

***Ameren Missouri
Energy Delivery Update
November 1st 2017***



FOCUSED ENERGY. *For life.*

Overview

- Introduction
- Safety
- Storms
 - Monitoring and Preparation
 - Assessment and Plan development
 - Recovery and Communication
- Questions

Safety

- Strengths
 - Coworker to Coworker (c2c) communications – Increasing peer-to-peer c2c
 - Safety mindset across all co-workers
 - Positive culture; employees believe we care, believe leaders mean what they say
- Improvement Opportunities
 - Driving and equipment operation
 - Preventing slips, trips and falls
 - Preventing soft tissue injuries
- Unique / Specific Events
 - Safety recharge
 - Smith system driving – ride checks to reinforce the five keys
 - New employee safety training

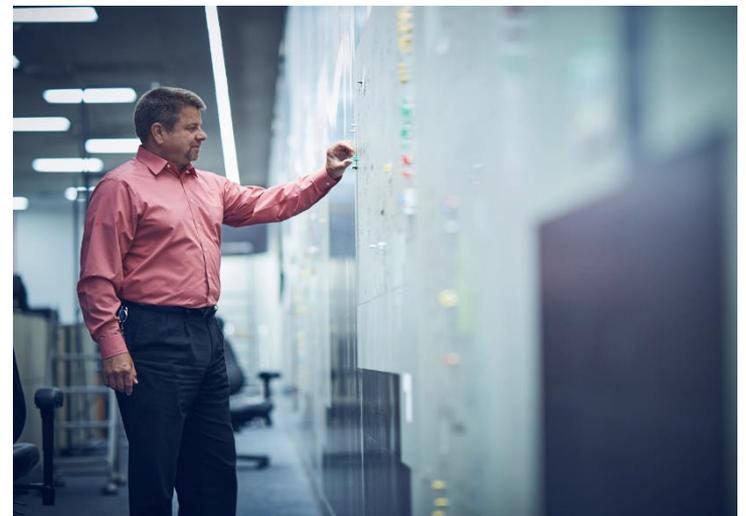
Major Storm Response



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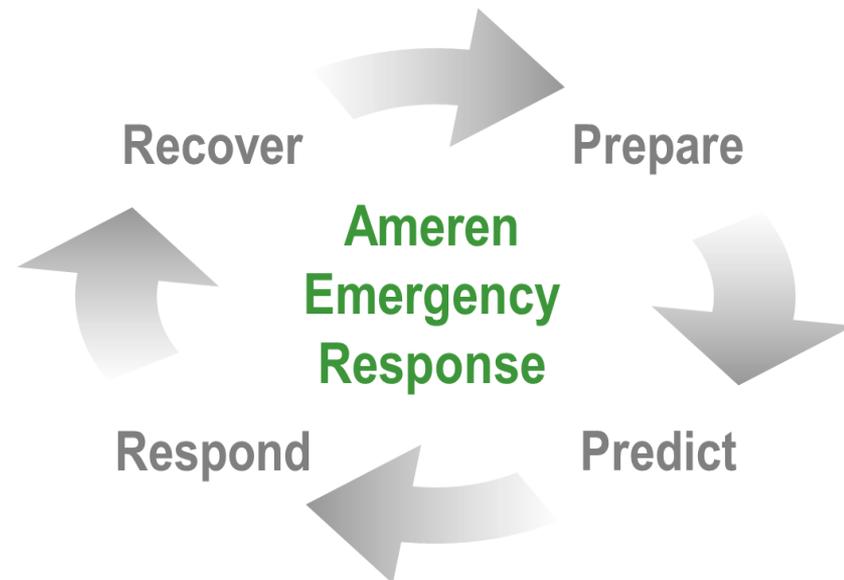
Monitoring and Preparation

- Storm response plans in place
- Monitor weather conditions
 - Quantum Weather
- Resource readiness ahead of the storm
 - Crew staging and standby
 - Material Trailers
 - Mobile Command Center
- Distribution Control Offices
 - Increase staff prior to severe storm
 - Assess risk of ongoing maintenance outages



Assessment and Plan Development

- Initial Considerations
 - Location and extent of damage
 - Customers affected
 - Number of orders involved
 - High level resource needs and availability
 - Material requirements
- Plan Development
 - Complete damage assessment and develop overall plan
 - Restore customers via switching if possible
 - Restore critical customers
 - Restore backbones (single facilities serving higher number of customers)
 - Restore single outages



