



ENERGY AT WORK

2024 GUIDE FOR LEGISLATORS & STAFF



OUR MISSION: TO POWER THE QUALITY OF LIFE

Ameren Organizational Structure

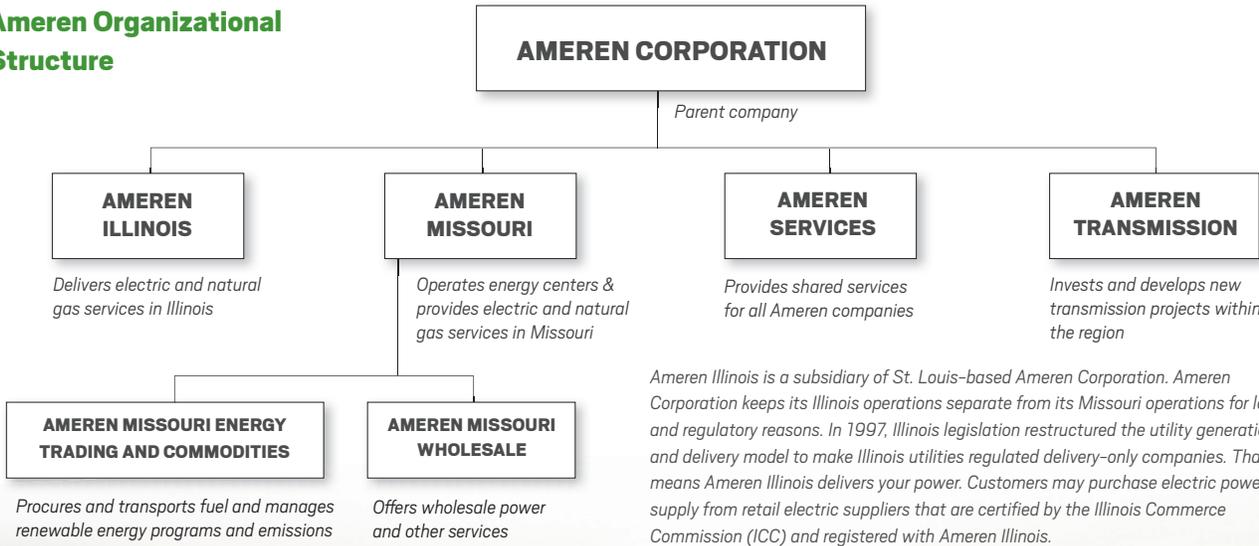


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The information presented here is current as of printing and may be subject to review and revision. For the most up-to-date information, or for additional information on these or other topics, please contact your local Ameren Illinois representative or visit us at **AmerenIllinois.com**.



January 2024

Dear Leader:

Every day, our customers count on Ameren Illinois to deliver the energy they need to power their quality of life. They see our teams in action when we're in neighborhoods building stronger and smarter electric and natural gas infrastructure. They see us when severe weather occurs as we work all day and night to get the power back on. They see us when a business relocates or expands, and when our crews are connecting power to the grid or making a natural gas connection. They see us volunteering our time and talents to build stronger communities and financially support local nonprofit service organizations. They see us leading as we help Illinois make a steady transition to a cleaner energy future.

Ensuring that the reliable energy is there when our customers need it requires the efforts of a dedicated team of employees, suppliers, contractors and an array of programs and services. This **Legislative Guide** was developed to give elected leaders an overview of our operations and the resources available to your constituents.

Ameren Illinois remains committed to the principles of diversity and inclusion, and in operating our business with the highest levels of ethics and integrity. If you have questions or need additional information on any topic contained in this guide, please reach out to your local Government Relations representative.

We look forward to working together to keep Illinois moving forward.

Sincerely,

A handwritten signature in black ink, appearing to read 'Lenny Singh', written in a cursive style.

Lenny Singh

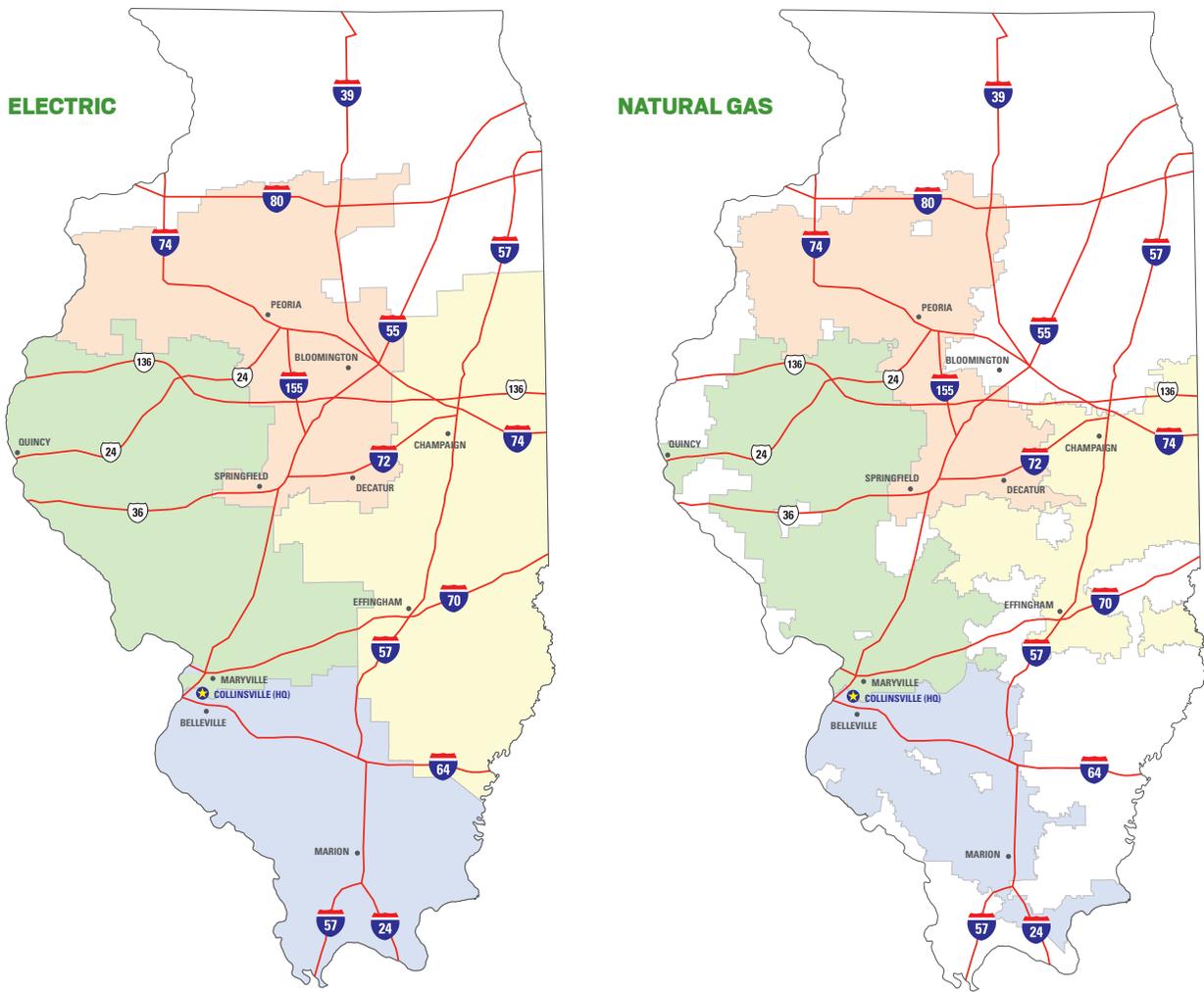
Chairman & President

Ameren Illinois

ABOUT US

Headquartered in Collinsville, Ameren Illinois is the state's second largest regulated energy company. Every day, we deliver electricity to 1.2 million customers and natural gas to more than 800,000 customers in central and southern Illinois. Our parent company is St. Louis-based Ameren Corporation.

Each year, Ameren Illinois donates more than \$3.4 million to charitable organizations through our Ameren Cares program. Ameren Cares connects our company to the communities we serve through charitable giving and employee volunteerism.



- Northern Region
- Western Region
- Eastern Region
- Southern Region

GOVERNMENT RELATIONS STAFF

We are here to keep you informed and assist you in your dealings with Ameren Illinois. This guide is meant to address some of the more common topics concerning Ameren Illinois services, practices and policies. We encourage you to call any of us with your questions, comments and requests for additional information.



Brian Leonard
**Senior Director, Government and
Community Relations**

A native of East St. Louis, Brian joined the company in 1980 as a meter reader for Central Illinois Public Service (CIPS), now part of Ameren Illinois. In over 40 years of service, Brian previously held positions at Ameren as

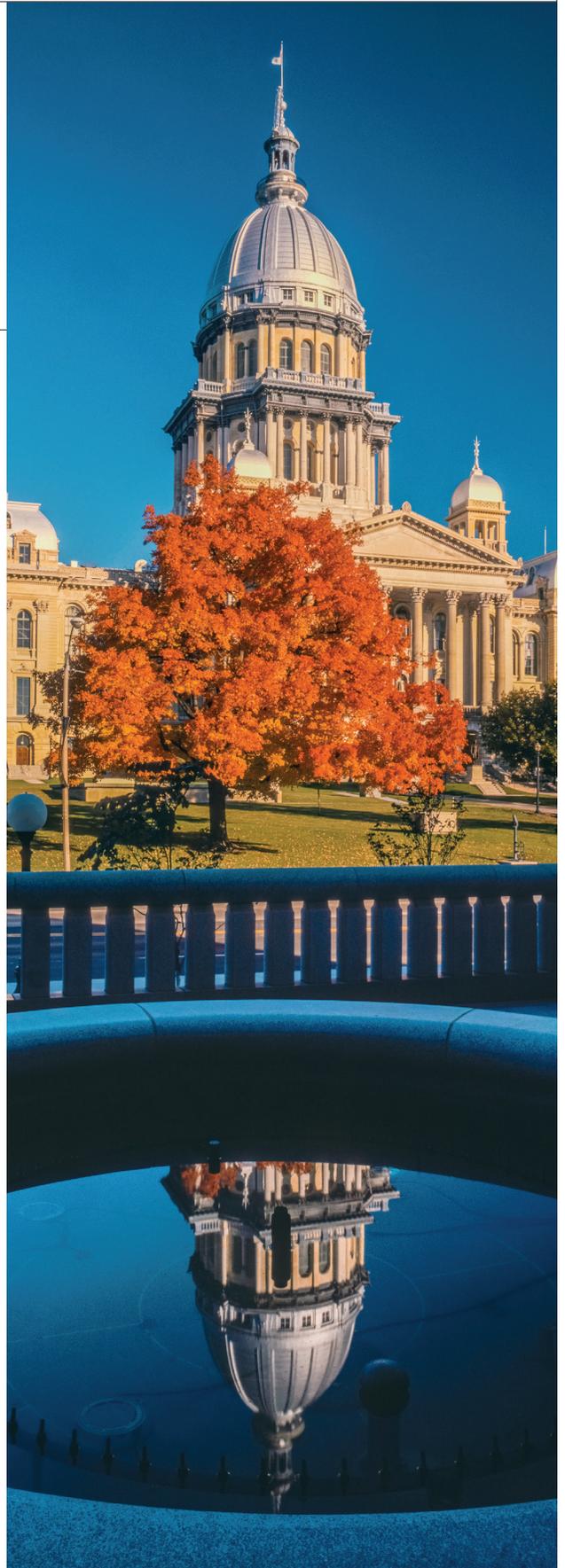
Director of Corporate Contributions, Director of Community Relations, and Assistant Manager of District Operations. During his 20 years at CIPS he was the first African-American to hold numerous leadership positions — including Customer Service Representative, Superintendent, and Public Affairs Representative — and did a previous stint as a Corporate Lobbyist in Springfield for eight years. Brian brings over 20 years of experience in Community Affairs working with municipal, county and state officials in both Illinois and Missouri. He serves on the Board of Directors for Quincy University, the Jackie Joyner-Kersey Foundation and Heat Up St. Louis. Brian attended Eastern Illinois University, where he graduated with a Bachelor of Science degree.



Broderick Coats
Sr. Government Relations Representative

Broderick joined the Government Relations team in 2008. He began his career in 1990 as an Assistant Plan Administrator for the Southwest Benefits Program in St. Louis, where he later became Program Manager. In 2003, Broderick joined Ameren Corporation as a

Benefit Analyst and later moved into the position of Senior Human Resources Consultant. Broderick received his Bachelor of Science degree from the University of Missouri–St. Louis and an Executive Master's degree of Business Administration from the John M. Olin School of Business at Washington University in St. Louis. Broderick currently resides in Creve Coeur, Missouri.





Betsey Evans, Government Relations Manager

Betsey joined the Ameren Illinois Government Relations team in January 2010 following a seven-year career with the Illinois House of Representatives as a Legislative Analyst. She also worked as Assistant Floor Manager for the House Republican caucus during floor debates. Betsey is a graduate of the University of Illinois at Urbana-Champaign, where she earned a Bachelor of Arts degree. She is a native of Cissna Park, Illinois, and currently lives in Springfield.



India Hammons, Sr. Government Relations Representative

A native of Springfield, Illinois, India joined Ameren Illinois in 2018 as the Legislative Assistant for Government Relations. In 2019 she became a Government Relations Representative. Prior to joining Ameren Illinois, she was a Legislative Assistant with the Illinois Senate. India is also a member of Alpha Kappa Alpha Sorority, Inc, where she is the Vice President of the Nu Omicron Omega Chapter in Springfield. India attended Hampton University where she earned her bachelor's degree in Cellular and Molecular Biology.



Erik Lowder, Government Relations Representative

A native of Springfield, Erik joined the Ameren Illinois Government Relations team in January 2023, following an 8-year career with the Illinois House of Representatives as a Research and Budget Analyst. Erik is a graduate of Eastern Illinois University with a Bachelor of Arts degree in History.



Gina Frawley, Legislative Assistant

Gina joined Ameren Illinois' Government Relations team as Legislative Assistant in 2019. Before joining Ameren, she worked as a Traffic Manager for WICS/WICD TV and later became a Regional Advertising Support Operations Manager for Sinclair Broadcast. She is a graduate of Northern Illinois University, where she earned a Bachelor of Arts degree in English. Gina currently resides in Springfield.

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FOCUSED ON SAFETY

Electricity and natural gas are essential to modern life, but they can be dangerous if you don't understand the risks.

Ameren Illinois is dedicated to providing safe and reliable energy – and to educating people about the hazards. The following information can help you stay safe around electricity and natural gas. For more information about energy safety, go to [AmerenIllinois.com/Safety](https://www.AmerenIllinois.com/Safety).



First Responder Natural Gas Training

In addition to year-round safety training for our workers, we conduct hundreds of natural gas and electric safety presentations. Fire and police departments and other first responders are given extensive training to help them in emergency situations involving our facilities. Our Worker Beware program targets contractors, excavators and other businesses who may work in close proximity to electric or natural gas lines.

Safety is a core value at Ameren and at the forefront of all that we do.

We maintain an unwavering focus on keeping our employees, customers and communities safe around electricity and natural gas.



Live Line Demonstrations

To educate young adults about downed lines and other potential hazards involving electricity, Ameren Illinois conducts live line demonstrations at high schools throughout our territory. Some of these events include simulated vehicle incidents involving downed power lines.



In 2018, four students encountered downed lines while in their vehicle. Fortunately, they had recently seen our presentation and knew to stay in the car and call for help.

Pipeline Integrity Management Program

Our comprehensive Pipeline Integrity Management Program not only ensures that we operate a safe, reliable system, but also educates the public on the importance of natural gas safety. Safety messages include recognizing potential hazards associated with natural gas, how to respond to leaks and safe digging practices.

ELECTRICAL SAFETY

Electricity. It's the power behind the perks of modern life — an essential, but potentially dangerous, part of your day. Ameren Illinois is dedicated to providing safe and reliable energy — and to educating people about the hazards. We are proud to sponsor Safe Electricity, an award-winning, multimedia public awareness program from the Energy Education Council.

