description	% of TC
Supply Planning	Load forecasting, system simulation modeling, load and weather analysis, market intelligence (supply & capacity), financial risk assessment, supply strategy development.	34%
Acquisition	Acquisition of gas supply/pipeline transportation capacity/storage capacity/ ancillary services, acquisition of financial hedging instruments (futures/OTC), contract negotiations, contract administration, storage inventory management, and fuel accounting.	14%
Regulatory Affairs	State & Federal regulatory including data requests, filed & witness testimony, PGA rates, tariffs, technical & industry conferences.	11%
Daily System Operations & Control	Daily operation of gas supply resources inc. load forecasting, nominations/scheduling, storage mgt., SCADA monitoring and control.	34%
End User Transportation	Manage and control the delivery of gas supply by end use customers, volume reconciliation, invoice preparation and billing.	7 %

### How Can You Help?

### Who is the Customer?

Regulated IL LDC  
Regulated MO LDC  
Regulated Gas Generation (UE)  
Non-regulated Gas Generation (AEGC)

### How do I Compare?

### Who is the Provider?

Scott Glaeser, VP Gas Supply and System Control

# MO Central Railroad

## What is the Service?

Railroad

## What is Included?

Category	Description	% of TC
Administration	Administrative expenses related to running the railroad – daily operations of the railroad are performed by a third party	50%
Planning	Develop long range planning and budgets	30%
Maintenance	Arrange for and procure necessary railroad maintenance	20%

## How Can You Help?

## How do I Compare?

Leave Blank

## Who is the Provider?

Bob Neff, VP of Coal Supply and Transportation

## Who is the Customer?

Other

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## **B&CS Products & Services**

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# *Section XIII*

# *F60 - Transmission Operations, Planning & Policy*

# Transmission

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## Products & Services

## Process

### Demand Driven

Transmission Planning, Operations, Policy and Standards Compliance  
Transmission Metering & Billing  
MISO

### Pass-Throughs

Ancillary Services  
MISO transmission fees

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

# Transmission Planning, Operations, Policy and Standards Compliance

## What is the Service?

Perform mandatory activities to provide Compliance with NERC Orders. Requires: performing a variety of technical analyses (e.g., powerflow, stability) considering near-term and long-term transmission needs, using Ameren Planning Criteria and NERC Standards; providing extensive participation and interaction with MISO and SERC and adjacent transmission owners on policy issues and studies; and performing or participating in a myriad of generation, transmission, and end-user connection studies. Perform the day to day operation of the transmission system. Facilitate the Ameren transmission outage schedule with MISO. Perform the Balancing Authority Functions. Maintain the EMS System to provide safe, reliable, efficient operations. Represent Ameren Transmission in external and internal forums. Develop policies and procedures that ensure reliability and protect Ameren interests. Ensure NERC compliance.

## What is Included?

Category	Description	% of TC
Transmission Planning		
Transmission Operations		
Transmission Policy		
Reliability Standards Compliance		

## How Can You Help?

## Who is the Customer?

Ameren Operating Companies

## How do I Compare?

Leave Blank

## Who is the Provider?

# Transmission Metering & Billing

## What is the Service?

Transmission settlement and billing. Administration of wholesale agreements. Settlement of supplier contracts for IL native load. Responsible for the following transmission services; MDMA, RES registration, Customer switching, regulatory reporting, maintain Ameren Illinois Choice Web Pages.

## What is Included?

Category	Description	% of TC
Settlement & billing	Administer transmission agreements and prepare transmission billing for wholesale and retail customers.	25%
Supplier contracts	Settlement of supplier contracts for the Illinois auction.	25%
Transmission services	MDMA, RES registration, Customer switching, regulatory reporting, maintain Ameren Illinois Choice Web Pages.	50%
		%

## How Can You Help?

## Who is the Customer?

Ameren Operating and Generating Companies

## How do I Compare?

Leave Blank

## Who is the Provider?

Keith Hock, Managing Spv, Trans Svs  
Bus Ctr, 314-554-4156

# MISO

Ameren Exhibit 1.4 (Revised)  
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## What is the Service?

Perform MISO related functions.

## What is Included?

Category	Description	% of TC
		%

## How Can You Help?

## How do I Compare?

Leave Blank

## Who is the Provider?

Keith Hock, Managing Spv, Trans Svs  
Bus Ctr, 314-554-4156

## Who is the Customer?

Ameren Operating and Generating  
Companies

# Transmission Line Maintenance & Construction

## What is the Service?

Transmission line maintenance, including structure repair, conductor repair, relocation, and replacement of deteriorated components. Execution of transmission line inspection program. Transmission line construction (new construction and upgrades). Unplanned repair of transmission lines. Storm restoration. Support of Telecommunications (IT), Divisions, and Substations (sub inspections and work at height).

