



March 31, 2014

**RECEIVED**

APR 02 2014

Illinois Commerce Commission  
GAS PIPELINE SAFETY

**VIA UNITED PARCEL SERVICE (UPS)**

Ms. Elizabeth Rolando  
Chief Clerk  
Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, IL 62701

Dear Mr. Rolando:

In compliance with 220 ILCS 5/5-111(c) and (d), enclosed is Ameren Illinois Company's SB2266 2013 Annual Report and 2014 Annual Plan, respectively. If you have questions or concerns regarding the enclosed, please contact me directly.

Sincerely,

Matthew R. Tomc  
Corporate Counsel  
(314) 554-4673, *direct dial*  
(314) 554-4014, *facsimile*  
[mtomc@ameren.com](mailto:mtomc@ameren.com)



**VERIFICATION**

STATE OF ILLINOIS            )  
  ) SS  
COUNTY OF MACON         )

Ronald D. Pate makes oath and says that he is a Senior Vice President of Ameren Illinois Company; that he has examined the attached documents; that to the best of his knowledge, information, and belief, all the statements of fact contained in the said documents are true and correct.

  
\_\_\_\_\_  
Ronald D. Pate

Subscribed and sworn to before me, a Notary Public in and for the State and County named, this 27<sup>th</sup> day of March, 2014.

  
\_\_\_\_\_  
Notary Public

My Commission expires April 26<sup>th</sup>, 2017.



"OFFICIAL SEAL"  
Jayma M. Tahan  
Notary Public, State of Illinois  
My Commission Expires 4/28/2017



Ameren Illinois Company  
d/b/a Ameren Illinois  
**Natural Gas Performance Reporting**  
**2013 Annual Report**

Filed pursuant to 220 ILCS 5/5-111(c)

**April 1, 2014**

## Table of Contents

Executive Summary .....	3
Performance Reporting Items .....	4
Appendix 1 – Reporting Item Definitions .....	7
Appendix 2 – Attributable Jobs Description .....	13

## Executive Summary

Pursuant to 220 ILCS 5/5-111, a natural gas utility that on January 1, 2013 provided gas service to 100,000 customers or more shall report annually to the Commission the following information, compiled on a calendar-year basis, beginning with the first report on April 1, 2014:

In Section 5-111(b), the Performance Reporting Items are:

- (1) the number of emergency calls with response times exceeding both 30 minutes and 60 minutes and the number of emergency calls in which the utility stopped the flow of natural gas on the system or appropriately vented natural gas in a time exceeding both 60 minutes and 90 minutes;
- (2) the number of incidents of damage per thousand gas facility locate requests to the utility's pipeline facilities resulting from utility error and the number of incidents of damage per thousand gas facility locate requests to the utility's pipeline facilities resulting from the fault of third parties;
- (3) the number of scheduled cathodic protection readings below -0.850 volts;
- (4) the number of service lines that were inactive for over 3 years and not disconnected from a source of supply;
- (5) the number of difficult to locate services replaced;
- (6) the number of remotely-readable cathodic protection devices;
- (7) the miles of main and numbers of services replaced that were constructed of cast iron, wrought iron, ductile iron, unprotected coated steel, unprotected bare steel, mechanically coupled steel, copper, Cellulose Acetate Butyrate (CAB) plastic, pre-1973 DuPont Aldyl "A" polyethylene, PVC, or other types of materials identified by a State or federal governmental agency as being prone to leakage;
- (8) the number of miles of transmission facilities on which maximum allowable operating pressures have been established;
- (9) the number of miles of transmission facilities equipped with remotely controlled shut-off valve capability; and
- (10) the value in dollars of contracts in force with minority-owned, female-owned, and qualified service-disabled veteran-owned businesses.

The reports shall be verified in the same manner as Form 21 ILCC and shall further identify the number of jobs attributable to each of the reporting requirements above. Following the submission of the utility's initial report, subsequent reports by the utility shall state year-over-year changes in the information being reported.

This report fulfills Ameren Illinois' 2013 reporting obligation under this section of Illinois law.

## Performance Reporting Items

The Ameren Illinois natural gas system consists of approximately 18,126 miles of transmission and distribution mains which deliver natural gas service to approximately 800,000 customers throughout a service territory of approximately 43,700 square miles. Ameren Illinois is focused on improving the safety, integrity and operational performance of the gas system as the foundation of providing safe and reliable service to our gas customers.

For the performance reporting items required by the law, many have been previously tracked and managed by Ameren Illinois. Some performance reporting items have not historically been tracked and, therefore, there is no data available for 2013. Ameren Illinois has implemented the processes and information systems to enable these items to be tracked beginning in 2014 and will provide this information in future reports.

The 2013 performance reporting items, along with the attributable jobs, are shown below in Table 1. Further explanation and associated definitions for each performance reporting item can be found in Appendix 1. The description of the jobs attributable to each reporting item can be found in Appendix 2.