Electrical Safety Tips

When it comes to electricity, knowledge is power. Follow these tips to stay safe around electricity, and get more life-saving facts at [AmerenIllinois.com/Safety](https://www.AmerenIllinois.com/Safety) or [SafeElectricity.org](https://www.SafeElectricity.org).

- Even momentary contact with power lines can cause injury or death. Always assume any downed line is energized and stay far away. If you see a downed line, call Ameren Illinois at **1.800.755.5000** immediately to report it.
- Electricity and water are always a dangerous combination. Never enter a flooded basement or other flooded areas where water may be in contact with electrical wiring, appliances or other electrical devices.
- Don't go outside in the dark after a severe storm because you may not be able to see a downed power line that could still be energized and dangerous. Stay away from brush, fallen trees or puddles that could hide downed lines.
- When working outside, keep ladders or long tools away from power lines and make sure outdoor outlets are equipped with a ground fault circuit interrupter (GFCI) or use a portable one. In the event of a short, a GFCI will shut off the circuit instantaneously.
- Look for the Underwriters Laboratories (UL) mark on all electric products you use. This indicates that the product meets strict electrical standards.



- If your vehicle collides with a utility pole, stay in the vehicle. Call 911, or yell for others to get help, but do not let bystanders approach the area. Wait for emergency and utility crews to arrive on the scene.

Generator Safety

If they are not installed properly, backup electric generators can be deadly to those who use them — and to utility workers. The National Electric Code requires that electric generators include a safety disconnect switch that will prevent the generator from feeding power back into utility lines. Otherwise, this 'backfeed' could damage neighboring property or the customer's own equipment — and could present unseen hazards to utility employees working on power lines. Wiring for an electric generator should be installed by a qualified electrician.



Ameren Illinois is a member of Safe Electricity, a joint effort undertaken by members of the Energy Education Council to create a nationwide electrical safety communications campaign. The goal of this united safety program is to increase electric safety awareness among customers and reduce electrical-related accidents. Learn more at [SafeElectricity.org](https://www.SafeElectricity.org).

Pruning Near Power Lines: For Professionals Only

Never attempt to prune trees near power lines yourself. If electricity flows through a tree, you could be seriously injured or killed. Only qualified line clearance tree contractors are allowed to work near power lines. Homeowners concerned about tree growth near their service drop (the line that carries energy from the main distribution line to the home or business) may call and schedule an appointment to have the service drop disconnected so the trees near this line can be trimmed safely. We recommend hiring a professional tree service to do this trimming. For an inspection of your tree and line situation, or to request a service drop disconnection, call Ameren Illinois at **1.800.755.5000**.

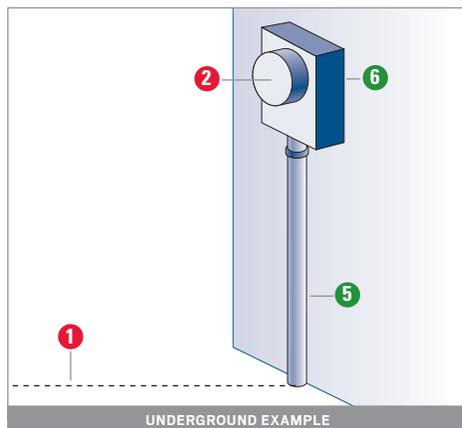
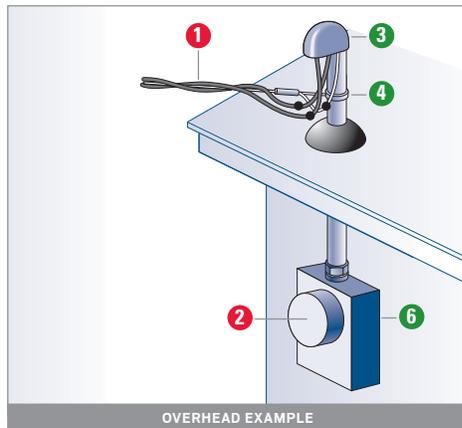
REPORT SAFETY HAZARDS IMMEDIATELY

Safety is priority one — during blue skies or gray. Report a downed line 24 hours a day by calling **1.800.755.5000**. Don't assume someone else has made the call.

NESC CLEARANCE REQUIREMENTS

Ameren Illinois regularly performs electric circuit inspections to ensure our ability to provide safe, reliable electric service. Occasionally, inspections identify a clearance issue at a customer's home or business. For example, depending on its location on the property, a new deck or swimming pool may not allow for the minimum clearance required by the National Electrical Safety Code (NESC).

When an NESC violation is identified, it may be the owner's responsibility to correct the problem. When a clearance issue has been identified, Ameren Illinois will inform the customer if action on their part is required and allow ample time for repairs. Customers who fail to correct clearance problems in a timely manner are subject to disconnection of electrical service. The NESC is designed to protect people from potentially hazardous encounters with electrical equipment, and has been adopted as law in Illinois.



Ameren Illinois installs and maintains these components:

- 1 The service drop carries energy from the service line to the customer's home or business.
- 2 The electric meter monitors how much energy is used.

You are responsible for these components:

- 3 The weatherhead, which keeps rain and other material out of the pipe riser.
- 4 The pipe riser, which serves as a guide and protection for the lines entering the meter box.
- 5 Conduit riser for underground service.
- 6 Meter enclosure or meter box which holds the meter.

For safety reasons, if the service line is disconnected for any reason (even those unrelated to the specific code clearance issue), we will be unable to restore service until the issue has been fixed. For this reason, as well as safety, we ask that customers address clearance issues as soon as possible.

NATURAL GAS SAFETY

It heats our homes and businesses, our water and our dinners too. For many of us, natural gas is an important part of daily life. When used properly, natural gas is a safe and efficient source of energy. However, natural gas can be hazardous too — with risks ranging from carbon monoxide poisoning to fire and explosion. Your safety is important to us. Please read this natural gas safety information and share it with others. To learn more about energy safety, go to [AmerenIllinois.com/Safety](https://www.amerenillinois.com/Safety).

Carbon Monoxide

Carbon monoxide (CO) is created when fossil fuels are burned without proper ventilation.



Potential sources of CO include vehicles, gas appliances, chimneys, charcoal grills and portable kerosene heaters. CO poisoning can lead to serious illness or death. Symptoms may include burning eyes, fatigue and nausea. If anyone in the building is feeling ill and you suspect carbon monoxide poisoning, vacate the premises, get fresh air and immediately call **911**.



How to Recognize a Gas Leak

Natural gas is colorless and odorless in its raw form, but you can still use your senses to detect a natural gas leak. Here's how:

HEAR:

A high-pitched whistle or a hissing or roaring sound near a service line or appliance could be a natural gas leak.

SMELL:

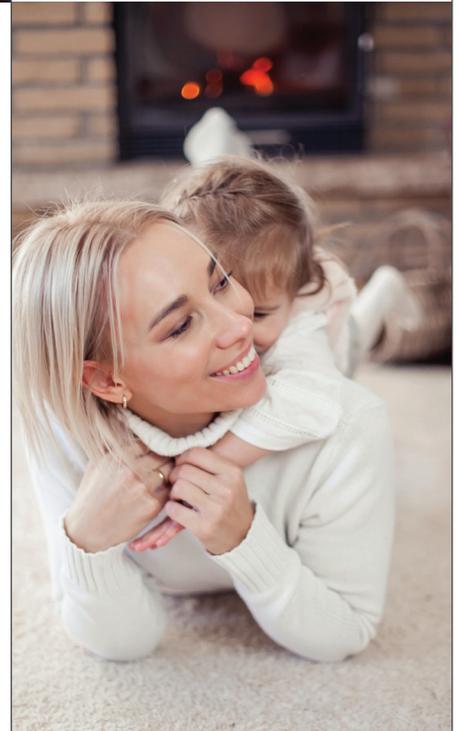
We add a harmless chemical to the natural gas in our system to give it a rotten egg smell. That stink can save a life by making it easy to smell a leak.



SEE:

If you spot an unusual area of dead vegetation near a pipeline, it could be a sign of a natural gas leak. Blowing dirt, ground fires, or continuously bubbling water may also indicate a leak.

If any of these or other indicators lead you to suspect a natural gas leak, leave the area immediately and then call Ameren Illinois at **1.800.755.5000**.



SMELL GAS? ACT FAST!

Leave the area immediately — then call Ameren Illinois at **1.800.755.5000** to report the natural gas leak. We respond at no charge 24 hours a day. Don't assume someone else has made the call.

DIAL 811 BEFORE YOU DIG

Excavation damage is the biggest threat to pipeline safety. Any time you're planning an outdoor project that requires digging, call JULIE (Joint Utility Locating Information for Excavators) at **811** before you begin.

With one quick call, JULIE will make sure that all buried utility lines are marked so you can dig safely. If you don't call and you hit an underground utility line, you could be hurt or killed. You could also disrupt service to an entire neighborhood and possibly be held liable for damages.

Regardless of the size of your project, call JULIE (or submit an electronic request at Illinois1Call.com) at least 48 hours before you dig. The service is free, and it's the law.

What happens after I call?

Within two working days of your call to JULIE, a representative from each member utility company will mark the location of their underground lines* with paint or flags to let you know that the utility's lines do not conflict with the area where you are planning to dig. You'll know what's below by the color-coded flags, stakes or paint:



***NOTE:** The energy companies are only required to mark the lines that they own, not privately installed utilities such as underground lines to a garage, workshop, swimming pool, gas grill, watering system or other underground facilities that are the owner's responsibility. If you nick any line, be sure to contact the appropriate utility before backfilling the area to confirm no current or future dangers exist.



When can I start my project?

Even after all utilities have been marked, you cannot begin your excavation before the start time on your locate request. The start time is typically two working days after your phone call. Working days are Monday through Friday, 8 a.m. to 4 p.m., excluding holidays. Your excavation project must begin within 14 days of your initial call to JULIE.

Respect the Marks

Excavation should be carefully performed only after confirming that all utilities have marked the location of their underground lines. Locating an underground utility line is not an exact science. Be aware that the marks indicate the approximate location of a buried line. Be sure to dig outside the mark's tolerance zone, which is at least 18 inches on either side of the mark but varies according to the buried line. If you must excavate within the tolerance zone, hand-dig with extreme caution next to the marks, not on top of them.



NATURAL GAS PIPELINE SAFETY

Pipeline Safety Is a Daily Focus

Every day, Ameren Illinois delivers natural gas to more than 800,000 customers in central and southern Illinois. To keep our pipeline systems safe, we monitor our equipment 24 hours a day. If an incident or leak is detected or reported, we respond within the hour — any time of the day or night.

We perform regular operations and maintenance to ensure proper pressure control, odorization and reliable service. Several systems and activities are in place to protect against corrosion, leaks and other threats that could affect the integrity of the pipeline. Ameren Illinois frequently conducts leak surveys and pipeline patrols to monitor the conditions of its gas system. Programs are in place to monitor for sewer cross-bore activity, as well as excavation activities.

Our highly trained employees must pass rigorous testing and follow strict standards, codes and regulations. We also regularly communicate with local emergency responders and offer free safety workshops for fire and police personnel, paramedics and others whose jobs may involve working around natural gas. First responders and public officials who would like to request free training should visit [AmerenIllinois.com/Presentations](https://www.amerenillinois.com/Presentations).

As an added safety measure, Ameren Illinois customers can request to have an excess flow valve installed on the natural gas service line that serves their home or small business. Excess flow valves are designed to stop the flow of natural gas in the event a service line is damaged or ruptures, decreasing the possibility of fire, explosion, personal injury and property damage.



Report Damage to Pipelines — It's the Law

Even the most cautious excavator or homeowner can occasionally cause damage to a buried line. If you cut, nick, or even scratch the coating of a natural gas pipeline, state law requires you to immediately notify the affected utility and then contact JULIE at **811**.

Damage Repairs

Once notified that a pipeline or pipeline coating has been potentially damaged, a utility or pipeline crew will be dispatched to make any necessary repairs. Only qualified personnel, using proper safety equipment and materials, are allowed to make a decision as to whether a repair or replacement is needed and to complete the necessary work. In most cases, Ameren Illinois will bill for damage repairs if it is determined that the excavator did not comply with JULIE laws. To encourage people to report occasions when they just scratch the coatings, Ameren Illinois generally does not bill for these repairs.



Pipeline Maps & Markers

Since most pipelines are buried underground, pipeline maps and markers let you know the approximate locations of major pipelines in the area. Maps are useful for identifying possible pipeline locations but are not a substitute for direct identification by qualified locating personnel. High visibility pipeline markers with the Ameren Illinois 24-hour emergency phone number indicate the need for extra care around our transmission pipelines.

Pipeline markers are usually found at roadways, fence lines, railroad crossings, edges of farmed fields, banks of waterway crossings and other points along the pipeline route. Keep in mind that these markers do not show the exact location, path, depth or number of pipelines in the area. In addition, pipelines may not follow a straight course between markers. Pipeline markers only help indicate the presence of a buried pipeline.

Pipeline markers may not be present for Ameren Illinois' high-pressure distribution and all other distribution lines, which typically run within a town, so extra caution is warranted. Individual service lines — the lines that connect the main distribution pipeline to the meter at customer homes and businesses — generally do not have pipeline markers.

**Never use
pipeline markers
or maps as a substitute
for calling 811.**



Pipeline Safety for Public Officials: What You Should Know

Ameren Illinois works diligently every day to minimize damage to its pipeline systems. We have programs in place for public awareness, damage prevention and leak and emergency response. We work closely with communities, fire departments and emergency response officials to ensure the safety of the public, property, our employees, and our natural gas system. To learn more about your community's designation and pipelines operating in your area, visit the National Pipeline Mapping System website at npms.phmsa.dot.gov.

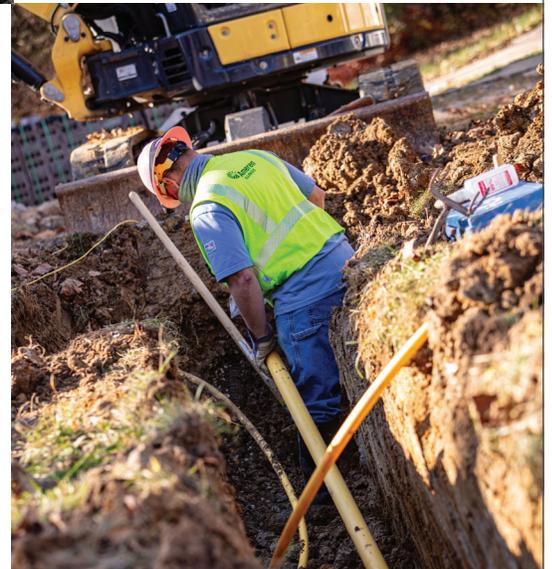
Pipeline & Hazardous Materials Safety Administration

As a pipeline operator, Ameren Illinois is responsible for the safe and reliable operation and maintenance of our transmission and distribution pipelines and related facilities. We are subject to federal and state pipeline safety regulations administered either directly by the U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) or by a state agency. In Illinois, the primary state agency is the Illinois Commerce Commission (ICC).

PHMSA's Office of Pipeline Safety (OPS) is the federal safety authority for ensuring the safe, reliable and environmentally sound operation of our nation's pipeline transportation system. An important component of OPS' mission is to promote pipeline safety communication and education, and Ameren Illinois fully supports this priority. The ICC acts as PHMSA's agent in Illinois in auditing our system and enforcing the safety rules.

Federal pipeline safety regulations use population densities and the concept of High Consequence Areas (HCAs), Moderate Consequence Areas (MCAs) and Identified Sites to identify specific locations where a transmission pipeline release could have the most serious adverse consequences. Depending on the designation assigned to an area, more rigorous evaluation of pipeline integrity may be required. In addition, transmission pipelines identify Class Locations, based on population density, along the pipeline corridor to determine the correct design parameters and determine patrol and leak frequency, as well as other key operational and maintenance activities.

