

| Ameren Illinois Company | | | |
|--|--|--|------------------|
| Incentive Compensation KPIs | Incentive Compensation KPI Descriptions | Customer Benefit | 2012 COST |
| OSHA Recordables | An OSHA Recordable incident is an injury or illness that does not involve lost workdays or restricted duty, but does involve either medical treatment, other than first aid, or an occupational illness (whether treatment is provided or not). This KPI encourages the reduction of OSHA Recordables incidents. | This KPI encourages our employees to work safely to protect both their own health and that of our customers. By reducing work-related injuries and illnesses, the Company can avoid the medical, legal and other costs associated with those injuries and illnesses. In the past, the significant reduction in workplace accidents has led to direct and indirect savings in many areas, including legal expense, workers compensation costs, injuries and damages expense, worker training and retraining expense, and employee benefits. In 2007 there were 5.52 OSHA reportable incidents per 100 employees. AIC reduced this ratio to 3.87 in 2008, 3.05 in 2009, and 1.68 in 2010. As a result of fewer such incidents, AIC incurs approximately \$6,000,000 less in costs related to OSHA incidents as compared to 2007. In addition to cost savings, ensuring that its employees remain safe and healthy allows the Company to have available the talented employees necessary to meet our customers' needs and expectations. | 3,428,148 |
| 90% Completion of Reliability Plans | Ameren Illinois develops electric reliability plans for each Division within the Company on an annual basis. Completion of these plans ensures the ongoing maintenance and integrity of the electric system, and increases the reliability of that system for our customers. This KPI encourages completion of electric reliability plans in a timely manner. | By developing and requiring timely completion of electric reliability plans, Ameren Illinois ensures that necessary electric system maintenance is identified and repaired or upgraded in a timely manner. These plans benefit customers by improving the reliability of the electric system, resulting in fewer outages and other problems. When these plans are completed within time and budget, it ensures that maintenance is monitored, addressed and completed in an effective and scheduled manner. | 1,635,729 |
| Eliminate Vehicular Backing Accidents | Ameren Illinois is dedicated to the safety of its employees, customers and others, and believes that all backing accidents are preventable. This KPI encourages employees to avoid circumstances where they must back a vehicle. Employees are trained to avoid backing and are given proper instruction for backing in the event it is necessary. | This KPI encourages our employees to perform their work in a safe manner in order to protect all employees, customers and others. By avoiding accidents, the Company also avoids the resulting medical, legal and property damage costs, which, in turn, reduces the cost to the customer. In addition, accident avoidance ensures that the Company has talented employees available to meet our customers' needs and expectations. | 559,495 |
| Meet Gas Leak Response Objectives (99.8% of response times of less than 60 minutes; average response time of 23 minutes or less) | Ameren Illinois responds to and investigates every customer call it receives concerning a potential gas leak. When such a call is received by the Company, it is our obligation, according to federal and state guidelines, to respond promptly, to determine if a hazard is present, and to complete an investigation to determine the source of the gas odor. Pursuant to those guidelines, the acceptable criterion for a prompt response is "as soon as possible but no more than an hour." This KPI tracks the Company's response time to customer initiated calls concerning gas odors and potential gas leaks, ensures compliance with guidelines, and encourages even shorter response times. | Timely response to gas leak concerns minimizes the potential risks to customers and premises, as well as the gas supply system, and relieves customers' concerns. In creating this KPI, Ameren Illinois has gone beyond the established one-hour response time criterion, and has set forth two criteria for a prompt response. The first is the requisite one-hour measure; the second requires responding to every gas leak call in an average of less than 23 minutes. In 2007, Ameren Illinois responded to over 34,000 gas leak calls. It responded to 99.8% of those calls within one hour. The average response time was about 23.4 minutes. In 2008, the Company responded within one hour 99.8% of the time to the 34,585 gas leak calls it received, with 22.6 minutes being the average response time. In 2009, the Company responded within one hour 99.9% of the time to the 33,214 gas leak calls it received, with | 1,524,513 |
| Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CC) Score | The FOCUS survey is a measure of overall customer satisfaction with Ameren Illinois as a provider of services and is a specific measure of Ameren Illinois' field performance. Both residential and non-residential customers are surveyed. The survey consists of a common set of screener and qualifier questions, questions pertaining to the customer's initial contact experience with Ameren Illinois, and questions regarding the customer's overall impression of Ameren Illinois as a provider of utility services. In addition to these common questions, the survey contains module-specific questions relevant to one of five service transaction types. The five transaction modules are: New Service or Upgrade, Lighting Repair, Gas Leak, Physical Connects/Meter Sets, and Electric Service Problems. The customer sample provided for the study defines the specific transaction module appropriate for each respondent. Scoring is based on the percentage of customers who rate overall customer satisfaction with Ameren Illinois as an 8, 9, or 10 out of a possible 10 (Top 3 Box). (See below for definition of the CCI survey.) | The FOCUS survey measures customer satisfaction for specific field orders. The customer ratings and comments help Ameren Illinois identify areas or processes which need improvement, allowing the Company to focus on increasing performance in those areas. The survey also measures overall customer perception of Ameren Illinois and helps Ameren Illinois prepare communication and messaging to customers related to utility requirements, programs, safety, and other concerns, which help customers better understand their utility services. (See below for the customer benefit of the CCI survey.) | 2,371,188 |

