



## GUIDE FOR THE COMMUNITY



# POWERING THE QUALITY OF LIFE



# GREETINGS:



At Ameren Missouri, millions of customers across Missouri, including in the greater St. Louis area, depend on us each day to keep the lights on and natural gas flowing. That’s why we’re committed to not only meeting but exceeding their expectations and leading the way to a sustainable energy future for all the communities we serve.

Our mission, “*To Power the Quality of Life,*” means building a resilient energy grid for the future, giving back to our communities, battling extreme weather and using smart technology to prevent power outages and restore them more efficiently when they do occur, all so our customers can have the energy they need every time they flip the switch. Our Smart Energy Plan investments are bolstering our electric grid to provide customers with safer, more reliable and resilient clean energy, benefiting Missouri families and businesses – all while keeping electric rates stable and predictable.

Our **2023 Missouri Community Guide** is a snapshot of Ameren Missouri’s priorities and information on topics such as our Generation Transformation, which includes the largest-ever expansion of clean solar and wind generation while maintaining reliability and affordability; our Smart Energy Plan; customer programs and products to make doing business with us easier; tree trimming; payment and energy assistance programs, and more.

I encourage you to share this Community Guide with your constituent services team and use it as a resource to answer constituent questions from community members. As always, if you need additional information on any topic or would like a member of our Community Development team to provide a briefing on the projects and service improvements we’re undertaking in your area, please let us know.

Best,

Mark Birk  
Chairman & President  
Ameren Missouri



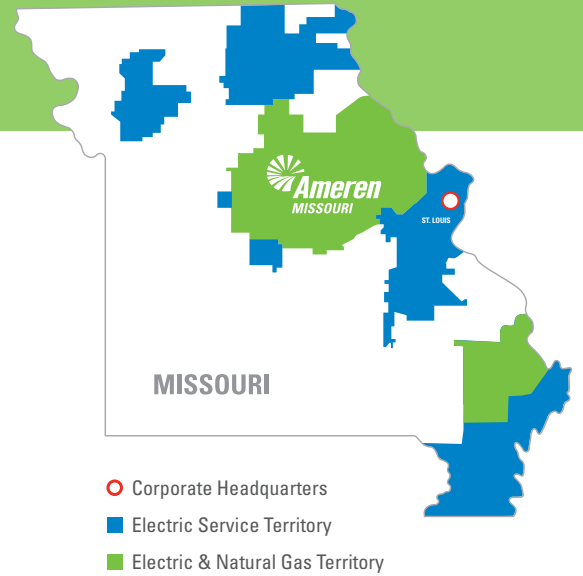
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Note: The information presented here is current as of printing and may be subject to review and revision. For the most up-to-date information, or for additional information on these or other topics, please contact your local Ameren Missouri representative or visit us at [AmerenMissouri.com](http://AmerenMissouri.com).

Developed: January 2023

# ABOUT US



## Ameren Missouri

Founded in 1902, Union Electric Company, doing business as Ameren Missouri, is the state's largest electric utility. Ameren Missouri provides electric service to approximately 1.2 million customers across central and eastern Missouri, including the greater St. Louis area. Ameren Missouri provides electric service to 64 counties and more than 500 communities. More than half of Ameren Missouri's electric customers are located in the greater St. Louis region.

## Electric Generation

Ameren Missouri's generating capacity is approximately 10,800 megawatts (MW). All capacity numbers shown here reflect anticipated capacity in 2022 peak summer electrical demand.



## Natural Gas Operations

Ameren Missouri is the state's second largest distributor of natural gas. Ameren Missouri supplies natural gas service to approximately 135,000 customers. Ameren Missouri serves gas customers in more than 90 communities, including towns in southeast, central and eastern Missouri. The company owns 3,400 miles of natural gas transmission and distribution mains.

## Rates and Regulation

Ameren Missouri’s overall residential electric base rates have consistently been below the Midwest and U.S. averages since 2017. Ameren Missouri’s electric and natural gas operating revenues are subject to regulation by the Missouri Public Service Commission (PSC).

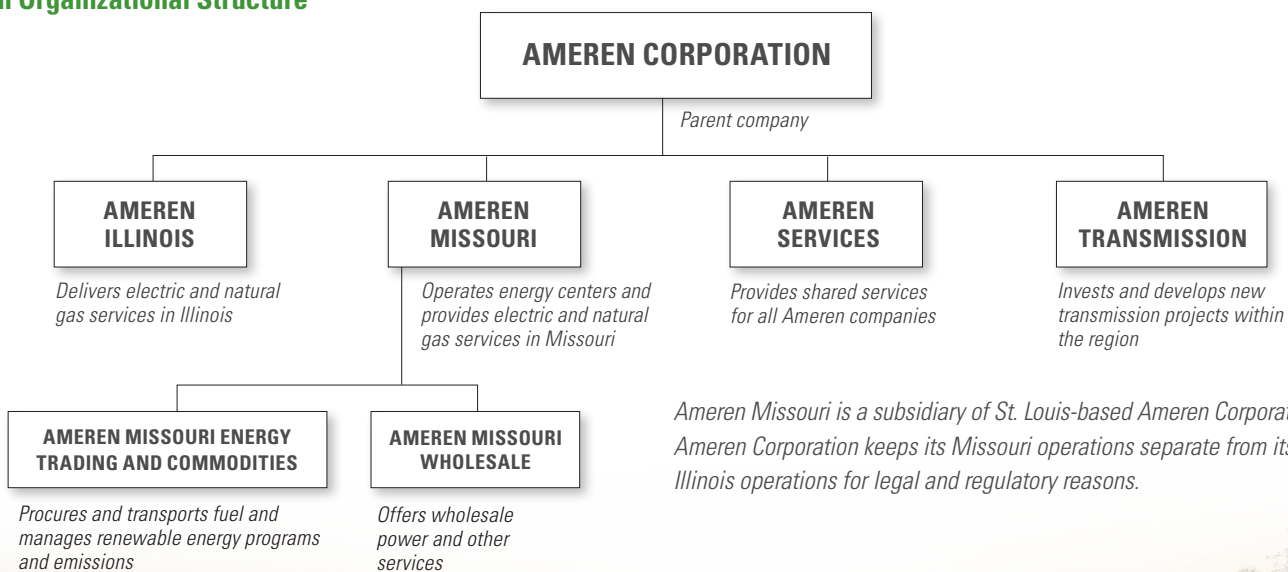
The Fuel Adjustment Charge (FAC) is designed to reflect fuel and purchased power cost volatility as well as off-system sales revenues and associated transportation. The FAC is a method of adjusting the overall price customers pay for electricity to reflect these changes – both up and down – in a timely manner. The FAC is adjusted three times per year through filings made with the Missouri PSC.

The Purchased Gas Adjustment (PGA) authorizes an adjustment to Ameren Missouri’s natural gas rates without a traditional regulatory rate review when the changes are a result of the wholesale costs of natural gas. These changes are passed through to customers without markup from Ameren Missouri.



**OUR MISSION:**  
**TO POWER THE QUALITY OF LIFE**

## Ameren Organizational Structure



# FOCUSED ON SAFETY

Ameren Missouri is dedicated to providing safe and reliable energy — and educating our customers about potential hazards. The following information can help you and your constituents stay safe. For more information, go to [Ameren.com/Safety](https://www.ameren.com/Safety).

## Downed Power Lines

- Stay at least 10 feet away from downed power lines, warn others, and call Ameren Missouri at **1.800.552.7583** to report the location.
- Never drive over a downed power line.
- Stay away from anything a downed power line touches, including fences or trees.
- If a tree or branch falls on an electric line, call Ameren Missouri to report the location.
- DO NOT remove a tree limb or other object from a power line. Electricity can travel through objects, especially when they are wet.
- Don't attempt to rescue someone who makes contact with a downed power line – you could become a victim yourself. **Call 911.**
- It's hard to tell the difference between an electric line, telephone line or cable line. Treat any line as energized and dangerous.

## Utility Lines and Equipment

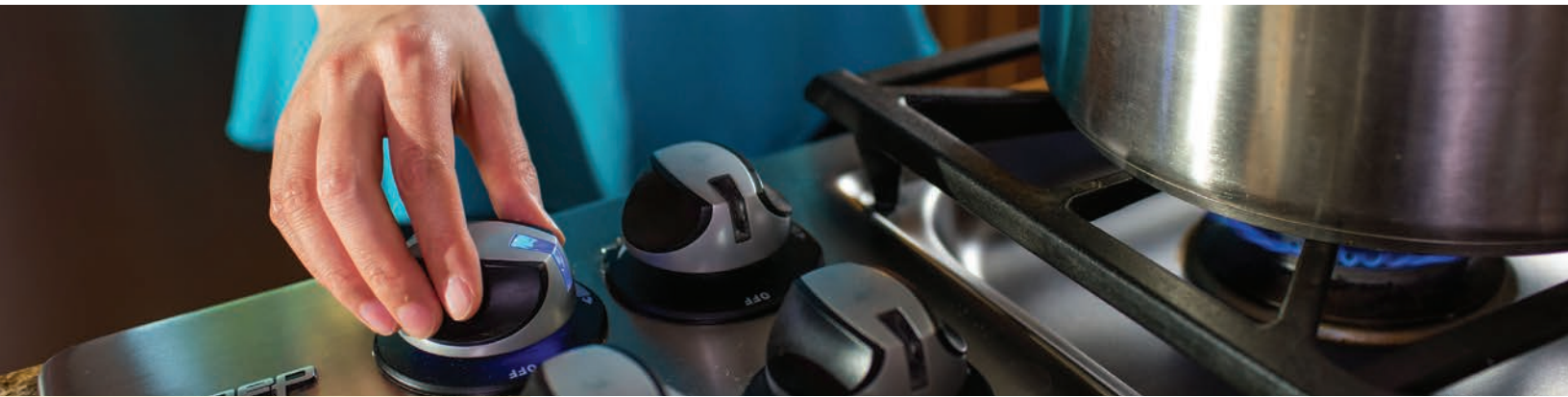
- Never touch any electrical power lines. Keep your family and pets away from the lines.
- Stay away from the service drop wires or overhead power lines when installing a remote TV antenna or satellite dish.
- Exercise precautions when using ladders or cleaning near a service drop, where the wiring comes into a home by the meter. The wires are covered with weatherproofing material, not insulation. The material can become brittle or cracked and may expose energized wires.
- Posting signs, hanging banners or tying ribbons and balloons on utility poles can endanger utility workers and often is a violation of local ordinances.
- The safety boots worn by line workers for climbing poles are especially vulnerable to becoming snagged and caught on staples and nails embedded in poles. Foreign objects can also tear utility workers' clothing or injure workers despite the safety gear they wear to avoid contact with rough surfaces.
- Be cautious around guy wires that support utility poles. Do not let children swing or climb on them, and be careful not to run over or into them with yard equipment or vehicles. Report any damaged guy wires to Ameren Missouri.
- Power lines and equipment are not just overhead. Be aware of underground power lines and equipment when digging. Contact the Missouri One Call System by dialing 811 before doing any digging or excavation.



