



IN YOUR NEIGHBORHOOD

EMPOWERING
OUR COMMUNITY

JULY 2022

Residential Customers 1.800.755.5000

• Business Customers 1.800.232.2477

• Call JULIE Before You Dig at 811

RISING POWER SUPPLY PRICES

INFLATION AND SUPPLY CONSTRAINTS ARE INCREASING POWER PRICES. HERE IS WHAT YOU NEED TO KNOW:

Why are power supply prices going up?

Supply and demand — inflation, the war in Ukraine, post-pandemic demand, and higher natural gas prices are among the factors causing a shortage in energy that are driving wholesale power prices to record levels.

How will this impact my monthly energy bill?

There are two main components to your energy bill: Supply & Delivery:

- The **delivery charge** covers the costs of Ameren Illinois' physical infrastructure and the employees who keep it operating reliably. Delivery service rates are approved each year by the Illinois Commerce Commission.
- The **power supply charge** represents the cost of the electricity itself and is the portion of your bill where you will see a significant increase. Ameren Illinois does not generate power or earn a profit on the cost of power. The Illinois Power Agency (IPA) procures wholesale electricity for Ameren Illinois' residential and small commercial customers who have not made the switch to an alternative supplier.

How much more will the typical customer pay for power supply?

Beginning in June 2022, the typical customer who receives their power supply through Ameren Illinois will see an increase of approximately \$52 per month on the *power supply portion* of the bill.

Ameren Illinois does not profit from energy supply. Supply costs are passed on to customers dollar-for-dollar, with no markup. For more information about rising power prices, please visit [AmerenIllinois.com/Updates](https://www.AmerenIllinois.com/Updates).

How does this affect customers whose power is supplied by a Retail Electric Supplier?

It depends on the terms of the agreement between the customer and retail supplier. Neither Ameren Illinois, nor the Illinois Power Agency, establishes prices for third-party suppliers. To learn more about third-party suppliers, visit the Illinois Commerce Commission website at [PlugInIllinois.org](https://www.PlugInIllinois.org).

What can customers do to manage higher power supply prices?

Customers can manage their bill by applying for financial assistance, enrolling in flexible payment programs, signing up for usage and cost alerts, and by implementing energy efficiency measures.

Ameren Illinois is offering lower down payments for extended payment agreements through July 31, along with other flexible payment options. Information on these programs, including additional funding sources, is available at [AmerenIllinois.com/EnergyAssistance](https://www.AmerenIllinois.com/EnergyAssistance).



Reducing your energy usage is the single best way to lower your monthly bill. Explore our Energy Savings Center at [AmerenIllinoisSavings.com](https://www.AmerenIllinoisSavings.com).



SHE DID EVERYTHING RIGHT

KNOW WHAT TO DO AROUND DOWNED POWER LINES

Seventeen-year-old Mary Gehrig was driving home from a friend's house on a stormy June night, from Fargo to Kindred, North Dakota. The storm had turned much more severe than was originally forecast. Although some cars had pulled over to wait out the storm, Gehrig was close to home and thought she could make it.

As she turned onto the county road that would take her home, Gehrig noticed two white lines in the distance. As she got closer, she realized that those lines were across the road, in her path, and they were anything but small.

"I realized I couldn't drive over it," Gehrig recalls. She slammed on the brakes and her car struck the object, which turned out to be one of two high-voltage transmission power lines downed by the storm. The massive cable stopped Mary's car in its tracks. The car's electrical system was damaged, and she was stuck there alone during the storm.

The next thing Gehrig did was pick up her phone and call her parents. When her dad heard that there was a downed power line involved, he told her to stay where she was, remain in the car, and call 9-1-1.

Fire chief Rich Schock, who was on the scene that night, said, "Those are large transmission lines with a lot of volts in them," adding that the outcome could have been fatal had Mary gotten out of the car. "Mary did everything right," he said.

To watch Mary's story or to learn more, go to [SafeElectricity.org](https://www.SafeElectricity.org).