| Ameren Illinois Company | | | |
|--|---|--|-----------|
| Incentive Compensation KPIs | Incentive Compensation KPI Descriptions | Customer Benefit | 2012 COST |
| SAIFI | System Average Interruption Frequency Index (SAIFI) represents the total number of customer interruptions divided by the total number of customers served. | Improving the electric outage incident frequency rate ensures that the Company meets customers' needs for reliable power, which leads to increased customer satisfaction. Customer interruptions also impose costs on the customer as discussed with respect to switching incidents below. As such, reducing interruptions also reduces those costs to the customer. | 2,059,054 |
| Elevate Overall Customer Satisfaction (C | The CCI survey is a measure of overall customer satisfaction with Ameren Illinois as a provider of services and a specific measure of Ameren Illinois' customer service call center performance. Customers rate their call experience with the Company based using seven key components, which combine to make up the CCI Score. The survey fields monthly with customers who have called the Ameren Illinois call center. Survey respondents are grouped by their reason for contacting the Company. The CCI survey evaluates six types of calls. They are: Trouble Call Online, Billing Issues, Delinquent Accounts, Service Requests, Account Inquiry/Change, and Miscellaneous. The customer sample defines the specific call type applicable to each respondent. | The CCI survey measures customer satisfaction with Ameren Illinois' contact center processes and its customer service representatives' skills. Customer ratings and comments help Ameren Illinois to identify areas or processes which need improvement, and allow the Company to focus on increasing performance in specific customer service areas. The survey also measures overall customer perception of Ameren Illinois and helps Ameren Illinois prepare communication and messaging to customers related to utility requirements, programs, safety, and other concerns, which help customers better understand their utility services. | 93,084 |
| Average Speed of Answer as Reported to | Average speed of answer is a metric commonly used in call centers to measure the amount of time it takes to answer all customers calling the company on an average basis annually. | Monitoring average speed of answer benefits customers by ensuring that call centers are appropriately staffed to respond to customer calls in an acceptable timeframe. Good customer satisfaction ratings are highly dependent upon the initial contact with the Company, which most frequently occurs via the call center. | 46,542 |
| All standard designs, FER appointments, technical questions, etc., completed within 24 hours | This KPI measures the performance of the Illinois Construction & Engineering (ICE) team representatives who complete standard designs for customer new business installations. An example of a standard design is an underground electric and/or gas service in a subdivision where the utility infrastructure is already in place and further engineering design is not necessary. This KPI also measures the ICE team's response to customer requests for new service and other field orders. | This KPI encourages timely response to and satisfaction of customer requests for new service, upgrades, relocations and related requests. It ensures that an order for such a request is timely processed or that an appointment for a Field Engineering Representative to meet with a customer is timely made. | 5,029 |
| Percentage of locates screened and clear | This KPI measures the percentage of JULIE locate requests manually cleared by the Screening Group that do not require an actual field visit to perform the gas or electric facility locate. To clear the request, the screener must have verified that Ameren Illinois facilities are not in the dig area. The excavator is then notified with a clear response. | This KPI encourages timely response to excavator inquiries, and reduces the cost of service by lowering locating expenses. This is because screening and clearing locates result in a significant cost savings as compared to site visit locates. Ameren Illinois estimates that, in 2010, it incurred less than 0.3 at fault locate damages per 1000 locates screened, and that it avoided over \$1.6 million in costs that would have been incurred to perform site visit locates. | 5,029 |
| Customer and Priority Reliability Project Designs performed by the FER need date | This KPI ensures engineering design work is completed by the required need date of the Field Engineering Representative, which is linked to the customer need date. | This KPI ensures the timely scheduling and completion of work requiring engineering design, which enhances customer satisfaction pertaining to the need for such work. | 16,894 |
| Customer calls are answered 92% of the time; call abandoned rate of 8% or less | This KPI tracks the number of customer calls answered by the Illinois Construction & Engineering (ICE) team and the number of customers who decline to wait for a response, and who hang up or abandon their call. | This KPI ensures timely response to calls received by the Illinois Construction & Engineering (ICE) Team. Customer satisfaction is highly dependent upon the customer's initial contact with the Company. Accordingly, timely response to calls to the ICE team is imperative in meeting customer expectations regarding construction requests . | 2,012 |
| Posting of customer work within 30 days of receipt | "Posting" is the process of drawing/inputting new or revised engineering designs and equipment affecting the electric and gas systems into the mapping system. This KPI tracks the amount of time in which posting is completed, to ensure that the system maps are updated in a timely manner. | Electric and gas system emergency response and maintenance work is heavily dependent upon system maps. Keeping maps up-to-date and in good order ensures quicker and more accurate emergency response and allows the Company to better diagnose and locate potential system problems. | 16,894 |