**Table 1 – 2013 Performance Reporting Items**

REPORTING ITEM		2013	DESCRIPTION	ATTRIBUTABLE JOBS
(1)	Emergency Calls with Response Times Exceeding 30 minutes	8,765	Number of emergency calls during 2013	339
	Emergency Calls with Response Times Exceeding 60 minutes	92	Number of emergency calls during 2013	
	Excavation Damage Events -- Utility Stopped Gas Flow or Appropriately Vented -- Times Exceeding 60 minutes	Not Tracked Previously	Number of excavation damage events during 2013	
	Excavation Damage Events -- Utility Stopped Gas Flow or Appropriately Vented -- Times Exceeding 90 minutes	Not Tracked Previously	Number of excavation damage events during 2013	

REPORTING ITEM		2013	DESCRIPTION	ATTRIBUTABLE JOBS
(2)	Incidents of Damage per 1,000 Gas Locate Requests -- Utility Error (First Party and Second Party)	0.84	Number of incidents of damage per 1,000 gas locate requests during 2013	52
	Incidents of Damage per 1,000 Gas Locate Requests -- Third Party Damage	2.40	Number of incidents of damage per 1,000 gas locate requests during 2013	
(3)	Cathodic Protection Readings below -0.850 volts	1,273	Number of scheduled cathodic protection readings during 2013	20.44
(4)	Service Lines Inactive for over 3 years not Disconnected from Source of Supply	34,502	Number of inactive service lines at the end of 2013	3.26
(5)	Difficult to Locate Services Replaced	Not Tracked Previously	Number of difficult to locate services replaced during 2013	0
(6)	Remotely-readable Cathodic Protection Devices	231	Number of remotely-readable cathodic protection devices at the end of 2013	0.22
(7)	Miles of Main Eliminated (replaced and/or retired)	10.66	Miles of main of qualifying material replaced and/or retired during 2013	51.30
	Number of Services Eliminated (replaced and/or retired)	3,597	Number of services of qualifying material replaced during 2013	
		Not Tracked Previously	Number of services of qualifying material retired during 2013	

<b>REPORTING ITEM</b>		<b>2013</b>	<b>DESCRIPTION</b>	<b>ATTRIBUTABLE JOBS</b>
<b>(8)</b>	<b>Miles of Transmission Facilities on which MAOP's have been Established</b>	<b>1,250.3</b>	<b>Miles of transmission line</b>	<b>19.65</b>
	<b>Miles of Transmission Facilities with Complete MAOP Records</b>	<b>635.3</b>	<b>Miles of transmission line</b>	
<b>(9)</b>	<b>Miles of Transmission Facilities Equipped with Remotely Controlled Shut-off Valves</b>	<b>0</b>	<b>Miles of transmission facilities equipped at the end of 2013</b>	<b>0</b>
<b>(10)</b>	<b>Value of Contracts with Minority-owned Businesses</b>	<b>\$5,668,859</b>	<b>Dollars of contracts</b>	<b>2</b>
	<b>Value of Contracts with Female-owned Businesses</b>	<b>\$9,032,817</b>		
	<b>Value of Contracts with Qualified Service-disabled Veteran-owned Businesses</b>	<b>\$16,804</b>		
	<b>Total</b>	<b>\$14,718,480</b>		

# Appendix 1

## Reporting Item Definitions

Below are definitions used for the 2013 Annual Report:

### Reporting Item (1):

1. **Emergency Call** – Notification of the Customer Service Center of an emergency condition. The emergency conditions include:
  - a. Gas leak (inside premises or outside)
  - b. Odor

The number of Emergency Calls during the year where the response time by a fully operator qualified first responder exceeds 30 minutes and 60 minutes will be reported.

2. **Customer Service Center** – A location for receiving Emergency Calls, which inputs the information for the Emergency Call into the Ameren Illinois response management system (OAS).
3. **Response Time** – The time elapsed from the 'call received time' until the 'arrive time' by the fully qualified first responder that arrives at the scene.
4. **Stopped or Vented Natural Gas** – This item applies to Excavation Damage events resulting in escaping gas. The time elapsed from the 'call received time' until the time that gas is stopped or appropriately vented.

The number of Excavation Damage events during the calendar year where the utility stopped the flow of natural gas or appropriately vented natural gas in a time exceeding 60 minutes and 90 minutes will be reported.

5. **Time that Gas is Stopped** – The gas is considered stopped at the time when an action or actions have occurred that isolates a damaged location from all sources of gas.
6. **Time that Gas is Appropriately Vented** – The gas is considered vented at the time when actions taken have reduced the level of gas at a damaged location below the hazardous condition limit of 30% LEL (1.5% Gas-in-air).

**Reporting Item (2):**

1. **Incidents of Damage** – Definition from the Illinois Underground Utility Facilities Damage Prevention Act:

“The contact or dislocation of any underground utility facility during excavation or demolition which necessitates immediate or subsequent repair by the owner of such facility.”

2. **Locate Request** – Definition from the Common Ground Alliance best practices handbook:

“A communication between an excavator and one call center personnel in which a request for locating underground facilities is processed.”

