

eliminate particular sources of waste with the goal of improving Maintenance Services processes/activities over time in order to provide more value to our business partners.

In general, new business capabilities will drive increased support needs over existing support levels which means increases in Application Maintenance Services.

Note: This service is routinely evaluated to ensure it is delivered at a competitive price that strikes a balance with the value delivered to the business segment. As part of this evaluation, right-sourcing, whether that be out-sourcing or in-sourcing is considered.

7. 2014 Budget – 2015 Forecast and percentage change

2014 Budget	2015 Forecast	Percentage change
\$9,953,025	\$11,849,578	19%

2015 Budget (AF36) – 2015 Forecast and percentage change

2015 Budget	2015 Forecast	Percentage change
11,482,910	11,849,578	3%

Please note that the above matrix represents O&M expense costs only related to this activity.

There are several factors that drive the increase in this activity's costs for 2015. Several of the major factors for the increase are:

- Labor rate increases (which includes labor overheads);
- Increases in Software Maintenance; normal escalation and paying maintenance on newly purchased products (eg, AIRSWeb Safety Management System);
- Increased expense based project load (eg, more application upgrades planned for this calendar year than previous year);
- Reallocation of labor costs from Capital in 2014 to O&M in 2015 due to differing project loads across the Development groups.

What Allocation Factor(s) is(are) being used and methodology?

001A - Electric/Gas Composite (T&D & Interchange MO/IL) *

002D - # of Gas Customers (T&D in MO/IL)

002K - # Electric Distribution Customers (MO/IL)

002L - # Electric/Gas Distribution Customers (MO/IL)

004A - # of Employees (Mgmt & Contract)

007A - Total Capitalization

010A - Peak Load (Electric)

010B - Peak Load (Gas)

015A - Current Tax Expense

016A - # of Vehicles

017A - # of General Ledger Transactions

017B - # of Accounts Payable Vouchers

018D - Purchasing Spend

018F - Comp Server Usage – Unix

AIC – 100% AIC

F_CT – Controllers – Indirect Functional

F_IS - Information technology – Indirect Functional

8. Allocation of costs:

- Have you reviewed the allocation factors being used for allocating AMS costs to the business segments? Yes No
- Does the allocation method appear to be reasonable? Yes No
- Does the resulting allocation of cost to appear to be reasonable? Yes No
- Do you have suggested changes? Yes No
- Please summarize suggested changes, if any.

9. Based on Segment Priorities, what would be changed; increase or reduction in service and cost by X%?

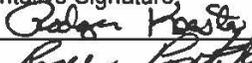
Generally cost reductions for Maintenance Services are achieved by changing the risk profile, moving to a "Lights on Only Support" model, or further optimizing the ways in which these services are delivered.

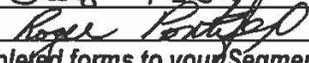
Additionally, as Ameren business segments ask for new or improved business capabilities to be delivered, which are generally driven by business or regulatory requirements, Application Maintenance Services will typically see an increase in the cost of the service due to increased support needs for these newer capabilities being delivered.

10. AIC representatives: AIC Internal Communication – To what other AIC stakeholders within AIC have you communicated this information or obtained input from regarding these services?

Stan Ogden and Mike Getz

Designated AIC Representative Signature:

Rodger Koester:  Date 8-26-14

Roger Pontifex:  Date 8-26-14

Please forward all completed forms to your Segment Controller.

AIC Joint Planning Checklist – Forecast Year 2015
(Janitorial)

1. Please specify the number and name of the B&CS product/service you are reviewing:
 - Catalog page number: 113
 - Product/service name: Janitorial Services

2. With whom did you meet? Jim Armistead Date(s) of meeting(s)? 07/21/2014

3. Have you reviewed the Catalog description (see link to Catalog) of your product/service? Yes No

4. Have you discussed the nature of the product/service provided, and the related cost, with the AMS service provider? Yes No

5. If some or all of this product/service is currently being outsourced, please explain:
The direct services are outsourced. The process is managed internally

6. Joint planning with the AMS service provider:
 - Have you discussed our Segment plans and goals as they relate to the AMS service provider? Yes No
 - Have you explored cost containment opportunities? Yes No
 - Have you explored possible reductions in service level at reduced cost? Yes No
 - Are there potential savings opportunities by further outsourcing? Yes No
 - Are you recommending any changes? Yes No
 - Please explain your recommendations, if any:

7. 2014 Budget – 2015 Forecast and percentage change

2014 Budget	2015 Forecast	Percentage change
1,656.6K	1,684.3K	2%

2015 Budget (AF36) – 2015 Forecast and percentage change

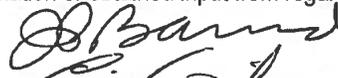
2015 Budget	2015 Forecast	Percentage change
1,692.1K	1,684.3K	0%

What Allocation Factor(s) is(are) being used and methodology?
100% of our AIC targeted forecast is "direct" (100% AIC)

8. Allocation of costs:
 - Have you reviewed the allocation factors being used for allocating AMS costs to the business segments? Yes No
 - Does the allocation method appear to be reasonable? Yes No
 - Does the resulting allocation of cost to appear to be reasonable? Yes No
 - Do you have suggested changes? Yes No
 - Please summarize suggested changes, if any.

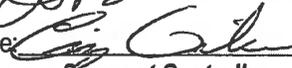
9. Based on Segment Priorities, what would be changed; increase or reduction in service and cost by X%?
No changes recommended

10. AIC representatives: AIC Internal Communication – To what other AIC stakeholders within AIC have you communicated this information or obtained input from regarding these services?



1/6/15

Designated AIC Representative Signature: _____



Date 12/19/14

Please forward all completed forms to your Segment Controller.

AIC Joint Planning Checklist – Forecast Year 2015

1. Please specify the number and name of the B&CS product/service you are reviewing: Catalog page number: 53 Product/service name: : Load & Revenue Forecasting & Analysis
2. With whom did you meet? Date(s) of meeting(s) 7-10-14
Liz Kahn Peggy Muchenstern Jessica Noyes
3. Have you reviewed the Catalog description (see link to Catalog) of your product/service? Yes No
4. Have you discussed the nature of the product/service provided, and the related cost, with the AMS service provider? Yes No
5. If some or all of this product/service is currently being outsourced, please explain: *No*

6. Joint planning with the AMS service provider:
 - Have you discussed our Segment plans and goals as they relate to the AMS service provider? Yes No
 - Have you explored cost containment opportunities? Yes No *labor - BI primary to with old extracts*
 - Have you explored possible reductions in service level at reduced cost? Yes No
 - Are there potential savings opportunities by further outsourcing? Yes No
 - Are you recommending any changes? Yes No
 - Please explain your recommendations, if any:

7. 2014 Budget – 2015 Forecast and percentage change *# of No change in FTE's*
- | 2014 Budget | 2015 Forecast | Percentage change |
|-------------|---------------|-------------------|
| 594,509 | 629,151 | 5.8% |
- Est b18 - Due to allocation of labor*

- 2015 Budget (AF36) – 2015 Forecast and percentage change *AF36 current*
- | 2015 Budget | 2015 Forecast | Percentage change |
|-------------|---------------|-------------------|
| 647,053 | 629,151 | (2.8%) |
- labor primarily, see RTI detail on page 2*

What Allocation Factor(s) is(are) being used and methodology?
Currently 012A allocation factor "Gas Throughput (including Transportation) is used for some of the shared software costs

8. Allocation of costs:
 - Have you reviewed the allocation factors being used for allocating AMS costs to the business segments? Yes No
 - Does the allocation method appear to be reasonable? Yes No *labor dedicated software direct cost based on hrs*
 - Does the resulting allocation of cost to appear to be reasonable? Yes No
 - Do you have suggested changes? Yes No
 - Please summarize suggested changes, if any.

9. Based on Segment Priorities, what would be changed; increase or reduction in service and cost by X%?

3 full time labor & super.
1

10. AIC representatives: AIC Internal Communication – To what other AIC stakeholders within AIC have you communicated this information or obtained input from regarding these services?

Designated AIC Representative Signature:  Date 7-10-14
Please forward all completed forms to your Segment Controller.

P&S Blueline AIC - 2013 Actuals to 2014 Budget to 2015 Budget to 2015 Forecast (June 2014 snapshot)						2015 Budget	2014 Budget	2015 Forecast
Target Segme	Functional Ow	Product and Service	Activity	RMC	RT			
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	34			
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	80	5,542	5,433	5,542
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	82			
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	ES			
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	EX	34,695	34,695	34,435
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	LE	0		49,603
Ameren Illinois	Corporate Plan	Load Rev Analysis	BLDF	012 - Corpora	LM	606,817	554,381	539,571
Total Load & Rev Analysis						647,053	594,509	629,151