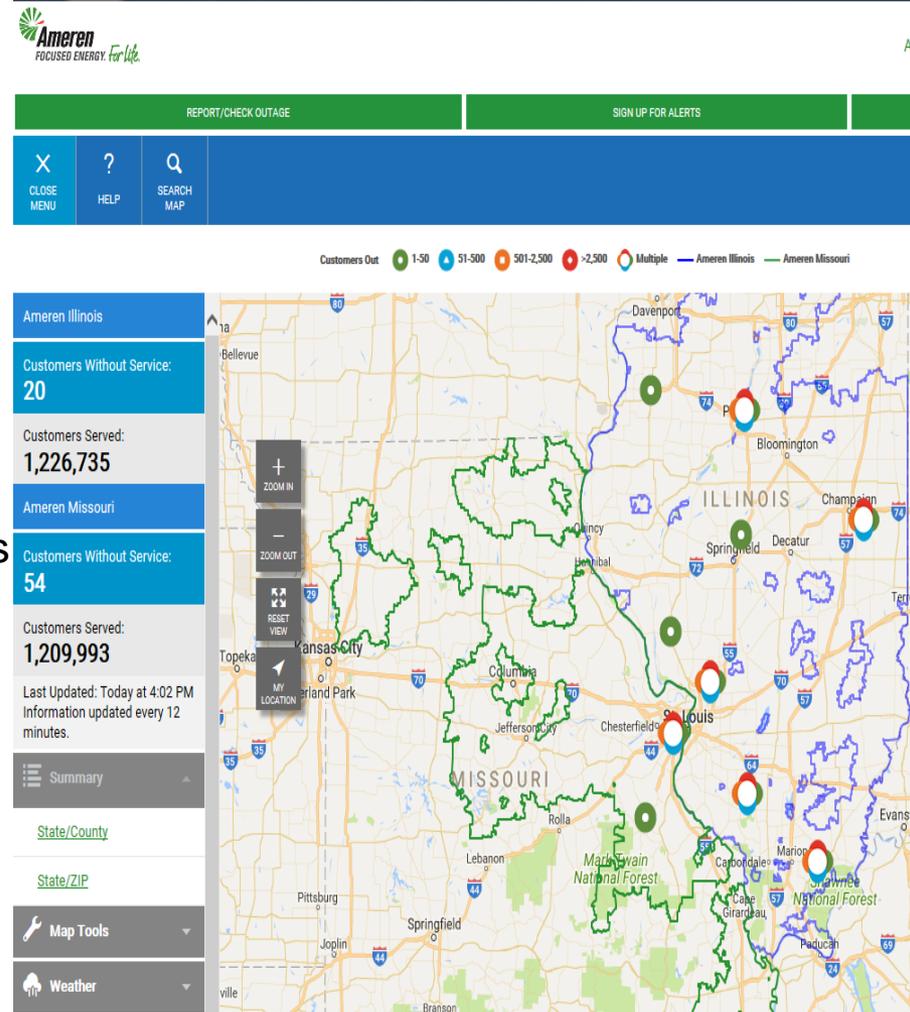
Recovery

- Emergency Operating Center
 - Overall storm response management
 - Coordinate significant resource movement and communications
- Internal Resources
 - Movement and utilization of Ameren Missouri resources
 - On-site contractors
- External resources are secured via Regional Mutual Assistance Groups.
 - Coordinated resource sharing among utilities across the region and the country
 - Extent of damage and travel time are important considerations
 - Standing contracts are in place with multiple regional and national line contractors



Communications and Customer Expectations

- Customer Communications:
 - Ameren.com Outage Center
 - Social Media
 - Broadcast Media
 - Text Alerts
- Increasing Customer expectations for faster response and more real time information
- Key External Stakeholders
 - PSC
 - State Emergency Management Agencies
 - County, City, and Municipal Leaders
 - Key Accounts - Including critical care facilities
- Internal Communications
 - Action plans
 - Operational updates
 - Status updates to the organization



Ameren Missouri Storm Experience – last 12 months

- 10 declared Major Storms
- 380 hours of storm restoration work
- 7 full activations of the Emergency Operating Center
- Approximately 25,200 customers outages at peak in each event (68,035 out max on 5/19/17)
- Average 630 total resources (350 Line, 110 Veg mgmt., 40 DA, 130 Other) per event
- Total expenditure of \$22m, (76% Capital, 24% O&M)