## What is Included?

Category	Description	% of TC
Xmsn line inspections	Coordination contractors performing the xmsn line inspection program.	15%
Xmsn line maintenance	Engineering for unplanned line repair projects. Labor for structure repair, conductor repair, relocation, replacement of deteriorated components.	40%
Xmsn line construction	Labor for new construction and upgrades of existing lines.	25%
Support for Divisions and Substations	Storm restoration of distribution and subtransmission lines. Substation Operating duties in selected transmission subs. General support of Divisions and Substations setting large poles and work at height.	20 %

## How Can You Help?

- Contract language with flexibility regarding contracting of work.
- Clarity during major storms regarding the amount of contractor resources which should be dedicated to transmission line restoration as (opposed to distribution line restoration).

## Who is the Customer?

Reg IL  
 Reg MO

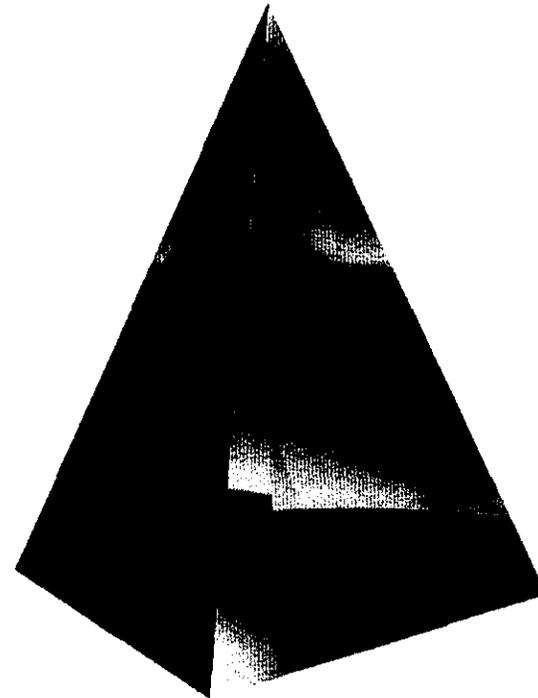
## How do I Compare?

## Who is the Provider?



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

Supplement to June 24, 2008 Catalog



**Ameren THE Performance Leader**

# Corporate Project Oversight

Ameren Exhibit 1.4 (Revised)  
 Page 234 of 248

## What is the Service?

Monitor Projects for adherence to updated corporate policies; \$25 million threshold

**Type of Service:** Corporate

## What is Included?

Category	Description	% of TC
Risk Mitigation	Coordinate and administer policies and procedures	33
Risk Mitigation	Monitor compliance and report non-compliance	33
Risk Mitigation	Develop a corporate-wide view of all major projects, their current status, risks and risk mitigation activities	33

## How Can You Help?

Bring projects \$25 million and greater to the CPOC in a timely fashion and adhere to the Corporate Policies focused on Project Management.

## How do I Compare?

Board Mandated

## Who is the Provider?

Kevin DeGraw Vice-President

Liz Lahm, Director Financial Policy

Ryan Ellen, Manager Project Management

## Who is the Customer?

Corporate Project Oversight Committee

Board Committees

Segment CEO's

# Research & Development

## What is the Service?

Research, Development, and Demonstration management to identify, investigate, develop, and demonstrate new technologies supporting Ameren's business objectives.

**Type of Service:** Limited Control Over Demand

## What is Included?

Category	Description	% of TC
EPRI Membership	Lead, Coordinate, and Facilitate involvement in EPRI programs	40
Supplemental EPRI Projects	Coordinate participation in supplemental EPRI Projects	20
Technology Management	Identify and promote new or advanced technologies for development or application within Ameren	20
University Programs	Lead and Coordinate programs at universities for R&D and professional workforce development	20

## How Can You Help?

1. Participate in Corporate-wide R&D advisory committee, and provide input to R&D budget planning and strategy development.
2. Support R&D studies and projects by allocating technical resources if needed and as appropriate to achieve project objectives.
3. Participate in EPRI advisory committees and transfer information and products within Ameren.
4. Participate in annual EPRI benefits assessments.

## How do I Compare?

## Who is the Provider?

Richard Smith, Manager – Research and Development

## Who is the Customer?

All Business Segments-primarily generation, energy delivery, and environmental groups.