## Power Line Safety During an Accident

- **STAY IN THE VEHICLE** if your vehicle hits a utility pole or snags a power line. Do not open the doors or step outside. If you have a cell phone, call 911 or yell for others to get you help, but tell them not to approach you or the vehicle. Wait for emergency and utility crews to arrive on the scene.
- Only in rare cases, like a fire or if you see or smell gas, should you try to get out. Look for a safe place and leap clear from the vehicle, never touching the ground and the car at the same time. Then hop with feet together away from the pole and downed lines to safety. Hop at least 50 feet away, and further if the ground is damp or wet.
- If you come across a vehicle that has hit a utility pole, **DO NOT LEAVE YOUR VEHICLE** to approach the scene. Power lines could be down and you could walk into an energized path. If you have a cell phone, call **911** for assistance.





### If You Smell Natural Gas

- If you detect an odor of natural gas, immediately leave your home or business and from a safe distance call Ameren Missouri at **1.800.552.7583**.
- Do not turn lights on or off, or operate your cell phone, thermostats, garage door openers, appliances, or anything that could cause a spark.
- Do not light a match or anything with a flame inside or near the building.
- Do not open windows or doors to ventilate the building.
- Do not re-enter the property for any reason until Ameren Missouri personnel tells you that it is safe to enter.



### Natural Gas Safety Tips

- Follow manufacturers' directions or manuals for using and taking care of natural gas appliances. Seek qualified contractors' help when necessary.
- Have a fire extinguisher near any natural gas appliance. Use a carbon dioxide or a dry-chemical extinguisher for gas kitchen appliances.
- If your natural gas appliance does not have an automatic igniter, always keep the pilot light on the gas appliance lit. If you extinguish it without turning off the gas supply, a dangerous gas buildup can occur and possibly result in an explosion.
- Look for a certification seal when purchasing a new natural gas appliance. This ensures that the equipment design meets strict safety standards.
- Never use your gas range to heat your home or apartment, even during a power outage. The fumes can put your family in serious risk of carbon monoxide poisoning.
- Make certain that chimneys, flues and vents for all natural gas appliances are also kept clear of snow and ice. Blockages can cause deadly carbon monoxide to build up inside your home in just a matter of hours.

- Have your natural gas fireplace routinely serviced to ensure proper working order.
- Use a broom to keep natural gas meters and piping clear during the winter. Never use a shovel, ice chipper, pole or similar tool, or even hit your natural gas meter or piping as this may damage equipment.



# SMART ENERGY PLAN

You deserve to know what the future of energy looks like and what it means for you and your loved ones. At Ameren Missouri, we are investing in smart technology, stronger poles and upgraded power lines to reduce outages and respond faster when they do occur. Through our **Smart Energy Plan**, we are working diligently to create a more resilient, more reliable, and more sustainable energy system while empowering you and your community every step of the way.

In 2018, the Missouri General Assembly passed forward-thinking energy policy legislation (Senate Bill 564) that enabled Ameren Missouri's Smart Energy Plan. In the first four years of implementation, Ameren Missouri completed thousands of projects that are providing customers and communities with significant benefits and great value. The plan was extended and expanded in 2022 (Senate Bill 745) to continue for five more years.



## Progress to Date

Ameren Missouri is implementing a \$8.4 billion upgrade plan that is designed to create a stronger, smarter, cleaner, more resilient and more secure electric grid. Our progress to date includes:

- » **151 upgraded power line miles**
- » **1,027 smart switches**
- » **61 new or upgraded substations to serve growing communities**
- » **672,000+ smart meters**

## The Smart Energy Plan Includes:

### • Upgrading power lines

We are upgrading power lines and poles to better withstand strong winds and storms. This includes stronger poles made of composite material to stand up to strong Midwest storms. Increasing power line capacity provides flexibility to reroute power to minimize customers experiencing an outage while crews safely make repairs.

### • Updating, replacing and adding new substations

Substations take voltage from higher to lower voltage so it can be safely moved across the grid to homes and businesses.

The Smart Energy Plan is helping to modernize our oldest substations – many are more than 50 years old – to be more reliable, including deploying smart technology to detect outages even faster.

### • Installing smart switches

Smart switch equipment, strategically placed along power poles, can reduce outages from hours to minutes and even seconds as Ameren Missouri crews safely repair damaged lines. These device can improve reliability up to 40%.

### • Installing smart meters

New smart meters for Ameren Missouri customers mean convenience, choice and control, including new rate options that are tailored for you. We have installed 566,000+ smart meters so far, and all electric customers will have a new meter by the end of 2024.

## Keeping Rates Affordable

We continue working to keep rates as low as possible while making the necessary investments to build a stronger, smarter and cleaner energy system for customers. That's why our residential rates remain well below the Midwest and national averages compared to other electric utilities.

## Growing Missouri's Economy

The Smart Energy Plan supports Missouri's economic growth by working with outside vendors, which increases the need for electric infrastructure jobs – from engineering and planning to construction.

We partner with Missouri-based companies for materials and services like switchgear, transformers and design plans. Working together, we are supporting the local and statewide economy.

- » **56% of suppliers we worked with in 2021 were Missouri-based**
- » **\$75.4 million spent with Missouri-based diverse suppliers**
- » **\$438 million spent with Missouri vendors and contractors in 2021**

The Smart Energy Plan also includes an economic development incentive to help attract and retain businesses to the Ameren Missouri service territory. The economic development incentive is increasing Missouri's competitiveness and helping communities grow because it is one of the nation's most competitive economic development incentives. This has resulted in dozens of announced projects yielding:

- » **\$2.7 billion in new capital investments in the state**
- » **4,600 new jobs**
- » **4,200 retained jobs**



## Smart Meters Enable New Rate Options

Our next generation of smart meters work through two-way communication between the meter and our upgraded network. The meters give you improved reliability, faster outage response, and the convenience of evaluating and managing your energy usage online or through our mobile app.

Through the new smart meter program, Ameren Missouri now offers a range of residential rate options. With these options, you can save by shifting your energy usage to off-peak hours, when demand is lower, and you'll pay less.

Customers also have a rate comparison tool to help them choose a rate that's best for them. With upgraded smart meters, customers can log in to their Ameren.com account today to see the tool.

*Source: Smart Energy Plan 2021 Progress Report*

## Committed to Clean

Through the Smart Energy Plan, we are adding clean energy to the grid through programs such as Neighborhood Solar. This program is open to all non-residential Ameren Missouri electric customers who have space for solar panels including, but not limited to, parking lots, open land or rooftops. Ideal partners in the program are institutions, schools, nonprofit organizations and other non-residential locations that act as a hub in the community.

The first two locations are now producing renewable energy at the Habitat for Humanity St. Louis Headquarters and the campus of Southeast Missouri State University. In both locations, solar panel canopies are creating energy for all Ameren Missouri customers. We are working with Delmar DivINe and the Maryland Heights Community Center for similar projects in the St. Louis region. Two additional locations will be installed at Ameren-owned facilities in the St. Louis area this year.





# POWERING ECONOMIC GROWTH

We power growth by attracting new jobs and investment, helping current customers expand and developing communities to compete. With the help of the Ameren Missouri economic development team, and business and community partners in the state, new and expanding businesses in the Ameren Missouri service territory can get up and running faster and at a lower cost than almost anywhere in the United States.

Ameren Missouri also offers an economic development energy incentive (EDI). The EDI provides qualified businesses one of the most competitive discounts from base electric rates that are already below Midwest and national averages. The incentive program is just one of the benefits included in Ameren Missouri's Smart Energy Plan. Lawmakers crafted the program to encourage new and existing businesses to invest in Missouri, adding jobs and spurring economic growth in local communities throughout the state.

Companies choose to do business in the Ameren Missouri service territory for many reasons.

- **Competitive incentives and rates**
- **Service reliability and resiliency**
- **Thriving and skilled workforce**
- **Exceptional service at an affordable price**
- **Accelerated speed to market**
- **Diverse and thriving industries are rooted in our service territory, including advanced manufacturing, aerospace and automotive, agriculture, data centers, bioscience and logistics**



The Ameren Missouri Economic Development team works closely with local organizations and state officials to promote the state's strategic location advantages, serving on-site location teams and providing competitive energy infrastructure options and cost estimates to facilitate new, job-creating investments in Missouri.



## Supporting Local Communities

Encourages economic growth and stability throughout the St. Louis region with a focus on low- and moderate-income areas (LMI). The team's initiatives, in partnership with public officials, nonprofits and other key stakeholders, serve as a bridge between communities and the company by leveraging Ameren Missouri programs to impact affordable housing, job creation and small-business development.



# SUPPLIER DIVERSITY

## Expanding Procurement Opportunities in the Communities We Serve

As a major purchaser of materials and services, Ameren plays a significant role in the growth and development of diverse suppliers. We make sure that qualified diverse suppliers are encouraged and given the opportunity to do business with us.

Ameren Missouri has demonstrated our commitment to engaging with diverse-owned companies and expanding the opportunities for these companies to provide goods and services to our company. 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 systems, we're drawing on the capabilities of our diverse business partners to help us execute these projects.

Ameren Missouri hosts a vendor registration site so interested companies can register, be evaluated for Smart Energy Plan bid opportunities, and participate in the competitive bidding process. Learn more about Supplier Diversity at [Ameren.com/SupplierDiversity](http://Ameren.com/SupplierDiversity).



## Diverse Supplier Partnership

David Mason & Associates has been a fixture in the St. Louis community since 1989, but it also has offices in several other cities around the country. David and his team design and assess highways and bridges, buildings, sewers and tunnels, and electric and gas networks used by millions of Americans every day. They have also been a key supplier for Ameren Missouri and Smart Energy Plan projects to support grid reliability and resiliency.