| Ameren Illinois Company | | | |
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| Incentive Compensation KPIs | Incentive Compensation KPI Descriptions | Customer Benefit | 2012 COST |
| Switching incidents that result in dropping load caused by dispatch error | This KPI measures appropriate electric system switching of load by dispatch employees during outage or maintenance situations to avoid customer interruption. | This KPI enhances safe and reliable service to meet customer needs. By avoiding switching errors, the Company can ensure that customer outages do not occur unnecessarily. Unplanned customer interruptions impose costs on customers, and significant lost production costs may result for industrial and large commercial customers. Recent academic surveys of such costs estimate that they can range from \$1,500 to \$45,000 per outage for larger customers. In addition, incorrect switching also can damage Ameren Illinois' equipment, resulting in increased costs to the Company. Finally, switching incidents can cause safety concerns for Ameren Illinois employees, who rely on 100% correct switching for proper de-energized and safe working areas. | 9,164 |
| Gas Leak Response - Average Dispatch Time | This KPI measures the average time taken by Dispatchers to respond to customer gas leak complaints and to dispatch a gas service worker to investigate the complaint. | This KPI ensures that gas service workers are dispatched to a potentially dangerous customer situation in an expedited, emergency manner. It also enhances customer safety by monitoring the effectiveness of each response. | 9,164 |
| CAIDI | This KIP measures the average duration in minutes of each extended customer service interruption. | Lowering CAIDI reduces the amount of time customers are without power during an electric outage. | 9,164 |
| Gas Compliance | Gas compliance represents the Company's compliance with state and federally-mandated pipeline safety operations and maintenance. This KPI tracks the Company's performance in completing such operations and maintenance. The Company's target is 99.9% compliance; typically it has 100% compliance. | This KPI ensures Ameren's gas system operates in compliance with state and federal regulations, and, as a result, is both reliable and safe for customers. It also reduces the possibility of gas safety incidents. In 2007, Ameren Illinois performed over 90,000 pipeline safety inspections, and completed over 99% of those inspections on-time. In 2008, 100% of all pipeline safety inspections were completed on time. Again, in 2009, 100% of all pipeline safety inspections were completed on time. Ameren Illinois' customers directly benefit from the efficiency and effectiveness that result from tracking these operations and maintenance inspections and from the on-time completion of maintenance inspections, in that those measures ensure reliable and uninterrupted gas service. | 61,999 |
| RTP Meter installs completed within 45 days | This KPI measures the average number of days necessary to complete meter installations specific to real time pricing customers. | This KPI encourages the timely installation of meters prior to the customer's start date for the real time pricing tariff. | 9,860 |
| Meter tests completed on or before required period | This KPI requires the performance of meter test(s) within a specified time period to ensure prompt response to customer inquiries. | This KPI ensures safe, reliable service to customers as well as accurate meter readings. | 19,719 |
| Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues) | Electric and gas meters that fail a sample test must be removed from service within two years. Failing a sample test is a statistical indicator that the meter type should be replaced. Replacing these meters ensures that accurate meters are in place and customer billing is correct. | This KPI ensures that customers receive safe, reliable service with accurate meter readings and accurate billing. | 19,719 |
| Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues) | Meters that are not subject to sample testing must be tested on a regular or periodic schedule. This testing ensures that meters are accurately measuring the customer's electric or gas usage. If during testing, the meter is found to be out of calibration, the customer bill is adjusted accordingly. | This KPI ensures that customers receive safe, reliable service with accurate meter readings and accurate billing. | 19,719 |
| Fleet Preventative Maintenance Completions within 30 days for Manned Garages | This KPI requires planned maintenance and regular service on Ameren Illinois' vehicles by Fleet personnel in a timely fashion. | This KPI ensures that Ameren Illinois' vehicles are in good working order and can be operated safely. In addition, thorough and preventive maintenance allows the Company to control the number of vehicle breakdowns and avoid more costly future repairs. This results in enhanced safe and reliable customer service. | 46,500 |
| Gas Storage Forced Outage Rate | This KPI measures the percentage of time the gas storage fields are forced off line due to forced outages. | A lower forced outage rate maximizes the amount of time the storage fields are available to lower PGA charges, which are pass through charges to customers. | 31,000 |
| Field and Shop Compliance with Parts 410 and 500 | This KPI measures how well the Shop and Field metering organizations are meeting ICC-mandated testing procedures, calibrations of equipment, and record-keeping. | Compliance with ICC-mandated measures supports accurate metering, which results in accurate customer billing and, as a result, enhanced customer satisfaction. | 19,719 |
| Substation Reliability Activities - On time | This KPI measures adherence to the Substation reliability project and maintenance plans. | This KPI promotes safe, reliable service to customers by ensuring timely completion of maintenance targeted for specific problems, installation of new equipment to address specific reliability issues, and upgrades to remediate known equipment problems for Substations. | 40,062 |