# Internal Reporting Services

Ameren Exhibit 1.4 (Revised)  
 Page 236 of 248

## What is the Service?

Provide support to internal customers in analyzing and reporting results. Design and deliver standardized internal reporting and analysis to internal customers.

**Type of Service:** Limited Control over Demand

## What is Included?

Category	Description	% of TC
Monthly	Preparation of the monthly Financial Wire and other internal financial results reporting (BOD, Officers, Alt, etc... )	40%
Monthly	Perform margin and O&M and report results	25%
Continuous	Design and implement new reporting systems	20%
Continuous	Maintain existing reports/support users	5%
Seasonal	Assist in the preparation of some external reporting (i.e. 10-K, annual report, etc.)	10%

## How Can You Help?

- Minimize report changes during the time prior to implementation of Project FIRST
- Utilizing this group to resolve reporting issues
- Participate in Project FIRST efforts
- Share reporting issues so we can address the issues across all of AMEREN

## How do I Compare?

## Who is the Provider?

Bob Porter, Manager, Internal Reporting, 314-554-3933

## Who is the Customer?

Segment Controller Organizations  
 Senior Management  
 External Reporting Group  
 Any Reporting system user

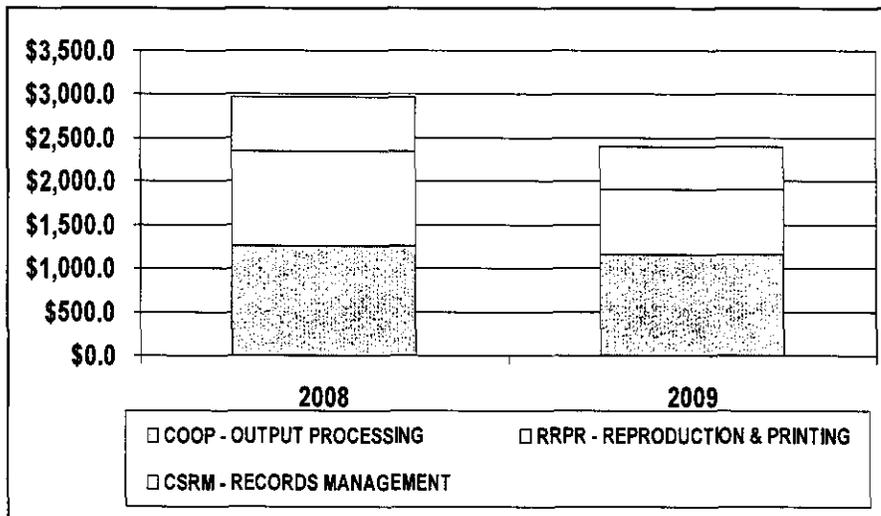
# Administrative Services

## 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.
- 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:** Limited Control Over Demand

## What is Included?



## Who is the Provider?

John Hughes, IT Operations  
 314-992-9798

## How Can You Help?

- Ensure that the physical records sent to the Records Centers require storage, are properly cataloged and the disposal dates are identified.
- Help identify any retention requirements (legal or business) for physical and electronic records.
- Utilize the scanning & indexing services.
- 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.
- Utilize double sided printing.
- Consider use of multi-function printer with copier, faxing & scanning capability and eliminating multiple network/desktop printers & standalone fax machines.

## Who is the Customer?

Entire Corporation

# SCADA Services & Support

Ameren Exhibit 1.4 (Revised)  
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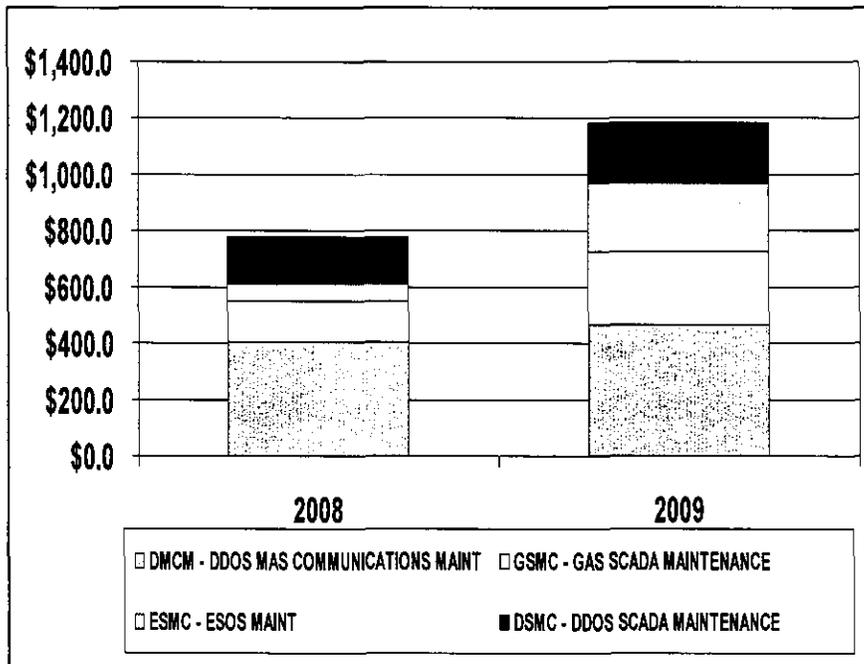
## What is the Service?