*“We supported legislation that would drive investment in our state’s aging energy grid, but more importantly, we saw this as a way to create thousands of additional jobs and drive economic development in Missouri.”*

– David Mason, President and CEO of David Mason & Associates

# ELECTRIC DELIVERY SYSTEM

## Electricity Generation

Ameren Missouri's generating capacity is approximately 10,800 megawatts (MW) from a diverse mix of energy centers (coal, nuclear, hydro, wind, solar, and methane and natural gas).

## Electricity Transmission

Before power can reach customers, it must be transported from energy centers to substations. As a delivery company, Ameren Missouri is responsible for the safe, reliable transmission of that power. Our robust system includes more than 2,900 miles of high-voltage transmission lines.



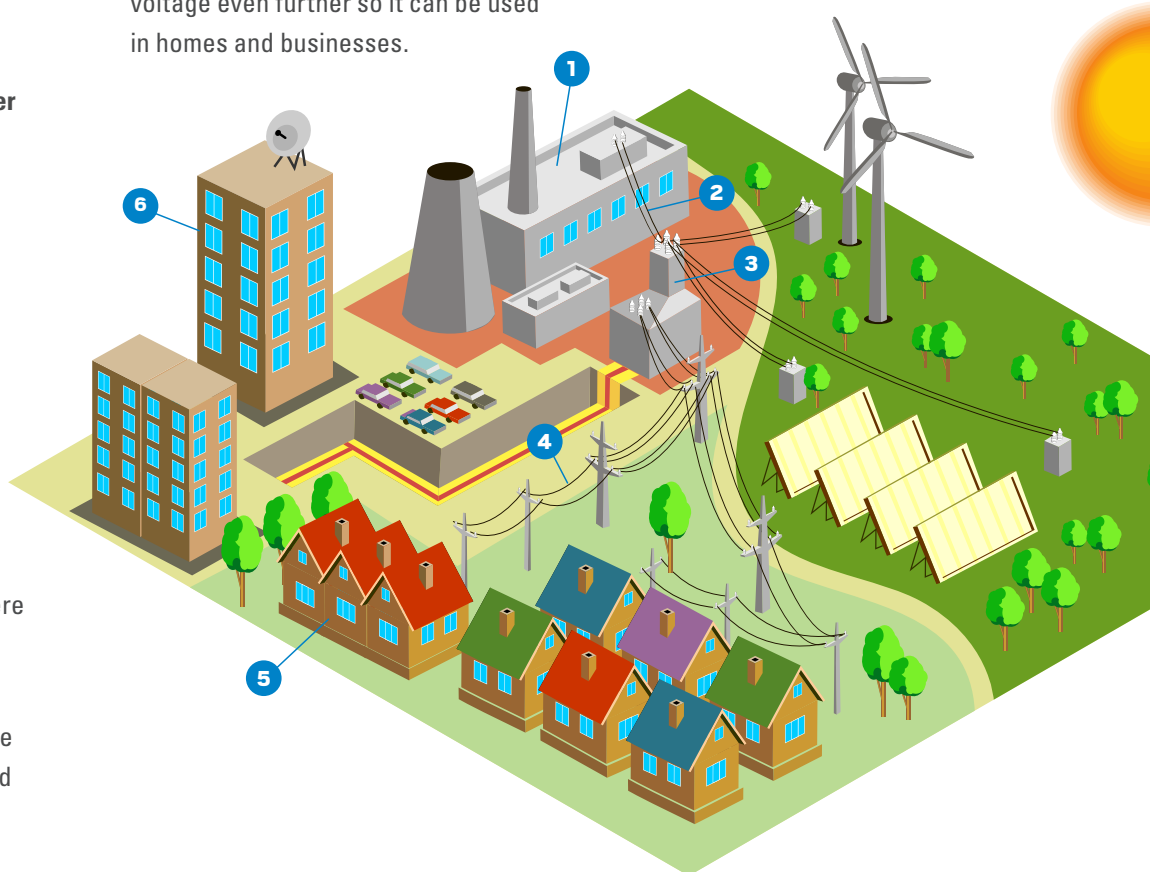
## Electricity Distribution

The distribution network carries power from substations to homes and businesses. Our network includes roughly 33,000 miles of distribution power lines across Missouri. Laid end-to-end, that's enough to encircle the earth 1.3 times!

**This diagram illustrates how electricity gets from the energy center to our customers.**

1. Electricity is typically produced around the clock by generators in energy centers, including 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 efficiently 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 the power over distribution lines.

4. The distribution lines make up 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 it can be used in homes and businesses.
6. Large businesses and factories may have substations or very large transformers that deliver the power at the voltage they need to support their business.



# TREE TRIMMING



Fallen trees and branches are one of the primary causes of electric power outages. To decrease the likelihood of outages or downed power lines, we trim trees and vegetation away from electric power lines, as well as remove brush and apply environmentally safe herbicides to areas. To minimize safety hazards and power outages, Ameren Missouri is responsible for keeping nearly 25,000 miles of distribution rights-of-way clear of trees and other vegetation.

## Distribution Lines

Ameren Missouri maintains trees on four- and six-year cycles, depending on the nature of the work and number of customers per mile on each distribution power line. We also inspect these lines every two to three years after a cycle trim to ensure adequate clearance from our electrical facilities.

When our crews trim along distribution power lines for regular maintenance, the debris is normally removed from the property unless other arrangements are made with the property owner. In heavily wooded areas, debris is stacked along the right-of-way.

When trees and branches are cleared from power lines due to storm damage or natural weaknesses, emergency crews will not clean up the debris, but will leave it for disposal by the property owner.

## Transmission Lines

Ameren continually manages vegetation on transmission rights-of-way to provide safe, reliable electric service, while maintaining and, where possible, improving wildlife habitat within the rights-of-way.

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.

## Tree Trimming Contractors

Ameren Missouri uses qualified contractors to perform the work needed to clear vegetation away from our power lines and equipment in order to keep customer service reliable. Our contractors are nationally recognized as professional arboricultural companies that follow the American National Standards Institute pruning standards and pruning methods endorsed by the International Society of Arboriculture.

## Pruning Near Power Lines: For Professionals Only

Customers should never attempt to prune trees near power lines themselves. If electricity flows through a tree, they could be seriously injured or killed. Only qualified line clearance tree contractors are allowed to work near power lines.

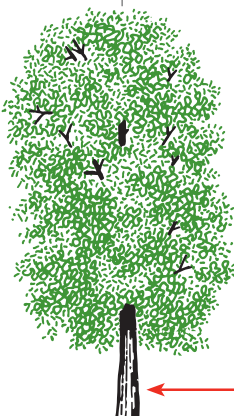
If your constituents are concerned about tree growth near a service drop, please call **1.800.552.7583** to request and schedule an appointment to have service disconnected so a qualified professional can safely trim the trees. Only qualified line clearance tree contractors are allowed to work within 10 feet of higher voltage lines. For a list of certified arborists in your area, visit the International Society of Arboriculture's website.

## 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.

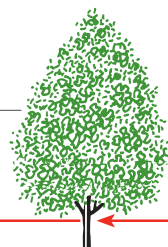
### Large Trees (over 45 ft.)

- Shag Bark Hickory
- Sugar Maple
- Northern Red Oak
- Bur Oak
- Pecan
- White Pine
- Norway Spruce
- Black Walnut



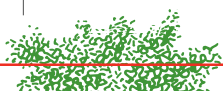
### Medium Trees (25-45 ft.)

- |                          |                 |
|--------------------------|-----------------|
| Amur Cork Tree           | Japanese Pagoda |
| Lacebark Elm             | Red Pine        |
| Panicled Goldenrain Tree | Sassafras       |
| Thornless Honeylocust    | Redbud          |
| American Hornbeam        | Hawthorn        |
| Juniper                  | Holly           |



### Shrubs (up to 15 ft.)

- Burning Bush
- Forsythia
- Lilac
- Mockorange
- Wahoo
- Pyracantha
- Viburnum
- Rose-of-Sharon



### Small Trees (under 25 ft.)

- |                     |              |
|---------------------|--------------|
| Flowering Crabapple |              |
| Flowering Dogwood   |              |
| Japanese Maple      |              |
| Amur Maple          |              |
| Fringetree          | Smoke Tree   |
| Ivory Silk Lilac    | Serviceberry |
| Star Magnolia       | Red Buckeye  |



# TRANSMISSION

Ameren is strengthening the transmission system within Illinois and Missouri that our customers and our country rely on. The company owns and maintains more than 8,300 miles of transmission lines, 3,000 of which are owned and operated by Ameren Missouri. This helps fuel the region's economy by creating jobs and improving reliability. Transmission enables the delivery of renewable energy to the Midwest and fosters economic growth through infrastructure investments.

Ameren is executing on approximately \$2.6 billion of FERC-regulated transmission investments in Illinois and Missouri from 2018 to 2022. Customers can expect continued enhanced reliability and efficiency, with nearly 500 miles of new high-voltage lines that will act like a "superhighway" to carry energy where it's needed most.

## Metro South Reliability Project

Ameren Missouri recently completed a project for approximately 10 miles of 138,000-volt transmission line in St. Louis County and in the City of St. Louis. The line was rebuilt on existing right-of-way and connects the Watson Substation to the Lemay Substation, and cross the Mississippi River to a final destination in Dupou, Illinois. The new, 294-foot state-of-the-art towers and transmission line replace the aging infrastructure as part of Ameren Missouri's Smart Energy Plan. The Metro South Reliability Project will support reliability and create a more resilient energy grid for more than 100,000 customers in the St. Louis region.



## MISO Membership

All of Ameren's operating companies, including Ameren Missouri, are transmission-owning members of the Midcontinent Independent System Operator (MISO) regional transmission organization, which is headquartered in Indianapolis. MISO operates a reliable energy market in 15 states and parts of Canada and provides a platform for efficient regional energy markets. Since 2001, MISO has fostered wholesale electric competition in the region, created greater system reliability, and established coordinated, value-based regional planning. Learn more about Ameren's electric transmission system at [Ameren.com/Transmission](https://www.ameren.com/Transmission).



## Limestone Ridge Project

Ameren Transmission Company of Illinois (ATXI) in collaboration with the Wabash Valley Power Alliance (WVPA) is constructing a new, approximately 15 mile 138 kV transmission line and state-of-the-art substations to improve energy reliability for local communities in Southeast Missouri. The new line will connect two new substations in Perry and Cape Girardeau Counties. Approximately 65% of the new transmission line will be co-located along the existing Wabash Valley Power Alliance right-of-way. The proposed in-service date for the project is December 2023.