Ameren Illinois' high pressure distribution and all other distribution lines are not covered under the Class Location, HCA, MCA, and Identified Site requirements of its transmission pipelines; but rigorous design, patrol, leak survey and operation and maintenance requirements do apply under the regulations. Ameren Illinois also has rigorous transmission and distribution integrity management programs in place that assess for various threats and initiate actions to minimize or eliminate those threats to the system.



Protect Pipelines in Your Community

Transmission and distribution pipeline failures present risks that may impact people, property, the environment and economies beyond the edges of pipeline rights-of-way. Visit the U.S. Department of Transportation's Pipeline & Hazardous Materials Safety Administration website at www.PHMSA.DOT.gov to learn more about pipeline risks and how to manage development near pipelines – including recommended land use practices for local government.

To report a gas leak or damaged pipeline, call Ameren Illinois at 1.800.755.5000.

TREE TRIMMING

Fallen trees and branches are a leading cause of electric power outages. Trees and other vegetation can also make service restoration more difficult and dangerous for line crews. To minimize safety hazards and power outages, Ameren Illinois is responsible for keeping nearly 70,000 miles of transmission and distribution rights-of-way clear of trees and other vegetation. Safety and reliability are the driving factors behind our vegetation management program. We appreciate your patience when crews are working in your community.



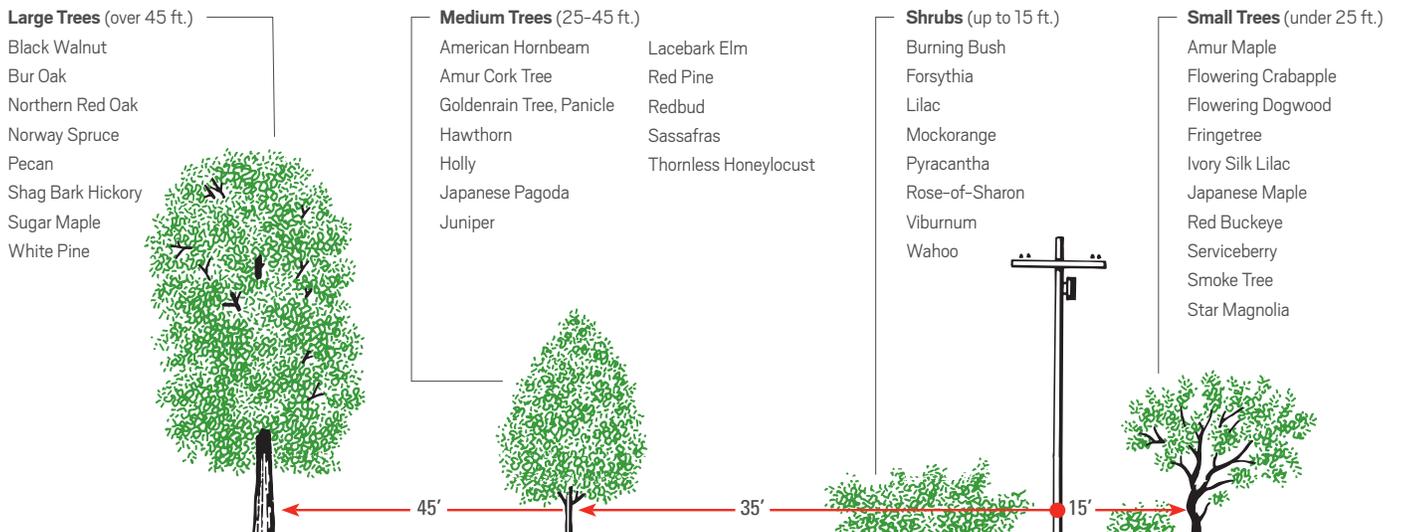
Distribution Lines

Severe weather can cause limbs – and even entire trees – to fall on power lines, tearing down energized wires and equipment. To reduce these types of outages, Ameren Illinois maintains a four-year tree trimming cycle, as required by the Illinois Commerce Commission. This means every circuit is inspected and trimmed as necessary at least once during this period. As required by law, Ameren Illinois gives customers and public officials advance notice when trees will be trimmed in their area. To protect the tree, we use a directional pruning method endorsed by the International Society of Arboriculture (ISA). This method directs future growth away from power lines and makes trees stronger and more resistant to high winds and ice. All of our forestry supervisors and contractor general foremen are certified by the ISA. While Ameren Illinois takes care of the main power lines, it is the customer’s job to maintain trees near the smaller service line that connects to the home. Customers should never attempt to prune trees near power lines themselves. We recommend they hire a professional to do the work safely.

Planting the right tree
in the right place
helps protect trees
and the electric service
your community counts on.
For more information
on tree planting, go to
[MySafeTrees.com](https://www.mysafetrees.com).

Examples of Plantings That Provide Safe Spacing From Overhead Lines

Please use this guide to help determine the best tree choices near service lines and poles.

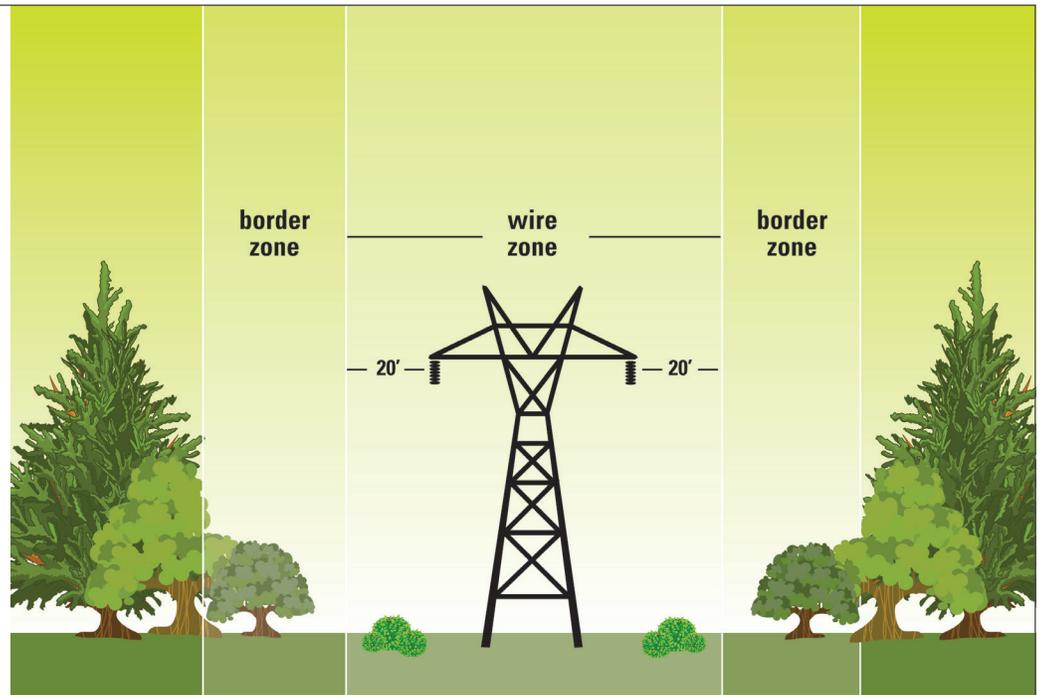


The Zoned Approach

Ameren Illinois takes a “zoned” approach to managing vegetation under and around high-voltage transmission lines.

Wire Zone: The area directly beneath and 20 feet beyond the wires is managed to encourage low-growing plant species with a mature height of 10 feet or less.

Border Zone: The area from the wire zone to the edge of a maintained right-of-way or easement is limited to plant species with a mature height of less than 20 feet.



Transmission Lines

Ameren Illinois continually manages vegetation on transmission rights-of-way to provide safe, reliable electric service, while maintaining and improving wildlife habitat within the rights-of-way, whenever possible. Because transmission lines are extremely important to the national power grid, they are inspected every year. Vegetation management work may include mowing, manual and aerial trimming, removal of vegetation and the application of environmentally safe herbicides.

Free Wood Chips

Free wood chips from trimmed trees are available to customers and can be delivered upon request when tree crews are working in your area. Only full loads are available, which average about 10-12 cubic yards per load. If you spot our crews in your community, just ask – or call **1.800.755.5000**.

Tree Trimming Contractors

Ameren Illinois uses several private contractors to perform its line clearance tree trimming. Our contractors are nationally recognized as professional arboricultural companies who meet American National Standards Institute (ANSI) pruning standards and use pruning methods endorsed by the International Society of Arboriculture (ISA). All crew forepersons are certified line clearance tree trimmers, and all general forepersons are arborists certified by the ISA. All tree trimming contractors working for Ameren Illinois will display a valid company identification badge.



Tree Line USA Utility

Ameren Corporation is recognized by the National Arbor Day Foundation as a “Tree Line USA” utility company. The Tree Line USA® program recognizes best practices in utility arboriculture, based on five core standards:

- Quality tree care
- Annual worker training
- Tree planting and public education
- Tree-based energy conservation program
- Arbor Day celebration

Learn more at [ArborDay.org](https://www.arborday.org).

ELECTRIC SUPPLY OPTIONS



Ameren Illinois customers have several energy supply options that could help reduce their energy supply costs. Whichever option they choose, customers can count on us to deliver the safe, reliable energy they need.

We're Still the Delivery Company

Ameren Illinois does not produce the electricity or natural gas that we deliver to customers – we are strictly an energy delivery company. That means we are responsible for the system and services that move energy from the source to customers. Even if they choose an alternate supplier, we will continue to deliver the energy and place the same high priority in responding to service calls, outages and emergencies.

As an energy delivery company, Ameren Illinois does not profit on electricity or natural gas supply charges. We pass the supply cost on to the customer dollar-for-dollar, with no markup.

If a municipality is preparing to enter a contract with a third-party supplier, they should contact us first so we can ensure their existing franchise benefits and summary billing arrangements continue.

Below is an overview of energy supply options for Ameren Illinois electric customers:

Third-Party Supplier – Electric customers have the right to choose a third-party supplier to provide electricity. Alternate suppliers may offer customers different pricing options and services that could lower their energy supply costs. Visit [AmerenIllinois.com/ElectricChoice](https://www.AmerenIllinois.com/ElectricChoice) for a list of certified suppliers.

Government Aggregation – Illinois law allows municipalities, townships and counties to negotiate electric supply prices with third parties on behalf of their residents and small businesses. This approach, called government aggregation, aims to negotiate lower electric prices by leveraging a community's collective buying power.

To manage government aggregation and review premises within the municipality, township, or county jurisdictional boundaries, access the Government Support Portal. To register, log in, or review additional resources go to [AmerenIllinois.com/Government](https://www.AmerenIllinois.com/Government).

Hourly Pricing from Ameren Illinois – This option allows customers to pay an hourly price that varies based on market supply and demand. Hourly prices are posted the preceding day to help customers make informed decisions about how and when they use energy to possibly save money. Residential electric customers may also choose Power Smart Pricing, an enhanced hourly pricing

program that provides personalized information and tools to make the most of hourly pricing.

Basic Generation Service from Ameren Illinois – For customers who don't choose an alternate supplier, Ameren Illinois will provide energy at a fixed price through our Basic Generation Service (BGS) rate. This default supply option represents the wholesale price obtained by Ameren Illinois through the Illinois Power Agency, a state office that buys power on our behalf.

Ameren Illinois does not recommend one supply option over another, but we do encourage customers to explore all of their options. Regardless of their choice for energy supply, customers can count on us to deliver the energy to their homes and businesses.

To help them make informed choices about power supply options, residential and small non-residential customers can view the current energy supply default rate on their bills.

Details From Your Electric Supplier

Below are the current supply prices in cents per kWh that the Illinois Commerce Commission has determined is your price to compare with electric supply offers you may receive. Learn more about the components involved in getting electricity to you as well as other electric supply topics at [PlugIn.Illinois.gov](https://www.PlugIn.Illinois.gov).

Season	Non-Summer 0-800 kWh Oct - May	Non-Summer >800 kWh Oct - May	Summer All kWh June - Sept
Cents per kWh	X.XXX	X.XXX	X.XXX

For more information about your electric supply choices, visit [PlugIn.Illinois.gov](https://www.PlugIn.Illinois.gov).

To learn more about energy supply options, visit [AmerenIllinois.com](https://www.AmerenIllinois.com) or [PlugIn.Illinois.gov](https://www.PlugIn.Illinois.gov).

GENERATING YOUR OWN ENERGY

A growing number of municipalities, businesses and individual customers are showing interest in supplementing their electric supply with renewable energy.

How It Works

Ameren Illinois encourages all customers to explore their supply options. We have streamlined our internal process to better respond to those who wish to produce their own renewable energy.

By generating your own power and interconnecting with the Ameren Illinois delivery system – what we call “distributed generation” – you could lower your monthly energy bill, reduce your carbon footprint and in some cases, give your budget a boost.

Whether it’s powered by a windmill, solar panel or another form of renewable energy, once your generator is in production, all of the energy it produces will first go toward meeting the needs of the building or facility to which it’s connected. If your system produces excess power, it will be measured by our meter and fed back into our electric delivery system for use by other customers. Depending on which rate you choose, Ameren Illinois can compensate you for any excess power you put back on the grid.

The economics and financial return from generation vary significantly depending on the output of the generator, your customer classification, incentives, and the price of the Midwest wholesale electric market.

Distributed Generation Checklist

In addition to local codes and state requirements, you must comply with a number of Ameren Illinois requirements before you will be allowed to connect with our system. Our online Distributed Generation Checklist, found at [AmerenIllinois.com/Renewables](https://www.amerenillinois.com/renewables), will help you avoid missteps as you get started.

Financial assistance for renewable projects may be available through the Illinois Department of Commerce and Economic Opportunity. Visit [Illinois.gov/DCEO](https://www.illinois.gov/DCEO) for information on incentives and rebates.

Your renewable project may also qualify for Renewable Energy Credits that may be available from the Illinois Power Agency (IPA). Learn more at [IPA.Illinois.gov](https://www.ipa.illinois.gov).

Are Local Rules and Regulations Keeping Up With Growing Interest in Private Power Generation?

When we receive inquiries from customers interested in becoming small-scale private generators, we advise them they must comply with all applicable rules and regulations – local, state and federal. In light of the growing interest in wind, solar and other energy options, your municipality may wish to review and update applicable ordinances, or develop them as needed.

Call Ameren Illinois Before You Break Ground

If your municipality is considering generating your own energy using renewable resources, and wishes to connect to the Ameren Illinois system, please contact us to discuss your options **before** you break ground:

Ameren Illinois Net Metering and Distributed Generation

Phone: 1.217.535.5073

E-mail: renewablesillinois@ameren.com

All entities that install distributed generation facilities, except for self-installers, are required to be certified by the Illinois Commerce Commission.



EMERGENCY RESPONSE

Ameren Illinois crews are prepared to respond 24 hours a day, 365 days a year, to any emergency that could affect the delivery of electricity or natural gas.

When severe weather threatens, Ameren Illinois follows a comprehensive Emergency Response Plan to help restore natural gas and electric services as quickly and safely as possible. This includes 24-hour weather monitoring and activating our Emergency Operations Center.

24-Hour Weather Monitoring

We utilize sophisticated weather-tracking technology to monitor weather patterns and prepare our crews to deploy quickly to affected areas. When severe weather is imminent, our field personnel are put on alert and instructed to fuel our fleet, charge laptops and get equipment and supplies ready.

Incident Management Team

Through weather monitoring, we determine if and when to activate our Incident Management Team (IMT) in our Emergency Operations Center (EOC), which is staffed around-the-clock to coordinate service restoration, crew mobilization and communication. To stay ahead of the storm or other event, we may activate our IMT well before any damage occurs.

The IMT also acts as a liaison between Ameren Illinois and the Illinois Emergency Management Agency. While the EOC acts as a central command center, we also assemble Regional Command Centers to direct restoration efforts at the local level.