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 via our Energy Management Systems (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

## What is Included?



## Who is the Provider?

Tom Vavra, IT Operations  
 314-554-3420

## How Can You Help?

Ameren – Unit Cost  
 ~\$4100 per electric substation / gas facility per year

## Who is the Customer?

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

# End User Services

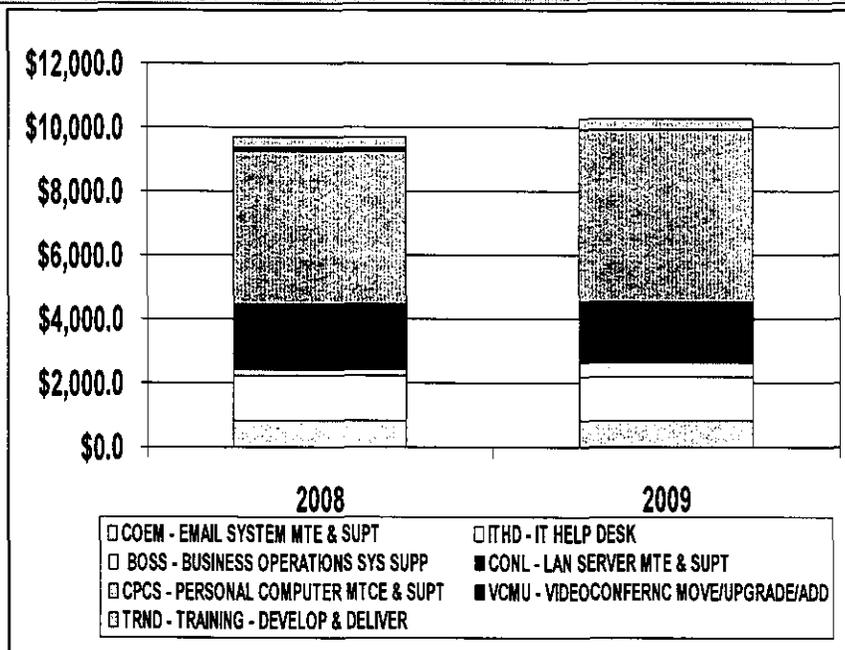
Ameren Exhibit 1.4 (Revised)  
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## What is the Service?

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. Service Desk services include phone-in IT support, third party application support and web conferencing tools. Computer Training provides standard and specialized application training resources.

**Type of Service:** Demand Driven Service

## What is Included?



## Who is the Provider?

Rick Laing, IT Operations  
 314-554-4041

## 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 and printers.
- A laptop is the most expensive offering. Consider using remote desktop from home via Webdesk, use a blackberry if email is the primary application needed, use hotel internet access and Webdesk when traveling.
- Adhere to corporate 4-year life-cycle replacement. Salvage obsolete equipment, don't keep passing it around and using it.
- Use network-attached printers and eliminate local printers.
- Call the IT Service Desk for help, peer-to-peer support is at least twice as expensive. You can also create your own support ticket via self-service tools.
- Improve your working knowledge of key applications by taking offered training courses.
- Logout and reboot your PC at the end of the day.
- Follow email best practice suggestions for managing your email.