| Ameren Illinois Company | | | |
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| Incentive Compensation KPIs | Incentive Compensation KPI Descriptions | Customer Benefit | 2012 COST |
| SAIFI Substation | This KPI relates to reducing the frequency of customer interruptions by strengthening electric infrastructure (including maintenance and excluding major event days). | Reducing the electric outage incident frequency rate ensures that the Company meets customers' needs for reliable power, resulting in increased customer satisfaction. | 40,062 |
| Reliability/Routine Performance Index | This KPI is an overall metric based on the completion of Substation and Distribution Relay routine maintenance work. It is comprised of three measures: Transmission Relay Testing Schedule, Target 100% (10%); Distribution Relay Testing Completion, Target 90% (5%); and Planned Substation Maintenance Completion, Target 90% (15%). | This KPI promotes safe, reliable service to customers by ensuring timely completion of routine maintenance as specified by the maintenance strategy teams for Substation and Distribution Relay. | 120,186 |
| Send Joint Use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/2012 with results tabulated and IDP developed by November 30, 2012 for year 2013. | Internal customers are the Ameren Illinois engineering staff; external customers are cable TV and telephone companies. By surveying these customers, the Company ensures it is meeting their needs in a timely and efficient manner. By analyzing the survey results, the Company also can identify specific processes requiring improvement. | By randomly surveying internal and external customers, the Company can determine whether it is delivering the services they require and whether it is meeting those customers' needs. As such, this KPI ensures that the Company is able to identify any deficiencies, and allows the Company the opportunity to provide the requested services and address the customers' needs. | 222 |
| Volunteer within our communities and log hours in Ameren Connects monthly. | As a corporation, Ameren Illinois is very involved in the communities it serves. The Company is aware its employees also are generous with their time and resources; they volunteer regularly to improve the communities in which they live and work. Ameren Illinois has begun to track that volunteer information, when employees are willing to share it, in order to better understand all of the ways in which the Company is at work in all the communities it touches. | This KPI promotes community support and volunteer work by Ameren Illinois employees, which in turn enhances in many ways the communities in which the Company's employees, customers and others live and work. | 148 |
| Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site) | This KPI compares the completion date of a project with the project schedule and measures whether or not the schedule is met. It is important to the Company's cable TV and telephone company customers that it adhere to project schedules so that those customers also can adhere to their own work schedules. Cable TV permits provide an example. If Ameren Illinois does not complete its work in accordance with the agreed upon schedule, then it negatively impacts the cable TV customer's ability to delivery quality service to its end use customers. | This KPI ensures external customers', such as cable TV companies and telephone companies, satisfaction with the services Ameren Illinois provides. | 295 |
| Annual Pole Rental Billings for Joint Use and CATV completed by September 2012 | This KPI measures the collaborative effort between Ameren Illinois departments and communication companies to timely complete annual pole rental billings. It ensures all foreign pole attachments are in compliance with timeframe identified in 3rd Party Master Facility License Agreements. | This KPI promotes safe and reliable operation of Ameren Illinois' electric system by regulating and tracking attachments to utility poles by others. Timely completion of billings ensures prompt receipt of pole rental revenues, which amount to approximately \$3 million per year. In addition, untracked pole attachments present concerns such as lost revenue, liability issues, and inaccurate records for determining ownership. Accordingly, it is beneficial to the Company and, in turn, its customers, to monitor and reduce the number of unknown pole attachments. | 295 |
| AIC TOTAL 2012 INCENTIVE COMPENSATION EXPENSE | | | 12,220,608 |