3. **Damage to Utility as a Result of Utility Error** – Damage to a utility’s facility due to the utility’s employees or the utility’s sub-contractors. Types of damage include:

- a. not hand digging while excavating
- b. un-marked and mis-marked facilities
- c. incorrect facility mapping
- d. not requesting a locate
- e. excavating outside requested limits
- f. failing to support or protect facility
- g. not maintaining locate marks
- h. relying on someone else’s locate
- i. damage by non-power equipment
- j. failure to maintain proper clearance
- k. improper backfilling
- l. difficult to locate facilities
- m. ticket not valid/excavation without a proper ticket (digging early, ticket expired)
- n. not exposing facilities for boring

The number of incidents of damage to the utility, as a result of utility error, per thousand locate requests during the calendar year will be reported.

4. **Damage to Utility as a Result of Third Party Error** – Damage to a utility’s facility due to personnel other than the utility’s employees or the utility’s sub-contractors. Types of damage include:

- a. not hand digging while excavating
- b. not requesting a locate
- c. excavating outside requested limits
- d. failing to support or protect facility
- e. not maintaining locate marks
- f. relying on someone else's locate
- g. damage by non-power equipment
- h. failure to maintain proper clearance
- i. improper backfilling
- j. ticket not valid/excavation without a proper ticket (digging early, ticket expired)
- k. not exposing facilities for boring

The number of incidents of damage to the utility, as a result of third party error, per thousand locate requests during the calendar year will be reported.

**Reporting Item (3):**

1. **Scheduled Cathodic Protection Reading** – Main and service pipe initial corrosion protection (pipe to soil) readings scheduled by the Corrosion Department, not including maintenance, follow-ups, or remediation readings.

The number of Scheduled Cathodic Protect Readings deficient with respect to the -0.850 volts current on criterion will be reported.

**Reporting Item (4):**

1. **Inactive Gas Service** – A gas service is considered to be inactive on the date there is no longer a customer of record.

The number of gas services that have been inactive for over 3 years as of the end of the calendar year will be reported.

**Reporting Item (5):**

1. **Difficult to Locate Services** – A "difficult to locate service pipe" means a service pipe from which a utility cannot obtain a reliable conductive electronic locating signal.

The number of Difficult to Locate Services replaced during the calendar year will be reported.

**Reporting Item (6):**

1. **Remotely-readable Cathodic Protection Devices** – a method of monitoring the cathodic protection status of protection devices (e.g. rectifier, bond or cathodic protection structures) without the need for an on-site visit.

The number of Remotely-readable Cathodic Protection Devices as of the end of the calendar year will be reported.

**Reporting Item (7):**

1. **Qualifying Materials** – The following are defined as Qualifying Materials identified in Sec. 5-111 (b)(7) as being prone to leakage:

- a. cast iron
- b. wrought iron
- c. ductile iron
- d. unprotected coated steel
- e. unprotected bare steel
- f. mechanically coupled steel
- g. copper
- h. cellulose acetate butyrate (CAB clear) plastic
- i. pre-1973 Aldyl "A" polyethylene
- j. PVC plastic
- k. other as identified

2. **Miles of Main Replaced** – The length of main, in miles, that is replaced and/or retired for the Qualifying Materials.

The Miles of Main Replaced during the calendar year will be reported.

3. **Number of Services Replaced** – The number of services that are replaced or retired for the Qualifying Materials.

The Number of Services Replaced during the calendar year will be reported.

**Reporting Item (8):**

1. **Transmission Line** – A pipe that meets any of the following requirements: transports gas within a storage facility, operates at 20% or more of the

Specified Minimum Yield Strength (SMYS), or any other main designated as Transmission by the Ameren Illinois Integrity Management Department.

2. **Transmission Facilities** – Transmission Facilities are comprised of a Transmission Line and the associated facilities and appurtenances.
3. **Maximum Allowable Operating Pressure (MAOP)** – Definition from 49 CFR Part 192.3 – This means the maximum pressure at which a pipeline or segment of a pipeline may be operated under this Part.
4. **Miles of Transmission Facilities on which MAOP's have been Established** – The length of Transmission Facilities, in miles, for which an MAOP is established.

The miles of Transmission Line on which MAOP's have been established will be reported.

5. **Miles of Transmission Facilities with Complete MAOP Records** – The length of Transmission Facilities in all class locations and High Consequence Areas (HCA), in miles, with complete MAOP records in accordance with the Pipeline & Hazardous Materials Safety Administration (PHMSA) Form 7100.2-1 Part Q reporting requirements.

The miles of Transmission Line with complete MAOP records will be reported.

#### **Reporting Item (9):**

1. **Remotely Controlled Shut-off Valve** – A valve that has the capability to be opened or closed remotely by personnel in the Gas Control Center without requiring additional operator or technician action or manual manipulation of other facilities.
2. **Miles of Transmission Facilities Equipped with Remotely Controlled Shut-off Capability** – Transmission pipeline owned by the company equipped with Remotely Controlled Shut-off Valves.