# ELECTRIC VEHICLES

## The Commitment Starts with Us

Ameren Missouri's vision is to lead the way to a sustainable energy future. Supporting plug-in electric vehicle technology is one way we bring that vision to life.

Ameren has added several electric vehicles to our fleet (including electric forklifts) and installed electric charging stations at facilities in Missouri and Illinois. We are committed to bringing more electric vehicles on the road, including transit vehicles, fleets, and personal cars. This includes all kinds of vehicles – from passenger cars and small trucks to forklifts and heavy-duty vehicles. By 2030, all light-duty vehicles purchased by Ameren will be electric vehicles. By that same time, 35% of the overall Ameren fleet, from light- to heavy-duty vehicles, forklifts and ATV/UTV, will be electrified.

## Benefits of Electric Vehicles

Electric vehicles bring many benefits to consumers and the environment:

- **Independence from Foreign Oil** – The electricity needed to recharge electric vehicles is produced largely 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.
- **Positive Environmental Impact** – Electric vehicles have a net positive impact on the environment by reducing tailpipe exhaust, regardless of whether the electricity is fueled by coal, uranium, natural gas or other means. Many studies have shown that the airborne power plant emissions released to charge a new electric vehicle are roughly half the tailpipe emissions released by a new gasoline-powered vehicle.
- **Job Creation** – From manufacturing batteries and vehicles to building necessary infrastructure, electric vehicles will create high-quality job opportunities across the nation.
- **Lower Total Cost of Ownership** – While the initial purchase price of an electric vehicle may be higher than a conventional vehicle, lower maintenance and fueling costs, coupled with federal and state incentives, have made today's electric vehicles competitive in cost. In the near future, electric vehicles will have a lower total cost of ownership compared to conventional vehicles. The cost of fueling an electric vehicle is generally much cheaper than a conventional vehicle.



## Plugging in to the Future

An abundant, reliable supply of electric power is critical for the success of plug-in electric vehicles. Ameren Missouri is working to ensure our system is ready for widespread use of these vehicles in the future. We are also considering alternative rates for charging electric vehicles and investigating incentive programs to help customers purchase and install charging stations.

- The Ameren Missouri Charge Ahead program is supporting electric vehicles by bringing more chargers to the area. There are two pieces of this plan:
  - » **Incentives for local charging** – Ameren Missouri provides financial support with up to 50% of construction and installation costs to help local businesses, including workplaces, multifamily residences and public areas, to add electric vehicle charging stations. The local charging stations may be either Level II or DC Fast Charging.
  - » **Support of long-distance EV charging** – Long-distance travel stations will be conveniently located at existing businesses near highways for long road trips. Each station will have two DC Fast Chargers and two Level II chargers. The individual business will own and operate the station, including setting prices.

# NATURAL GAS

Every day, more than 135,000 customers count on Ameren Missouri to deliver the natural gas they need in more than 90 communities in southeast, central, and eastern Missouri. To keep natural gas flowing, Ameren Missouri maintains 3,300 miles of natural gas transmission and distribution pipelines. 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 walking surveys, visual inspections by qualified technicians, internal inspection tools and hydrostatic testing. These help us plan and prioritize repair or replacement activities.



## Natural Gas System Upgrades

We are replacing our aging natural gas infrastructure with polyethylene pipe to ensure customers always have safe and reliable service. It's flexible, lasts longer, and doesn't rust or corrode. We're also attaching a sensor wire to each pipe so we're able to determine a precise location if needed. In some communities, larger gas mains are being installed to meet their growing economic development needs.



## Natural Gas Pipeline Safety

### Call Before You Dig

Having underground utility lines properly marked helps prevent gas leaks, service disruptions and injuries. It's also a legal requirement. Something as small as installing a mailbox or planting a bush comes with a risk of damage to buried utilities.

Customers can **dial 811** to request that their project area be marked. The call and the locating services are free. Customers should call at least three days before they plan to dig. A locator will come by and mark the utilities that could be impacted by the project. Utilities will be marked with flags and spray paint.



### **Pipeline Maps & Markers**

Since most pipelines are buried underground, pipeline markers indicate the approximate location of major pipelines in the area. High visibility markers with the Ameren Missouri 24-hour emergency phone number indicate the need for extra care around our gas transmission pipelines.

Pipeline markers are usually found at roadways, railroad crossings and other points along the pipeline route. These markers do not show the exact location, path, depth or number of gas pipelines in the area. In addition, pipelines may not follow a straight course between markers.

### **Report Damage to Pipelines**

Even the most cautious excavator or homeowner can occasionally cause damage to a buried line. State law requires anyone to immediately notify the affected utility and then dial 811 if a natural gas pipeline is nicked or cut.

### **Damage Repairs**

Once notified that a pipeline or pipeline coating has been damaged, a utility or pipeline crew will be dispatched to make repairs. Only qualified personnel, using proper safety equipment and materials, are allowed to repair or replace damaged pipelines.

Ameren Missouri usually will bill for damage repairs if it is determined that the excavator did not comply with rules and regulations. To encourage people to report occasions when they nick coatings, Ameren Missouri generally does not bill for these repairs.

### **Pipeline Safety for Public Officials: What You Should Know**

The consequences of accidental releases from pipelines can vary greatly depending on where the release occurs and the commodity involved in the release. In worst-case scenarios, releases from pipelines can adversely affect human health and safety, cause environmental degradation, and damage property.

Federal pipeline safety regulations use the concept of High Consequence Areas (HCAs) to identify specific locations where a pipeline release could have the most serious adverse consequences. Pipeline operators must determine which segments of their pipeline could affect HCAs in the event of a release.

An equation is used to estimate the distance from a potential explosion at which point death, injury or significant property damage could occur. This distance is known as the “potential impact radius” (or PIR) and is used to depict potential impact circles. Operators must calculate the PIR for all points along their pipelines and evaluate corresponding impact circles to identify what population is contained within each circle.

In accordance with federal regulations, Ameren Missouri has designated locations along our high-pressure pipelines as either High Consequence Areas or non-High Consequence Areas. For HCA areas, Ameren Missouri has developed supplemental hazard assessment and prevention programs, known as Integrity Management programs.

Never use pipeline markers or maps as a substitute for calling 811 to have all utility lines in the dig area located and marked.



To learn more about natural gas safety, visit [AmerenMissouri.com/NaturalGas](https://www.AmerenMissouri.com/NaturalGas).



# INVESTED IN A CLEAN ENERGY FUTURE

Ameren is committed to clean. The company has established a net-zero carbon emissions goal by 2045 across all its operations in Missouri and Illinois. In addition, Ameren is making progress on its largest-ever expansion of clean wind and solar generation that maintains the reliability and affordability that customers have come to expect.

At Ameren Missouri, we're committed to getting the energy we provide as clean as we can, as fast as we can, while maintaining the reliability our customers depend on. With a transformative expansion of wind and solar energy, Ameren Missouri has a responsible plan to reach net-zero carbon emissions by 2045. This goal includes both Scope 1 and Scope 2 emissions, including other greenhouse gas emissions of methane, nitrous oxide and sulfur hexafluoride. We're also targeting a 60% reduction in carbon emissions by 2030 and an 85% carbon emissions reduction by 2040, based on 2005 levels. These goals are dependent on a variety of factors, including cost-effective advancements in innovative clean energy technologies as well as constructive federal and state energy and economic policies.

## We do this by focusing on:

- Safeguarding energy reliability and resiliency for customers while focusing on affordability.
- Committing to an accelerated goal of net-zero carbon emissions by 2045.
- Increasing renewable solar and wind energy generation additions by 2030.
- Investing billions of dollars, creating thousands of jobs.

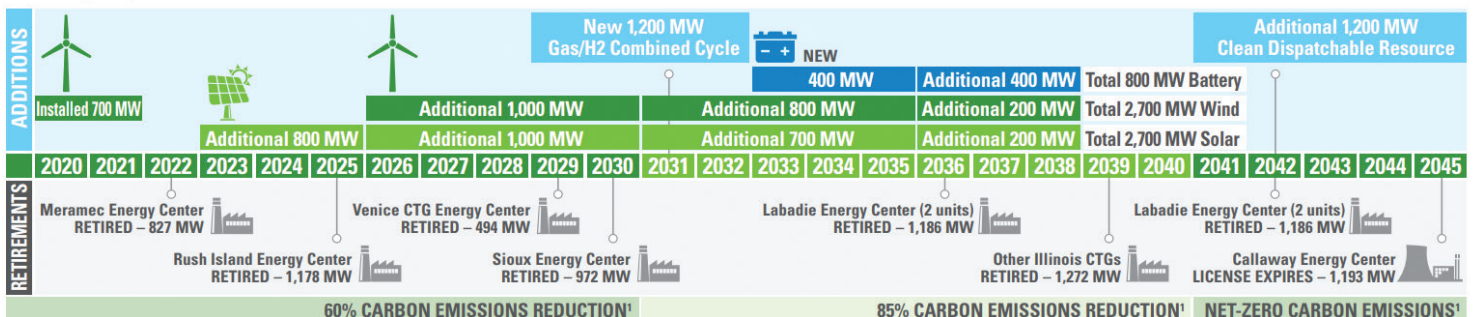


Ameren Missouri continuously updates its Integrated Resource Plan (IRP) to outline our preferred approach to transform our electricity generation portfolio over the coming decades.

## The plan calls for:

- Accelerating Ameren's companywide net-zero carbon emissions goal to 2045.
- Retiring more than 3,500 megawatts (MW) of fossil-fired generation by 2030. By the end of 2030, three of the four Ameren Missouri coal-fired facilities are scheduled to retire.
- Adding 2,800 MW of additional new, clean, renewable generation by 2030 and a total of 4,700 MW by 2040.
- Building on an already solid base of Ameren Missouri's clean energy resources, including nuclear, hydro, wind and solar.

## Timeline



NOTE: Final timing of Rush Island retirement is dependent on a revised order from the U.S. District Court, including consideration of MISO reliability assessment. The company continues to evaluate the potential for additional energy efficiency and demand response programs. Reductions are presented as of the end of the period indicated and based on 2005 levels. Wind and solar additions, energy center retirements by end of indicated year.

