

# Common Terms and Definitions On Customer Bill Statements

Following are common terms and definitions which appear on your Ameren Illinois electric bill statement.  
For additional terms appearing on bills, but not shown below, go to [AmerenIllinois.com/MyBill](https://www.AmerenIllinois.com/MyBill).

**Clean Energy Assistance Charge** – Recovers costs associated with the purchase of zero carbon energy supply.

**Customer Charge** – Recovers costs of providing electric service that occur even if no electricity is used in the billing period. Included in the charge are billing, customer support and other supplemental charges.

**Customer Generation Charge** – Recovers costs of rebates issued to customers who use smart inverters as part of their renewable generation equipment.

**Distribution Delivery Charge** – Recovers costs of infrastructure, maintenance and services incurred by the utility to deliver electricity to customers through the distribution system.

**EDT Cost Recovery** – Recovers a tax imposed by the State on the distribution of electricity. The tax is based on the quantity (kWh) of electricity provided to all delivery service customers.

**Electric Environmental Adjustment** – Recovers costs incurred by the utility for environmental clean-up of former gas manufacturing sites.

**Energy Efficiency Programs Charge** – Recovers costs, fees, and charges for energy efficiency programs to help customers use electricity more efficiently.

**Electric Supply** – You have the option to choose the company that provides your electric supply. Ameren Illinois does provide electric supply through a fixed rate for qualifying customers or hourly rates for all customers who do not choose an alternate Retail Electric Supplier. All costs are passed through dollar for dollar with no markup.

**Energy Transition Assistance Charge** – A charge collected by the company and remitted to the State to support programs for renewable energy workforce and contractor development, investments and community support, and administration of energy and justice efforts.

**Meter Charge** - Recovers the basic costs of providing electric metering services if they are provided by the utility.

**Renewable Energy Adjustment** – Recovers costs associated with the purchase of energy from renewable energy resources.

## SUBMITTING A CLAIM FOR AN EXTENDED POWER OUTAGE

Ameren Illinois takes providing our customers with reliable power seriously. We continue to make investments in our electric infrastructure to reduce the number of and duration of power outages and improve the quality of energy we deliver to our customers. However, should certain causes of power interruptions, outages, surges or other fluctuations occur, Section 16-125 (e) or (f) of the Illinois Public Utilities Act may allow customers to receive payment for actual damages. For more information on qualifying outages, how claims are processed or to submit a Claim Statement, go to [AmerenIllinois.com/Claims](https://www.AmerenIllinois.com/Claims) or call 1.800.781.2075.

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