After significant events, IMT personnel take a critical look at response efforts to identify lessons learned, areas for improvement, and best practices. Ameren Illinois also

actively participates in national industry groups focused exclusively on improving emergency response and sends a team of emergency response specialists to FEMA's Incident Command System training. While severe weather is the primary reason that we activate our EOC, we are prepared to respond to any event that could threaten our electric and natural gas systems.

Service Restoration

Even if you don't see an Ameren Illinois truck in your neighborhood, you can be assured that our crews are working as quickly and safely as possible to restore power to all Ameren Illinois customers. In general, we prioritize our power restoration efforts to focus on:

1. Large transmission lines
2. Substations
3. Distribution lines that serve public works facilities, hospitals, major police and fire stations and other critical infrastructure
4. Circuits that will restore power to the greatest number of customers at one time
5. Individual service repairs, which are often scattered throughout the area



Storm Trailers

Our storm trailers are mobile warehouses stocked with materials needed to set many poles, structures, wires and hardware to help in restoration efforts. These trailers are strategically deployed either before or after major storms to areas that are expected to or have suffered the greatest damage.

Mobile Substations

Ameren Illinois manages a fleet of mobile transformers that helps avoid prolonged outages during emergencies or other critical situations. The mobile transformers are strategically deployed across our service territory for timely response should they be needed. Transformers are the key element in a substation that reduce voltage to the level needed for distribution circuits that serve our customers. The mobile transformers serve the same purpose while the permanent transformer is repaired or replaced.

24/7 Customer Service

Our customer service representatives work around the clock during major outages of extended duration. Our interactive and highly automated voice response system allows us to handle thousands of calls simultaneously at **1.800.755.5000**.

In less severe storms or during smaller outages, we may be able to provide an estimated restoration time. However, in major storms – particularly in the early stages of the recovery effort – it may not be possible to provide restoration times, as our crews work to assess the extent of damage.

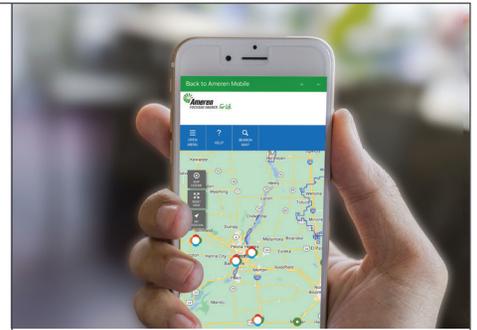
Outage Reporting & Notifications

We work hard to enhance the reliability and resiliency of the energy delivery system. If an outage does occur, customers can report or check the status of an outage in the following ways:

- Outage Center: Visit [Ameren.com/Outage](https://www.ameren.com/Outage).
- Ameren Mobile app: Download the free app. Available on the Apple App Store and Google Play stores.
- Customer Service Center: Call **1.800.755.5000**.

Customers can stay informed of outage restoration efforts through text or email updates by signing up for Outage Alerts at [Ameren.com/Alerts](https://www.ameren.com/Alerts). Ameren Illinois also updates affected customers with proactive phone calls. To ensure we can provide you with the latest outage update, **we must have your correct phone number and/or email address**. Please log in to your Ameren Illinois account to ensure your contact information is correct.

**Message and data rates may apply*



Outage Claims Process

Ameren Illinois is always working to reduce the number and duration of power outages. Still, no system is completely immune to service disruptions. Under certain circumstances, the Illinois Public Utilities Act allows Ameren Illinois customers to receive compensation for outage-related property damage, including food spoilage. More information on the claims process, criteria, exemptions, and forms can be found at [AmerenIllinois.com/Claims](https://www.AmerenIllinois.com/Claims). Ameren Illinois will determine whether a claim qualifies for compensation and will communicate the proposed resolution to the customer.

Stay Informed During Storms

During major weather events or other emergencies, Ameren Illinois strives to provide timely, accurate information to community leaders, emergency responders, government agencies, the media and affected customers. You can visit the Outage Center at [Ameren.com/Outage](https://www.ameren.com/Outage) to report or check the status of your outage and view the Outage Map. Customers can receive timely updates on outage restoration by following the Ameren Illinois news feed on Facebook or at twitter.com/AmerenIllinois.



WAYS TO PAY

Customers have different needs and preferences. That's why Ameren Illinois offers many convenient payment options.

- **Budget Billing** – This popular program allows customers to pay a level amount every month and avoid seasonal spikes in their energy bills.
- **Auto Pay** – A worry-free way to pay, Auto Pay automatically deducts the amount owed directly from a customer's designated bank account, either on the due date or five business days before the due date, whichever is preferred.
- **Online Electronic Check** – Ameren Illinois partners with ACI Speedpay to provide customers a quick and convenient way to pay their bill. Simply log in at **AmerenIllinois.com** and make an immediate check payment or schedule a payment for a future date. Our Guest Pay service allows customers to pay their bill without logging in. Immediate payments are applied to customer accounts within minutes of the transaction. There is no fee for this service.
- **Online Credit/Debit Card** – Ameren Illinois partners with ACI Speedpay to provide customers the option to pay their bill any time of the day or night using a valid MasterCard, VISA, or

Discover credit or debit card or an American Express credit card. Visit **AmerenIllinois.com** where you can pay as a guest or log in to make your payment. Payments are applied to customer accounts within minutes of the transaction. There is no fee for this service.

- **Phone Electronic Check/Credit/Debit Card** – Ameren Illinois has partnered with ACI Speedpay to provide a convenient way to pay bills over the phone. Simply call **1.888.777.3108** any time to make a payment. Payments are applied to customer accounts within minutes of the transaction. There is no fee for this service.
- **Online Banking** – This convenient payment option allows customers to pay by electronic check at their bank. Allow up to three business days for the payment to be received and posted.
- **U.S. Mail** – If customers choose to mail their payments, they need to include their bill stubs with the check or money order to ensure that the payment is credited to their account. Please allow at least five days for the payment to reach us. If the return envelope is misplaced, customers can mail their payment and bill stub to the address below:

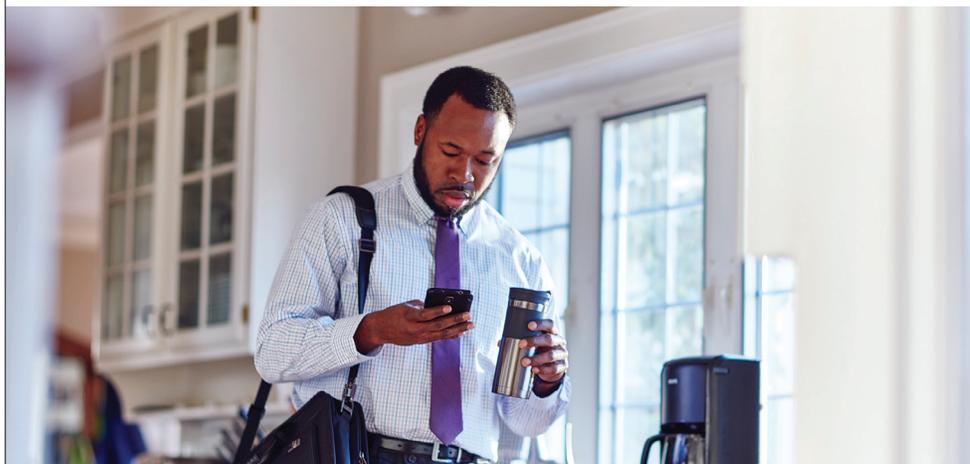
Ameren Illinois
P.O. Box 88034
Chicago, IL 60680-1034



- **In Person** – Customers can pay their bill in person at one of several hundred payment centers throughout our Illinois service territory. To learn more or participate in these options, visit **AmerenIllinois.com/WaysToPay**.

Partner Pay Locations

Ameren Illinois has several hundred payment centers throughout our territory to serve customers who prefer to pay in person. However, only partner locations are electronically linked to Ameren Illinois. That means the customer's payment is generally applied to the account within a few minutes. Payments made at non-partner pay locations can take three to five business days to be received and posted to the customer's account. To find a partner pay location near you, go to **AmerenIllinois.com** or call **1.800.755.5000**.



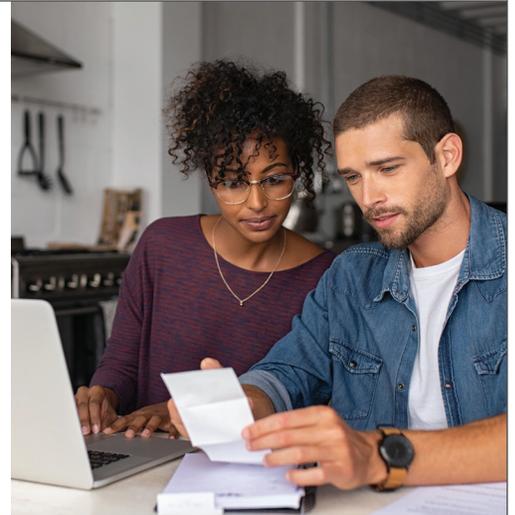
MORE CUSTOMER OPTIONS

We're Here for You

Beyond keeping the lights on and the gas flowing, Ameren Illinois is committed to providing caring customer service. Along with providing online self-service options for customers, we maintain Customer Service Centers in Peoria, Decatur and Pawnee. Our highly trained staff is available by phone during extended hours to help customers manage their accounts.

Our normal hours of operation are Monday through Friday, 7 a.m. to 7 p.m., excluding major holidays. We respond urgently — any time of the day or night — to emergency calls reporting downed power lines or potential natural gas leaks.

Whether customers are calling to start new service or arrange a payment agreement, our caring staff can provide the answers and assistance they need. We can also connect customers to additional resources ranging from energy assistance to energy efficiency.



Paperless Billing

Our free Paperless Billing option is convenient, secure and friendly to the environment. Electronic bills contain all the same information as the paper version; plus, we'll send an email reminder five days before the bill's due date.



Pick a Due Date

Pick a Due Date lets the customer choose the day of the month that is most convenient for them to pay their Ameren Illinois bill.

Medical Equipment Registry

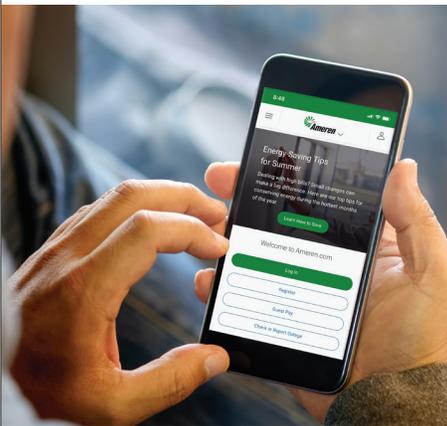
Ameren Illinois offers a Medical Equipment Registry for customers who rely on electrically powered medical equipment at home. A doctor's verification is required to be added to the registry. Ameren Illinois will make every effort to notify registered customers about planned maintenance outages, but it's important for customers to have a backup plan in case of an unplanned outage. For more information about this program, call **1.800.755.5000**.

Residential

- **1.800.755.5000**
- **Business Hours: Monday-Friday, 7 a.m. – 7 p.m.**
- **Emergencies: 24/7**

Business Center

- **Phone: 1.800.232.2477**
- **Fax: 1.877.263.7369**
- **Business Hours: Monday-Friday, 7 a.m. – 5:30 p.m.**



Ameren Illinois Alerts

Email and text message alerts from Ameren Illinois keep customers up to date and in control of their account. From bill reminders to payment receipts, we'll automatically send timely updates on account activity — anywhere you are. Sign up for text or email alerts at **AmerenIllinois.com/Alerts**.

Peak-Time Rewards Program

Peak Time Rewards is a program from Ameren Illinois that gives customers an opportunity to reduce energy use during times of high energy demand. When participants reduce energy usage during Peak-Time Rewards events, they help give the grid a break, which improves service reliability. Participants also earn credits on their bill when they reduce energy usage during events.

SAMPLE BILL PAGE 1



f AmerenIllinois.com
Customer Service 1.800.755.5000

Account Number 1234567890
Customer Name JOHN SMITH
JAN SMITH
Service Address 123 MAIN ST
ANYWHERE, IL 45678

Statement Issued 02/11/2022
Amount Due **\$154.25**
Due Date Mar 4, 2022
Last Payment **\$102.17**
Payment received. Thank you.

The amount of this bill will be automatically deducted from your bank account Mar 4, 2022.

The amount due and due date are highlighted at the top of the bill statement to make them easy to find. The account number and address where service is received are also displayed prominently at the top of the bill.

Current Charge Summary for Statement 02/11/2022

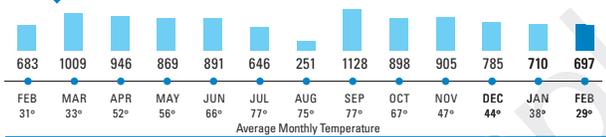
Total Electric Charge	\$84.00
Total Gas Charge	\$70.25
Subtotal Current Charges	\$ 154.25
Total Amount Due	\$ 154.25

Important Account Messages

You're in control with Budget Billing. Your energy payments will be predictable. Avoid surprises, and gain peace of mind. Enroll in Budget Billing Rollover Program by sending only \$102.00. Payment must be received by the due date on this bill.

The Current Charge Summary provides a breakdown of amounts due for gas and/or electric service, as well as any additional charges or prior amounts due for this month. In the box to the right, customers will find important messages about their account.

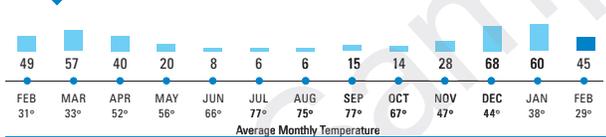
Electric Usage History in Kilowatt Hours (kWh)



Average Daily Electric Use (kWh)

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	23.23 kWh
LAST MONTH	20.88 kWh
LAST YEAR	22.77 kWh

Gas Usage History in Therms



Average Daily Gas Use (Therms)

TIME PERIOD	AVG. DAILY USE
CURRENT MONTH	1.50 Therms
LAST MONTH	1.76 Therms
LAST YEAR	1.63 Therms

This section compares current usage to the previous month and the previous year, and energy usage graphs provide a picture of customers' energy use over time. We also include the average temperature for each month to aid in making comparisons.

See page 2 for account messages and tips from Ameren Illinois.

Keep this portion for your records.

Page 1 of 4

Please detach stub and return this portion with your payment.



See reverse side if your address has changed and for details on other ways to pay your bill.

Account Number 1234567890
Amount Due **154.25**
Due Date 03/04/2022
Amount Enclosed _____

>000001 2026738 0001 092139 102

JOHN SMITH
JAN SMITH
123 MAIN ST
ANYWHERE, IL 45678

AMEREN ILLINOIS
PO BOX 88034
CHICAGO, IL 60680-1034

7040000 0012345678900 00000000 00154250 00154250

The bill stub is located at the bottom of the bill statement. Customers paying by mail should tear off this section and return it with their payment in the return envelope provided.

On the back side of the first page, customers will find more important messages. They can read about ways we're supporting our communities and upgrading our energy delivery system. They can also learn about different payment options and where to find resources on energy safety and efficiency.

SAMPLE BILL PAGE 2

The bill statement shown here is based on a sample electric bill; however, the sections are the same for our natural gas customers. The bill statement is grouped into easy-to-read sections about Payment Details, Service Billing Details, Supplier Details and Additional Charges. The Service Billing Detail section identifies the billing Rate Zone, as well as itemized charges and calculations of total charges for the billing period. The explanations below will help customers better understand each section of their bill.