1. Ameren's goals encompass both Scope 1 and 2 emissions including other greenhouse gas emissions of methane, nitrous oxide and sulfur hexafluoride.

## Committed to Customers and Community

At Ameren Missouri, we place our customers at the center of everything we do. We are focused on delivering distinctive and superior value to our customers. We are also committed to making the communities we serve better and brighter places to live. We support volunteerism and local organizations, facilitate energy education, and invest in innovative energy solutions. It is a responsibility we embrace.

## Workforce

### Building the Workforce of Today and Tomorrow

Millions of people and thousands of businesses count on Ameren Missouri for dependable energy 24 hours a day, 365 days a year. We deliver on that promise because our employees foster innovation, care about each other and our customers, and understand that transforming the energy industry starts with all of us. That's why we invest in our employees through excellent benefits, numerous opportunities for growth, development and mentoring.

### Early Career

We begin building bridges to promising young talent early by partnering with communities and schools in our service territory to help build STEM-related programs that prepare young students for professional and skilled craft energy careers. We recruit and attract top collegiate talent from across the nation by developing partnerships with universities and diverse professional organizations. We encourage college students to explore internship and co-op opportunities at [Ameren.com/Careers](https://www.ameren.com/Careers) and learn more about energy careers at [GetIntoEnergy.com](https://www.getintoenergy.com). Our collegiate program provides valuable real-world experience in many different disciplines, including engineering, project management, analytics, and digital technology.

### Mid-Career

Our focus on enhancing a diverse and inclusive workforce doesn't stop at early career candidates. Through the **Hiring Our Heroes** and **Bright Return** programs, mid-career professionals have fellowship opportunities, helping us introduce veterans and those ready to return to the workforce to exciting career options with Ameren. Learn more about our Military Friendly® recognition, accomplishments in Diversity, Equity and Inclusion, and career opportunities at [Ameren.com/Careers](https://www.ameren.com/Careers).

### Building a Culture of Inclusion

Diversity, Equity and Inclusion helps drive our culture and powers the quality of life by eliminating barriers to people achieving



### Community Voices Workshop

The Community Voices workshop is an annual opportunity to facilitate two-way communication between Ameren and community leaders, nonprofits and partners. The 2022 workshop afforded another occasion for Ameren to share the latest information regarding services we offer, such as energy assistance, access to jobs and energy efficiency programs. Conversely, participants provide insights on what their communities need, eliminating the need for Ameren to guess or rely on anecdotal information.

excellence. Ameren's employee resource groups (ERGs) are formalized groups of employees who share common interests or backgrounds. Each ERG commits to a mission and annual strategic business plan that identifies how the ERG will support Ameren's business goals and objectives, participate in community outreach, and educate and engage employees. Every year, Ameren ERGs contribute hundreds of community service hours across our Missouri and Illinois territories, helping to power the quality of life for hundreds of individuals and numerous organizations.

# EMERGENCY RESPONSE

Weather-related or man-made disasters can happen day or night. That's why Ameren Missouri 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. Our concern for public and employee safety is at the heart of all of our emergency response activities. Downed wires and gas leaks are given utmost priority.

Ameren Missouri follows a comprehensive Emergency Response Plan to restore power and natural gas as quickly and safely as possible following an emergency event. Employees throughout the company participate in ongoing training and emergency drills to remain prepared to respond to emergencies at a moment's notice.

## Service Restoration

Even if a customer doesn't see an Ameren Missouri truck in the neighborhood, be assured that our crews are working around the clock until power is restored to all Ameren Missouri customers.

In general, we prioritize our power restoration efforts to focus on:

- Large transmission lines that carry energy across our service territory.
- Substations that serve thousands of customers at a time.
- Distribution lines that serve critical infrastructure such as hospitals, public works facilities, police/fire, and nursing homes for example.
- Circuits that will restore power safely and efficiently to the greatest number of customers at one time.
- Individual service repairs, which are often scattered throughout the area.

## 24-Hour Weather Monitoring

Even when skies are blue, we monitor weather reports around the clock so we can stay on top of storms that may be coming our way from other parts of the country. Ameren Missouri owns and maintains our own weather stations across the state that we can utilize to assist with evaluating current weather patterns. We also use a sophisticated system to help determine where lightning may have affected our transmission and distribution systems.



## Emergency Operations

We partner with expert meteorologists to obtain forecasting information that helps us determine when and where to mobilize restoration crews in advance of bad weather. To stay ahead of the storm or other event, we often activate an Incident Management Team (IMT) or our full-scale Emergency Operations Center well before any damage occurs.

The primary role of our IMT is to direct, coordinate and continuously prioritize response efforts across our service territory, including the deployment of crews. The response team also acts as a liaison between Ameren Missouri and the Missouri State Emergency Management Agency.

After every event, operations personnel take a critical look at response efforts – from beginning to end – to identify lessons learned, areas for improvement, and best practices. Ameren Missouri also actively participates in national industry groups focused exclusively on improving emergency response.

While severe weather is the primary reason we activate an IMT or our EOC, we are prepared to respond to any event that could threaten the energy grid and disrupt service to our customers.

## Mobile Command and Storm Material Trailers

We have two Mobile Command trailers ready to be dispatched to highly impacted areas to assist on-site in an emergency. Our fully stocked storm trailers (four total) serve as mobile warehouses that can be staged where the need is greatest. When the weather service provides a clear indication of which geographic areas will be hardest hit, we may proactively dispatch the trailers to ensure our crews are equipped to begin restoration immediately.



## Mobile Substations

Ameren Missouri owns several road-ready mobile substations to help avoid prolonged outages during emergency situations. The mobile substations sit on flatbed trailers and are strategically stationed throughout our service territory for deployment during emergencies. Like their stationary counterparts, mobile substations reduce voltages to levels appropriate for customer use.

## 24/7 Customer Service

Our customer care 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 **1.800.552.7583**. Customers can also learn more and monitor outages at **AmerenMissouri.com/Outage**.

In less severe storms or during smaller outages, we may be able to provide an estimated safe restoration time. However, in major storms – particularly in the early stages of the recovery effort – it may not be possible to provide accurate restoration times due to the extent of the damage and the volume of information coming into our system. We communicate directly with customers through text and voice messages with service restoration updates so they can stay safe and make arrangements.

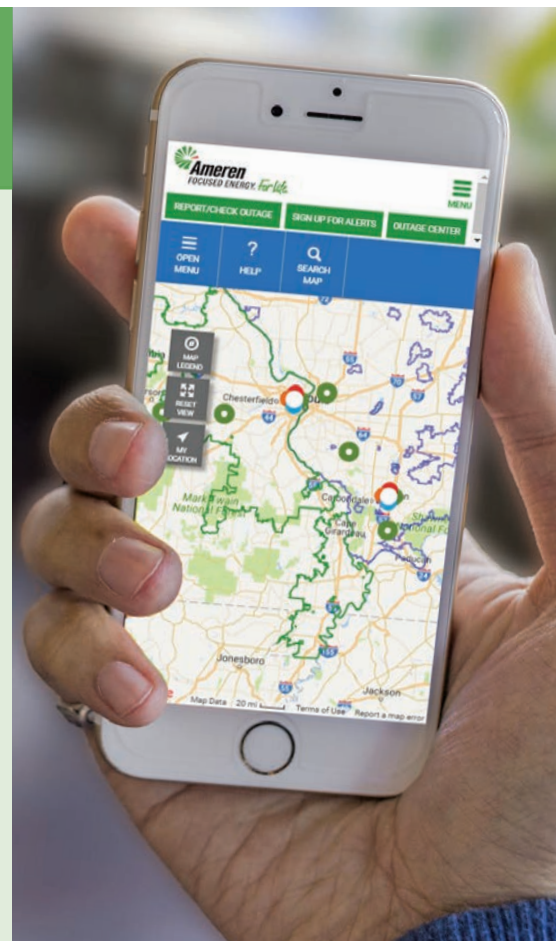
# REPORTING AN OUTAGE

We work hard to prevent power outages – and make it easy to report them. If the lights do go out, customers can report the outage in a number of ways:

- **Phone:** Call our Customer Care Center at **1.800.552.7583**.
- **Online:** Visit the Outage Center at **AmerenMissouri.com/Outage**.
- **Mobile:** Smart phone users can report a power outage from their mobile device and learn the status of power outages at specific locations using our mobile app.
- **Text Message:** Report an outage or check on its status by texting **OUT** or **STAT** to **A-M-E-R-E-N** (263736).

Customers should always report an outage so we can ensure that help is on the way. Ameren Missouri customers will receive outage notifications regardless of whether they are enrolled in alerts or whether they report their outage. Customers who prefer to receive updates via text or email versus a recorded phone message can visit **AmerenMissouri.com/Alerts** to learn more, or text **REG** to **263736** to enroll right now.

*\*Message and data rates may apply.*



## Stay Informed During Storms

During major weather events or other emergencies, Ameren Missouri strives to provide timely, accurate information to community leaders, emergency responders, government agencies, the media, and affected customers. The multimedia “Outage Center” at [Ameren.com/Outage](http://Ameren.com/Outage) contains videos, photos and updates on major restoration efforts, including estimated safe restoration times and outage status by ZIP code or county.

We also publish updates on social media to connect with and inform our customers. Find the latest on major restoration efforts at [Twitter.com/AmerenMissouri](https://twitter.com/AmerenMissouri) or [Facebook.com/AmerenMissouri](https://facebook.com/AmerenMissouri).

## Outage Map

Ameren Missouri has an online outage map to give customers the answers they need when the lights go out. Customer-friendly features include:

- Outage Details
- Bookmark Capability
- Search Function
- Weather Tracking

To access the outage map, go to **Ameren.com/Outage** or download the Ameren app for Android™ or iPhone®.

# WAYS TO PAY



Customers have different needs and preferences. That's why Ameren Missouri offers many convenient payment options and programs to help customers budget for monthly energy bills. Customers can visit [AmerenMissouri.com/WaysToPay](https://www.amerenmissouri.com/WaysToPay) to learn more and find out how to take advantage of these payment options.