## Who is the Customer?

Entire Corporation

# Mailing Services

Ameren Exhibit 1.4 (Revised)  
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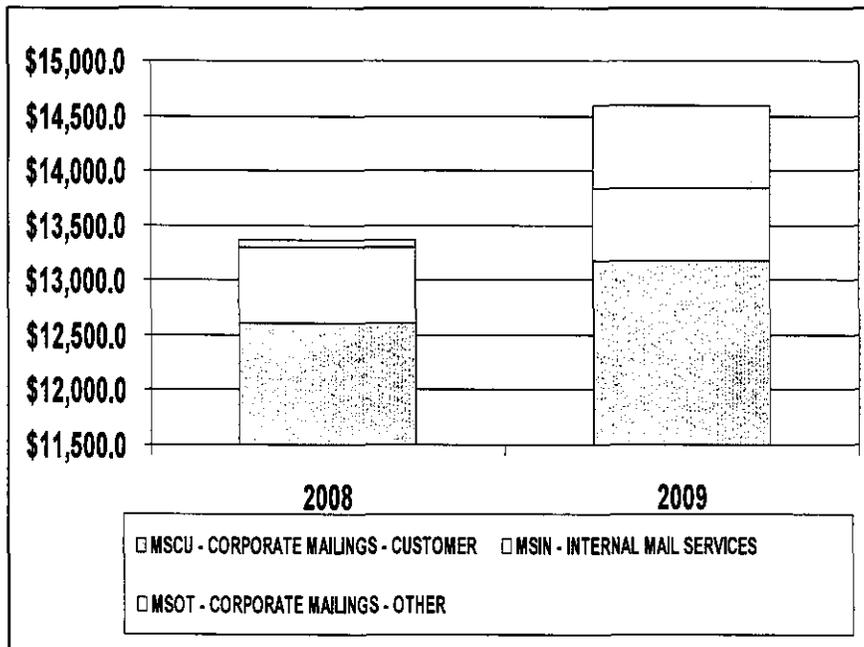
## What is the Service?

**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?



## Who is the Provider?

John Hughes, IT Operations  
 314-992-9798

## 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
- Manage # and type of inserts to control production and postage cost

## Who is the Customer?

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

# Telephone & Voice Services

Ameren Exhibit 1.4 (Revised)  
 Page 241 of 248

## 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.

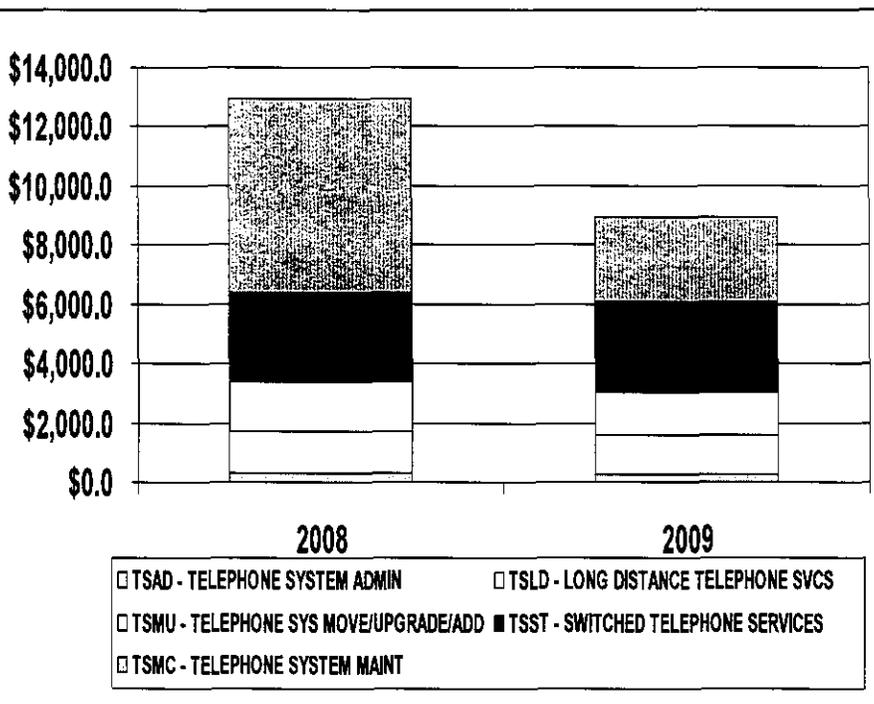
Current Service Level– 90% of normal request completed within 5 work days

**Type of Service:** Limited Control Over Demand

## Who is the Provider?

Brian Hartman, IT Operations  
 314-206-1842

## What is Included?



## 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.
- Request after hour moves only when absolutely necessary for valid business requirements.

## Who is the Customer?

Entire Corporation

# Telecom Services – Cellular / Blackberry Services Ameren Exhibit 1.4 (Revised) Page 242 of 248

## Per Unit Cost Information

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

AT&T (15% discount)	\$0.115/\$48.61
Verizon (17% discount)	\$0.183/\$47.28
Nextel (8% discount)	\$0.104/\$52.52

**Average Cost Per Minute \$0.128**

**Average Cost Per Phone Per Month \$48.44**

### Ameren –Blackberry Unit Cost (Monthly)

AT&T (15% Discount)	\$88.22
Verizon (17% Discount)	\$95.06
Nextel (8% Discount)	\$73.49

**Average Cost Per Blackberry per Month \$88.79**

## 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.
- 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 the blackberry cell phone functionality vs. carrying a separate company cell phone.
- Be careful of requesting additional features. Most additional features such as GPS, text messaging, ring tone downloads, music downloads, etc are additional charges that are not included in the base packages.