- 1 Read Type:** Electric usage is measured in kilowatt-hours (kWh). Natural gas usage is measured in therms.
- 2 Meter Number:** The unique identification number of the meter/registering device at the service location.
- 3 Current Meter Read:** The numerical value obtained from the current meter reading (in kWh or therms).
- 4 Previous Meter Read:** The numerical value obtained from the previous meter reading.
- 5 Read Difference:** The difference between the current meter reading and the previous meter reading.
- 6 Multiplier:** Most residential meters have a multiplier of one. Customers who use a large amount of electricity and/or natural gas may have a multiplier greater than one, which allows the meter to register a larger amount of usage before moving the meter dial.
- 7 Usage:** Displays the total amount of energy used during the billing period.
- 8 Usage Summary:** If part of the usage is in a summer billing season and part in a non-summer billing season, the usage in each of these seasons will be displayed here, otherwise the total electric and/or natural gas usage for the current billing period is shown.
- 9 Electric and/or Natural Gas Delivery:** As a delivery company, Ameren Illinois is responsible for the transmission and distribution infrastructure



Ameren
ILLINOIS

f  [AmerenIllinois.com](https://www.AmerenIllinois.com)
Customer Service 1.800.755.5000

Account Number 1234567890
Customer Name JOHN SMITH
JAN SMITH
Service Address 123 MAIN ST
ANYWHERE, IL 45678

Statement Issued 02/11/2022
Amount Due \$154.25
Due Date Mar 4, 2022

Payment Details

Payment Received	DATE	AMOUNT
	January 4, 2022	\$102.17

Electric Service Residential Billing Detail - Rate Zone III 01/11/2022 - 02/10/2022 (30 days)

Electric Meter Read for 01/11/2022 - 02/10/2022 (30 days)

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total kWh	12345678	32197.0000 Actual	31500.0000 Actual	697.0000	1.0000	697.0000

Usage Summary

Total kWh	697.0000	Non-Summer kWh	697.0000
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Smart Meter

CHARGE DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Electric Delivery 9 Ameren Illinois DS-1 Residential Delivery Service				\$7.51 \$4.76 \$22.65
	697.00	kWh	@ \$ 0.03249000	
			Electric Delivery	\$34.92

Electric Supply 10 Ameren Illinois BGS-1 Basic Generation	Purchased Elec Non-Summer 0-800 kWh Purchased Electricity Adjustment Supply Cost Adjustment Transmission Service Charge	697.00 kWh 697.00 kWh 697.00 kWh 697.00 kWh	@ \$ 0.03956000 @ - \$ 0.00253000 @ \$ 0.00227000 @ \$ 0.01295000	\$27.57 \$-0.37 \$1.59 \$9.02
			Electric Supply	\$7.81

State and Local Taxes and Other Mandated Charges 11	Customer Generation Charge Clean Energy Assistance Charge Renewable Energy Adjustment* Energy Transition Assistance Charge* EDT Cost Recovery Electric Environmental Adjustment Energy Efficiency Programs Charge Illinois State Electricity Excise Tax	697.00 kWh 697.00 kWh 697.00 kWh 697.00 kWh 697.00 kWh 697.00 kWh 697.00 kWh	@ \$ 0.00181000 @ \$ 0.00458000 @ \$ 0.00072000 @ \$ 0.00124840 @ \$ 0.00188740 @ \$ 0.00248000	\$0.10 \$1.26 \$3.19 \$0.50 \$0.87 \$1.32 \$1.73 \$2.30
			Total Taxes and Other Charges	\$11.27

*Includes mandated charges and programs, and other changes resulting from the 2021 state energy law. **Total Electric Charges \$84.00**

Details From Your Electric Supplier 12

ELECTRIC SUPPLY PRICE TO COMPARE: The Ameren Illinois supply price to compare is shown below. This price does not include a purchased electricity adjustment factor, a value expected to fluctuate but remain small for the foreseeable future. Learn more about the components involved in getting electricity to you as well as other electric supply topics at [PlugInIllinois.gov](https://www.PlugInIllinois.gov).

October-May	All kWh
Cents per kWh	X.XX

Gas Service Residential Billing Detail - Rate Zone III 01/11/2022 - 02/10/2022 (30 days)

Gas Meter Read for 01/11/2022 - 02/10/2022 (30 days)

READ TYPE	METER NUMBER	CURRENT METER READ	PREVIOUS METER READ	READ DIFFERENCE	MULTIPLIER	USAGE
Total Therm	12345678	7579.0000 Actual	7534.0000 Actual	45.0000	1.0000	45.0000

that moves electricity and/or natural gas from suppliers to our customers. Delivery service charges allow us to construct, maintain and improve the system and to respond around the clock to restore service when it is interrupted.

10 Electric and/or Natural Gas Supply: While delivery service represents the wires, pipes and services that bring energy from its source to customers, supply refers to the electricity and/or natural gas supplied from the wholesale markets.

11 Taxes and Other Fees: This section includes taxes and other fees Ameren

Illinois collects for the state, municipality, county, or other entities based on the amount of energy used.

12 Retail Electric Supplier (RES): For customers who receive electric supply from a third-party, the supplier's name, contact information, and messages can be seen here. Customers should refer questions relating to Electric Supply charges to the supplier listed here. Customers who receive electric supply from Ameren Illinois will see current supply prices they can compare with offers they may receive from third-party electric suppliers.

ENERGY ASSISTANCE

Ameren Illinois understands that energy costs are a concern for many of our customers. We strive to provide affordable energy and keep costs down. If customers in your community need assistance, we can help connect them with the appropriate resources. Energy assistance programs available to customers of Ameren Illinois include the following:

Low Income Home Energy Assistance Program – LIHEAP

Ameren Illinois helps to inform customers of programs, such as LIHEAP, that can help with energy bills. This government program helps eligible low-income households, elderly persons and people with disabilities pay for energy services.

To qualify, a customer's household income must be at or below 200% of the federal poverty level. LIHEAP is administered by Community Action Agencies throughout the state. Grants are based on the number of people in the household, geographic location, total income and the type of fuel used to heat the home.

Eligible customers can choose between the traditional LIHEAP Direct Vendor Payment (DVP) plan (a one-time payment) or the Percentage of Income Payment Plan (PIPP). Under PIPP, eligible clients pay a percentage of their income, receive a monthly benefit toward their energy bill and lower their past-due balance for every timely payment they make. For information, call **1.877.411.9276** or visit **HelpIllinoisFamilies.com**.



Disconnection Is a Last Resort

Ameren Illinois reaches out to residential customers who are struggling to keep up with their bills. To avoid service disconnection, we encourage customers with past-due accounts to contact us early to establish a payment plan. We also refer eligible customers to energy assistance programs whenever possible.

On April 1 every year, the winter moratorium on residential utility service disconnections comes to an end. At that time, customers who have past-due balances, have failed to establish a payment plan, or are not honoring a payment agreement, are subject to service disconnection.

We consider disconnection to be a last resort. The process for service disconnections is outlined by the Illinois Commerce Commission. A service disconnection will only occur after Ameren Illinois has attempted to contact the customer multiple times and a final service disconnection notice has been issued.

Any residential customer with a certified medical condition or special need who receives a disconnection notice should immediately contact Ameren Illinois. Although these customers are still subject to disconnection, there may be alternatives available to provide temporary relief.

We will only disconnect service when every reasonable effort to establish a payment plan has failed, or if the customer has failed to make the agreed-upon payments.



Energy Assistance Foundation – Warm Neighbors Cool Friends

Established in 1982, the Energy Assistance Foundation offers year-round energy bill payment assistance and home energy efficiency solutions for moderate-income Ameren Illinois customers. The Foundation partners with a network of nonprofit agencies to administer the Warm Neighbors Cool Friends program, which benefits income-qualified individuals and families experiencing financial hardship. For full eligibility information, including income guidelines, please visit **WarmNeighborsCoolFriends.org**.



Ameren Illinois is proud to support the Energy Assistance Foundation.

The Ameren Charitable Trust provides an annual grant that covers all administrative costs for the Warm Neighbors Cool Friends program. That means **every dollar donated goes directly to assist our friends and neighbors.**

ENERGY EFFICIENCY

Since 2008, the Ameren Illinois Energy Efficiency Program has been committed to helping customers save money on their energy expenses through various energy-efficient products, services and education. By taking advantage of Program financial incentives, tools and resources, customers can improve the comfort of their home or business, manage energy usage and reduce energy expenses. Learn more at [AmerenIllinoisSavings.com](https://www.AmerenIllinoisSavings.com).

Residential Program

Along with no-cost/low-cost tips to reduce energy waste, the Ameren Illinois Energy Efficiency Program offers residential customers a variety of incentives to make their homes more energy-efficient. Since 2008, residential customers have saved more than \$1.86 billion in energy costs and removed over 23 billion pounds of carbon dioxide from our environment. Start saving with residential Ameren Illinois Energy Efficiency Program offerings, including:

- Retail Products
- Heating and Cooling
- Home Efficiency Income Qualified
 - » Program Ally Channel
 - » Community Action Agency Channel
- Smart Savers and Smart Thermostat Rebates
- Multifamily Properties Income Qualified and Non-Income Qualified
- Public Housing Authorities
- Efficient Choice Tool
- Appliance Rebates
- Online Marketplace



Business Program

Since 2008, the Ameren Illinois Energy Efficiency Program has provided more than \$345 million in incentives to Illinois businesses, resulting in more than \$1.36 billion in energy savings. Non-residential customers, including businesses of any size, public sector facilities and nonprofit organizations, can find energy efficiency offerings to reduce energy costs in the following areas:

- Lighting
- Instant Incentives
- Municipality-Owned Street Lighting
- Ameren-Owned Street Lighting
- Small Business Direct Install
- HVAC and Water Heaters
- Specialty Equipment
- Water-Saving Devices
- Process Steam and Steam Traps
- Variable Frequency Drives
- New Construction
- Custom Incentives
- Feasibility Study
- Metering & Monitoring

Smart Savers Initiative

The Smart Savers Initiative offers smart thermostats at no cost to customers living in qualifying ZIP codes throughout the Ameren Illinois service territory. In 2022, 15,681 smart thermostats were installed free of charge. To further boost local economies, the initiative relies on local or diverse-owned Program Ally contractors to install smart thermostats.



Ameren Illinois is committed to **helping customers use less energy and spend less** – at home and at work.



Business Symposium

Each year, hundreds of business leaders attend the Ameren Illinois Energy Efficiency Program’s annual Business Symposium to learn about ways to use less energy and spend less. This free, one-day event is open to all Ameren Illinois non-residential customers. Past Business Symposiums have featured:

- An overview of new Program offerings and incentives
- Breakout sessions on the latest technologies and applications
- Opportunities to earn Continuing Education Units
- A 15% bonus coupon, potentially worth thousands of dollars in savings



Energy Efficiency for All

The Ameren Illinois Energy Efficiency Program recognizes that the people who would most benefit from lower energy bills are often least able to afford energy efficient upgrades. With a vision of “Energy Efficiency for All,” Ameren Illinois launched the Market Development Initiative (MDI) in 2018 with three foundational goals:

1. Engage customers who have not previously benefited from energy efficiency.
2. Increase the number of energy efficiency jobs available to local and diverse candidates.
3. Support new or growing energy efficiency businesses.

The MDI recognizes that energy efficiency can spur local economic development and enhance quality of life in low-income communities and neighborhoods. Through its energy efficiency initiatives, the Ameren Illinois Energy Efficiency Program can build greater community engagement, create industry jobs and deliver cost savings to those who need it most.

Learn More:

AmerenIllinoisSavings.com

Residential Program

1.866.838.6918

IllinoisResidentialEE@ameren.com

Business Program

1.866.800.0747

IllinoisBusinessEE@ameren.com

Since 2008, Ameren Illinois residential and business customers have saved **more than \$1 billion in energy costs.**

CONSTRUCTION REQUESTS

To better serve builders and contractors, Ameren Illinois offers a centralized process for new service requests and a streamlined process for routine jobs that do not require engineering design.

New Service Requests: What You Can Expect

To support new construction in your community, we have established internal standards to help us respond to service requests in a timely manner. Our target timelines for various service requests are noted on the chart below, along with the builder's responsibilities. To improve reliability, all new residential service lines will be placed underground.



Standard Design Projects

An Ameren Illinois engineering representative will process customer requests for standard design projects. These are typically residential projects where the backbone of the facilities is already in place. Examples of standard design projects include:

- Residential underground/overhead service for electric and/or natural gas
- Private area lighting
- Temporary electric service
- Removal of residential electric and natural gas service

For non-standard design projects, contractors can contact the Ameren Illinois Construction & Engineering Team to schedule an appointment with a field representative.

To submit a request for service, customers and contractors may contact Ameren Illinois as noted below:

Phone: 1.888.659.4540

Online: [BuildWithAmerenIllinois.com](https://www.ameren.com/buildwithamerenillinois.com)
(Submit an online service request form)

Email: IllinoisConstruction@ameren.com

Job Type	Working Days to Start Construction	Builder Requirements
Temporary electric service	4	<ul style="list-style-type: none"> • Temporary meter loop ready per specification • Inspections complete
Overhead electric	4	<ul style="list-style-type: none"> • Meter loop ready service per specification • Inspections complete
New underground residential electric service up to 400 amp	12	<ul style="list-style-type: none"> • Meter loop ready per specification • Inspections complete • Site ready
Electric primary or secondary line extension to a single premise	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
Electric distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All line extension payments made • All permits received • Site ready
New residential natural gas service from existing mains	12	<ul style="list-style-type: none"> • Meter location marked • Site ready
Natural gas distribution facilities for a new subdivision	15	<ul style="list-style-type: none"> • All natural gas main extension fees paid • All permits received • Site ready
Natural gas main extension to a single premises	15	<ul style="list-style-type: none"> • All natural gas main extension fees paid • All permits received • Site ready

SCAM ALERT

Ameren Illinois continues to educate customers about scams where criminals pose as Ameren representatives on the phone, via email or in person. Scammers often target senior citizens, small businesses and non-English-speaking customers and threaten to disconnect energy service if payment is not received immediately.



PHONE SCAMMERS ARE TARGETING ENERGY CUSTOMERS.



Utilities United Against Scams

Ameren has joined nearly 100 utilities nationwide to raise awareness of scam tactics and educate customers before they become victims. In coordination with this effort, the third Wednesday in November has been designated as Utility Scam Awareness Day.

How to Spot a Utility Scam:

- The caller asks for immediate payment and may offer a special discounted rate. This immediate payment request by the scammer will often include a suggested way to pay through cash apps, which Ameren representatives will never do.
- Scammers may also ask for immediate payment by requesting the customer to provide a credit card, debit card or a prepaid card to avoid service disconnection.
- Legitimate energy companies do not specify how customers should make a bill payment and always offer a variety of ways to pay a bill. Ameren Illinois customers can make payments online, by phone, electronic check, by mail or at in-person pay locations.

If customers are contacted by someone impersonating Ameren, they should:

- Hang up the phone or close the door, and call Ameren Illinois at **1.800.755.5000**.
- If someone comes to your door and claims to be a utility worker, ask to see their employee ID and call us to confirm the purpose of the visit.
- Delete all suspicious emails that require immediate action to verify or demand personal information.
- Never give out personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers. We will ask for full Social Security numbers only when customers are applying for new service. If customers are calling for any other reason about their account and they are unable to provide their account number, we will ask them to provide the last four digits of their Social Security number.

For more information, visit [AmerenIllinois.com/Scams](https://www.AmerenIllinois.com/Scams).

Our Use of Contractors

Contractors are an important part of our team. We rely on contractors for services such as tree trimming, pole use audits, meter reading and construction and maintenance. Our employees and contractors are required to carry identification. If you ever doubt the legitimacy of a contractor or someone claiming to be an Ameren Illinois employee, don't hesitate to ask for identification. You may also call our offices to confirm that legitimate utility work is taking place in your area.

DON'T FALL FOR SCAMMERS PRETENDING TO BE UTILITIES.



If you have contacted a third-party electric supplier, they may ask for your Ameren Illinois account information before they present you with an offer. As long as you initiated the switch or are confident that you are dealing with a registered supplier, this is ok. For a list of registered third-party suppliers, go to [PlugIn.Illinois.gov](https://www.PlugIn.Illinois.gov).