STAY IN THE CAR & CALL 9-1-1

If you are involved in a vehicle accident involving downed power lines, a padmount transformer or other electrical equipment, follow these tips to stay safe:

- **Call 9-1-1 and report that a downed line or other electrical equipment is involved.**
- **Do not get out of the vehicle until electric utility workers say it is safe to exit.**
- **Warn those involved in the accident to stay put and alert passersby who might approach the scene to stay back.**

Exiting the vehicle is the last resort and should only be attempted if the car is on fire or giving off smoke. If this is the case, exit the vehicle by crossing your arms and jumping from the vehicle without touching it. Then, hop with both feet together as far as you can.

SAVE MONEY WITH A HOME ENERGY ASSESSMENT

About 20-30% of the air that moves through your home's duct system is lost due to leaks, holes, and poorly connected ducts, according to the U.S. Department of Energy. That wasted energy means money down the drain.

We are committed to helping you find ways to improve comfort, manage usage, and reduce costs. A Home Energy Assessment from Ameren Illinois can help you uncover energy-saving opportunities that save you money. Some customers may even qualify for a FREE Home Energy Assessment. Learn more at [AmerenIllinoisSavings.com/HomeEfficiency](https://www.AmerenIllinoisSavings.com/HomeEfficiency) or call **1.866.838.6918**.

NATURAL GAS UPGRADES CONTINUE IN GREATER PEORIA AREA

A large-scale natural gas transmission project that began in April will benefit all natural gas customers in Peoria and Tazewell counties. Approximately 185 contractors are upgrading a four-mile stretch of 1950s pipeline with modern 20-inch steel pipeline in East Peoria. The new pipeline is planned to be operational in September.

In addition, Ameren Illinois is replacing more than 19 miles of natural gas distribution pipeline with pipes made of modern, corrosion-resistant polyethylene material and more than

1,700 distribution pipes that serve individual customer homes and businesses. This work will take place in Peoria, Pekin, Peoria Heights, Groveland Township, Creve Couer, East Peoria, Washington, and Norwood, and is expected to be complete by the end of the year.

These proactive steps will ensure the continued safe, reliable delivery of natural gas today, and prepare us to meet the future needs of our natural gas customers.

MORE TREES, PLEASE

On April 22, Northmoor Primary School in Peoria hosted a tree planting event to celebrate Arbor Day. Ameren Illinois Forestry personnel Mike Moss and Bryon Honea were on hand to plant a Brandywine Maple and teach students about the many benefits trees provide. Student volunteers helped stake the tree, install a border, lay down mulch, and water the tree for the first time.



SPRING CLEANING AT BONEYARD CREEK

In April, a team of 13 Ameren Illinois employees from our Champaign Operating Center pitched in for some spring cleaning in the Great Outdoors as part of Boneyard Creek Community Day. The annual, community-wide event brings volunteers together from across the Champaign-Urbana area to clean up the waterway of trash, debris and non-native plants. This is the fourth year Ameren Illinois has participated in the event, which promotes appreciation, stewardship and naturalizing of local urban stream corridors. Learn more at BoneyardCreek.org.



ADD SAFETY TO YOUR TO-DO LIST

Summer is prime time to tackle that to-do list of outdoor projects. Follow these tips to put safety at the top of your list.

- **Always be aware of power lines**, especially when working with long metal tools like ladders, pool skimmers, and pruning poles, or when working on a roof.
- **Keep yourself and equipment at least 10 feet away from power lines.** Always call a professional for work near lines, such as tree trimming.
- **Only use extension cords made for outdoor use.**
- If the outdoor project involves digging, **make sure to call 811 to have public utility lines marked in your yard.** Never assume you know the location or depth of underground utility lines.
- **Never use electric tools if it is raining or the ground is wet.**
- **Make sure all outdoor outlets are equipped with ground fault circuit interrupters (GFCIs)** to protect against electric shock.

Learn more at SafeElectricity.org.



LINEMAN LENDS A HAND TO FAMILY IN DISTRESS

Rock Springs Park in Alton was the site of an emotional reunion that reconnected an Alton family with the man they call their guardian angel. Earlier this year, Ameren Illinois Lineman Joe Rister stopped and provided critical assistance to Lara W. and her daughter, who suffered an epileptic seizure while riding in the car with Lara.

During the happy reunion, Senior Director Craig Gilson arrived to surprise Joe and the family with a charitable contribution from Ameren Illinois to the Epilepsy Foundation of Greater Southern Illinois in honor of Joe's Good Samaritan act.