Ameren Illinois Company

AIU Management

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

25.0% 38 = 150%
41 = 100%
44 = 50%

90% Completion of Reliability Plans

20.0% 90%

Eliminate Vehicular Backing Accidents

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

15.0% 99.8%

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

20.0% 83 = 150%
82 = 100%
81 = 50%

SAIFI

20.0% Target 1.20
Dist. 0.830
Substation 0.215
Forestry 0.155

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Division I Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0% 7 = 0% 6
= 35% 5 =
40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0% 1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

10.0% 99.8% response
rate less than 60
min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0% 82% Top Two Box

SAIFI

15.0% 0.899

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Division II Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0% 5 = 0% 4
= 35% 3
= 40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0% 1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

10.0% 99.8% response rate less than 60 min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0% 82% Top Two Box

SAIFI

15.0% 0.855

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Division III Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0% 5 = 0% 4
= 35% 3
= 40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0% 1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

10.0% 99.8% response rate less than 60 min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0% 82% Top Two Box

SAIFI

15.0% 0.900

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Division IV Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0% 7 = 0% 6
= 35% 5
= 40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0% 1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

10.0% 99.8% response
rate less than 60
min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0% 82% Top Two Box

SAIFI

15.0% 0.680

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Division V Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0% 5 = 0% 4
= 35% 3 =
40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0% 1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

10.0% 99.8% response
rate less than 60
min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0% 82% Top Two Box

SAIFI

15.0% 0.850

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Division VI Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0% 8 = 0% 7
= 35% 6 =
40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0% 1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