AIC Joint Planning Checklist – Forecast Year 2015

1. Please specify the number and name of the B&CS product/service you are reviewing: Catalog page number: **139** Product/service name: **Lockbox Processing**
2. With whom did you meet? **Carole Hunt** Date(s) of meeting(s)? **7/17/14**
3. Have you reviewed the Catalog description (see link to Catalog) of your product/service? Yes No
4. Have you discussed the nature of the product/service provided, and the related cost, with the AMS service provider? Yes No
5. If some or all of this product/service is currently being outsourced, please explain:
Effective July 2014 the vast majority of this work is being outsourced. Any payments that do come in the St. Louis will be processed in St. Louis.
6. Joint planning with the AMS service provider:
 - Have you discussed our Segment plans and goals as they relate to the AMS service provider? Yes No
 - Have you explored cost containment opportunities? Yes No
 - Have you explored possible reductions in service level at reduced cost? Yes No
 - Are there potential savings opportunities by further outsourcing? Yes No
 - Are you recommending any changes? Yes No
 - Please explain your recommendations, if any:

7. 2014 Budget – 2015 Forecast and percentage change

2014 Budget	2015 Forecast	Percentage change
1,307,170	981,907	(24.9%)

2015 Budget (AF36) – 2015 Forecast and percentage change

2015 Budget	2015 Forecast	Percentage change
1,080,373	981,907	(9.1%)

What Allocation Factor(s) is(are) being used and methodology?

- 002K # Electric Distribution Customers (MO/IL) AIC: 50.44%
- AIC Direct when applicable
 - There are now 2 separate lockboxes (IL & MO). Costs for IL lockbox payments are distributed to IL.

8. Allocation of costs:

- Have you reviewed the allocation factors being used for allocating AMS costs to the business segments? Yes No
- Does the allocation method appear to be reasonable? Yes No
- Does the resulting allocation of cost to appear to be reasonable? Yes No
- Do you have suggested changes? Yes No
- Please summarize suggested changes, if any.

9. Based on Segment Priorities, what would be changed; increase or reduction in service and cost by X%?

Increasing the number of customers remitting payments electronically will continue to reduce the lockbox processing costs.

10. AIC representatives: AIC Internal Communication – To what other AIC stakeholders within AIC have you communicated this information or obtained input from regarding these services?

AIC Key stakeholders reviewed vendors and the contract for outsourcing the lockbox processing.

Designated AIC Representative Signature: Marianne Luna
Marianne Luna

Date: 7/21/14

Revised 7/16/14

Please forward all completed forms to your Segment Controller.

AIC Joint Planning Checklist – Forecast Year 2015

1. Please specify the number and name of the B&CS product/service you are reviewing: Catalog page number: **146** Product/service name: **Mailing Services**
2. With whom did you meet? **Carole Hunt** Date(s) of meeting(s)? **7/17/2014**
3. Have you reviewed the Catalog description (see link to Catalog) of your product/service? Yes No
4. Have you discussed the nature of the product/service provided, and the related cost, with the AMS service provider? Yes No
5. If some or all of this product/service is currently being outsourced, please explain:
Courier Service between several AIC locations and the STL GOB is outsourced.
6. Joint planning with the AMS service provider:
 - Have you discussed our Segment plans and goals as they relate to the AMS service provider? Yes No
 - Have you explored cost containment opportunities? Yes No
 - Have you explored possible reductions in service level at reduced cost? Yes No
 - Are there potential savings opportunities by further outsourcing? Yes No
 - Are you recommending any changes? Yes No
 - Please explain your recommendations, if any:

7. 2014 Budget – 2015 Forecast and percentage change

2014 Budget	2015 Forecast	Percentage change
652,556	659,898	1.1%

2015 Budget (AF36) – 2015 Forecast and percentage change

2015 Budget	2015 Forecast	Percentage change
658,514	659,898	0.2%

What Allocation Factor(s) is(are) being used and methodology?

- AIC Direct when applicable
- MSIN: Mailing Services Internal
 - 004A # Employees Management/Contract AIC: 44.4%
 - 001A Electric/Gas Composite (T&D & Interchange MO/IL) AIC: 56%
- MSCU: Mailing Services Customer Related
 - 002K # Electric Distribution Customers (MO/IL) AIC: 50.44%
- MSOT: Mailing Services Other
 - 001A Electric/Gas Composite (T&D & Interchange MO/IL) AIC: 56%

8. Allocation of costs:

- Have you reviewed the allocation factors being used for allocating AMS costs to the business segments? Yes No
- Does the allocation method appear to be reasonable? Yes No