

INTRODUCING! – Your New Energy Statement



Why are customers receiving a new energy billing statement?

Customers have told us you want ways to better manage your utility bills. Using the information and savings tips on the new full-page energy statement, you will have more information in order to better understand and manage your energy usage.



What's on this new full-page energy statement that wasn't on my postcard bill?

The new full-page statement format provides easy-to-read payment and billing information; personal energy usage data laid out in graphs and charts; as well as ActOnEnergy® energy-saving program options and tips to help you better manage your energy usage.



What if I want to keep receiving a postcard bill?

Postcard bills will no longer be available once we begin sending the new full-page billing statement.



Who is going to receive this new energy billing statement?

All residential and small business customers who previously received a postcard bill will now receive the new full-page energy statement. Customers currently receiving full-page statements will not see a change.



What are my options if I don't want to receive a paper energy statement in the mail?

Customers have the option to receive an electronic paperless statement either via email or text. For more information on this option or to sign up, go to Ameren.com/Alerts.



If I receive my bill electronically (eBill), will my statement change?

eBills will look exactly like the paper version of your full-page energy statement. You will continue receiving your energy statement via email or text instead of the post office. Your online bill will be updated at the same time as your new energy billing statement.



Will the new billing statement have a return envelope?

Yes. We offer other easy-to-use payment options as well, such as Direct Pay or through your mobile device at AmerenMissouri.com.



With more personal information on the billing statement, how will you protect my privacy?

Instead of a postcard bill, you will now be receiving a full-page statement securely enclosed in an envelope.



Why has the return address changed on the energy statement?

Ameren Missouri's processing center is now located in Chicago, IL. That is the address you will see on the return stub of your energy statement. Any correspondence should go to the St. Louis PO Box at the top of the energy statement.



How much is this new energy statement costing customers compared to the postcard bill?

The new energy statement will cost 15 cents more a month than a postcard bill. A portion of this cost comes from increased security measures to protect your personal information, including postage costs for enclosing the statement in an envelope for privacy, and providing additional usage information so you can better manage your energy savings.



What is the Fuel Adjustment Charge (FAC)?

The FAC is a regulated charge set by the Missouri Public Service Commission (PSC). Through the FAC, Ameren Missouri adjusts electric rates – both up and down – several times a year based on actual costs. We make regular filings to the PSC to reflect changes in fuel costs, purchased power costs, and off-system sales revenues. Customers began seeing the FAC on your electric bill in 2009.



What is the Energy Efficiency Investment Charge on my energy statement?

The Energy Efficiency Investment Charge is a regulated charge approved by the PSC which reflects our costs to cover vital energy efficiency programs enabled by the Missouri Energy Efficiency Investment Act. This charge was previously on the postcard bill as the Energy Efficiency PGM Charge. For a full list of programs, rebates, and incentives, go to AmerenMissouri.com/ActOnEnergy.



Why is the billing period for my energy statement different than the billing period for my lighting service?

Service dates, or your billing period, may differ depending on the type of service you have: electric, lighting, natural gas. Therefore, you may see different dates listed on your energy statement.



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