10.0% 99.8% response
rate less than 60
min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0% 82% Top Two Box

SAIFI

15.0% 0.820

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

IL Construction and Engineering Contract

| Incentive Compensation KPIs | |
|---|--|
| OSHA Recordables | |
| 90% Completion of Reliability Plans | |
| Eliminate Vehicular Backing Accidents | |
| Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes) | |
| Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box | |
| SAIFI | |
| Elevate Overall Customer Satisfaction (CCI) | |
| Average Speed of Answer as reported to the ICC | |
| Customer calls are answered 92% of the time | |
| All standard designs, FER appointments, technical questions, etc., completed within 1 business day | |
| Percentage of locates screened and cleared | |
| Customer and Priority Reliability Project Designs performed by the FER need date | |
| Posting of customer work within 30 days of receipt | |
| Switching incidents that result in dropping load caused by dispatch error | |
| Gas Leak Response - Average Dispatch Time | |
| CAIDI | |
| Gas Compliance | |
| RTP Meter installs completed within 45 days | |
| Meter tests completed on or before required date | |
| Fleet Preventative Maintenance Completions within 30 days for Manned Garages | |
| Gas Storage Forced Outage Rate | |
| Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues) | |
| Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues) | |
| Field and Shop Compliance with Parts 410 and 500 | |
| Substation Reliability Activities - On time Completion | |
| SAIFI Substation | |
| Reliability/Routine Performance Index | |
| Transmission Relay Testing Schedule | |
| Distribution Relay Testing Completion | |
| Planned Substation Mtce Completion | |
| Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site) | |
| Annual Pole Rental Billings for Joint Use and CATV completed by September 2012 | |
| Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013. | |
| Volunteer within our communities and log hours in Ameren Connects monthly | |

| Weighting | Target | YTD Results | Pay Forecast |
|-----------|--------------------------------|-------------|--------------|
| 25.0% | 2 = 0% = 25% 30% | 1 0 = | |
| 15.0% | 82% Top Two Box | | |
| 10.0% | 8% or less call abandoned rate | | |
| 25.0% | 94.0% | | |
| 25.0% | 80% Screened and 17% cleared | | |

Ameren Illinois Company

Incentive Compensation KPIs

OSHA Recordables

Weighting

Customer Svc Contract

Target

YTD Results Pay Forecast

25.0%

2 = 0%

1 = 25%

0 = 30%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

SAIFI

Elevate Overall Customer Satisfaction (CCI)

50.0%

82% Top 2 Box

Average Speed of Answer as reported to the ICC

25.0%

60 seconds = 20%

52 seconds = 25%

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Illinois DDC Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

25.0%

2 = 0%
1 = 25%
0 = 30%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

25.0%

82% Top Two Box

SAIFI

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

25.0%

98.0%

Posting of customer work within 30 days of receipt

25.0%

98.0%

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

IL Dispatch (DDO) Cont

| Incentive Compensation KPIs | |
|---|--|
| OSHA Recordables | |
| 90% Completion of Reliability Plans | |
| Eliminate Vehicular Backing Accidents | |
| Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes) | |
| Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box | |
| SAIFI | |
| Elevate Overall Customer Satisfaction (CCI) | |
| Average Speed of Answer as reported to the ICC | |
| Customer calls are answered 92% of the time | |
| All standard designs, FER appointments, technical questions, etc., completed within 1 business day | |
| Percentage of locates screened and cleared | |
| Customer and Priority Reliability Project Designs performed by the FER need date | |
| Posting of customer work within 30 days of receipt | |
| Switching incidents that result in dropping load caused by dispatch error | |
| Gas Leak Response - Average Dispatch Time | |
| CAIDI | |
| Gas Compliance | |
| RTP Meter installs completed within 45 days | |
| Meter tests completed on or before required date | |
| Fleet Preventative Maintenance Completions within 30 days for Manned Garages | |
| Gas Storage Forced Outage Rate | |
| Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues) | |
| Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues) | |
| Field and Shop Compliance with Parts 410 and 500 | |
| Substation Reliability Activities - On time Completion | |
| SAIFI Substation | |
| Reliability/Routine Performance Index | |
| Transmission Relay Testing Schedule | |
| Distribution Relay Testing Completion | |
| Planned Substation Mtce Completion | |
| Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site) | |
| Annual Pole Rental Billings for Joint Use and CATV completed by September 2012 | |
| Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013. | |
| Volunteer within our communities and log hours in Ameren Connects monthly | |

