



Understanding Your Bill

COMMON TERMS AND DEFINITIONS

Following are definitions for common terms that may appear on a residential or non-residential electric, natural gas or lighting bill statement.

Kilowatt-hour (kWh): kWh is the basic unit for measuring the amount of electricity used.

Therm (CCF): A therm is the basic unit for measuring the amount of natural gas used. One therm is equal to 100 cubic feet (CCF) of natural gas.

Missouri Local Sales Tax: Ameren Missouri collects and remits state and local sales tax to the Missouri Department of Revenue.

Municipal Charge: Ameren Missouri collects and remits municipal taxes on behalf of the city and/or county in which you reside.

Customer Charge: Recovers costs of providing energy service even if no energy is used in the billing period. Included in the charge are billing, customer support and other supplemental charges. For natural gas service, this also recovers basic natural gas metering costs.

Rate Options

Everyone uses energy differently. Various rate options help you control your energy costs and offer savings opportunities based on when you use energy.

Anytime Users: You pay the same rate for all the energy you use at all times of each day. To save on this rate, you need to use less energy.

Evening/Morning Savers: You pay a discounted rate on the energy you use between 9 p.m. and 9 a.m.

*Must have AMI smart meter.

Overnight Savers: You pay a discounted rate on the energy you use between 10 p.m. and 6 a.m. *Must have AMR or AMI smart meter.

Smart Savers: You pay a higher rate when using energy during on-peak times but a much lower rate if you use energy during mid-peak and off-peak hours. *Must have AMI smart meter.

Ultimate Savers: Maximize your savings by distributing your energy use throughout the day and avoiding short windows of on-peak hours when the cost of energy is high.

*Must have AMI smart meter.

*For a detailed explanation about how each rate option works, please visit [AmerenMissouri.com/RateOptions](https://www.AmerenMissouri.com/RateOptions).

ELECTRIC ONLY

Energy Efficiency Investment Charge (EEIC): EEIC reflects costs incurred to provide customers with energy efficiency programs enabled by the Missouri Energy Efficiency Investment Act.

Fuel Adjustment Credit/Charge (FAC): Reflects the differences between the actual fuel and purchased power costs, transportation and emissions costs, off-system sales revenue, and what is currently included and being recovered through base rates. This could be a credit or charge.

Renewable Energy Standard Rate Adjustment Mechanism (RESRAM): Ameren Missouri established the RESRAM to comply with voter approved legislation that requires 15% of energy produced to be renewables, such as solar and wind. The RESRAM line item is adjusted on an annual basis and may appear as a charge or a credit.

On-Pk Energy Adjustment: An incremental adjustment applicable to customers on certain Time-of-Use rates for on-peak energy usage.

Community Solar Charge: Charge for subscribing to designated Ameren-owned community solar facilities that allocates a portion of the energy generated to the customer and replaces energy they would have paid under the standard rate.

NATURAL GAS ONLY

Delivery Charge: Is applicable to all metered and/or billed CCF (natural gas) and covers the cost of all infrastructure-related investments and services related to the distribution system.

Purchased Gas Adjustment (PGA): The PGA reflects the cost of natural gas that Ameren Missouri purchases from suppliers and then delivers to our customers. This includes the cost of storing and transporting natural gas to our system. We pass this cost along to customers on a dollar-for-dollar basis. The PGA is based on the number of CCF provided.

Infrastructure Replacement Surcharge (ISRS): This charge reflects the cost of natural gas system replacements and facility relocations due to road construction projects.

Weather Normalization Adjustment Rider (WNAR): The WNAR allows Ameren Missouri to make rate adjustments outside of a general rate case. Those rate adjustments reflect non-gas revenue effects, either positive or negative, for differences between actual heating degree days and normal heating degree days. Only revenue effects due to variations in weather apply. Ameren Missouri may request changes to the WNAR annually and they must be approved by the Missouri Public Service Commission.

Ameren MISSOURI FOCUSED ENERGY. For Life.

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](https://www.AmerenMissouri.com)
 Customer Service: 1.800.552.7583

Account Number: 1234567890
 Customer Name: JOHN SMITH
 Service Address: 123 MAIN ST ANYWHERE, MO 12345

AMOUNT DUE \$109.75
Due Date 02/14/2024
 Amount After Due Date \$110.91
 Previous Statement \$111.17
 Total Payments \$111.17
 Payment Received: Thank You.

Current Detail for Statement 01/24/2024
 Total Electric Charges \$109.75
Total Amount Due \$109.75

Electric Usage History
 Electric Usage in Kilowatt Hours (kWh)
 Electric Usage Summary (kWh)
 So far this year you're using **15.1% less** than the same time period last year.
 2023: 1,215 kWh
 2024: 1,032 kWh

Keeping You Informed.
 Update your account information so we can contact you when crews are working in your neighborhood. Fill out the slip and mail it in or update your online account. Don't have an online account? Sign up today at [AmerenMissouri.com](https://www.AmerenMissouri.com).

See next page for service details. Keep this portion for your records. Page 1 of 4. Please return this portion with your payment.

Ameren MISSOURI
 Check if you have address changes on back.