The miles of Transmission Facilities that can be isolated by Remotely Controlled Shut-off Valves as of the end of the calendar year will be reported.

**Reporting Item (10):**

1. **Minority-owned Business** – (from ICC Annual Goal and Total Work Performed Report) an American business which is at least 51% owned, operated and controlled on a daily basis by one or more American citizens of the following ethnic minority classifications (does not include second tier spend or self-certified businesses):
  - a. African American
  - b. Asian American which includes Sub Asian Continent Americans (India, Pakistan, etc.) and Asian-Pacific Americans (Japan, China, Korea, etc.)
  - c. Hispanic American – not of the Iberian peninsula
  - d. Native American (indigenous people of the continental United States, Hawaii and Alaska)

Report dollars spent during the year on contracts in force for gas work in Illinois with minority-owned businesses.

2. **Female-owned Business** – (from ICC Annual Goal and Total Work Performed Report) an American business which is at least 51% owned, operated and controlled on a daily basis by one or more female American citizens (does not include second tier spend or self-certified businesses).

Report dollars spent during the year on contracts in force for gas work in Illinois with female-owned businesses.

3. **Qualified Service-disabled Veteran-owned Business** – (from ICC Annual Goal and Total Work Performed Report) an American business which is at least 51% owned, operated and controlled on a daily basis by one or more US Veteran/US Service Disabled Veterans (does not include second tier spend or self-certified businesses).

Report dollars spent during the year on contracts in force for gas work in Illinois with qualified service-disabled veteran-owned businesses.

The dollars for the three categories in Reporting Item 10 will also be summed together and reported as a total.

## Appendix 2

### Attributable Jobs Description

Below are the descriptions of the attributable jobs:

#### Reporting Item (1):

Attributable jobs are the headcount of Ameren Illinois gas employees that were fully operator qualified at the end of 2013 to respond to gas leak calls and initiate an investigation.

#### Reporting Item (2):

Attributable jobs are the headcount of employees in the Ameren Illinois Damage Prevention Department at the end of 2013, plus the full time equivalent (FTE) employees of Ameren Illinois locate contractors working on gas locate requests in 2013.

#### Reporting Item (3):

Attributable jobs are the FTE's in the Ameren Illinois Corrosion Department and associated contractor gas personnel involved in the discovery and management of the cathodic protection reads below -0.850 volts.

#### Reporting Item (4):

Attributable jobs are the FTE's of Ameren Illinois and contractor gas personnel that either investigated or retired inactive services in 2013.

#### Reporting Item (5):

Attributable jobs are the FTE's of Ameren Illinois and contractor gas personnel that worked on projects to replace or retire difficult to locate services in 2013.

#### Reporting Item (6):

Attributable jobs are the FTE's of Ameren Illinois gas employees involved with the installation of remotely-readable cathodic protection devices in 2013.

#### Reporting Item (7):

Attributable jobs are the FTE's of the Ameren Illinois and contractor gas personnel that worked on projects in 2013 to replace or retire mains and services that are a qualifying material.

**Reporting Item (8):**

Attributable jobs are the FTE's of the Ameren Illinois and contractor gas personnel that worked on projects where an MAOP with complete records was established on a transmission facility in 2013.

**Reporting Item (9):**

Attributable jobs are the FTE's of Ameren Illinois and contractor gas personnel that worked on projects resulting in the installation of remotely controlled shut-off valves in 2013.

**Reporting Item (10):**

Attributable jobs are the headcount of Ameren Services employees in the Supply Services Department whose focus was on supplier diversity related to Ameren Illinois gas in 2013.



Ameren Illinois Company  
d/b/a Ameren Illinois  
**Natural Gas Performance Reporting**  
**2014 Annual Plan**

Filed pursuant to 220 ILCS 5/5-111(d)

**April 1, 2014**

## Table of Contents

Executive Summary .....	3
Performance Reporting Items .....	3
2014 Performance Reporting Item Goal Summary (Table 1).....	4
Emergency Response .....	6
Incidents of Damage .....	7
Cathodic Protection Readings below -0.850 volts .....	7
Inactive Services .....	7
Difficult to Locate Services Replaced .....	8
Remotely-readable Cathodic Protection Devices .....	8
Materials Prone to Leakage .....	8
Transmission Facilities on which MAOP's have been Established .....	9
Remotely Controlled Shut-off Valves .....	10
Minority, Female, and Disabled Veteran Owned Business Contracts ....	10
Appendix 1 – Reporting Item Definitions.....	10

## **Executive Summary**

Pursuant to 220 ILCS 5/5-111, a natural gas utility that on January 1, 2013 provided gas service to 100,000 customers or more shall submit an annual plan specifying its goals for each of the items identified below:

In Section 5-111(b), the Performance Reporting Items are:

- (1) the number of emergency calls with response times exceeding both 30 minutes and 60 minutes and the number of emergency calls in which the utility stopped the flow of natural gas on the system or appropriately vented natural gas in a time exceeding both 60 minutes and 90 minutes;
- (2) the number of incidents of damage per thousand gas facility locate requests to the utility's pipeline facilities resulting from utility error and the number of incidents of damage per thousand gas facility locate requests to the utility's pipeline facilities resulting from the fault of third parties;
- (3) the number of scheduled cathodic protection readings below -0.850 volts;
- (4) the number of service lines that were inactive for over 3 years and not disconnected from a source of supply;
- (5) the number of difficult to locate services replaced;
- (6) the number of remotely-readable cathodic protection devices;
- (7) the miles of main and numbers of services replaced that were constructed of cast iron, wrought iron, ductile iron, unprotected coated steel, unprotected bare steel, mechanically coupled steel, copper, Cellulose Acetate Butyrate (CAB) plastic, pre-1973 DuPont Aldyl "A" polyethylene, PVC, or other types of materials identified by a State or federal governmental agency as being prone to leakage;
- (8) the number of miles of transmission facilities on which maximum allowable operating pressures have been established;
- (9) the number of miles of transmission facilities equipped with remotely controlled shut-off valve capability; and
- (10) the value in dollars of contracts in force with minority-owned, female-owned, and qualified service-disabled veteran-owned businesses.

This plan fulfills Ameren Illinois' 2014 obligations under this section of the law.

## **Performance Reporting Items**

The Ameren Illinois (AIC) natural gas system consists of approximately 18,126 miles of transmission and distribution mains which deliver natural gas service to approximately 800,000 customers throughout a service territory of approximately 43,700 square miles. Ameren Illinois is focused on improving the safety, integrity and operational performance of the gas system as the foundation of providing safe and reliable service to our gas customers.

For the performance reporting items required by the law, many have been previously tracked and managed by Ameren Illinois. Some performance reporting items have not

historically been tracked and, therefore, there is no historical data. Ameren Illinois has implemented the processes and information systems to enable these items to be tracked beginning in 2014.

When determining the goals for each of the ten (10) performance reporting items, Ameren Illinois considered and utilized the historical data that was available as well as other information including capital investment forecasts. In those cases where Ameren Illinois had not previously tracked the data, the 2014 goal is to begin tracking the information. Table 1 provides a summary of the 2014 goals for all 10 performance reporting items.

**Table 1 – 2014 Performance Reporting Item Goal Summary**

<b>REPORTING ITEM</b>		<b>2014 GOAL</b>
<b>(1)</b>	<b>Emergency Response</b>	
	<b>Emergency Calls with Response Times Exceeding 30 minutes</b>	<b>8,568 leak calls</b>
	<b>Emergency Calls with Response Times Exceeding 60 minutes</b>	<b>96 leak calls</b>
	<b>Excavation Damage Events -- Utility Stopped Gas Flow or Appropriately Vented – Times Exceeding 60 minutes</b>	<b>Implemented Measures to Begin Tracking</b>
	<b>Excavation Damage Events -- Utility Stopped Gas Flow or Appropriately Vented – Times Exceeding 90 minutes</b>	<b>Implemented Measures to Begin Tracking</b>
<b>(2)</b>	<b>Incidents of Damage</b>	
	<b>Incidents of Damage per 1,000 Gas Locate Requests – Utility Error (First Party and Second Party)</b>	<b>0.89</b>
	<b>Incidents of Damage per 1,000 Gas Locate Requests – Third Party Damage</b>	<b>2.43</b>
<b>(3)</b>	<b>Cathodic Protection (CP) Readings below -0.850 volts</b>	
	<b>Scheduled Cathodic Protection Readings below -0.850 volts</b>	<b>1,250 CP readings</b>
<b>(4)</b>	<b>Inactive Services</b>	
	<b>Services Lines Inactive for over 3 years not Disconnected from Source of Supply</b>	<b>34,352 services</b>
<b>(5)</b>	<b>Difficult to Locate Services Replaced</b>	
	<b>Difficult to Locate Services Replaced</b>	<b>100 services</b>

<b>REPORTING ITEM</b>		<b>2014 GOAL</b>
<b>(6)</b>	<b>Remotely-readable Cathodic Protection Devices</b>	
	<b>Remotely-readable Cathodic Protection Devices</b>	<b>291 devices</b>
<b>(7)</b>	<b>Materials Prone to Leakage</b>	
	<b>Miles of Main to be Eliminated (replaced and/or retired)</b>	<b>13.88 miles</b>
	<b>Number of Services to be Eliminated (replaced and/or retired)</b>	<b>2,271 services</b>
<b>(8)</b>	<b>Transmission Facilities on which MAOP's have been Established</b>	
	<b>Miles of Transmission Facilities on which MAOP's have been Established</b>	<b>1251.1 miles</b>
	<b>Miles of Transmission Facilities with Complete MAOP Records</b>	<b>640.2 miles</b>
<b>(9)</b>	<b>Remotely Controlled Shut-off Valves</b>	
	<b>Miles of Transmission Facilities Equipped with Remotely Controlled Shut-off Valve Capability</b>	<b>0 miles</b>
<b>(10)</b>	<b>Minority-owned, Female-owned, and Qualified Service-disabled Veteran-owned Business Contracts</b>	
	<b>Value in Dollars of Minority-owned, Female-owned, and Qualified Service-disabled Veteran-owned Business Contracts</b>	<b>\$14,939,257</b>