| Weighting | Target | YTD Results | Pay Forecast |
|-----------|------------------------------|-------------|--------------|
| 25.0% | 2 = 0% 1 = 25% 0 = 30% | | |
| 25.0% | </= 2 incidents | | |
| 25.0% | </= 4.1 minutes | | |
| 25.0% | 94.0 minutes | | |

Ameren Illinois Company

IL Gas Ops Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

35.0%

4 = 0%
3 = 35%
2 = 40%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

15.0%

1 = 0%
0 = 15%

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

5.0%

99.8% response rate less than 60 min

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

SAIFI

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

20.0%

100% = 20%
<=99.7% = 10%
<99.7% = 0%

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

15.0%

>=97% = 15%
>=90% = 5%

Gas Storage Forced Outage Rate

10.0%

<0.5%

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

Volunteer within our communities and log hours in Ameren Connects monthly

Ameren Illinois Company

Incentive Compensation KPIs

IL Metering Contract

| | Weighting | Target | YTD Results | Pay Forecast |
|---|-----------|------------------------------|-------------|--------------|
| OSHA Recordables | 35.0% | 3 = 0% 2 = 35% 1 = 40% | | |
| 90% Completion of Reliability Plans | | | | |
| Eliminate Vehicular Backing Accidents | 15.0% | 1 = 0% 0 = 15% | | |
| Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes) | | | | |
| Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box | 5.0% | 82% Top Two Box | | |
| SAIFI | | | | |
| Elevate Overall Customer Satisfaction (CCI) | | | | |
| Average Speed of Answer as reported to the ICC | | | | |
| Customer calls are answered 92% of the time | | | | |
| All standard designs, FER appointments, technical questions, etc., completed within 1 business day | | | | |
| Percentage of locates screened and cleared | | | | |
| Customer and Priority Reliability Project Designs performed by the FER need date | | | | |
| Posting of customer work within 30 days of receipt | | | | |
| Switching incidents that result in dropping load caused by dispatch error | | | | |
| Gas Leak Response - Average Dispatch Time | | | | |
| CAIDI | | | | |
| Gas Compliance | | | | |
| RTP Meter installs completed within 45 days | 5.0% | 97.0% | | |
| Meter tests completed on or before required date | 10.0% | 97.0% | | |
| Fleet Preventative Maintenance Completions within 30 days for Manned Garages | | | | |
| Gas Storage Forced Outage Rate | | | | |
| Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues) | 10.0% | 100.0% | | |
| Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues) | 10.0% | 100.0% | | |
| Field and Shop Compliance with Parts 410 and 500 | 10.0% | 100.0% | | |
| Substation Reliability Activities - On time Completion | | | | |
| SAIFI Substation | | | | |
| Reliability/Routine Performance Index | | | | |
| Transmission Relay Testing Schedule | | | | |
| Distribution Relay Testing Completion | | | | |
| Planned Substation Mtce Completion | | | | |
| Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site) | | | | |
| Annual Pole Rental Billings for Joint Use and CATV completed by September 2012 | | | | |
| Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013. | | | | |
| Volunteer within our communities and log hours in Ameren Connects monthly | | | | |

