Date of Request: October 15, 2012

1. Submitting Entity & Address:

Ameren Services

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3. Version and Standard Number(s) suggested for correction or clarification:

NAESB Retail Model Business Practices (MBPs), Version 2.1:

RXQ.12 – Retail Customer Inquiries

4. Description of Minor Correction/Clarification:

Update NAESB Retail definition for “Inquiry” in RXQ.0 and the business definitions section of RXQ.12 as stated below (the word “must” has been changed to “may”):

RXQ.12 – Retail Customer Inquiries:

**RXQ.0.2.233 Inquiry**: A question or request for information submitted to a Market Participant or the Applicable Regulatory Authority by either the Retail Customer or another Market Participant regarding issue(s) and/or process(es) within competitive energy markets or within markets where other specific energy-related products and services are offered. Such a question or request for information may be submitted by any of several forms of communication, including, but not limited to, telephone conversations, facsimiles, electronic mail, U.S. Mail, and in person.

5. Reason for of Minor Correction/Clarification:

The model business practices that were ratified on September 28, 2012 contained seven new definitions. A review of these definitions revealed that the definition for the word “Inquiry” incorrectly includes the word “must” instead of “may”. This minor correction requests that the NAESB Retail definition for “Inquiry” be corrected in RXQ.0 and the business definitions section of RXQ.12.