- **Budget Billing** – This popular program allows customers to pay a set amount every month and avoid seasonal spikes in their utility bills.
- **Auto Pay** – A worry-free way to pay, Auto Pay automatically deducts the amount owed directly from a customer's designated bank account or credit card/debit card, either on the due date or five business days before the due date, whichever is preferred.
- **Online Electronic Check** – Ameren Missouri has partnered with Western Union Speedpay to provide customers with a quick and convenient way to pay their bill. Simply log in at [AmerenMissouri.com](https://www.amerenmissouri.com) and make an immediate check payment or schedule a payment for a future date. Immediate payments are applied to customer accounts within an hour of the transaction and the customer receives a notification of receipt. There is no fee for this service.
- **Online Credit/Debit Card** – Ameren Missouri has partnered with Western Union Speedpay to allow customers to pay their bill any time of the day using a valid MasterCard, VISA, Discover or American Express credit or debit card. Payments are applied to customer accounts within an hour of the transaction and the customer receives a notification of receipt. There is no fee for this service.
- **Guest Pay** – Customers can pay their bill online without logging in. All they need is the account number and mailing address ZIP code. The payment will post within an hour of the transaction, and the customer will receive a notification of receipt. There is no fee for this service.
- **Phone Electronic Check/Credit/Debit Card** – Ameren Missouri has partnered with Western Union Speedpay to provide a convenient way to pay bills over the phone. Simply call **1.866.268.3729** any time to make a payment. Payments are applied to customer accounts within an hour 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.
- **Pay by U.S. Mail** – If customers choose to mail their payments, they need to include their bill stub or account number with the check or money order to ensure the payment is credited to the proper account. Customers should allow seven to 10 business days for mailed payments to be received and posted to the account. If the return envelope and/or stub is misplaced, payments – including the 10-digit Ameren account number – can be mailed along with payment, to the address below:  
**Ameren Missouri**  
**P.O. Box 88068**  
**Chicago, IL 60680-1068**
- **Pay In Person** (Partner Pay Stations) – Customers can pay their bill in person at one of Ameren's authorized payment centers throughout the Ameren Missouri service territory. However, only partner locations are authorized and electronically linked to Ameren Missouri. That means the customer's payment is generally applied to the account within a few minutes, and the customer will receive notification of receipt. Payments made at non-partner pay stations usually require three to five business days to post to the customer's account. To find a partner pay station, customers can visit [AmerenMissouri.com/WaysToPay](https://www.amerenmissouri.com/WaysToPay) or call **1.800.552.7583**.

# MORE CUSTOMER OPTIONS

## Energy Manager

Energy Manager is a new tool designed to help customers better understand how they use energy so they can make decisions that can help them save. Energy Manager is accessed online at [AmerenMissouri.com](http://AmerenMissouri.com) through the customer's account dashboard. Once there, they can see their energy usage breakdown by appliance, get personalized insights about their usage, receive custom energy savings recommendations, and choose a rate plan that fits their lifestyle. It is recommended that customers complete the home survey for the most accurate information about their usage.

## Paperless Billing

Our free paperless billing option is convenient, secure, timely and friendly to the environment. Electronic bills contain all the same information as the paper version and can be printed from the customer's online account. Customers can also choose to receive a text or email (or both) reminder five days before the bill's due date. Currently, for customers with electric service enrolling for the first time in Paperless Billing, we're able to offer a bill credit of \$.50/month for up to 12 months. The credit will be applied automatically to qualifying accounts.

## Pick A Due Date

Pick A Due Date lets you pick the day of the month that is most convenient for your bill to be due each month.

## Protecting Your Information

To better protect your information, all third-party contacts must be listed on

the account for us to have permission to speak with them. The primary account holder can update their authorized contacts by logging in to their online account at [AmerenMissouri.com](http://AmerenMissouri.com) or by calling **1.800.552.7583**.

## Medical Equipment Registry

Ameren Missouri offers a Medical Equipment Registry for customers who rely on electrically powered medical equipment at home. A doctor's verification is required for a customer to be added to the registry. Medical Equipment Registry paperwork must be completed and returned by a doctor before the account can be added to the registry. The registry does not guarantee faster restoration of service during an outage. Ameren Missouri 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, visit [AmerenMissouri.com](http://AmerenMissouri.com) or call **1.800.552.7583**.

## Ameren Alerts

Free email and text message alerts from Ameren Missouri keep customers up to date and in control of their account. From bill reminders, payment and pledge receipts to outage notifications, we'll automatically send timely updates on account activity. Learn more at [AmerenMissouri.com/Alerts](http://AmerenMissouri.com/Alerts) or text **REG** to **263736\*** to stay connected.

*\*Message and data rates may apply. Customers are encouraged to check with their cell phone provider for more details.*

# DON'T FALL FOR SCAMMERS PRETENDING TO BE UTILITIES.



Ameren customers should be aware of telephone, mail, email, door-to-door and other in-person scams that involve criminals posing as Ameren representatives and demanding immediate payment or personal information. They may state a truck is on the way to disconnect service.

If customers have been contacted by someone impersonating Ameren, they should:

- Hang up the phone or close the door and call the local authorities.
- Never purchase a prepaid card, such as a Green Dot card, or provide any other form of payment that the caller or visitor is demanding.
- Never give out personal information such as bank account numbers, usernames and passwords, credit card numbers or Social Security numbers.
- Delete and block any emails from utilities that are not their service provider.
- Delete all suspicious emails that require immediate action to verify or demand personal information.

For more information, visit [AmerenMissouri.com](http://AmerenMissouri.com).

# SAMPLE BILL

Customers will find important information on their energy statement about their electric and natural gas usage, additional charges, information about budget billing (if enrolled) and more.

SAMPLE OF RESIDENTIAL ENERGY STATEMENT



- Pay by phone: 1.866.268.3729
- Pay by mail: PO Box 88068, Chicago, IL 60680-1068
- Pay online or manage your account: AmerenMissouri.com
- Customer Service: 1.800.552.7583

Ways to Reach Us

FOCUSED ENERGY. *For life.*

Account Number 0123456789  
 Customer Name JOHN DOE  
 Service Address 1234 MAIN STREET  
 ANYTOWN, USA 12345-6789

**AMOUNT DUE \$117.43** ← Total Amount Due

**Current Detail for Statement 04/02/2021**

Total Electric Charges	\$60.26
Budget Adjustment	\$52.74
<b>Budget Bill Amount</b>	<b>\$113.00</b>
Additional Charges (» see details pages)	\$4.43
<b>Total Amount Due</b>	<b>\$117.43</b>

Summary of Charges

**Due Date 04/23/2021**

Amount After Due Date \$119.13

Previous Statement \$117.72

Total Payments \$117.72

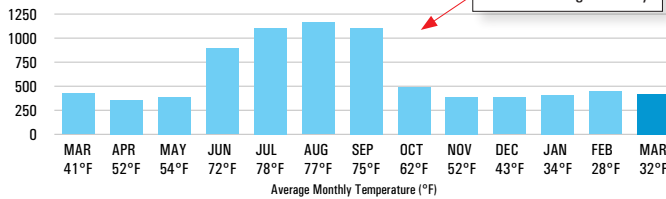
*Payment Received. Thank You.*

Your monthly budget billing payment amount is \$113.00.

Your Budget Billing balance is ahead \$89.42 after paying this bill.

**Electric Usage History**

Electric Usage in Kilowatt Hours (kWh)



Electric Usage History

**Electric Usage Summary (kWh)**

So far this year, you're using **4.2% less** than last year.



Usage from Jan-Mar for 2020 & 2021

Electric Usage Summary

» See next page for service details.

Keep this portion for your records.

Please return this portion with your payment.



Amount Due & Due Date

Amount Due	Due Date
\$117.43	April 23, 2021
Delinquent Amount After Due Date	Account Number
\$119.13	0047607179

Check if you have address changes on back.

Amount Enclosed \$ \_\_\_\_\_

JOHN DOE  
 1234 MAIN STREET  
 ANYTOWN, USA 12345-6789

Remittance Address

**AMEREN MISSOURI**  
 PO BOX 88068  
 CHICAGO IL 60680-1068

70600000 0000476071709 000000117430 000000117430



# SAMPLE BILL

The energy statement shown here is based on a sample electric bill. Content is grouped into easy-to-read sections.

## SAMPLE OF RESIDENTIAL ENERGY STATEMENT



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- Pay online or manage your account: AmerenMissouri.com
- Customer Service: 1.800.552.7583

*FOCUSED ENERGY. For Life.*

**Electric Service Details** Service from 02/14/2021 - 03/17/2021 (31 days)

**Electric Meter Read** Service

METER NUMBER	SERVICE FROM - TO	NO. DAYS	USAGE TYPE	READING TYPE	CURRENT READING	PREVIOUS READING	READING DIFFERENCE	MULTIPLIER	USAGE
98064694	02/14 - 03/17	31	Total kWh	Actual	93500.0000	93084.0000	416.0000	1.0000	416.0000

**Usage Summary**

Total kWh	416.0000	Solar kWh	200.0000
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**Rate 1M Res-Basic Elec Svc** Current Charge Details

Community Solar

DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Winter Elec Energy Chg 0-750	216.00	kWh	@ \$ 0.08040000	\$17.37
Community Solar Energy Charge	200.00	kWh	@ \$ 0.13910000	\$27.82
Customer Charge				\$9.06
Fuel Adjustment Charge	416.00	kWh	@ \$ 0.00026000	\$0.11
Energy Efficiency Investment Charge	416.00	kWh	@ \$ 0.00531800	\$2.21
Renewable Energy Adjustment	416.00	kWh	@ \$ 0.00017000	\$0.07
			<b>Total Service Amount</b>	<b>\$56.64</b>
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Overland Municipal Charge - Service	\$56.64		@ \$ 0.06383000	\$3.62
			<b>Total Tax Related Charges</b>	<b>\$3.62</b>
<b>Total Electric Charges</b>				<b>\$60.26</b>

Questions? Contact Ameren Missouri at 1.800.552.7583 or visit [AmerenMissouri.com](http://AmerenMissouri.com). Page 2 of 4

Address Changes or Corrections Address Change

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone Number \_\_\_\_\_

[AmerenMissouri.com/WaysToPay](http://AmerenMissouri.com/WaysToPay)

<b>ONLINE E-CHECK</b>	<b>PHONE</b> 866.268.3729	<b>IN PERSON</b> FIND A PAY STATION AT AMERENMISSOURI.COM/ PAYSTATION
<b>ONLINE CREDIT CARD</b>	<b>MAIL</b> STUB & CHECK	

# SAMPLE BILL

To learn more about how to read your energy statement, visit [AmerenMissouri.com/Statement](http://AmerenMissouri.com/Statement).