Ameren Illinois Company

IL Substation Contract

| Incentive Compensation KPIs | Weighting | Target | YTD Results | Pay Forecast |
|---|-----------|------------------------------|-------------|--------------|
| OSHA Recordables | 35.0% | 5 = 0% 4 = 35% 3 = 40% | | |
| 90% Completion of Reliability Plans | | | | |
| Eliminate Vehicular Backing Accidents | 15.0% | 1 = 0% 0 = 15% | | |
| Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes) | | | | |
| Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box | | | | |
| SAIFI | | | | |
| Elevate Overall Customer Satisfaction (CCI) | | | | |
| Average Speed of Answer as reported to the ICC | | | | |
| Customer calls are answered 92% of the time | | | | |
| All standard designs, FER appointments, technical questions, etc., completed within 1 business day | | | | |
| Percentage of locates screened and cleared | | | | |
| Customer and Priority Reliability Project Designs performed by the FER need date | | | | |
| Posting of customer work within 30 days of receipt | | | | |
| Switching incidents that result in dropping load caused by dispatch error | | | | |
| Gas Leak Response - Average Dispatch Time | | | | |
| CAIDI | | | | |
| Gas Compliance | | | | |
| RTP Meter installs completed within 45 days | | | | |
| Meter tests completed on or before required date | | | | |
| Fleet Preventative Maintenance Completions within 30 days for Manned Garages | | | | |
| Gas Storage Forced Outage Rate | | | | |
| Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues) | | | | |
| Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues) | | | | |
| Field and Shop Compliance with Parts 410 and 500 | | | | |
| Substation Reliability Activities - On time Completion | 10.0% | 90.0% | | |
| SAIFI Substation | 10.0% | 0.215 | | |
| Reliability/Routine Performance Index | | | | |
| Transmission Relay Testing Schedule | 10.0% | 100.0% | | |
| Distribution Relay Testing Completion | 5.0% | 90.0% | | |
| Planned Substation Mtce Completion | 15.0% | 90.0% | | |
| Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site) | | | | |
| Annual Pole Rental Billings for Joint Use and CATV completed by September 2012 | | | | |
| Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013. | | | | |
| Volunteer within our communities and log hours in Ameren Connects monthly | | | | |

Ameren Illinois Company

IOS Joint Use Contract

Incentive Compensation KPIs

Weighting Target YTD Results Pay Forecast

OSHA Recordables

25.0%

2 = 0%
1 = 25%
0 = 30%

90% Completion of Reliability Plans

Eliminate Vehicular Backing Accidents

Meet Gas Leak Response Objectives (99.8% response rate less than 60 minutes)

Average FOCUS (Field Operations Customer Survey) and Customer Satisfaction (CCI) Score - Top 2 Box

10.0%

82% Top Two Box

SAIFI

Elevate Overall Customer Satisfaction (CCI)

Average Speed of Answer as reported to the ICC

Customer calls are answered 92% of the time

All standard designs, FER appointments, technical questions, etc., completed within 1 business day

Percentage of locates screened and cleared

Customer and Priority Reliability Project Designs performed by the FER need date

Posting of customer work within 30 days of receipt

Switching incidents that result in dropping load caused by dispatch error

Gas Leak Response - Average Dispatch Time

CAIDI

Gas Compliance

RTP Meter installs completed within 45 days

Meter tests completed on or before required date

Fleet Preventative Maintenance Completions within 30 days for Manned Garages

Gas Storage Forced Outage Rate

Exchange all failed sample meters due 12/31/12 (minus uncontrollable access issues)

Complete all periodic meter exchanges/field test due 12/31/12 (minus uncontrollable access issues)

Field and Shop Compliance with Parts 410 and 500

Substation Reliability Activities - On time Completion

SAIFI Substation

Reliability/Routine Performance Index

Transmission Relay Testing Schedule

Distribution Relay Testing Completion

Planned Substation Mtce Completion

Joint Use Projects completed on schedule throughout year 2012 (project listing updated routinely and can be found on JU Sharepoint site)

20.0%

90.0%

Annual Pole Rental Billings for Joint Use and CATV completed by September 2012

20.0%

100% = 25% 99.9-
95% = 13%
<94.99% = 0%

Send joint use customer survey to 10% of internal and external customers. Name will be randomly selected from group distribution listing. Survey will be sent by 10/1/12 with results tabulated and IDP developed by November 30, 2012 for year 2013.

15.0%

90.0%

Volunteer within our communities and log hours in Ameren Connects monthly

10.0%

100 hours