

PAYMENT OPTIONS

MOBILE

Download the free **Ameren Mobile** through the Apple® and Android® app stores and pay your bills securely via your bank account, credit card or debit card.

ONLINE PAY

Create an online account at **AmerenIllinois.com/StartNow** or visit **AmerenIllinois.com** where you can choose to pay as a guest without logging in. Both options allow you to pay with an electronic check or with a debit or credit card using your MasterCard, VISA, American Express or Discover card. Your payment will post to your account the same day it is scheduled.

BY PHONE

You can pay by electronic check, debit or credit card with a toll-free call to 1.888.777.3108. ACI Speedpay payments are credited to your account the same day.

BY MAIL

You can mail your payment with your bill stub to Ameren Illinois at the P.O. Box shown on your bill. Be sure to write your account number on the check or money order, make it payable to Ameren Illinois and sign it. Do not send cash through the mail.

IN PERSON

Find an Ameren Illinois partner pay-in-person location near you by visiting **AmerenAgents.com** or by calling us toll-free at **1.800.755.5000**. Most are open seven days a week, have extended hours, and take partial payments. Payments post the same day. A convenience fee may apply.

AUTO PAY

With this free service, your energy bill is paid automatically from your checking or savings account each month exactly on or five business days before the due date — whichever you prefer. Once you are enrolled in Auto Pay, a reminder message will be included on your bill indicating the date we will debit your checking or savings account. Learn more about Auto Pay at **AmerenIllinois.com/AutoPay**.

STAY INFORMED WITH ALERTS

When you sign up for **Ameren Illinois Alerts**, we'll send you the information you choose to receive via text* or email, such as:

- **Outage Updates:** Receive alerts when power may be off in your area, including estimated restoration updates and power restoration confirmations.
- **Paperless Billing:** Cut down on paper clutter and receive a notification when your bill is available for viewing. Sign up for Paperless Billing at **AmerenIllinois.com/Paperless**.
- **Bill Reminders:** Receive bill due date and past-due reminders.
- **Payment Confirmations:** Receive an alert to confirm receipt of your payment.
- **Important Account Status Updates:** Receive alerts when immediate action is needed on your account.
- **Energy Assistance Pledge Posted:** Receive an alert when your account is granted energy assistance.
- **Start & Stop Service:** Receive alerts when your request to start or stop service has been completed.
- **Weekly Cost Summary:** Receive weekly alerts that include bill estimates based on your usage for your current billing cycle.
- **Cost Threshold:** Receive an alert when your energy costs exceed the threshold you've established for your account.
- **Electric Usage:** Receive an alert when your usage exceeds the threshold you've established for your account.
- **Gas Usage:** Receive an alert when your usage exceeds the threshold you've established for your account.

You can enroll in **Ameren Illinois Alerts** at **AmerenIllinois.com/Alerts** or by texting REG to AMEREN (263736). Upon request, you can stop receiving alerts at any time.