## SAMPLE OF RESIDENTIAL ENERGY STATEMENT



- Pay by phone: 1.866.268.3729
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- Pay online or manage your account: [AmerenMissouri.com](http://AmerenMissouri.com)
- Customer Service: 1.800.552.7583

<b>AMOUNT DUE</b>	<b>\$117.43</b>
<b>Due Date</b>	<b>04/23/2021</b>
Account Number	0123456789
Service Address	1234 MAIN STREET

### Additional Charges

DESCRIPTION	CHARGE
Pure Power	\$4.16
Overland Municipal Charge	\$0.27
<b>Total Additional Charges</b>	<b>\$4.43</b>

### Payments Since Previous Statement

DATE RECEIVED	AMOUNT
March 02, 2021	\$117.72



### Account Messages

A late payment charge of 1.5% will be added for any unpaid balance on all accounts after the due date. SPEEDPAY offers customers convenient payment options. You can pay your bill using MasterCard, VISA or American Express 24/7, just call 1.866.268.3729. For recurring payments visit us at [AmerenMissouri.com](http://AmerenMissouri.com).

Account Messages

## Keep Warm And Get Cash Back

Control your energy use and save with a new heat pump that keeps you warm in the winter and cool in the summer.

- Up to \$900 cash back on an air-source heat pump
- Up to \$1,800 cash back on a geothermal system

Start saving now.  
For more details, visit

[AmerenMissouriSavings.com/Comfort](http://AmerenMissouriSavings.com/Comfort)



## Let Us Help You Save Energy By Keeping Your Account Up To Date

Log in or create an account and update your contact information so you can receive:

- Energy saving rebates and tips
- Billing and outage notifications
- Access to online features
- Updates on new features

You have lots of ways to save energy and money and more options are coming soon. Get started at [AmerenMissouri.com](http://AmerenMissouri.com).

Energy Saving Tips

Questions? Contact Ameren Missouri at 1.800.552.7583 or visit [AmerenMissouri.com](http://AmerenMissouri.com).

# SUPPORTING THE COMMUNITIES WE SERVE

Ameren Missouri employees don't just work in your community – we live there too. As a company, and as individuals, we support and work side-by-side with nonprofit organizations to make our communities better places to live.

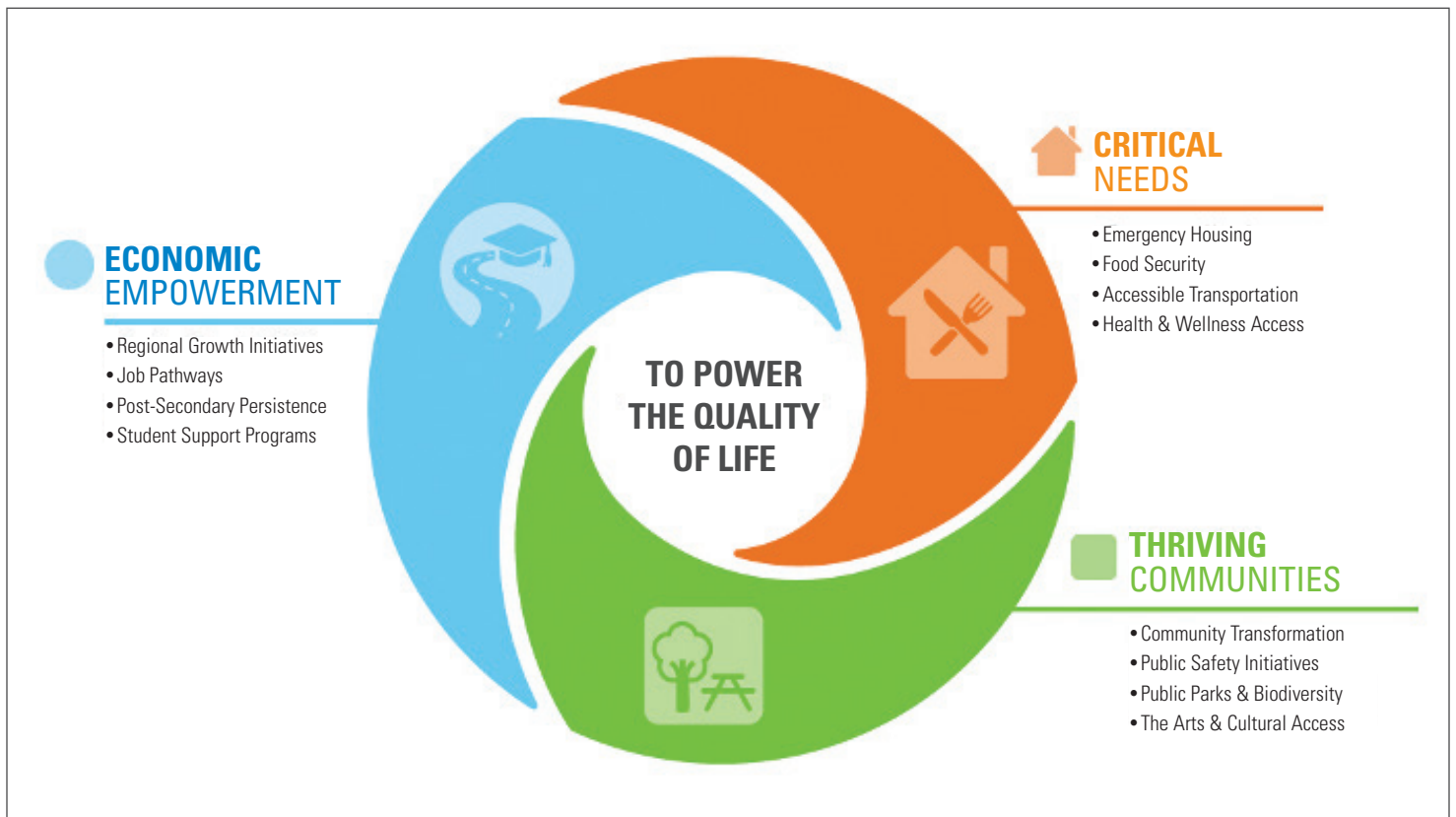
Our commitment to investing in communities goes beyond providing safe, reliable energy. Ameren employees spend thousands of hours volunteering for charitable causes and serving on nonprofit boards of directors. Ameren Missouri and Ameren Illinois provide philanthropic support to nonprofit organizations across our service territories. Ameren often sponsors community events that make living in our communities more enjoyable, and our employees serve as speakers for a



variety of topics to schools, community groups and civic organizations.

To see how we are making an impact in the communities we serve through

employee volunteerism, customer education, as well as inclusive and philanthropic support, visit [Ameren.com/Company/Community](http://Ameren.com/Company/Community).



# ENERGY EFFICIENCY PROGRAMS

Ameren Missouri is committed to helping customers use less energy and spend less – at home and at work. Our programs offer energy efficiency tips, tools and cash incentives for homeowners, private sector businesses, public sector facilities, and nonprofit organizations. As outlined in the Integrated Resource Plan (IRP), we’re committed to energy efficiency, and Ameren Missouri plans to continue many existing programs for residential and business customers while also expanding program offerings that address financial barriers to participation.

The approved Ameren Missouri Energy Efficiency plan, which began in March 2019 under the Missouri Energy Efficiency Investment Act (MEEIA), includes programs specifically designed to help Ameren Missouri business and residential customers reduce their energy use and save money. It is a testament to our commitment to partner with our customers to help them use energy more efficiently.

Our programs offer a wide variety of energy-saving opportunities for every home and business, from appliance recycling incentives to efficient HVAC replacement rebates, plus a new demand response program and increased savings for underserved communities and social services agencies. The plan also includes more than \$100 million in rebates and incentives for residential and business customers with specific allocations for limited-income customers and social services agencies.

Learn more at [AmerenMissouri.com/EnergyEfficiency](https://www.AmerenMissouri.com/EnergyEfficiency).



## Heating and Cooling

Customers can earn cash back when they work with a participating contractor to install a new, qualifying energy-efficient heating and cooling system.

## Online Store

Customers can take advantage of deep discounts on energy-saving products such as smart thermostats.

## Peak Time Savings

Ameren Missouri’s Peak Time Savings program syncs to customers’ smart thermostats to understand what keeps them comfortable and how their home uses energy. On very hot days, the program will schedule a Peak Time Savings Event when the demand for energy peaks. These events are designed

to pre-cool homes and lower usage during peak periods. This helps customers stay comfortable before, during, and after events while conserving energy during peak times. Customers can earn \$50 when they enroll and \$25 annually.

## Pay As You Save (PAYS) Program

The Ameren Missouri PAYS program helps customers make energy-efficient upgrades to their home with little or no upfront costs. Customers complete a form, get a free in-home assessment, approve the installation on qualifying measures, and repay the costs through an on-bill charge.

## Heat Pump Water Heater Program

The Ameren Missouri Heat Pump Water Heater program offers customers a cash

back rebate when they purchase a new, qualifying heat pump water heater.

## Multifamily Program

The Ameren Missouri Multifamily program provides qualifying property managers with an energy assessment, incentives for money-saving building upgrades, and incentives for energy-saving products installed throughout the building – including residents’ homes.

## CommunitySavers®

Free energy saving products, energy assessments, and upgrades are available to qualifying homeowners and multifamily property managers.

# ENERGY ASSISTANCE

Ameren Missouri 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, help is available and we can connect them with the appropriate resources. Energy assistance programs available to Ameren Missouri customers include:



## Low-Income Home Energy Assistance Program (LIHEAP)

This program assists income-eligible households, elderly persons and people with disabilities pay for their utility bills. To qualify, a customer's household income must be at or below 60% of the State

Median Income. LIHEAP is administered by Community Action Agencies throughout the state. Grants are based on the number of people in the household, total income, and may be applied to either heating or cooling. For information, call **855-FSD-INFO** (855.373.4636) or visit **AmerenMissouri.com/LIHEAP**.

## Clean Slate

Ameren Missouri created the Clean Slate Program to help eligible gas and electric customers clear their past-due balances and start fresh. We recognize there are families struggling who don't qualify for many of the existing federal and state assistance programs. The Clean Slate program helps fill that gap for customers that are past due on payment agreements or reconnecting an account. Eligible customers making up to 300% of the Federal Poverty Level (a family of four earning up to \$79,500 annually), pay just 10% of the past-due balance. For more information, visit **AmerenMissouri.com/CleanSlate**.