EMPOWERING OUR COMMUNITIES

Ameren Illinois employees don't just work in your community – we live there too. As a company, and as individuals, we partner with local nonprofit organizations to empower our communities and make them better places to live.

The AmerenCares program connects Ameren Illinois with the communities we serve through philanthropic giving and volunteering. In 2022, the company contributed more than \$3.4 million to nonprofit organizations throughout our service area. Company contributions target these important areas: Environment; Education: K-12, Higher; Civic & Community; Community & Economic Development; Health & Social Services; Culture & the Arts.

We provide far more than financial support. From youth mentoring to organizing food drives, Ameren Illinois employees share their time and talents in countless ways.

Through our Speakers Bureau, employees teach audiences of all ages how to use less energy and stay safe around electricity and natural gas.

Through corporate support and the active volunteerism of our co-workers, Ameren Illinois is committed to enhancing the quality of life for our customers and in the communities we call home.



Helping Heroes Program

Ameren Illinois partners with military organizations to provide energy education to active-duty military or veterans of the armed forces. In 2022, as part of the Helping Heroes program, community outreach events were hosted around the Ameren Illinois service territory offering bill payment assistance and energy efficiency resources to support veterans and their families.

Energy Safety Education

Ameren Illinois partners with Live Line Demo® to present the hazards of electricity to audiences, including first responders, students K-12 and driver education students. In 2022, the Community Relations team coordinated more than 50 safety presentations visiting schools, fire stations and businesses to share the message of staying safe around electricity and natural gas.



Energy Assistance Foundation Support

Ameren Illinois is proud to support the Energy Assistance Foundation, a local nonprofit agency that provides heating and cooling assistance to moderate-income senior citizens and families facing illness, disability, job loss and other hardships. Ameren Illinois gives an annual contribution that covers all administrative costs for the foundation's Warm Neighbors Cool Friends program. Ameren's support means that every penny donated by employees, customers and friends of the program goes directly to help families in need.

Ameren Illinois is committed to **enhancing quality of life** in the communities we call home.

GRANTS FROM AMEREN ILLINOIS

Ameren Illinois serves more than 1,200 communities throughout Illinois. We are committed to making a difference by directing our corporate contributions to nonprofit organizations that enhance the quality of life and have a primary focus on Critical Needs, Economic Empowerment and Thriving Communities in these categories:

- Civic & Public Affairs
- Community & Economic Development
- Culture & The Arts
- Education: Higher
- Education: K-12
- Environment
- Health & Social Services

Our grants are limited to organizations in the Ameren Illinois service area. To qualify for a grant, organizations must be 501(c)(3) tax-exempt, as described in the Internal Revenue Code. Individuals, political organizations or candidates, and religious or similar groups generally do not qualify for an Ameren Illinois nonprofit grant.

How to Apply

All grant requests must be submitted via the online application at **AmerenIllinois.com/Grants**. Paper or emailed applications are not accepted.

Ameren Illinois accepts contribution requests from mid-January through November 30. The application review process generally takes four to six weeks.

All applications require:

- Cover letter that includes the amount of grant requested
- A valid W-9 form
- IRS Form 990 for most recent fiscal year
- Detailed budget for the project, including income and expenses
- List of board members and executive officers, including titles and affiliations



Grant Funds Mentors for At-Risk Youth

Ameren Illinois has been a proud supporter of Big Brothers Big Sisters for more than a decade. During that time, the company has donated hundreds of thousands of dollars to fund their statewide one-on-one mentoring program that helps young people build a brighter future. Children who participate in Big Brothers Big Sisters programs are less likely to use drugs and alcohol, have better attendance in school, and gain confidence in their schoolwork.

Fighting Hunger During the Holidays

In what has become an annual tradition, Ameren Illinois makes the holidays a bit brighter by helping to feed those in need. Year-end contributions are distributed to food pantries serving customers across our territory. Ameren Illinois co-workers also lead food drives to donate non-perishable items to food pantries throughout the region to assist families struggling during the holidays.

Questions?

If you have a question regarding the grant application process, please email us at **communityrelationsil@ameren.com**.

Visit **AmerenIllinois.com/Community** to learn how we are making a difference.

ECONOMIC DEVELOPMENT

Ameren is committed to the growth and prosperity of the communities we serve. Our Economic Development team works with local and regional allies to foster business investment and job creation. We provide a variety of programs and services to help communities retain existing businesses — and recruit new ones.



Community Development Resources

Our team of professionals is equipped to help communities compete for new investment in the Ameren Illinois service territory. Designed to enhance local and regional economic development efforts, our services include the following:

- Strategic planning support
- Customized demographic reports
- Community profiles

Business Development Services

Ameren is on the front lines working to attract new business investment to the communities we serve. In addition to communicating the advantages of an Illinois business location, the Ameren team works with local and state partners to support the development process by providing:

- Comprehensive, unbiased analysis of energy infrastructure options
- Energy cost estimates
- Building and site inventories
- Project management support

Economic Development Incentives Available

NON-RESIDENTIAL DEVELOPMENT CREDIT

To encourage non-residential development within Ameren Illinois-served communities, developers are now eligible to receive a refund on the cost to extend electric and natural gas infrastructure to their non-residential development projects. As part of the program, when new businesses locate within a development, credits are issued back to the developer to offset initial infrastructure costs. The incentive is designed to assist with job creation and capital investment in the communities we serve.

LOWER UP-FRONT COSTS WITH FLEXIBLE PAYMENTS

Customers who are required to make a non-refundable contribution greater than \$250,000 for service extensions or upgrades, may elect to pay such contribution on a monthly basis for a period of up to 60 months. As part of the finance agreement, a monthly payment amount that includes interest shall be calculated by Ameren Illinois for the full term of the repayment period. This incentive provides flexible payment terms which assist in managing up-front project costs.



Our award-winning team of utility economic developers earned Ameren recognition by Site Selection magazine and Business Facilities as a Top Utility in Economic Development.

Let's Talk

For more information about how we can support your local development effort, contact Ameren's Economic Development Department: [AmerenIllinois.com/EconomicDevelopment](https://www.AmerenIllinois.com/EconomicDevelopment).

CAREERS

Our workforce is dedicated to delivering safe and reliable energy for the customers and communities we serve — 24 hours a day, 365 days a year. We apply that same kind of dedication to building a diverse and inclusive work environment with competitive salaries, great benefits and professional training.

Careers at Ameren Illinois are as diverse and wide-ranging as the candidates we seek to fill them. Interested candidates should visit [Ameren.com/Careers](https://www.ameren.com/Careers) to view job openings and apply online.



Proud To Be Military Friendly

Ameren Illinois values the skills, leadership and work ethic that veterans bring to our company. Our long and proud history of hiring military veterans continues to earn us national recognition as a military-friendly employer. For the 14th consecutive year, GI Jobs Magazine named Ameren a “Military and Supplier Diversity Friendly Employer.” We invite potential candidates who expect to transition out of the military within the next two years to contact us at [AmerenIllinois.com/MilitarySupport](https://www.AmerenIllinois.com/MilitarySupport).



Collegiate Internships and Co-op Program

It’s an exciting time to be part of the evolving energy industry! Ameren’s collegiate internship and co-op program is all about real work experience and providing professional growth. Ameren hires top diverse collegiate talent to create a robust source for our entry-level, full-time employment job openings. To apply, visit our career site at [Ameren.com/Careers](https://www.Ameren.com/Careers).

Celebrating Diversity at Ameren

Diversity is a core value at Ameren, and we are committed to integrating diversity of thought, backgrounds and people throughout the corporation. Ameren supports diversity through training, employee enrichment, an inclusive work environment, community outreach and supplier initiatives — and our efforts continue to receive national recognition. We believe that having a diverse and inclusive workforce is a business imperative for any top-performing company. Beyond that, it is simply the right thing to do.

Internally, we are committed to fostering a culture that supports and values diversity, equity and inclusion. Externally, we are committed to creating opportunities for diverse-owned businesses and bringing energy efficiency to underserved customers and communities throughout our service territory.



Top Utility in the Nation for Diversity

For the fifth consecutive year, Ameren has been recognized first among utilities for creating an inclusive workplace, reaching diverse customers and having strong supplier diversity.



Certified as a Great Workplace

Ameren Corporation has been certified as a great workplace by the independent analysts at Great Place to Work®. Ameren earned this credential based on extensive ratings provided by its employees in anonymous surveys.

Best Place to Work for LGBTQ Equality

— Ameren received a perfect score of 100 on the Human Rights Campaign Foundation’s Corporate Equality Index (CEI). The index rates American workplaces on lesbian, gay, bisexual and transgender equality.

Top 50 Companies for Diversity — Black Enterprise magazine identifies corporations that are the best in developing a culture and policies that promote inclusion of African Americans within the workforce, senior management ranks, corporate boards and supplier pools.



Top Company in the Disability Equality Index Survey

— The American Association of People with Disabilities and the U.S. Business Leadership Network® have named Ameren Corporation a top-scoring company in the Disability Equality Index survey. Ameren received 100 out of 100 points on the survey by displaying significant leadership in implementing disability inclusion policies and practices.

Top 50 Employer by Minority Engineer Magazine

— Ameren has been recognized as a Top 50 Employer by Minority Engineer magazine.

SUPPLIER DIVERSITY

We value diversity in our workplace, our communities and in the suppliers we do business with.

Diverse suppliers play a vital role in the economic success of our region, and Ameren is committed to developing a diverse supplier base. We have built an aggressive supplier diversity program, staffed by full-time professionals, to help us identify and purchase goods and services from qualified diverse-owned business enterprises. Ameren reaches out to diverse suppliers in a variety of ways, including our biannual Supplier Diversity Symposium, mentoring and network meetings. We also fund scholarships to allow diverse suppliers to attend the Minority Executive Program at Dartmouth College's Tuck School of Business.

Our strategy includes corporate-wide and business segment supplier diversity goals, performance metrics and participation in diverse supplier organizations. This strategy led to a 21% increase in diversity spending at Ameren Illinois between 2020 and 2022.

We recognize that cultivating diverse business relationships is a catalyst to our success. As we make significant investments in strengthening the state's electric and natural gas system, we're drawing on the capabilities of our diverse business partners to help us execute these projects.



ILLINOIS UTILITIES BUSINESS DIVERSITY COUNCIL

Illinois Utilities Business Diversity Council

As a founding member of the Illinois Utilities Business Diversity Council, Ameren Illinois is helping to build supplier diversity in our industry. Created in 2015, the Council provides education, information and technical assistance to utility stakeholders on issues of business diversity. Learn more at IUBDC.com.

Getting Started

Supply opportunities at Ameren fall into three main categories:

- Business and Corporate Services
- Energy Delivery
- Generation

Ameren's sourcing process is designed to increase opportunities for businesses that are certified as minority (African American, Asian Pacific American, Asian Subcontinent American, Hispanic American and Native American)-, women-, veteran-, LGBTQ- and service-disabled veteran-owned enterprises. Interested businesses should begin by completing Ameren's supplier diversity registration form at Ameren.com.

Diverse suppliers must meet technical, operational and safety standards before supplying goods or services to Ameren. We strongly encourage diverse suppliers to obtain certification through local, regional and/or national certifying agencies.

In 2022, **Ameren Illinois purchased \$524 million** in products and services from diverse suppliers.

AMEREN ILLINOIS' DIVERSE SPENDING

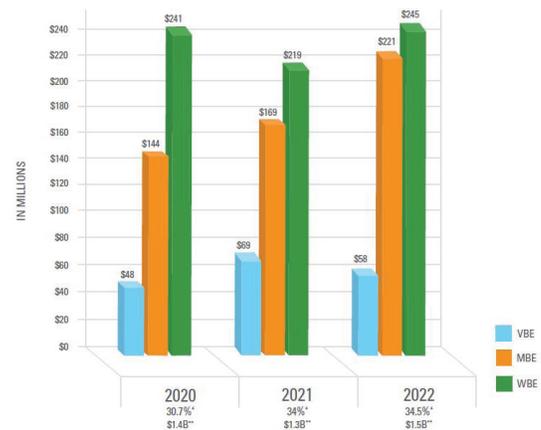


Figure 1: Three-Year Diverse Dollars by Classification
 * Diverse spend as percentage of total sourceable spend
 ** Total overall sourceable spend

Regulatory Reporting

State law requires that Ameren Illinois submit an annual supplier diversity report to the Illinois Commerce Commission on all procurement goals and actual spending for minority-owned, women-owned, veteran-owned and small business enterprises in the previous calendar year, along with a plan to achieve goals for the coming year. For more information, visit icc.illinois.gov.

Ameren Illinois Business Diversity at a Glance

ECONOMIC IMPACT **\$523,928,021** Total Diverse Spend



Diverse Spend Breakdown

- WBE Spend: \$245M
- MBE Spend: \$221M
- VBE Spend: \$58M

% Increase Diverse Spend (2021 vs 2022)

- 2021 Diverse Spend: \$457,024,620
- 2022 Diverse Spend: \$523,928,021
- % Increase: 15%

Economic Impact

- Total Production: \$931,700,000
- Total Wages Earned: \$317,300,000



DIVERSE ILLINOIS BUSINESS & SPEND

- 355 diverse businesses in Illinois
- \$193.8M in spend with businesses located in Illinois
- 73 new supplier relationships
- 4,456 jobs supported
- \$15k scholarships awarded
- *Dartmouth Scholarships Awarded: 15*
 - » MBE: 11
 - » WBE: 4
- **\$116.7M Spent with Dartmouth Suppliers**

Organization Participation

- American Association of Blacks in Energy
- Chicago Minority Supplier Development Council
- Disability: IN
- Edison Electric Institute
- Hispanic Chamber of Commerce
- Illinois State Black Chamber of Commerce
- Illinois Hispanic Chamber of Commerce
- Illinois Utility Business Diversity Council
- National Minority Supplier Development Council
- Women's Business Development Center



2.5-megawatt East St. Louis Solar Energy Center.

Mason's Landscaping partnered with Terra 5 Construction, a woman-owned commercial construction business specializing in earthwork, general building and remodeling. Together, the team cleared the massive site, then returned after the installation of the solar panels to restore the land, erect steel fencing and complete the earthwork and landscaping. Mr. Mason is proud that his company now has crews that are dedicated to Ameren.

According to Mason, "Ameren has afforded a lot of growth in my business and these projects allow us to provide consistent work for my employees, who may otherwise not have jobs. Now, they are learning great skills such as scheduling, proper equipment operation, planning, safety and home restoration techniques."

Mason's Landscaping

Leading the business with his father over 30 years ago in the heart of East St. Louis, Illinois, William "Bill" Mason, Jr. is not only restoring the natural beauty of our land, but also restoring the lives of his employees. Mason's Landscaping is a land management and restoration company

specializing in erosion control, commercial street improvement, sod installation and land restoration after utility work is completed.