**Reporting Item (1) -- Emergency Response**

Ameren Illinois' 2014 performance objective for emergency calls exceeding 30 minutes is based upon an analysis of performance data from 2013. In 2013, the rate of response was approximately 266 emergency calls that exceeded 30 minutes per 1,000 calls. This rate was multiplied by the average total number of emergency calls for the years 2011 – 2013 to obtain the 2014 goal.

Ameren Illinois' 2014 performance objective for emergency calls exceeding 60 minutes is based upon an analysis of performance data over the last three years. A rate of response for the years 2011 – 2013 was calculated using available call data and normalized to account for the difference in total call volume each year. The normalized rate of response was approximately 3 emergency calls that exceeded 60 minutes per 1,000 calls. The 2014 goal was established utilizing this response rate multiplied by the average total number of emergency calls for the years 2011 – 2013.

With regard to excavation damage, Ameren Illinois has not historically tracked the number of damage events exceeding 60 and 90 minutes and, therefore, the data is not available. This information will be tracked beginning in 2014.

	2011 – 2013 3-year Average	2013	2014 Goal
Emergency Calls with Response Time Exceeding 30 minutes	Not Available	8,765	8,568
Percentage of Total Emergency Calls Exceeding 30 minutes	-----	26.6%	26.6%
Emergency Calls with Response Time Exceeding 60 minutes	96.3	92	96
Percentage of Total Emergency Calls Exceeding 60 minutes	0.3%	0.3%	0.3%
Excavation Damage Events – Utility Stopped Gas Flow or Appropriately Vented – Times Exceeding 60 minutes	Not Available	Not Available	AIC has Implemented Measures to Begin Tracking
Excavation Damage Events – Utility Stopped Gas Flow or Appropriately Vented – Times Exceeding 90 minutes	Not Available	Not Available	AIC has Implemented Measures to Begin Tracking

### Reporting Item (2) – Incidents of Damage

Ameren Illinois' 2014 performance objective for incidents of damage is based upon an analysis of performance data over the last three years. The goals represent a decrease relative to the three year average of damage.

	2011 – 2013 3-year Average	2013	2014 Goal
Incidents of Damage per 1,000 Gas Locate Requests – Utility Error (First Party and Second Party)	0.94	0.84	0.89
Incidents of Damage per 1,000 Gas Locate Requests – Third Party Damage	2.56	2.40	2.43

### Reporting Item (3) – Cathodic Protection Readings below -0.850 volts

Ameren Illinois' 2014 performance objective for deficiencies with respect to -0.850 volts is based upon an analysis of performance data over the last three years. The goal represents a decrease relative to the three year average.

	2011 – 2013 3-year Average	2013	2014 Goal
Scheduled Cathodic Protection Readings below -0.850 volts	1,363	1,273	1,250

### Reporting Item (4) – Inactive Services

Ameren Illinois' 2014 performance objective for inactive services is to reduce the 2013 count by retiring 150 inactive services and additionally to conduct field inspections to validate the number of inactive services in the current, available data.

	2011 – 2013 3-year Average	2013	2014 Goal
Services Lines Inactive for over 3 years not Disconnected from Source of Supply	Not Available	34,502	34,352

**Reporting Item (5) – Difficult to Locate Service Replaced**

Ameren Illinois' 2014 performance objective is to replace one-hundred (100) difficult to locate services. Ameren Illinois is also implementing processes to track difficult to locate mains and services.

	2013	2014 Goal
Difficult to Locate Services Replaced	Data Not Tracked	100

**Reporting Item (6) – Remotely-readable Cathodic Protection Devices**

Ameren Illinois' 2014 performance objective is to install sixty (60) remotely-readable cathodic protection devices.

	2013	2014 Goal
Remotely-readable Cathodic Protection Devices	231	291

**Reporting Item (7) – Materials Prone to Leakage**

Ameren Illinois' 2014 performance objectives are based on those projects that have been planned and budgeted for construction in 2014.

		2013	2014 Goal
Cast Iron	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Wrought Iron	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Ductile Iron	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Unprotected Coated Steel	Miles of Main	0	0
	Number of Services	2,598	1,305

		2013	2014 Goal
Unprotected Bare Steel	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Mechanically Coupled Steel	Miles of Main	10.66	13.88
	Number of Services	999	966
Copper	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Cellulose Acetate Butyrate (CAB) Plastic	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Pre-1973 DuPont Aldyl-A Polyethylene	Miles of Main	Not Tracked Previously	0
	Number of Services	Not Tracked Previously	0
PVC	Miles of Main	N/A	N/A
	Number of Services	N/A	N/A
Other Types of Materials Identified by Gov't Agencies as Prone to Leakage	Miles of Main	0	0
	Number of Services	0	0

N/A – Not Applicable; Ameren Illinois' records do not indicate any known quantities of this material in the gas system.