## Keeping Current and Keeping Cool

Keeping Current is two programs in one that include a monthly bill credit along with help to reduce the total amount owed, including large past-due balances. Ameren Missouri increased the income eligibility so many customers who don't qualify for federal and state programs can now receive help in two ways. Eligible customers with income up to 300% of the Federal Poverty Level (a family of four earning \$79,500), may receive a bill credit up to \$90 each month for making on-time payments for 24 months. For large past-due balances, eligible customers pay one-twelfth of the balance at enrollment, and the remaining balance is forgiven over 11 months when on-time payments are made.

Keeping Cool is a program that provides up to five bill credits of \$25 from May through September. The program is for seniors, people with disabilities, the chronically ill, or households with young children. Customers may participate in either Keeping Current



or Keeping Cool, but not both at the same time. Customers interested in learning more about the Keeping Current and Keeping Cool programs can visit [AmerenMissouri.com/KeepingCurrent](https://www.AmerenMissouri.com/KeepingCurrent) or a local Community Action Agency.



### Ameren Missouri Military Support Program

Ameren Missouri is proud to serve those who serve our country. Ameren Missouri, in partnership with United Way, donated \$25,000 to the Veterans Assistance Fund to provide utility bill assistance to military families throughout Missouri.

Veterans, active-duty military members or their spouses who have a past-due account, are without service or are in threat of being disconnected are eligible to apply for assistance. Interested applicants should call United Way at **211** or **1.800.427.4626** to apply. Each family is eligible for up to \$600 in assistance.

### Ameren Missouri Dollar More Program

Ameren Missouri, along with our employees and customers, contribute to the Dollar More program which provides crisis assistance to income-eligible customers earning up to 200% of the Federal Poverty Level (FPL). A family of four earning \$53,000 annually may apply. For more information, contact United Way at **211** or visit [AmerenMissouri.com/DollarMore](https://www.AmerenMissouri.com/DollarMore).

### Heat Up/Cool Down Missouri Energy Assistance and Customer Outreach Events

Ameren Missouri proudly supports Heat Up/Cool Down Missouri, a regional nonprofit that provides public education and energy assistance to low income individuals, especially the elderly and disabled. Our partnership with Heat Up/Cool Down Missouri includes support for the annual Rise and Shine Fundraiser, the annual Air Conditioner Giveaway (Ameren Missouri donated 850 units in 2022), and the Winterizing Utility Forum where hundreds of customers receive assistance in paying their bill, along with information on Budget Billing, weatherization, and energy saving tips. To learn more, visit [heatupstlouis.org](https://www.heatupstlouis.org).

### Health and Safety Options

Any residential customer with a certified medical condition or special needs who

receives a disconnection notice should immediately contact Ameren Missouri to learn about the Medical Hardship, Caring Contact, and Medical Equipment Registry programs. Although these customers are still subject to disconnection, there may be alternatives available to provide temporary relief.



### Disconnection is a Last Resort

Ameren Missouri has numerous energy assistance options for 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 apply for assistance or establish a payment plan.

On Nov. 1 every year, Ameren Missouri and other utilities begin the Cold Weather Rule season (CWR). Disconnections do not take place when the temperature is predicted to drop below 32 degrees during the following 24-hour period. CWR allows for more lenient payment terms permitting reconnection of service for natural gas and/or electric customers. CWR ends on March 31 each year.

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

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. To learn more about how to receive assistance, customers can visit [AmerenMissouri.com/EnergyAssistance](https://www.AmerenMissouri.com/EnergyAssistance), contact the United Way at 2-1-1, Heat Up Missouri at [heatupmissouri.org](https://www.heatupmissouri.org) or their local Community Action Agency, or the Urban League in St. Louis City.

# AMEREN MISSOURI FACTS

## Ameren Missouri

Founded in 1902, Union Electric Company, doing business as Ameren Missouri, is the state's largest electric utility. Ameren Missouri provides electric service to approximately 1.2 million customers across central and eastern Missouri, including the greater St. Louis area. Ameren Missouri provides electric service to 64 counties and more than 500 communities. More than half of Ameren Missouri's electric customers are located in the greater St. Louis region. Union Electric, which had been doing business as AmerenUE, began doing business as Ameren Missouri on Oct. 1, 2010.



## ELECTRIC GENERATION

Ameren Missouri's generating capacity is approximately 10,800 megawatts (MW). All capacity numbers shown here reflect anticipated capacity in 2022 peak summer electrical demand.

### Ameren Missouri Facilities:

#### Coal-fired Facilities

- **Labadie Energy Center**  
Franklin County, Mo.  
Capacity: 2,372 MW  
Began Operation: 1970
- **Meramec Energy Center**  
St. Louis County, Mo.  
Capacity: 510 MW  
Began Operation: 1953
- **Rush Island Energy Center**  
Jefferson County, Mo.  
Capacity: 1,178 MW  
Began Operation: 1976
- **Sioux Energy Center**  
St. Charles County, Mo.  
Capacity: 972 MW  
Began Operation: 1967

#### Nuclear Facility

- **Callaway Energy Center**  
Callaway County, Mo.  
Capacity: 1,194 MW  
Began Operation: 1984

#### Hydroelectric Facilities

- **Keokuk Energy Center**  
Keokuk, Iowa  
Capacity: 148 MW  
Began Operation: 1913
- **Osage Energy Center**  
Lakeside, Mo.  
Capacity: 235 MW  
Began Operation: 1931
- **Taum Sauk Energy Center**  
(pumped storage)  
Reynolds County, Mo.  
Capacity: 440 MW  
Began Operation: 1963

#### Wind Facilities

- **High Prairie Renewable Energy Center**  
Adair and Schuyler Counties, Mo.  
Capacity: 400 MW  
Began Operation: 2020
- **Atchison Renewable Energy Center**  
Atchison County, Mo.  
Capacity: 299 MW  
Began Operation: 2021

#### Combustion Turbines (CTG):

#### Natural Gas or Oil-fired Facilities

- **Audrain Energy Center**  
Audrain County, Mo.  
Capacity: 616 MW  
Purchased 2006
- **Goose Creek Energy Center**  
Piatt County, Ill.  
Capacity: 444 MW  
Purchased 2006
- **Kinmundy Energy Center**  
Marion County, Ill.  
Capacity: 210 MW  
Purchased 2005 from an affiliate;  
Began Operation: 2001
- **Meramec Energy Center**  
St. Louis County, Mo.  
Capacity: 226 MW  
Began Operation: 1953
- **Peno Creek Energy Center**  
Bowling Green, Mo.  
Capacity: 172 MW  
Began Operation: 2002
- **Pinckneyville Energy Center**  
Perry County, Ill.  
Capacity: 316 MW  
Purchased 2005 from an affiliate;  
Began Operation: 2000

- **Raccoon Creek Energy Center**  
Clay County, Ill.  
Capacity: 308 MW  
Purchased 2006
- **Venice Energy Center**  
Venice, Ill.  
Capacity: 489 MW  
Began Operation: 2005
- **Other Ameren Missouri CT units total approximately 220 megawatts**

#### Renewable Facilities

- **Ameren Missouri Renewable Energy Center @ BJC**  
St. Louis, Mo.  
Capacity: 1.6 MW  
Began Operation: 2019

- **Lambert Community Solar Center**  
St. Louis, Mo.  
Capacity: 900 KW  
Began Operation: 2019
- **Maryland Heights Renewable Energy Center**  
Maryland Heights, Mo.  
Capacity: 9 MW  
Began Operation: 2012
- **O'Fallon Renewable Energy Center**  
O'Fallon, Mo.  
Capacity: 4.5 MW  
Began Operation: 2014
- **South St. Louis Renewable Energy Center**  
St. Louis, Mo.  
Capacity: 200 KW  
Began Operation: 2021

## NATURAL GAS OPERATIONS

### Ameren Missouri

Ameren Missouri is the state's second largest distributor of natural gas. Ameren Missouri supplies natural gas service to approximately 135,000 customers. Ameren Missouri serves gas customers in more than 90 communities, including towns in southeast, central and eastern Missouri. The company owns 3,400 miles of natural gas transmission and distribution mains.

## RATES AND REGULATION

### Ameren Missouri Electric

Ameren Missouri's average electric rates are about 25% below the Midwest and national averages. Ameren Missouri's electric operating revenues are subject to regulation by the Missouri Public Service Commission.

As a result of the election to use the Plant In Service Accounting (PISA) regulatory mechanism, which permits deferred recovery of 85% of the depreciation expense and return on rate base for certain property, plant and equipment placed in service and not included in base rates, Ameren Missouri's electric rates are subject to a rate cap. Ameren Missouri also utilizes a renewable energy standard rate-adjustment mechanism which enables the company to recover costs relating to compliance with Missouri's renewable energy standard.

The Fuel Adjustment Clause (FAC) permits Ameren Missouri to recover, through customer rates, 95% of changes in net energy costs greater than or less than the amount set in base rates without a traditional rate proceeding. Net energy costs, as defined in the FAC, include fuel, certain fuel additives, ash disposal costs and revenues, emission allowances, and purchased power costs, including transportation, net of certain off-system sales, and capacity revenues. Substantially all transmission revenues and charges are excluded from net energy costs.

### Natural Gas

Ameren Missouri's gas rates may be adjusted without a traditional rate proceeding for changes in the wholesale costs of gas, which are passed through to customers without markup from the company (the purchased gas adjustment, or PGA).

# CONTACTS AND RESOURCES

## Customer Contact Center

800.552.7583

AmerenMissouri.com

## Business Customers

877.426.3736

AmerenMissouri.com

MyBusinessAmerenMissouri@ameren.com

## Construction Hotline

866.992.6619

BuildWithAmerenMissouri.com

888.738.0620

ConstructionHotline@ameren.com

## Report Street Lights Out

800.552.7583

AmerenMissouri.com

## Request New, Upgrade or Removal of Street Lights

800.552.7583

## Property Management

800.487.5795

Ameren.com/PropertyManager

314.259.3115

AmerenMissouriLandlord@ameren.com

## Digital (DCC)

877.263.7361

Ameren.com/Missouri/contact-us

MyHomeAmerenMissouri@ameren.com

## Energy Assistance (EA Agencies Only)

800.894.5211

314.612.2844

AmerenMissouriEA@ameren.com

## MOCS (Missouri One Call System)

800.344.7483 or 811

MO1call.com

## Hearing Impaired

711

relaymissouri.com

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**POWERING  
THE QUALITY  
OF LIFE**