# Telecom Services – Pager Services

## Per Unit Cost Information

### Ameren – Unit Cost

Average Monthly Cost per Pager \$6.49

## 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.

# Telecom Services – Mobile Data Services

Ameren Exhibit 1.4 (Revised)  
Page 243 of 248

## 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.

## 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	\$9.99/ month – up to 1MB
Average Cost per Kilobyte	\$0.004
Purchase cost of an MDT	\$4,000
MDT Modem	\$1000

## How Can You Help?

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

# Telecom Services-Wireless

Ameren Exhibit 1.4 (Revised)  
 Page 244 of 248

## What is the Service?

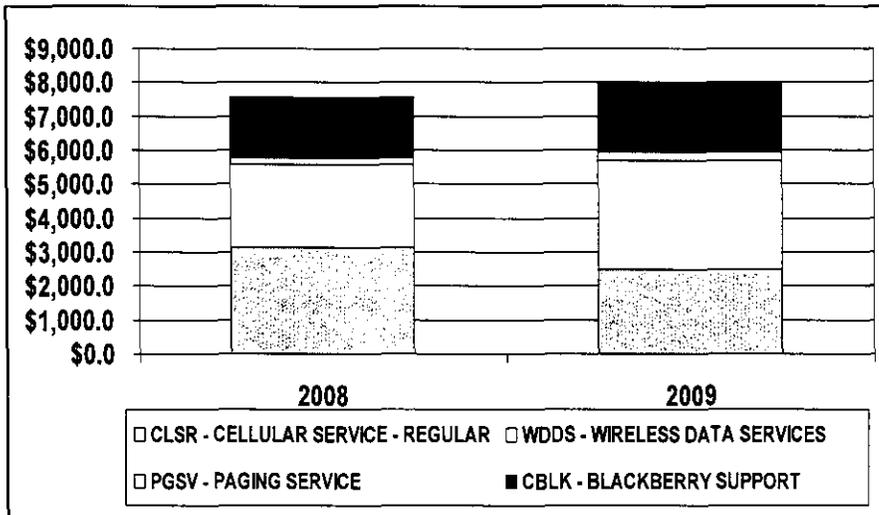
Provides for cost effective wireless voice, Blackberry, data, and paging services for the corporation.

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

Included in this service is the monthly service charge, usage, additional feature charges, rate plan optimization, & reporting.

**Type of Service:** Demand Driven Service

## What is Included?



## Who is the Provider?

Brian Hartman, IT Operations  
 314-206-1842

## 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.

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 a Blackberry.

Be careful of requesting additional features. Most additional features such as GPS, text messaging, ring tone downloads, music downloads, etc are additional charges that are not included in the base packages.

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

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

## Who is the Customer?

Entire Corporation

# IT Storage Services

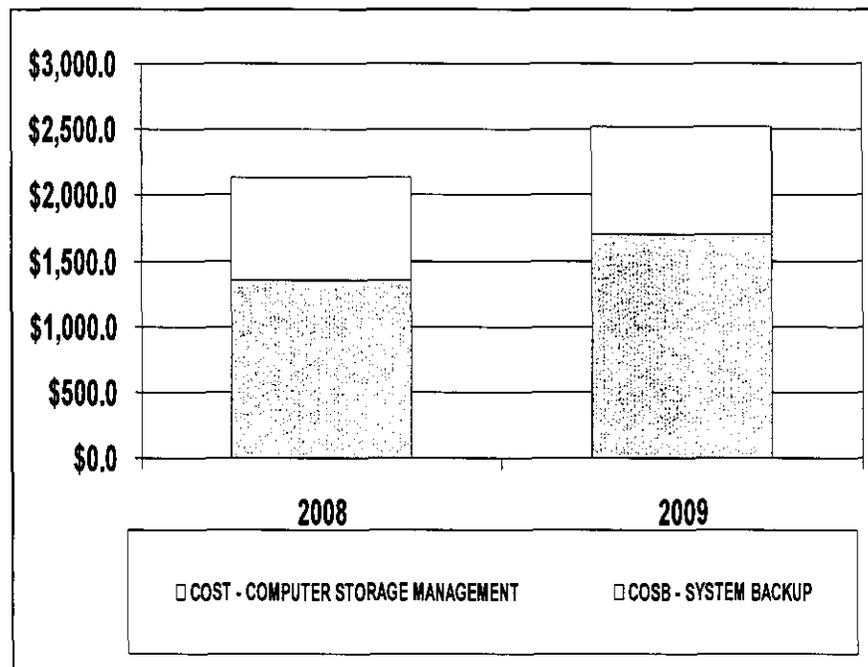
Ameren Exhibit 1.4 (Revised)  
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## What is the Service?