In 2022, Mason's negotiated a contract with Ameren Illinois to provide land clearing and restoration services for the 17-acre,

Learn more at [Ameren.com/SupplierDiversity](https://www.ameren.com/SupplierDiversity)

1.888.256.1150

ELECTRIC DELIVERY SYSTEM

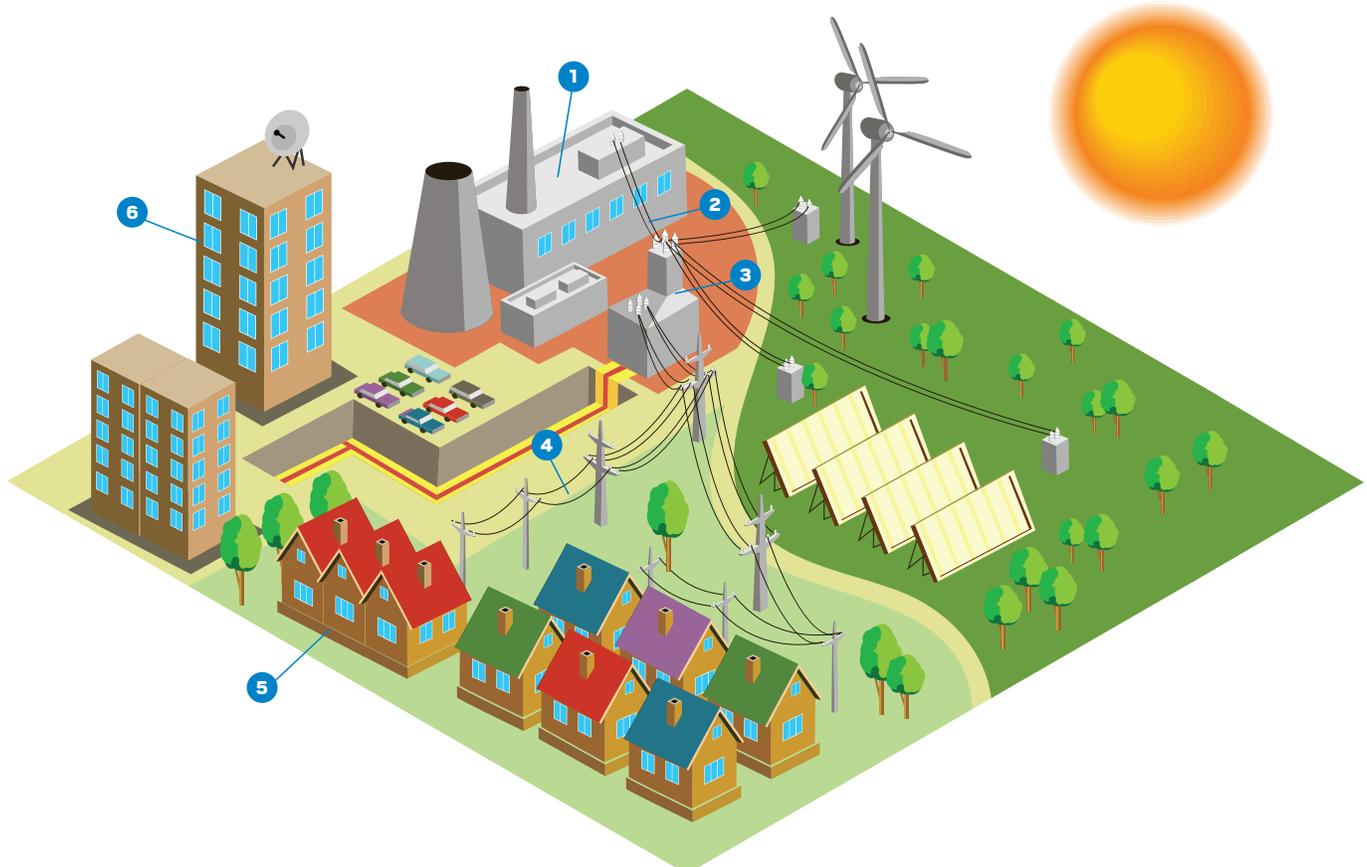
Electricity Transmission

Before power can reach customers, it must be transferred from generating plants to substations. As a delivery company, Ameren Illinois is responsible for the safe, reliable transmission of that power. Our robust system includes more than 4,500 miles of high-voltage transmission lines.

Electricity Distribution

The distribution network carries power from substations to homes and businesses. Our network includes roughly 46,000 miles of distribution lines across Illinois. Laid end to end, that's enough to encircle the earth — nearly twice! The diagram below illustrates how electricity gets from the power source to your door.

1. Electricity is typically produced around the clock by generators in power plants, as well as through renewable sources like wind turbines and solar panels.
2. Electricity must travel hundreds — even thousands — of miles. Once it leaves the source, the voltage is increased so it can travel through a vast network of transmission lines to areas where power is needed.
3. Electricity travels at nearly the speed of light to substations where the voltage is then reduced to send power over the distribution network.
4. The distribution network is made up by many “feeder circuits” to bring power to homes and businesses throughout cities, towns and rural areas.
5. Transformers — the round “tubs” on power poles or the rectangular large green boxes on the ground — reduce the voltage even further so that it can be used in homes and businesses.
6. Large businesses and factories may have substations with very large transformers that deliver the power at the voltage they need to support their business.



ELECTRIC SYSTEM UPGRADES

Having reliable, affordable energy is more important today than it ever has been before. Ameren Illinois is taking proactive steps to prepare for the future needs of our customers throughout central and southern Illinois. As part of our statewide plan, we are enhancing the energy delivery system to build a cleaner, greener and more resilient grid.



Infrastructure Improvements

Ameren Illinois is fortifying the electric grid throughout its 43,700-square-mile territory. These upgrades are improving service reliability and giving customers information they can use to take control of their energy usage and costs. Here are some of the ways

we are building a stronger, smarter electric delivery system:

- **Smart Meters** – Ameren Illinois has installed more than 1 million smart meters, two-way technology that can quickly detect system disruptions and restore service more quickly.
- **Voltage Optimization** – Ameren Illinois is adding sensors, controls and communication systems to maintain consistent voltage levels throughout the entire circuit. Ameren Illinois plans to optimize more than 1,000 circuits by the year 2025.
- **Outage Detection Technology** – Smart devices, or Intellirrupters, detect faults on the electric system and determine whether power can be re-routed from another source. They work in tandem with other outage detection devices to isolate the outage and reduce the duration of the disruption while reducing the number of customers who experience an outage.
- **Customer Convenience** – Smart technology is providing our customers with access to more choices for pricing options and energy efficiency tools to help them manage their energy usage and save on their monthly bills.
- **Storm Hardening** – Installation of composite poles, animal guarding, avian protection and proactive undergrounding of the system is helping reduce outages caused by animals or severe weather.



To track our progress and learn about projects in your community, visit [AmerenIllinois.com/Reliability](https://www.AmerenIllinois.com/Reliability).

TRANSMISSION LINE PROJECTS

As individuals and communities, we depend on reliable electricity every day. A large national network of interconnected transmission lines allows Ameren Illinois to deliver reliable power to homes, schools and businesses. Transmission lines carry high-voltage electricity (100,000 volts and above) over long distances, from power plants to substations. At the substation, this high-voltage electricity is reduced to lower voltages so it can travel through the distribution system to your home or business.



Need for New Transmission Lines

In Illinois, there are several reasons to build additional transmission lines, including:

- Expand and strengthen the ways energy reaches communities in our state.
- Improve service reliability so customers experience fewer power outages and outages of shorter duration.
- Meet the growing need for safe, reliable electricity for new homes, stores, offices, and factories. Additionally, consumers are using a growing number of electrically powered devices and equipment, which creates new demand for power.

How We Communicate

Ameren is committed to keeping customers and property owners informed about planned transmission projects. Before we build a new

transmission line, we seek feedback from area residents, community leaders, landowners and other stakeholders by:

- Hosting Community Forums, consisting of representatives of local government and organizations, where we provide complete project details and request input.
- Holding public meetings in each affected county to discuss project details and seek input. All affected landowners are invited and community members are welcome.
- Scheduling briefings for local media to inform a larger audience.
- Creating a website dedicated to each project where we invite the public to contact us if needed.

Route Selection & Project Approval

We evaluate potential routes for new transmission lines through a comprehensive process involving public participation and input. We carefully consider the input we receive as we develop proposed routes. Our project team uses data collected from community members and leaders, along with federal, state and local agencies. Routing development is based upon the area's opportunities and sensitivities, and then cross-referenced with technical guidelines and statutory requirements.

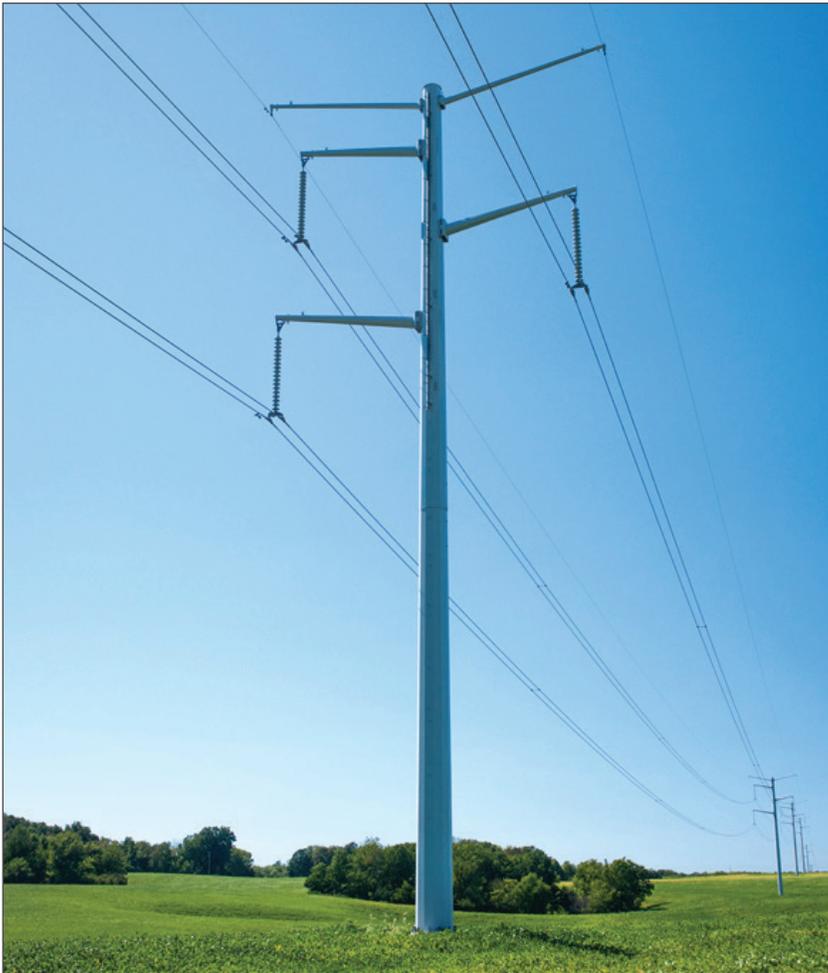
Our routing development and public process takes into consideration the impact the new line may have on the following:

- Airports
- Agriculture
- Cemeteries
- Cultural Resources
- Conservation Areas
- Daycare Facilities
- Engineering & Construction Considerations
- Forest
- Recreational Facilities
- Residences
- Schools
- Wetlands & Streams

We typically develop a minimum of two routes – a primary and alternate route. Our filed route(s) are part of the application to the Illinois Commerce Commission (ICC) for a Certificate of Public Convenience and Necessity (CPCN), requesting review and approval of the project. Interested parties may become intervenors in the case and present evidence in support of, or in opposition to, the project or routing.

If the project is approved, the ICC will issue an order granting a CPCN. The ICC's review and approval process typically takes between six and 12 months.

For more information on current transmission line projects, reference Ameren's 2022 annual report online at **[AmerenInvestors.com](https://www.amereninvestors.com)**.



Acquiring Easements

When we build a new transmission line, we need to secure an easement or other property right from property owners. Here's what property owners can expect:

- After we receive the CPCN and approved route from the ICC to build the transmission line, we will contact landowners along the approved route to request a meeting to discuss project details, including proposed easement location, compensation and property restoration.
- We will request access to the property to conduct land surveys and studies.
- The transmission line will typically be located in the center of the easement. Property owners will retain full use and ownership of the property within the easement, although additional structures may not be built or trees planted within the easement.
- In some cases, we may request a temporary easement to facilitate transmission line construction. Property owners are compensated for temporary easements.
- When construction is complete, the land will be restored as close as possible to its pre-construction condition. Landowners will be compensated for crop compaction or any other damage that might occur.
- In rural areas, Illinois Department of Agriculture guidelines are followed. Every effort is made to avoid drainage tile lines. Damaged drainage tiles will be repaired.

Logan County Connector Project

The approximately 9-mile, 138 kV transmission line and associated facilities are being built to improve reliability for local customers in Lincoln and the surrounding Logan County area. This project will strengthen our system by creating additional pathways to support energy needs for today and tomorrow. This project will be completed by the end of 2023.

McLean County Reliability Project

Ameren Transmission Company of Illinois (ATXI) recently completed construction of a 10-mile, 138 kV transmission line to improve energy reliability to customers in McLean County. The new line connects the McLean County Substation and the upgraded Normal East Substation located near Normal, Illinois. Along with enhanced reliability, the new line and associated facilities support continued growth in the area.

About Ameren Transmission Company of Illinois

The Logan County and McLean County transmission lines are projects of ATXI, a sister company of Ameren Illinois. Based in St. Louis, ATXI was formed in July 2010 to invest in electric transmission infrastructure and expand Ameren's transmission system.

MISO Membership

All of Ameren's operating companies, including Ameren Illinois, are transmission-owning members of the Midcontinent Independent System Operator (MISO) regional transmission organization. MISO operates a reliable energy market in 15 U.S. states and some parts of Canada and provides an independent platform for efficient regional energy markets. The Illinois Rivers Project and Spoon Rivers Project are part of a portfolio of Multi-Value Projects (MVPs) approved by MISO in 2011. The MVPs will facilitate the delivery of renewable energy, improve reliability, and provide economic and efficiency benefits. Since 2001, MISO has fostered wholesale electric competition in the region, created greater system reliability and established coordinated, value-based regional planning.

NATURAL GAS DELIVERY SYSTEM

Every day, more than 800,000 customers count on Ameren Illinois to deliver the natural gas they need. To keep natural gas flowing, Ameren Illinois maintains 18,500 miles of natural gas transmission and distribution mains, as well as 12 underground natural gas storage fields. Our complex natural gas delivery system is part of a vast national network. To ensure the integrity of our natural gas pipelines, we rely on qualified technicians to perform walking surveys, advanced mobile leak detection units, visual inspections, internal inspection tools and hydrostatic testing. These help us plan and prioritize repair and replacement activities.



Did you know?

Natural gas is stored anywhere from 300 feet to 3,000 feet below ground. Our largest storage field can hold 7.6 billion cubic feet of natural gas, while our smallest stores approximately 143 million cubic feet. Purchasing gas in the summer, when demand and cost are lower, enables Ameren Illinois to store it for later use in the winter. Roughly 40% of all Ameren Illinois natural gas utilized in winter comes from our storage fields.

From Producer to Consumer

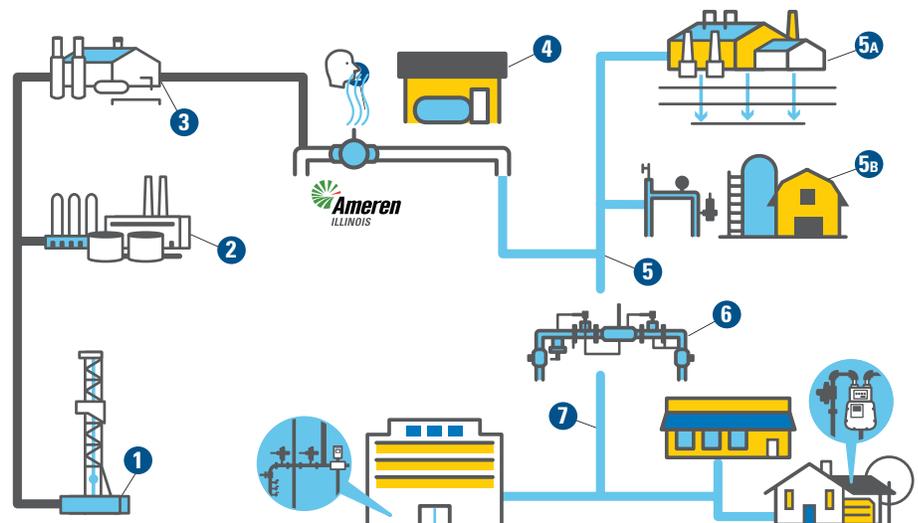
The diagram below illustrates the journey of natural gas from the producer to the consumer.