Amount Due	Due Date
\$109.75	February 14, 2024
Delinquent Amount After Due Date	Account Number
\$110.91	1234567890

Amount Enclosed \$ _____

Ameren MISSOURI
 PO BOX 88068
 CHICAGO IL 60680-1068

20633070 0086191071108 000000109750 000000109750

1 The **Amount Due, Due Date, Previous Statement** balance and payments, and important account messages are highlighted in the top right corner of your bill statement to make them easy to find.

2 Your **Account Number** and address where service is received are displayed prominently at the top left of your bill.

3 Your **Current Detail** provides a breakdown of amounts due for electric, natural gas and/or lighting service as well as any additional charges or prior amounts due for this month.

4 The **Electric Usage in Kilowatt Hours** on the left shows the average monthly temperature and energy usage to aid in making month-to-month comparisons. The number of days in a billing period may vary.

5 The **Electric Usage Summary** graph, located on the right side of your bill, compares the current energy consumption to that of the same period last year. If data from last year is unavailable, the graph will display the energy usage for the current year to date.

6 The **bill stub** is located at the bottom of your statement. If you're paying by mail, tear off this section and return it with your payment in the envelope provided.

Understanding Your Bill

The sample bill to the right shows itemized charges and calculations of total expenses for the billing period. Each billing period varies and may not always include all of the days of a month. Refer to the explanations below to understand each line item and other terms.

- 1 Meter Number:** The unique identification number of the meter/registering device at the service location.
- 2 Service From – To:** This area shows the dates in the billing cycle that were used to calculate this bill.
- 3 No. Days:** This shows the total number of days included in this billing cycle.
- 4 Usage Type:** This will indicate if we are measuring kilowatt hours or therms, which is determined by the type of service you receive — electric or natural gas.
- 5 Reading Type:** This indicates if you have “Actual” energy usage recorded or “Estimated” usage.
- 6 Current Reading:** The numerical values, in kWh or therms, obtained from the current meter reading.
- 7 Previous Reading:** The numerical values, in kWh or therms, obtained from the previous meter reading.
- 8 Reading Difference:** The difference between the current reading and the previous reading.
- 9 Multiplier:** This factor relates the reading on the meter to the actual energy consumption. It is dependent on the meter’s wiring configuration. For most residential customers, the factor is equal to 1.
- 10 Usage:** Displays the total amount of energy used during the billing period for that meter.
- 11 Usage Summary:** If the usage is in a summer billing season and/or a non-summer billing season, the usage in each of these seasons will be displayed here. On-peak and off-peak kWh is determined by the time of day and the rate you choose.
- 12 Rate 1M Residential Evening/Morning Saver:** This is the rate option in which your account is enrolled. For a list of rate option types, visit AmerenMissouri.com/RateOptions.
- 13 Rate:** The rate is the cost per unit of energy that is multiplied by the total kilowatt hours or therms used in a billing period.

Sample electric bill only. Go to AmerenMissouri.com/MyBill to see how other bills may appear.



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- Customer Service: 1.800.552.7583

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Electric Service Details					Service from 12/19/2023 - 01/20/2024 (32 days)				
METER NUMBER	SERVICE FROM - TO	NO. DAYS	USAGE TYPE	READING TYPE	CURRENT READING	PREVIOUS READING	READING DIFFERENCE	MULTIPLIER	USAGE
12345678	12/19 - 01/20	32	Total kWh	Actual	1032.0000	0.0000	1032.0000	1.0000	1032.0000
12345678	12/19 - 01/20	32	On Peak kWh	Actual	609.0000	0.0000	609.0000	1.0000	609.0000

Usage Summary				
Total kWh		1032.0000	On-Peak kWh	609.0000
Off-Peak kWh		423.0000	Non-Summer On-Peak kWh	609.0000
Non-Summer Off-Peak kWh		423.0000	Non-Summer kWh	1032.0000

Rate 1M Residential Evening/Morning Saver				
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
Winter Elec Energy Chg 0-750	750.00	kWh	@ \$ 0.09190000	\$68.93
Winter Elec Energy Chg > 750	282.00	kWh	@ \$ 0.06160000	\$17.37
On-Pk Energy Adjustment	609.00	kWh	@ \$ 0.00250000	\$1.52
Customer Charge				\$9.14
Fuel Adjustment Charge	1,032.00	kWh	@ \$ 0.00309000	\$3.19
Energy Efficiency Investment Charge	1,032.00	kWh	@ \$ 0.00366500	\$3.78
Renewable Energy Adjustment	1,032.00	kWh	@ \$ 0.00032000	\$0.33
Total Service Amount				\$104.26
DESCRIPTION	USAGE	UNIT	RATE	CHARGE
St Louis Co Municipal Charge - Service	\$104.26		@ \$ 0.05263000	\$5.49
Total Tax Related Charges				\$5.49
Total Electric Charges				\$109.75

Payments Since Previous Statement

DATE RECEIVED	AMOUNT
January 18, 2024	\$111.17

Questions? Contact Ameren Missouri at 1.800.552.7583 or visit AmerenMissouri.com.

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Address Changes or Corrections

Name _____
 Address _____
 City, State, Zip _____
 Phone Number _____

AmerenMissouri.com/WaysToPay

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