"0" – Ameren Illinois' records indicate this material may be present in the gas system.

### Reporting Item (8) – Transmission Facilities on which MAOP's have been Established

Ameren Illinois' 2014 performance objective is based on those transmission projects that have been planned and budgeted for construction in 2014.

	2013	2014 Goal
Miles of Transmission Facilities on which MAOP's have been Established	1,250.3	1,251.1
Miles of Transmission Facilities with Complete MAOP Records	635.3	640.2

### Reporting Item (9) – Remotely Controlled Shut-off Valves

Ameren Illinois' 2014 performance objective is based upon the projects that have been planned and budgeted for construction in 2014.

	2013	2014 Goal
Miles of Transmission Facilities Equipped with Remotely Controlled Shut-off Valve Capability	0	0

### Reporting Item (10) – Minority-owned, Female-owned, and Qualified Service-disabled Veteran-owned Business Contracts

Ameren Illinois' 2014 performance objective is to increase its level of spend in the above categories by 1.5%.

	2013	2014 Goal
Value in Dollars of Minority-owned, Female-owned, and Qualified Service-disabled Veteran-owned Business Contracts	\$14,718,480	\$14,939,257

## Appendix 1

### Reporting Item Definitions

Below are definitions used for the 2014 Annual Plan:

#### Reporting Item (1):

1. **Emergency Call** – Notification of the Customer Service Center of an emergency condition. The emergency conditions include:
  - a. Gas leak (inside premises or outside)
  - b. Odor

The number of Emergency Calls during the year where the response time by a fully operator qualified first responder exceeds 30 minutes and 60 minutes will be reported.

2. **Customer Service Center** – A location for receiving Emergency Calls, which inputs the information for the Emergency Call into the Ameren Illinois response management system (OAS).
3. **Response Time** – The time elapsed from the 'call received time' until the 'arrive time' by the fully qualified first responder that arrives at the scene.
4. **Stopped or Vented Natural Gas** – This item applies to Excavation Damage events resulting in escaping gas. The time elapsed from the 'call received time' until the time that gas is stopped or appropriately vented.

The number of Excavation Damage events during the calendar year where the utility stopped the flow of natural gas or appropriately vented natural gas in a time exceeding 60 minutes and 90 minutes will be reported.

5. **Time that Gas is Stopped** – The gas is considered stopped at the time when an action or actions have occurred that isolates a damaged location from all sources of gas.
6. **Time that Gas is Appropriately Vented** – The gas is considered vented at the time when actions taken have reduced the level of gas at a damaged location below the hazardous condition limit of 30% LEL (1.5% Gas-in-air).

#### **Reporting Item (2):**

1. **Incidents of Damage** – Definition from the Illinois Underground Utility Facilities Damage Prevention Act:

“The contact or dislocation of any underground utility facility during excavation or demolition which necessitates immediate or subsequent repair by the owner of such facility.”

2. **Locate Request** – Definition from the Common Ground Alliance best practices handbook:

“A communication between an excavator and one call center personnel in which a request for locating underground facilities is processed.”

3. **Damage to Utility as a Result of Utility Error** – Damage to a utility’s facility due to the utility’s employees or the utility’s sub-contractors. Types of damage include:

- a. not hand digging while excavating
- b. un-marked and mis-marked facilities
- c. incorrect facility mapping
- d. not requesting a locate
- e. excavating outside requested limits
- f. failing to support or protect facility
- g. not maintaining locate marks
- h. relying on someone else’s locate
- i. damage by non-power equipment
- j. failure to maintain proper clearance
- k. improper backfilling
- l. difficult to locate facilities
- m. ticket not valid/excavation without a proper ticket (digging early, ticket expired)
- n. not exposing facilities for boring

The number of incidents of damage to the utility, as a result of utility error, per thousand locate requests during the calendar year will be reported.

4. **Damage to Utility as a Result of Third Party Error** – Damage to a utility’s facility due to personnel other than the utility’s employees or the utility’s sub-contractors. Types of damage include:

- a. not hand digging while excavating
- b. not requesting a locate
- c. excavating outside requested limits
- d. failing to support or protect facility
- e. not maintaining locate marks
- f. relying on someone else’s locate
- g. damage by non-power equipment
- h. failure to maintain proper clearance
- i. improper backfilling
- j. ticket not valid/excavation without a proper ticket (digging early, ticket expired)
- k. not exposing facilities for boring

The number of incidents of damage to the utility, as a result of third party error, per thousand locate requests during the calendar year will be reported.

**Reporting Item (3):**

1. **Scheduled Cathodic Protection Reading** – Main and service pipe initial corrosion protection (pipe to soil) readings scheduled by the Corrosion Department, not including maintenance, follow-ups, or remediation readings.