**Message and data rates may apply for text messages.*

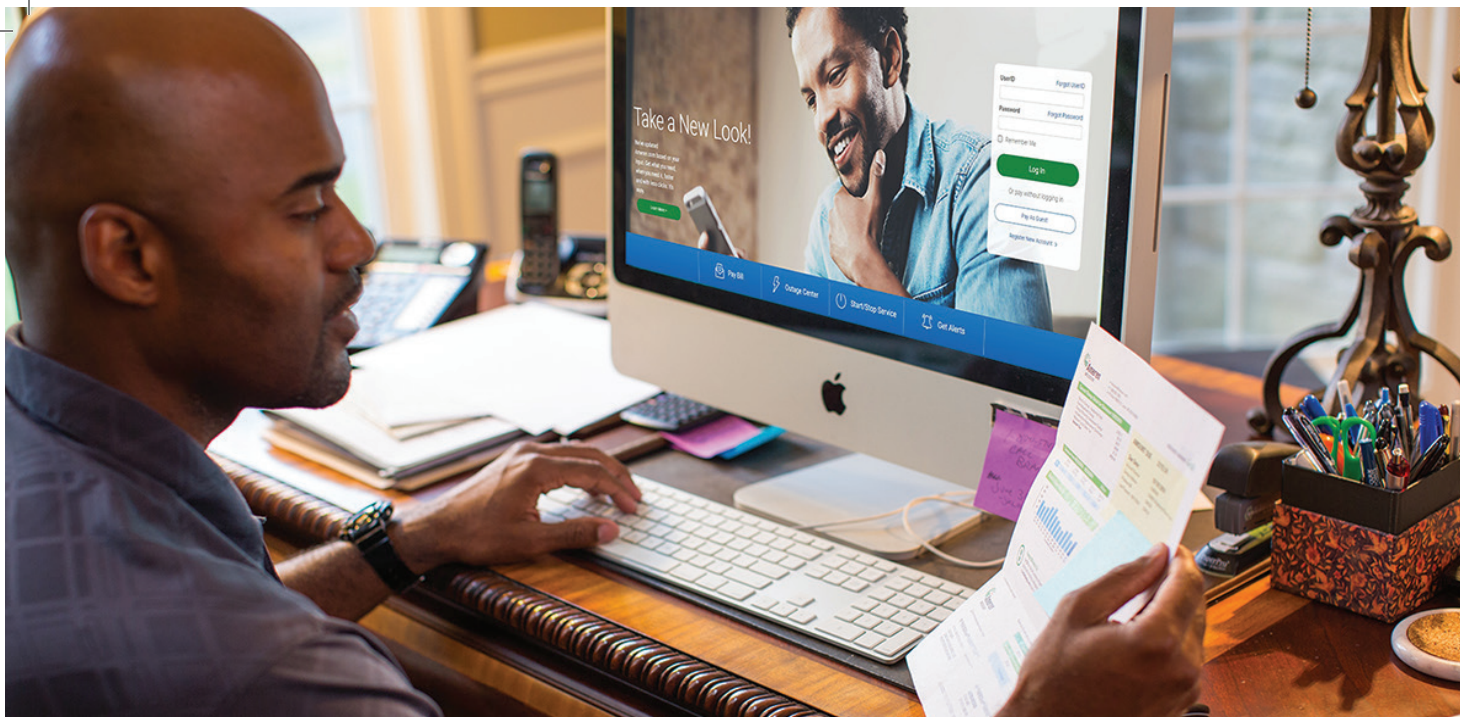


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Billing & Payment Options





Rollover Program

The Budget Billing Rollover program is designed to continuously “roll over” from year to year. With the Rollover option, you only need to “settle up” (pay the difference between the cost of the energy you used and the amount you paid on Budget Billing) if you close your Ameren Illinois account or your participation in Budget Billing is canceled.

Settlement Program

The Budget Billing Settlement program is different from the Rollover program in that you “settle up” once every twelve months. Your bill in the settlement month will reflect the difference between the cost of the energy you used during the previous 11 months and the amount you paid on Budget Billing.

PICK A DUE DATE

Pick A Due Date (PADD)

lets you pick the day of the month that is most convenient for you to pay your Ameren energy bill. You have the flexibility to align your due date with your paycheck or spread out your other household bills so you don’t have too many due at the same time.



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FLEX PAY

Manage outstanding balances by using Flex Pay, the pay as you go option, to apply 75% of each payment towards future energy usage and 25% toward the unpaid balance until it is paid off. Fund your Flex Pay account when it is convenient to keep your account ahead.

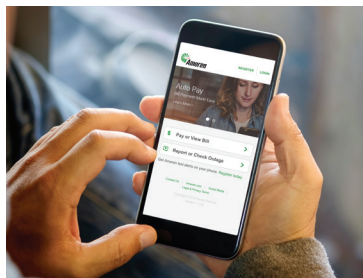
MAXIMIZE YOUR OPTIONS

Go to [AmerenIllinois.com/WaysToPay](https://www.amerenillinois.com/WaysToPay) to learn about how to combine services to make managing your payment effortless or to sign up for any of these programs.

BILLING OPTIONS

PAPERLESS BILLING

Ameren Illinois customers may choose to receive their bills electronically, at no charge, through our Paperless Billing service. The electronic bill you receive is an exact image



of your paper bill — front and back. Learn more about or sign up for Paperless Billing at [AmerenIllinois.com/Paperless](https://www.amerenillinois.com/Paperless).

BUDGET BILLING

Budget Billing takes the surprise out of your monthly energy bill. This popular program helps you plan ahead by establishing a set monthly payment. Even when your energy use fluctuates greatly, the amount you pay each month for electric and/or gas service will remain relatively even.

To ensure that your monthly billed amount remains consistent with your actual energy usage, your recurrent payments are reviewed every four months. If the review of your energy usage results in a change to your Budget Billing amount over \$3, your monthly billed amount will be adjusted.

We offer two basic options for Budget Billing described in this brochure: Rollover and Settlement. Enroll in either program at [AmerenIllinois.com/Budget](https://www.amerenillinois.com/Budget).