IT Storage Services provides disk storage for user data enterprise wide including user files, applications and databases. We perform daily backups of data in the environment with a 30 day retention for short term requirements and 1, 3 and 10 year retention for long term requirements. We offer protection for Ameren's most sensitive data by encrypting backup tapes before sending them offsite. Our offsite tape storage facility allows us to have copies of data in secure locations in case a disaster occurs.

**Type of Service:** Limited Control Over Demand

## What is Included?



## Who is the Provider?

Nick Torpea, IT Operations  
 314-992-9790

## How Can You Help?

- Eliminate unnecessary data. Let us know what can be archived or purged to reduce disk and tape usage.

## Who is the Customer?

Entire Corporation

# Radio System Services & Support

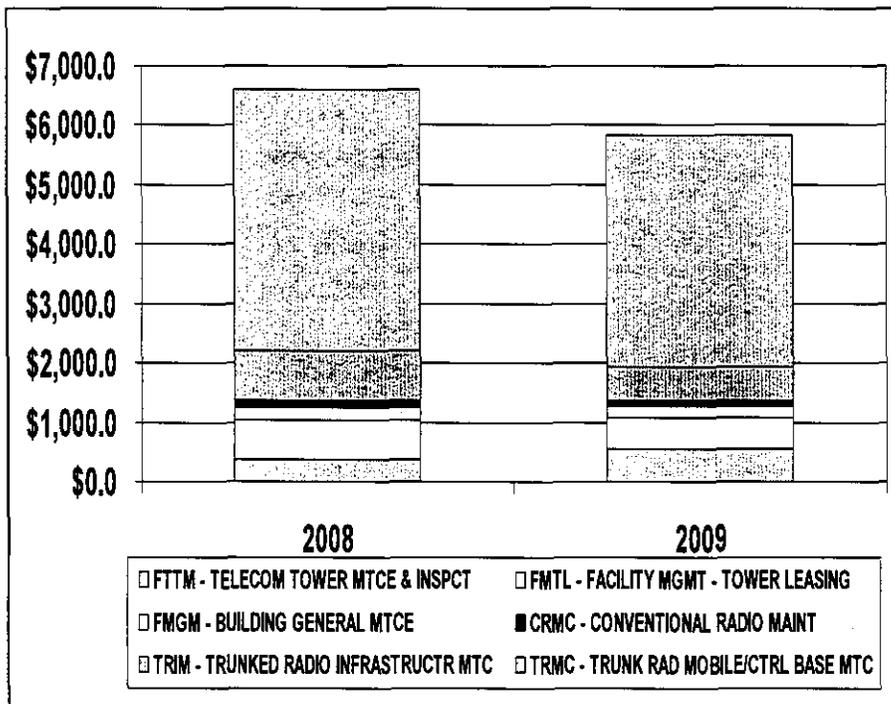
Ameron Exhibit 1.4 (Revised)  
 Page 246 of 248

## What is the Service?

Provides for a private voice radio system. Included in this service is mobile, handheld and base station radio equipment. Also includes all activities related to radio towers support, including maintenance, leases, grounds and building up-keep and monitoring.

**Type of Service:** Demand Driven Service

## What is Included?



## Who is the Provider?

Tom Vavra, IT Operations  
 314-554-3420

## How Can You Help?

- Minimize Moves, Adds, and Changes when swapping radios from vehicles. Notify IT of equipment moves.
- 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 Customer?