The number of Scheduled Cathodic Protection Readings deficient with respect to the -0.850 volts current on criterion will be reported.

**Reporting Item (4):**

1. **Inactive Gas Service** – A gas service is considered to be inactive on the date there is no longer a customer of record.

The number of gas services that have been inactive for over 3 years as of the end of the calendar year will be reported.

**Reporting Item (5):**

1. **Difficult to Locate Services** – A “difficult to locate service pipe” means a service pipe from which a utility cannot obtain a reliable conductive electronic locating signal.

The number of Difficult to Locate Services replaced during the calendar year will be reported.

**Reporting Item (6):**

1. **Remotely-readable Cathodic Protection Devices** – a method of monitoring the cathodic protection status of protection devices (e.g. rectifier, bond or cathodic protection structures) without the need for an on-site visit.

The number of Remotely-readable Cathodic Protection Devices as of the end of the calendar year will be reported.

**Reporting Item (7):**

1. **Qualifying Materials** – The following are defined as Qualifying Materials identified in Sec. 5-111 (b)(7) as being prone to leakage:

- a. cast iron
- b. wrought iron
- c. ductile iron
- d. unprotected coated steel
- e. unprotected bare steel
- f. mechanically coupled steel
- g. copper
- h. cellulose acetate butyrate (CAB clear) plastic
- i. pre-1973 Aldyl "A" polyethylene
- j. PVC plastic
- k. other as identified

2. **Miles of Main Replaced** – The length of main, in miles, that is replaced and/or retired for the Qualifying Materials.

The Miles of Main Replaced during the calendar year will be reported.

3. **Number of Services Replaced** – The number of services that are replaced or retired for the Qualifying Materials.

The Number of Services Replaced during the calendar year will be reported.

**Reporting Item (8):**

1. **Transmission Line** – A pipe that meets any of the following requirements: transports gas within a storage facility, operates at 20% or more of the Specified Minimum Yield Strength (SMYS), or any other main designated as Transmission by the Ameren Illinois Integrity Management Department.
2. **Transmission Facilities** – Transmission Facilities are comprised of a Transmission Line and the associated facilities and appurtenances.
3. **Maximum Allowable Operating Pressure (MAOP)** – Definition from 49 CFR Part 192.3 – This means the maximum pressure at which a pipeline or segment of a pipeline may be operated under this Part.

4. **Miles of Transmission Facilities on which MAOP's have been Established** – The length of Transmission Facilities, in miles, for which an MAOP is established.

The miles of Transmission Line on which MAOP's have been established will be reported.

5. **Miles of Transmission Facilities with Complete MAOP Records** – The length of Transmission Facilities in all class locations and High Consequence Areas (HCA), in miles, with complete MAOP records in accordance with the Pipeline & Hazardous Materials Safety Administration (PHMSA) Form 7100.2-1 Part Q reporting requirements.

The miles of Transmission Line with complete MAOP records will be reported.

#### **Reporting Item (9):**

1. **Remotely Controlled Shut-off Valve** – A valve that has the capability to be opened or closed remotely by personnel in the Gas Control Center without requiring additional operator or technician action or manual manipulation of other facilities.
2. **Miles of Transmission Facilities Equipped with Remotely Controlled Shut-off Capability** – Transmission pipeline owned by the company equipped with Remotely Controlled Shut-off Valves.

The miles of Transmission Facilities that can be isolated by Remotely Controlled Shut-off Valves as of the end of the calendar year will be reported.

#### **Reporting Item (10):**

1. **Minority-owned Business** – (from ICC Annual Goal and Total Work Performed Report) an American business which is at least 51% owned, operated and controlled on a daily basis by one or more American citizens of the following ethnic minority classifications (does not include second tier spend or self-certified businesses):

- a. African American
- b. Asian American which includes Sub Asian Continent Americans (India, Pakistan, etc.) and Asian-Pacific Americans (Japan, China, Korea, etc.)
- c. Hispanic American – not of the Iberian peninsula
- d. Native American (indigenous people of the continental United States, Hawaii and Alaska)

Report dollars spent during the year on contracts in force for gas work in Illinois with minority-owned businesses.

2. **Female-owned Business** – (from ICC Annual Goal and Total Work Performed Report) an American business which is at least 51% owned, operated and controlled on a daily basis by one or more female American citizens (does not include second tier spend or self-certified businesses).

Report dollars spent during the year on contracts in force for gas work in Illinois with female-owned businesses.

3. **Qualified Service-disabled Veteran-owned Business** – (from ICC Annual Goal and Total Work Performed Report) an American business which is at least 51% owned, operated and controlled on a daily basis by one or more US Veteran/US Service Disabled Veterans (does not include second tier spend or self-certified businesses).

Report dollars spent during the year on contracts in force for gas work in Illinois with qualified service-disabled veteran-owned businesses.

The dollars for the three categories in Reporting Item 10 will also be summed together and reported as a total.