- 1. Wellhead:** Natural gas is extracted through wells drilled deep into the earth.
- 2. Processing Plant:** From the wellhead, a network of pipelines transports the raw natural gas to processing plants where impurities are removed.
- 3. Compressor Stations:** After processing, natural gas is transported by transmission pipelines to compressor stations, where pressure is boosted to keep the natural gas flowing.
- 4. Gate Station:** Local distribution companies like Ameren Illinois purchase natural gas at gate stations and begin reducing the pressure. Here, an odorant called mercaptan is added to the natural gas to give it that distinctive rotten egg smell that makes leaks more easily detectable.
- 5. High-Pressure Pipelines:** From the gate station, odorized natural gas is sent either to storage fields or to customers.
 - 5A. Storage Field:** Some natural gas is stored underground in warmer months when demand is lower, then drawn out in colder months when demand is higher.



- 5B. Farm Tap:** Used in rural areas, farm tap regulators reduce the pressure of natural gas for two or fewer services, such as a farmhouse or grain dryer.
- 6. Regulator Station:** Odorized natural gas travels through the high-pressure pipelines from the gate station to regulator stations, where the pressure is reduced again for distribution to a specific area.

- 7. Natural Gas Customers:** Distribution piping for homes and businesses travels from regulator stations on lower pressure pipelines. Another regulator at the house meter reduces the pressure even further before it enters the home's piping. At businesses, a regulator at a meter-set also reduces the final pressure to the setting required by the natural gas burning equipment and/or appliances.



NATURAL GAS SYSTEM UPGRADES

Ameren Illinois is committed to keeping pace with new technologies and changing customer needs. We are always looking for new ways to keep energy safe, affordable and reliable for the communities we serve.

Under the Natural Gas Consumer Safety & Reliability Act of 2013, Ameren Illinois is accelerating its efforts to strengthen the integrity, safety and reliability of the natural gas delivery system. To protect consumers, the Act maintains strong regulatory oversight and holds natural gas utilities accountable for meeting performance-based goals.

Here are some of the ways we are building a stronger, smarter natural gas delivery system:

- **New, Leak-Resistant Piping:** Ameren Illinois is replacing mechanically coupled steel mains and services with new, high-performance polyethylene pipe. The new pipe is fused at pipe couplings and poses less risk of leakage.
- **Remote Monitoring Technology:** Installation of remote pipe corrosion monitors allows utilities to proactively address pipe degradation before it leads to leaks.
- **Smart Meters:** Ameren Illinois completed upgrades to more than 825,000 natural gas meters in 2019. Through two-way communication, advanced metering technology allows the utility and customers to access detailed data on natural gas usage, which significantly reduces estimated billings.
- **High-Pressure Transmission Pipeline Upgrades:** Ameren Illinois is upgrading vintage steel pipes with higher-strength, modern steel pipes that serve as the backbone of the company's gas transmission system. The replacements will target select sections of piping throughout our service territory.
- **Regulator Station Upgrades:** Ameren Illinois is upgrading dozens of regulator stations where natural gas is received from interstate pipeline companies. The upgrades will allow us to improve the performance and efficiency of our natural gas transmission systems by allowing pipes to safely operate at maximum capacity.



Ameren Illinois is accelerating its efforts to **strengthen the integrity, safety and reliability** of the natural gas delivery system.



ENERGY & THE ENVIRONMENT

Ameren Illinois supports a steady, measured transition to clean energy, with policies that keep energy affordable and protect service reliability for residential and business customers in our Downstate Illinois service territory. Recent legislation puts Illinois on the path to achieve 100% clean energy by 2050. The Climate and Equitable Jobs Act (CEJA) will enable continued investments in modernizing Illinois' energy grid – the poles, wires and technology that deliver the reliable energy needed to power homes and businesses; with provisions to help facilitate the increased production and distribution of energy from renewable sources. These efforts help preserve the environment, while also ensuring the 24/7 availability of power when our customers need it.

Ameren Illinois Constructs Its First-Ever Renewable Energy Facility

Ameren Illinois energized a new solar energy facility located on a 17-acre site in the community of East St. Louis, Illinois. Enabled by the state's 2021 clean energy legislation, the East St. Louis Solar Energy Center is the first power generation facility owned and operated by Ameren Illinois in the last 25 years and the first-ever large-scale solar installation in East St. Louis. The facility, located on a former Brownfield site, is producing 2.5 MW of energy, enough electricity to power 500 homes, while providing an economic boost to the region. The site also features a demonstration area to provide local students with practical instruction on solar energy generation and renewable energy.

Climate and Equitable Jobs Act

In the fall of 2021, the State of Illinois passed a new clean energy law that increases investments in renewable energy generation and creates a variety of new clean energy programs aimed at transitioning Illinois to 100% clean energy sources by 2050. The Climate and Equitable Jobs Act (CEJA) prioritizes EV adoption, investments in energy infrastructure, and an unprecedented level of transparency and stakeholder input into future grid investments.

One of the major provisions under the law is the change in how electric utilities, like Ameren Illinois, conduct distribution system planning. Under CEJA, Ameren Illinois has developed a Multi-Year Integrated Grid Plan that provides a 4-year roadmap for investments in the distribution system and preparation of the grid for the transition to renewable generation.

The four core pillars of the Ameren Illinois plan – Safety and Reliability; Resiliency; Clean Energy Transition; and Customer Experience – will enable Ameren Illinois to continue to deliver safe, secure and reliable energy in an equitable and cost-effective manner. The law also calls for the utility to meet seven annual performance metrics in areas such as reliability and resiliency, supplier diversity, customer service and more.



FLEET SUSTAINABILITY

Ameren Illinois is committed to reducing the greenhouse gases produced by the operation of our fleet vehicles and to diversifying our fleet to include a number of alternative fuel vehicles.

Our comprehensive fuel reduction plan includes several strategies:

- Increased use of alternative fuel vehicles
- Incorporating alternative fuel sources such as compressed natural gas and biodiesel
- Reducing overall fuel consumption through changes in driver behavior — for example, idle reduction and route optimization.

Our fleet of electric vehicles grew in 2023 with the addition of 10 Rivian R1T trucks — our first fully electric pickup trucks. These half-ton trucks were built in Ameren Illinois service territory, at the Rivian manufacturing plant in Normal, Illinois. We also added 5 Chevy Silverado electric trucks and a Ford F-150 Lightning electric truck to our fleet in 2023.



ELECTRIC VEHICLES

Ameren Illinois' vision is to lead the way to a sustainable energy future. Supporting plug-in electric vehicle (EV) technology is one way we are bringing that vision to life.



Benefits of Electric Vehicles

Electric vehicles bring many benefits to consumers and the environment, including:

- **Lower “Total Cost” of Ownership** – While the initial purchase price of an electric vehicle may be higher than a comparable gasoline or diesel vehicle, lower maintenance and fueling costs, coupled with federal and state incentives, have made many of today’s electric vehicles competitive in cost. It is expected that initial purchase price of an electric vehicle will soon be comparable to a gasoline or diesel vehicle.
- **Positive Environmental Impact** – Electric vehicles have a net positive impact on the environment by reducing tailpipe exhaust, regardless of the electric generation source. EVs are the only vehicles that get cleaner as they age, as Illinois and other states increasingly transition to cleaner, renewable energy sources.
- **EV Performance Benefits** – Electric vehicles provide quiet, smooth operation, stronger acceleration, and are fun to drive. Though 80% of all charging will take place at home for residential customers, the charging infrastructure is growing and easing range anxiety for long distance travel.
- **Independence From Foreign Oil** – The electricity needed to recharge electric vehicles is produced in the U.S., in contrast to the mix of foreign and domestic oil it takes to power today’s gas- and diesel-powered vehicles. The cost of fueling an electric vehicle is generally two to three times cheaper than a conventional vehicle — and you never have to visit a gas station.
- **Economic Development** – From manufacturing batteries and vehicles to building necessary infrastructure, the more widespread adoption of electric vehicles will bring economic benefits to communities. A prime example is the Rivian electric truck manufacturing plant in Normal, Illinois.

Plugging into the Future

An abundant, reliable supply of electricity is critical for the success of plug-in electric vehicles. Ameren Illinois is working to ensure our system is ready for widespread use of these vehicles in the future. We encourage EV owners to enroll in the EV Rate program. There are rate options and incentive programs for residential and business customers. Our Beneficial Electrification Plan offers a variety of programs to help facilitate the adoption of electric transportation. To learn more, visit [AmerenIllinois.com/EV](https://www.ameren.com/ev).

Incentives

Ameren Illinois supports efforts to bring the economic and health benefits of electric school buses to school districts, students, and communities in downstate Illinois. Learn more and find funding opportunities at [AmerenIllinois.com/EV](https://www.ameren.com/ev).

Hourly Pricing May Drive Savings

At Ameren Illinois, we encourage customers to explore our rate options. Our Real-time Pricing program, also known as “day-ahead hourly pricing,” or our Power Smart Pricing program might be the right fit to support EV charging, especially during the preferred charging times of 11 p.m. to 7 a.m. Power Smart Pricing is a supply rate program for residential electric customers where the price you pay for electricity varies hour by hour based on actual market prices. Your bill is calculated using the hourly market prices and your corresponding hourly usage. With Power Smart Pricing, you can manage your electricity costs by using energy wisely during hours when prices are higher. Learn more at [AmerenIllinois.com/PSP](https://www.ameren.com/PSP).

Installer Certification

All entities that install electric vehicle charging stations or in-home charging equipment must be certified by the Illinois Commerce Commission.

Helpful Resources

- Visit [AmerenIllinois.com/EV](https://www.ameren.com/ev) for electric vehicle information — from comparison and savings calculators to incentive programs, and much more.
- Compare the cost of driving with electricity in your area: [energy.gov/maps/egallon](https://www.energy.gov/maps/egallon).
- Find federal and state laws and incentives for alternative fuels and vehicles, air quality, fuel efficiency, and other transportation-related topics: [afdc.energy.gov/laws/](https://www.afdc.energy.gov/laws/)
- Ready to install charging? Call us at: **1.888.659.4540** or submit a request at: IllinoisConstruction@ameren.com.

COMMUNITY SOLAR

Illinois continues to significantly expand access to renewable energy for Illinois residents, businesses and community groups. One provision — known as “Community Solar” — allows Ameren Illinois customers to receive bill credits from qualifying renewable generation anywhere in Ameren Illinois’ service territory — without having to install solar panels or other renewable generation on their own homes or businesses.

How it Works

Participating customers subscribe with third-party generator owners for a portion of the renewable energy produced by that generator. These subscriptions are portable (can be used anywhere in Ameren Illinois territory) and transferrable (subscriptions can be sold or given to other participants) under terms and conditions agreed upon between the generator owner and the customer. Ameren Illinois tracks both the generator’s output and the customer’s subscription, and makes sure that the correct credits are applied to the subscribing customer’s account.

What’s Next

Ameren Illinois continues to see a rapid increase in the number of inquiries from solar developers wanting to connect their facilities to our grid. We are improving our web-based portal for community solar generators to comply with recent legislation and make it easier for subscribing customers to have the output from their subscriptions applied to their monthly bills. We are also meeting with developers and local community officials to help pave the way for completion of these projects. In the meantime, Ameren Illinois will be available as a neutral expert to help educate customers about community solar and the potential for cost savings. For the latest information, visit our website at [AmerenIllinois.com/Renewables](https://www.AmerenIllinois.com/Renewables).



AMEREN MICROGRID

Ameren is proud to own and operate one of the most technologically advanced microgrids in North America. As more businesses and individual customers seek energy self-sufficiency, the microgrid, located at our Technology Applications Center in Champaign, is helping to pave the way for the future of energy.



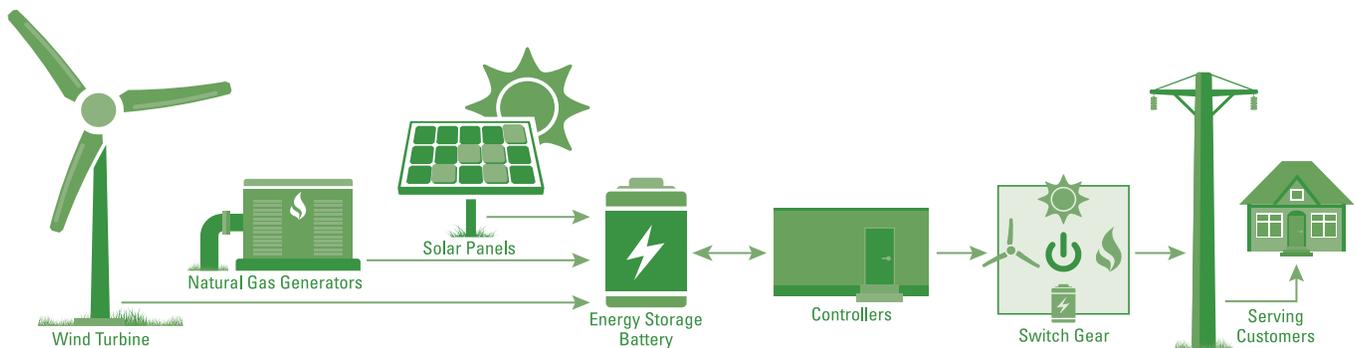
Where Innovation Meets Energy

Our microgrid allows Ameren to test the use of clean, renewable energy sources with advanced automation and battery storage. The microgrid features a wind turbine, solar panels, a natural gas generator and a complex system of batteries that capture the energy produced and ready it for distribution onto the larger grid. Ameren's microgrid can produce up to 1,475 kilowatts and is powering nearly 200 homes and businesses in Champaign.

Lessons Learned

Since our state-of-the-art testing facility began operation in 2017, Ameren has learned some valuable lessons for Illinois' energy future:

- **Battery Storage:** Large battery energy storage systems (BESS) will be critical to meeting the state's goal of 100 percent renewable energy by 2050. The microgrid BESS has already yielded results in educating Ameren Illinois on the complexity and safe operation of this key electric distribution system asset.
- **Solar Fields:** This is another key technology to the state's renewable energy goal. Like the BESS, the microgrid has been a source of learning and training on the safe, reliable operation and control of solar field inverters. The solar field has allowed Ameren Illinois to train engineers and technicians on the proper (safe) methods for commissioning customer-owned inverters.
- **Automated Restoration:** The microgrid has become a key asset in the integration and testing of emerging utility system control protocols with restoration automation devices that are widely deployed across the Ameren Illinois electric distribution system. As renewable options such as solar become more widely available, more customers will have the option to generate their own power. Lessons learned from our microgrid will ensure that Ameren Illinois is ready to help.



The award-winning Ameren Illinois microgrid produces energy through three sources: a wind turbine, natural gas generators and solar panels. That energy can be stored in the microgrid's battery before being distributed to actual customers on the larger grid.

AVIAN PROTECTION PROGRAM

Ameren Illinois cares about the world we live in, and our Avian Protection Program is one way we are building a legacy of environmental stewardship. Every year, our Avian Protection Program saves dozens of birds of prey – as well as other wildlife – from potentially deadly encounters with power lines and other energized equipment. Along with protecting birds, the program helps reduce the number of power outages caused by animal interference, so we can provide the reliable energy our customers count on. Our plan includes protective equipment such as flight diverters and insulating covers on wires and new pole-mounted transformers. Ameren Illinois has also implemented “avian safe” construction standards to ensure that all new construction allows eagles, hawks, owls and other large birds of prey to land on a line and spread their wings – safely.



It is against the law to handle an eagle or protected

raptor – dead or alive. If municipal workers encounter an injured or dead raptor while on the job, they should not touch or move it. Call the Ameren Illinois Customer Service Center at **1.800.755.5000** and we will act as a liaison with the U.S. Fish and Wildlife Service and private raptor rehabilitation groups.



Working with the Illinois Department of Natural Resources (IDNR), Ameren Illinois crews have helped to relocate Osprey nests that have been built on power poles that could pose a danger to the birds of prey and their young chicks. Here, crews install 85-foot poles with platforms provided by IDNR in hopes of attracting these birds to a new nesting facility.