Business & Corporate Services  
 Energy Delivery- MO  
 Generation – Unregulated

Callaway  
 Energy Delivery - ILL  
 Generation - Regulated

# Data Center Services & Operations

Ameren Exhibit 1.4 (Revised)  
 Page 247 of 248

## What is the Service?

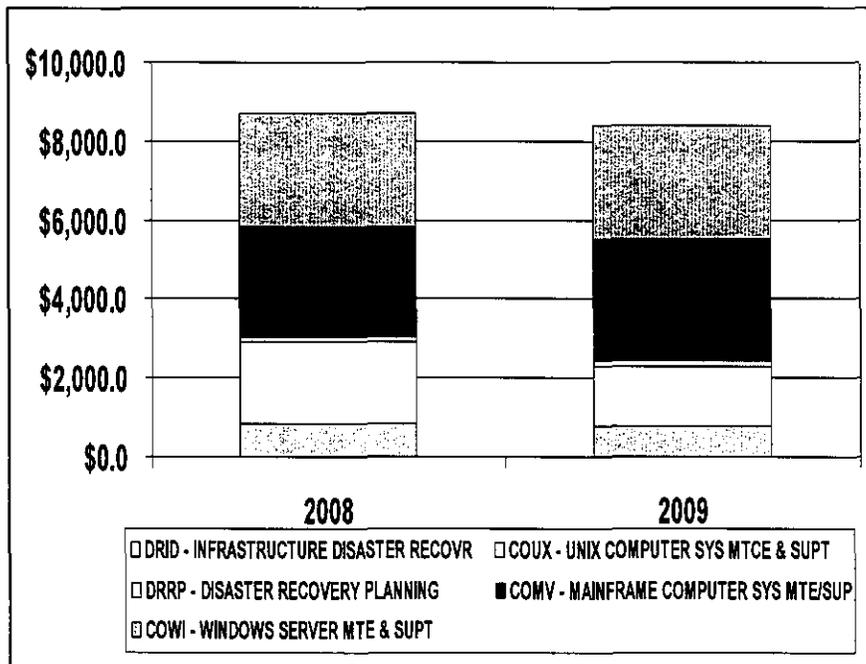
Application and data hosting services on server class infrastructure (Mainframe, Unix or Intel). Hosting is classified into three levels: 1) Critical, 2) Business Essential, and 3) Business Support. Infrastructure is maintained to be compliant with security/regulatory requirements and proper patch management. Servers and databases are monitored for availability, performance, and capacity. 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

## Who is the Provider?

John Hughes, IT Operations  
 314-992-9798

## What is Included?



## How Can You Help?

## Who is the Customer?

Entire Corporation

# Core Network Services & Operations Ameren Exhibit 1.4 (Revised) Page 248 of 248

## What is the Service?

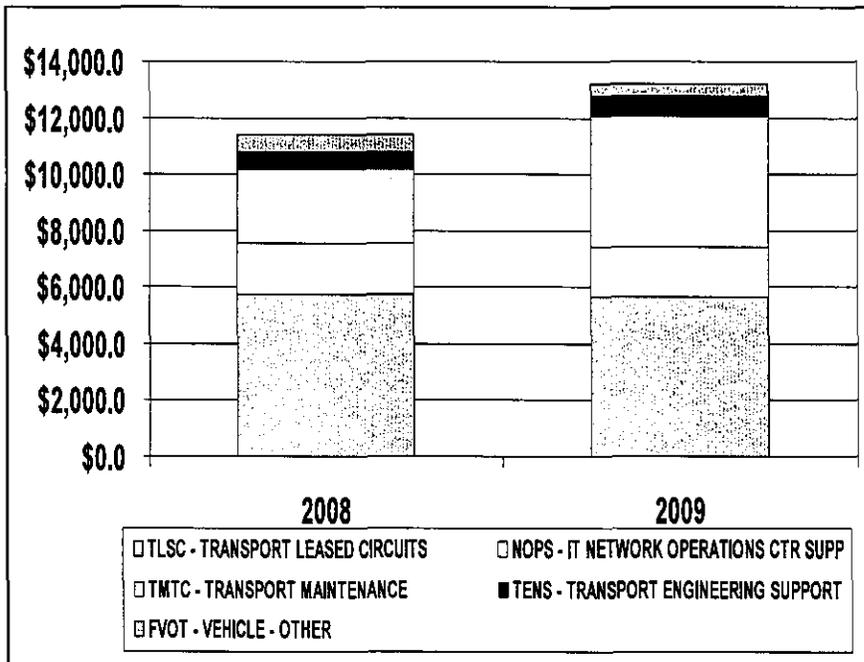
Local Area Network includes the network infrastructure that enables employees to access the Ameren data network from a any location. The LAN equipment includes the Ethernet switch at each location. Major system/site problems (Level 1) are supported 24 hours per day, 7 days a week.

**Type of Service:** Limited Control Over Demand

## Who is the Provider?

Mike Vietor, IT Operations  
 314-554-3883

## What is Included?



## How Can You Help?

- Eliminate any unapproved wired, “rogue” or 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. Limit each cubicle/office to a single LAN port
- Eliminate and/or minimize the number of dial up modems required to access the network.
- Ensure connectivity matches business needs

## Who is the Customer?

Entire Corporation